



**CLARION**  
HOUSING

# Offer to Clarion Housing tenants

**Housing options  
Compensation  
Support**

*Regenerating your  
neighbourhood*

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# At a glance

*We believe that our Offer is fair and gives everyone the opportunity to stay in their neighbourhood.*

Regeneration is going ahead. This means we will be knocking down and rebuilding Eastfields, High Path and parts of Ravensbury in phases over the coming years.

**For existing Clarion Housing tenants<sup>1</sup> we promise the following:**



a new home according to your needs



free, professional packing and removals



keep the same tenancy rights you have now



free handyperson service to help older and vulnerable tenants



disturbance payment of £3,000 per household to cover the cost of moving home



help if you need to move temporarily because of regeneration



relocation payment of £6,300<sup>2</sup> per household



new energy-efficient fridge freezer, washing machine, cooker and dishwasher.

<sup>1</sup> Our Offer is for affordable or assured tenants of Clarion Housing (not assured shorthold tenants).

<sup>2</sup> This figure is based on the Ministry for Housing, Communities and Local Government's Compensation to Residential Owners and Occupiers booklet. It is subject to an annual review. Visit [www.gov.uk](http://www.gov.uk) for the most up to date information.

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*This document tells you about the housing options, compensation and support you're entitled to.*

**The Residents Offer is designed to:**

**1. Keep the community together**

Every Clarion Housing tenant<sup>1</sup> has a guaranteed right to move into a new home in their new neighbourhood.

**2. Provide improved community and green spaces**

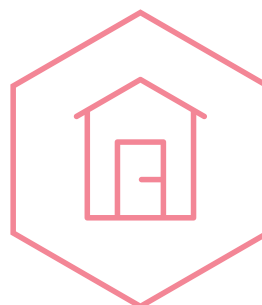
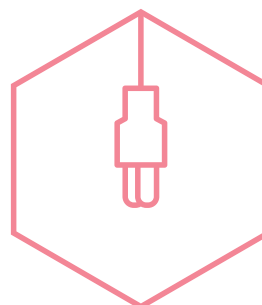
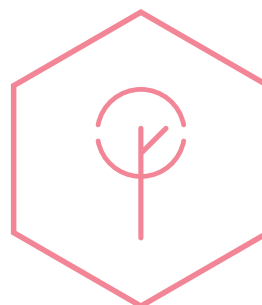
Regeneration will mean improved community and green spaces.

**3. Provide new energy-efficient homes**

The new homes will be energy-efficient, well-designed, safe and adaptable. All new homes will be the same size or larger than the homes they replace. Every home will have a private garden, balcony or terrace.

**4. Provide adaptable and accessible homes**

All homes will be built to Lifetime Homes Standards, meaning they can be adapted to meet your changing needs. At least 10% will be fully wheelchair adaptable.



Please contact the Merton Regeneration Team on **020 3784 5951** or **[mertonregen@clarionhg.com](mailto:mertonregen@clarionhg.com)** to get more information and advice.

<sup>1</sup> Our Offer is for affordable or assured tenants of Clarion Housing (not assured shorthold tenants).

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# The Residents Offer

*Our Offer is for affordable or assured tenants of Clarion Housing.*

The Residents Offer does not apply to assured shorthold tenants who are living in temporary accommodation on Eastfields, High Path and Ravensbury, or to tenants of other landlords in the three neighbourhoods.

The following pages give you the details of which housing options, support and compensation Clarion Housing will give to its affordable and assured tenants depending on your circumstances.

Please get in contact with us if you are unsure about which tenancy you have.

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# The benefits of regeneration

*We're committed to providing good quality homes in all the neighbourhoods we manage. In this case it's more cost effective in the longer term to replace the homes.*

## Regeneration is going ahead

In February 2018 the London Borough of Merton agreed that they will use their Compulsory Purchase powers to support regeneration.

In March 2018 the London Borough of Merton granted planning permission for the Eastfields, High Path and Ravensbury master plans.

Regeneration is an opportunity to build on and enhance the qualities of your neighbourhood, including the strong sense of community.

## Regeneration will provide:

- new high-quality, energy-efficient homes
- larger homes for families who are overcrowded
- new community spaces, play areas and better access to local transport links
- well-connected, safe and attractive streets
- new jobs, training and employment opportunities for local people.



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# For Clarion Housing tenants

*If you're an existing Clarion Housing tenant<sup>1</sup> you'll get a new home in your neighbourhood. Your tenancy rights will not change because of regeneration and we'll offer you compensation and help with moving.*

## Your right to stay in your neighbourhood

Existing Clarion Housing tenants will have a guaranteed right to move into a new home in the regenerated neighbourhood.

## Assessing your needs

We'll make sure that Clarion Housing tenants are offered suitable homes based on your housing need. We will give you plenty of notice before you need to move.

If you or someone in your household needs an adapted home then your needs will be assessed by an independent occupational therapist.

We'll meet with you and give you clear information about what you can expect at least a year before you need to move.

## Keep all your tenancy rights

You'll keep the same tenancy rights that you have now. For example, if you have the Right to Buy now, you'll keep that right in your new home.

## Rent

Regeneration does not affect how your rent is set. It will be set in the same way it is now.

If you move into a home with more or fewer bedrooms, you'll pay the appropriate rent for your new home.

## A new home

We'll assess your housing needs and offer you a new home of the right size.

The table overleaf shows you how many bedrooms you'll be entitled to in your new home.

These rules are set out in full in Merton Council's nominations policy. For full details see [www.merton.gov.uk/assets/Documents/housing\\_register\\_and\\_nominations\\_policy-august\\_2012.pdf](http://www.merton.gov.uk/assets/Documents/housing_register_and_nominations_policy-august_2012.pdf)

<sup>1</sup> Our Offer is for affordable or assured tenants of Clarion Housing (not assured shorthold tenants)

## A new home to meet your needs

	Single person	1	One bedroom
	Couple with no children	1	One bedroom
	One or two adults, with one child aged under one year	1	One bedroom
	One or two adults, with one child aged over one year	2	Two bedrooms
	One or two adults, with two children of the same gender	2	Two bedrooms
	One or two adults, with two children of different genders and one child aged over five	3	Three bedrooms
	One or two adults, with three children	3	Three bedrooms
	One or two adults, with four children (two of each gender)	3	Three bedrooms
	One or two adults, with four children (one of one gender and three of the other gender)	4	Four bedrooms
	One or two adults, with five or more children	4	Four bedrooms

**Any other immediate family members aged 18 or over will be entitled to their own bedroom provided they are:**

- not living as husband and wife
- not living as a partner, including partners of the same gender.



## Needs plus one

If your current home has more bedrooms than you need (see page 8), for example if your children have grown up and moved away. We'll offer you a new home with one bedroom more than your housing need. We call this 'needs plus one.'

### For example:

- if you currently live in a two bedroom home and need one bedroom we will offer you a new two bedroom home
- if you currently live on your own or as a couple in a three bedroom home, we'll offer you a new two bedroom home.

## Your current and future housing needs

If you still have more bedrooms than you need and wish to downsize, we will offer a payment for each extra bedroom that you permanently give up. We would offer you:



**£5,000 for one bedroom**



**£3,000 for second and further bedrooms**

## Confirming your offer

When we confirm the offer of a suitable new home we will give you an offer pack.

This will include a detailed offer letter with written confirmation of the transfer of your existing tenancy. This offer letter will be signed by you and Clarion Housing. You will have a copy to keep.

We'll work with you to identify the best available home that is suitable for you.

If you do not accept an offer of a suitable home we may apply to the court to end your tenancy.

You'll be able to see the new homes while they're being built. You'll move into your new home once it's ready.

## If things change

If your circumstances change after you've received the offer pack but before you move into your new home (for example; because of illness, disability or a change in family size), we'll make sure the offer meets your needs.

If you think the home we offer you does not meet your needs you can appeal on the grounds listed in your offer pack.

## Practical help and support

We'll help you to arrange and prepare for your move. We'll pay for removals including packing materials and a packing service if you need it.

For older and vulnerable residents, we'll offer help with things like re-hanging curtains and fitting lightbulbs. If you have any extra needs connected with your move, we can offer support or refer you to specialist services.

### Extra help could include:

- help with claiming benefits at your new address
- help with changing utility suppliers
- advice about home aids and adaptations.

## New kitchen appliances

To help you settle into your new home we'll give you new kitchen appliances when you move in. Each home will come with a new cooker, energy efficient fridge freezer, washing machine and dishwasher. There will be no charge for this.



## Pets welcome

The rules on keeping pets in your home will not change because of the regeneration plans. If you already have a pet, you can keep it.

## Service charge

The service charge will continue to be set in line with the terms of your tenancy agreement.

You will move into a different type of home with new facilities, green spaces and improved communal areas.

The additional homes mean there will also be more people to contribute to service charges.





# Compensation

## Disturbance payment

We'll offer you £3,000 to cover the costs of:

- redirecting mail
- altering or replacing carpets and curtains
- disconnecting and reconnecting appliances.

## Relocation payment

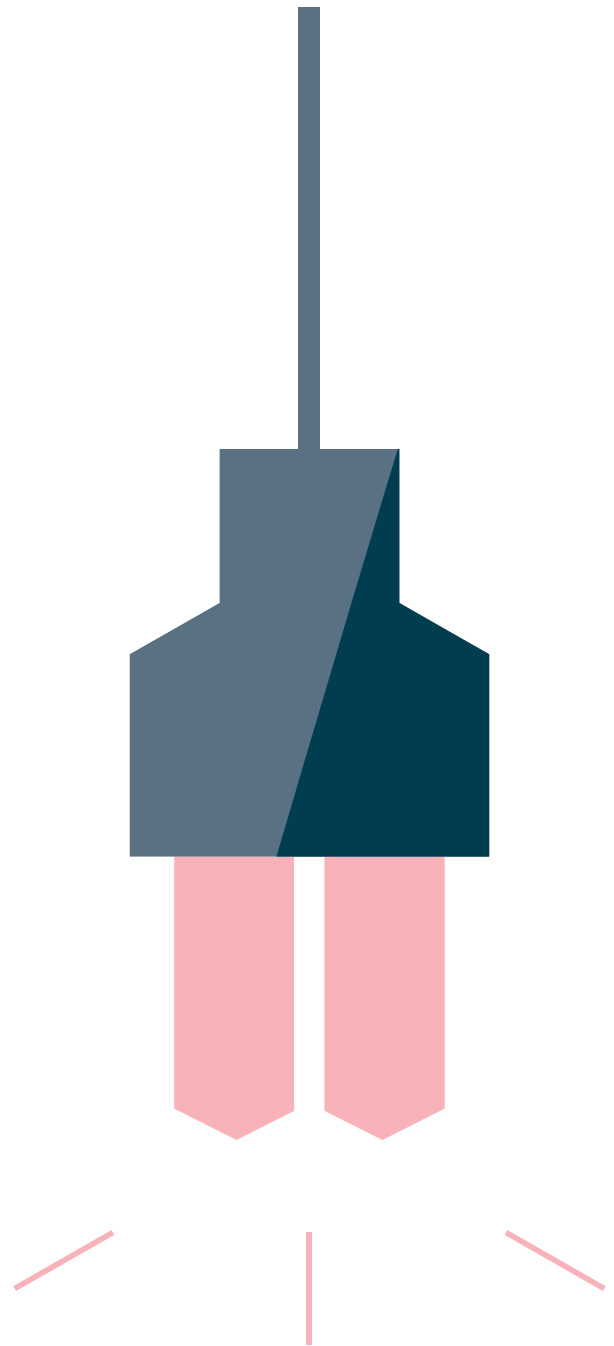
We'll give you a payment of £6,300<sup>1</sup> once you have moved because of regeneration. This is to compensate for the loss of your existing home.

If you owe rent or other money to Clarion Housing, we'll deduct this from your £6,300 relocation payment.

## Temporary move

We'll make every effort for you to move straight into your new home. If you have to move to a temporary home and are there for one year or longer, we'll give you one additional £3,000 disturbance payment.

You will get this additional payment to help with moving costs when you move in to your new permanent home on the regenerated neighbourhood.



<sup>1</sup> This figure is based on the Ministry for Housing, Communities and Local Government's Compensation to Residential Owners and Occupiers booklet. It is subject to an annual review.

Visit [www.gov.uk](http://www.gov.uk) for the most up to date information.

# Contact us

We're here to help. Please contact the Merton Regeneration Team on **020 3784 5951** or **[mertonregen@clarionhg.com](mailto:mertonregen@clarionhg.com)**.

For the latest news about the regeneration plans, please see **[www.mertonregen.org.uk](http://www.mertonregen.org.uk)**

## Alternative formats

If you'd like to have the Residents Offer in large print, Braille, audio or any other format or language, please call **020 3784 5951**.

For Text Relay calls from a textphone, please dial **18001** followed by the number you wish to contact.



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