

Your move

A guide to help you choose a new home



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Introduction



The Aylesbury Estate is being redeveloped as part of our plan to address a range of physical and social challenges that residents told us about*. We aim to build new homes for local people, improve the area and the quality of life for all residents.

In order to do this, all existing Aylesbury council tenants will need to move and find a new home. This guide aims to explain in six steps how this will be done. However, if you have any concerns or questions, our Aylesbury neighbourhood team will be available to answer any queries you might have.

We know that moving can be challenging, but we will ensure you receive the support and information you need to make it as easy as possible. It is our aim that you are suitably rehoused first time and move only once due to the redevelopment. We will always do our best to help you find a new home that meets your needs.

Remember that the home you move to is YOUR CHOICE so we encourage all of you to start looking for a new home as soon as possible.

*Read how this decision was made and how residents would like the redevelopment to happen in the Aylesbury Area Action Plan at www.southwark.gov.uk/aylesbury

Overview of tenant rehousing

This guide is for tenants living on the Aylesbury Estate who rent their property directly and legally from Southwark Council. Any other occupants that we become aware of as part of this process will be expected to leave the property, and are not eligible for any of the rehousing options described in this booklet.



When we start working on the redevelopment of your block, we will send you a letter to inform you that we are planning to rehouse residents living in the block.

When this process begins we will make every reasonable effort to help you to move and find a new home that meets your needs. If you choose not to move, we will have the right to gain possession of your home to ensure the redevelopment can proceed.

Step 1: The start of the process

When the rehousing process begins, you will receive a letter from a member of the Aylesbury neighbourhood team explaining the process of rehousing to you. You can contact the Aylesbury neighbourhood team at any time of your rehousing process to receive as much or as little support and advice as you feel you need.



Step 2: Considering your options

All tenants will have three rehousing options available to them. These are:

A Move to a new or existing property managed by a housing association

B Move to another council home and remain a council tenant

C Move to a council home outside of Southwark, but remain a council tenant

If you choose either option **A** or **B** you will need to bid for all properties through Homesearch, a system which allows you to bid for all properties in Southwark (see Step 5).

If you choose option **C** you will need to bid for properties through Housingmoves or Homefinder UK (see pages 16 and 17 for information on moving out of Southwark).

Whatever option you choose though, your neighbourhood officer will be happy to help you bid if you are not sure how to do it.

We suggest that you start viewing new homes on Homesearch and placing bids on those that interest you as soon as possible, to prevent you from missing out on any properties that would be suitable for your household requirements.

Step 3: Completing the form

All tenants now need to complete the registration process online.

You can choose to complete the registration form on your own, or alternatively, if you do not have access to the internet or would feel more comfortable in having a member of the Aylesbury neighbourhood team assisting you in this process, then please contact your neighbourhood officer, who will arrange an appointment with you to go through the process.



If you or any member of your household has any medical conditions which may impact on the type of property you require, you will also need to complete a medical form online during your registration process. You will be contacted by the medical assessment team for any supporting documents they may need to assess your medical needs.

It is very important that you give us correct information about your housing need as the new home offered to you will be based on responses given on the forms and the assessment carried out.

Completing the process on your own

You will first need to register via the council's website and then follow the instructions on the screen.

If you complete the registration process on your own, at the end of the process you will be provided with an online receipt number. Make a note of this number as you will then need to contact your neighbourhood officer and provide them with this online receipt number, along with all relevant documents.

Completing the process with your neighbourhood officer

Once you have made an appointment with your neighbourhood officer they will be able to go through all aspects of the process with you, from registering via the council's website to then completing the form.

You will be required to bring to your appointment identification and proof of address for everyone (including yourself), who you are intending on listing as part of your household on your application. Your neighbourhood officer will be able to provide you with guidance as to who would be acceptable to be included in your application.

What happens once you complete your application form?

Once you have completed your application form and provided your neighbourhood officer with an online receipt number and supporting documentation, we will forward these onto our housing options team for your application to be reviewed, assessed and subsequently activated. If your neighbourhood officer assisted you in completing the form, they will already have obtained this number for you.



If there are any queries relating to your application or the household members you have listed to be re-housed with you, then housing options will contact your neighbourhood officer, who will discuss with you what the issues might be and what is required to resolve them.

Change of circumstances

It is important that you keep us informed of any changes that may affect your housing application, or the type of property you need. We are carrying out detailed planning of tenants housing requirements to properly understand and plan this process for you. If your circumstances change it may have an impact on the choice of property that you have. Change of circumstances will include the number of rooms a household needs, medical factors or other exceptional factors. Contact your neighbourhood officer for more information.

Step 4: Searching for new homes

Once you have completed your registration you will be placed in a general priority band. At a later date you will receive a letter confirming that you are in band one, which means that you are in the highest priority group to apply for a home in Southwark.

The letter will also include your personal Homesearch registration number, which will allow you to bid for properties matching your requirements on the Homesearch website. Please make a note of this registration number and keep it safe.

What is Homesearch?

Homesearch is a letting system where you can bid for properties in the borough. There are different properties available including new and existing homes built by housing associations as well as existing

council properties. To give yourself the best possible chance of securing a property, it's important that you register as soon as possible. If you are not registered, your neighbourhood officer can help you to do this.



You are now ready to start looking for a new home. Properties in Southwark are advertised weekly at **www.southwarkhomesearch.org.uk from midnight Wednesday to midnight the following Sunday.**

If you're not sure how to bid or use Homesearch, neighbourhood officers will be happy to show you how to do it. You can drop into the Aylesbury neighbourhood office at any time Monday to Friday between 9am and 5pm.



Number of bedrooms

The size of property you are offered will be based on your housing need, which depends upon your household size and composition. Assessment of needs will be based on the council's rehousing policy, which includes provision for offering an extra bedroom to households who are currently living in a property which is larger than your assessed need. However some of our housing association partners may have different policies, so when you are bidding for a home provided by a housing association you will be subject to their own assessments before being accepted as a tenant. Speak to your neighbourhood officer for further details.

Bidding for a new home

By '**bid**' we simply mean apply for a property. Each week you can apply for one property. You can bid using:

- **www.southwarkhomesearch.org.uk** – enter your Homesearch registration number and your date of birth on the login page to bid for a property
- **Aylesbury neighbourhood office** – visit one of our neighbourhood officers at Thurlow Street, Walworth, SE17 2TZ who will help you bid or bid on your behalf
- **Our multi-lingual hotline** – 0845 270 0655 (local call charges apply)
- **Text** 0778 148 6562
- Keep a look out for our **pop-up office** rehousing surgeries.

Keep a look out for certain properties advertised as being for 'Aylesbury decant households only'. These council and housing association homes are specifically designated for Aylesbury households in band one.

When you bid online, the Homesearch website will show you your position in the queue for that property. You can check your bid, withdraw it, or transfer it to another property at any time during the bidding cycle which is **midnight Wednesday to midnight Sunday**. If you have any problems, please contact an Aylesbury neighbourhood officer for assistance.



In summer 2014 the council will be introducing a new robust refusals process. This is to ensure our homes are let to households in housing need as quickly as possible. If you refuse to accept up to three properties you have successfully placed a bid on, the council can suspend you from bidding for twelve months. The council will be writing to all Homesearch users when the policy goes live and it will only apply to reasonable offers of accommodation.

Step 5: Notification of viewing

The bidding cycle closes on Sunday at midnight. From Monday onwards you will be contacted via telephone by a member of the Homesearch team if your bid has been successful. This call will be followed up by a letter confirming your offer.

You will then be invited to view the property and you will receive notification via telephone and in writing of the date and time your viewing will take place. Viewings take place between **10am and 3pm, Monday to Friday**.

You will need to make yourself available between these times should you wish to be considered for the property you have successfully bid for. An officer will accompany you on your viewing and will be on hand to answer any questions you have about the property.

Please bring the documents listed in your offer letter to the viewing as you will need to sign a tenancy agreement should you accept the property. You are now ready to move to your new home.

Housing associations have their own processes regarding viewings and so if you successfully bid for a housing association property you will be contacted by them directly to arrange a viewing.

Step 6: Compensation

Home loss payment

Tenants re-housed as a result of the redevelopment scheme will receive a one off lump sum compensation payment known as a home loss payment. This sum is set by government and is currently £4,700 per household.

Payment will be processed **once we have confirmed that you have given vacant possession of the property**. The home loss payment can take between six – eight weeks to process and is paid in the form of a BAC's credit transfer to the named tenant only. Joint tenants receive only one home loss payment between them.

Any outstanding rent arrears will be deducted from your home loss payment. If you decide to move early under an alternative rehousing route you will not be eligible for the home loss payment.

Disturbance payment

You will also receive a payment, known as a disturbance payment, to cover the reasonable expenses you have had to pay because of your move. Once you have advised us that you are moving home we will make an assessment of the level of disturbance to be awarded on a case by case basis. Speak to your neighbourhood officer for further details of what the disturbance payment may include.

Moving out of Southwark

It may be that you wish to move to another part of London, or move out of London all together. The council works with a number of schemes to assist with these moves where possible.

If you wish to move out of Southwark you will still be able to receive a home loss payment as long as you move through the schemes outlined below. We are not able to prioritise you above others registered on these schemes, nor make direct offers out of the borough.

Housing Moves - www.housingmoves.org

Housing Moves is a Mayor of London scheme to help social tenants in London to relocate to other parts of the capital. All council tenants and housing association tenants can apply, as long as they have a secure or assured tenancy.

Housing Moves is a choice based lettings scheme. This means that once tenants have registered, they can see details of all available properties on the Housing Moves website and can express an interest in the ones that would suit them.

The Housing Moves scheme is separate from the Homeseach scheme, so if you are interested you will need to apply direct to Housing Moves, rather than through your landlord or your borough. Your application form will be checked by your landlord before you can express an interest in properties.

Please note: you will only be able to bid on properties in other London boroughs, not those in Southwark. However, you can apply for both schemes at the same time to increase your chances.

Seaside and Country Homes - www.housingmoves.org

If you are a council tenant and over 60 years of age, there are properties available through the Seaside and Country Homes scheme that could be right for you. The tenant of the household must be over 60 to qualify for this scheme. The properties are located throughout coastal and country areas such as Cornwall in the South West, Norfolk on the east coast, Kent and Lincolnshire. One and two bedroom flats and two bedroom bungalows are included in the scheme. It is part of the Housing Moves scheme.

HomeFinder UK - www.homefinderuk.org

Homefinder offers properties to move to across the UK. If there is a particular area you wish to move to but cannot see any properties that meet your requirements then please contact Homefinder by sending an email to homefinderuk@homeconnections.com and Homefinder will contact landlords in the area you wish to move to.

Support is available for people who wish to move but who are not sure of how to go about doing so. Support on offer includes financial advice, budgeting, information on the recent welfare reforms, transport links, local schools and services such as GPs. Additional support can also be given to help you look for a job.

If you require help in registering for the scheme you can contact Homefinder direct either by email or by calling **020 7619 9705**.



creation



creation Trust is a charity dedicated to residents on the Aylesbury estate.

We work to make sure that residents receive the benefits of the regeneration, not just through new homes, but by improving health, safety, well being and employment.

Our employment programme, **SE17 Working**, has had great success finding jobs for unemployed residents. If you live on the Aylesbury estate and would like assistance to find employment, please contact Patrischia **020 7703 8923**.

Visit **www.SE17working.org** for latest job vacancies.

We also have a **Resident Support Service**, which is a dedicated service for any resident needing some support around issues such as benefit advice, housing, self esteem, leaseholder support and health issues. Please contact Dambile or Natasha 020 7703 8923 to see how they might be able to assist you.

All our services are free, confidential and available to anyone living on the Aylesbury estate.

www.creationtrust.org | **020 7703 8923** | **info@creationtrust.org** | **Twitter@creationSE17**

Useful contacts

We have established a dedicated Aylesbury neighbourhood team to support you through the rehousing process. The lead officer will be the neighbourhood officer for your block, supported by additional officers who also have experience of regeneration. The team is based at the offices on the estate so you can easily visit them.

The team will provide assistance including helping you complete application forms, bid for properties on Homesearch or simply to explain the various stages of the process.

Sharon Kennedy

Tel: 020 7525 1018

Email: sharon.kennedy@southwark.gov.uk



Levi Burke

Tel: 020 7525 2620

Email: levi.burke@southwark.gov.uk



Matt Hardy

Tel: 020 7525 7076

Email: matthew.hardy@southwark.gov.uk



If you require information in your language or in other formats such as audio or large print, please call **020 7525 5000**.

Arabic

يحتوي هذا المنشور على معلومات عن الخدمات التي تقدمها بلدية سوثرك (Southwark). إذا كنت ترغب في الحصول على معلومات بلغتك الأصلية الرجاء الإتصال بالرقم المبين هنا: 020 7525 5000

Bengali

এই বিফোল্ডেটে সাদার্ক কাউন্সিলের পরিষেবাসমূহের তথ্য দেওয়া আছে। আপনার যদি নিজের ভাষায় তথ্যের প্রয়োজন হয়, তাহলে যে টেলিফোন নম্বর দেওয়া আছে তাতে টেলিফোন করুন। টেলিফোন নম্বর: 020 7525 5000

French

Ce dépliant contient des renseignements sur les services de Southwark Council (municipalité de Southwark). Si vous avez besoin d'obtenir ces renseignements dans votre langue, veuillez appeler le : 020 7525 5000

Somali

Warqaddaan yar waxaa ku qoran macluumaad ku saabsan adeegyada Guddiga Dowladda Hoose ee Southwark. Haddii aad u baahan tahay macluumaad ku qoran luqaddaada, fadlan wac lambarka 020 7525 5000

Spanish

Este folleto contiene información sobre los servicios prestados por el ayuntamiento de Southwark. Si necesitara alguna información en su propio idioma, por favor llame al 020 7525 5000

Turkish

Bu broşür Southwark Belediyesi'nin servisleri ile ilgili bilgi içerir. Eğer kendi dilinizde bilgi edinmek isterseniz, lütfen 020 7525 5000 numaralı telefonu arayınız

Vietnamese

Tờ rơi này cung cấp thông tin về các dịch vụ của hội đồng quận Southwark. Nếu quý vị muốn có bản dịch sang ngôn ngữ mình nói, xin vui lòng gọi số: 020 7525 5000