

Canning Town & Custom House Regeneration Programme.

Residents' Charter.

IMPORTANT UPDATE 2016

Since the approval of the Charter the homeloss payments referred to in this document have increased. The affected clauses are:

Page 13

6.2a) Homeloss Payment to tenants – The statutory payment to qualifying tenants has now increased from £4,700 to £5,800.

Page 16

7.13 Homeloss payment to freeholders and leaseholders – In addition to the market value leaseholders and freeholders who have been resident in the property for the previous year are entitled to an additional 10% of the value of their property in homeloss payment. The maximum amount payable has now risen from £47,000 to £58,000.

Contents

<u>INTRODUCTION</u>	3
<u>SECTION ONE: Key Guarantees</u>	3
Commitments to Tenants	4
Commitments to Freeholders and Leaseholders	4
<u>SECTION TWO: Community Involvement</u>	4
Keeping residents informed	5
Individual residents	5
The wider community	6
Community involvement in developer selection	6
Community involvement in redevelopment and design	7
Community involvement during the delivery of the regeneration	7
Community involvement in the management of the new developments	7
<u>SECTION THREE: Commitments regarding RSL/Developer Partners</u>	8
<u>SECTION FOUR: Rehousing Mechanisms for Tenants who have to move permanently as a result of Regeneration Programme</u>	9
<u>SECTION FIVE: Rehousing Standard and Options for tenants who have to move permanently as a result of the Regeneration Programme</u>	10
<u>SECTION SIX: Compensation for Tenants who have to be re-housed permanently due to the Regeneration Programme</u>	12
Home Loss Payment	13
Compensation for improvements	13
Removal and storage costs	13
Disturbance Expenses... ..	14
<u>SECTION SEVEN: Leaseholders and Freeholders</u>	14
Consultation	15
Valuation	15
Mortgaged properties	16
Home Loss Payment	16
Disturbance Payments	16
Purchase of new homes	17
<u>SECTION EIGHT: Comments and Complaints about decisions relating to the Charter</u> ..	18
<u>APPENDIX 1</u> - Map of the Regeneration Area and property list	
<u>APPENDIX 2</u> - Glossary of terms relevant to the Residents' Charter	

Canning Town and Custom House Regeneration Programme Residents' Charter
 Approved by Mayor and Cabinet November 2011

INTRODUCTION

The Canning Town and Custom House Regeneration Programme is being undertaken to create new opportunities for people living in Canning Town and Custom House by building new homes, providing new shops and leisure facilities, improving the environment, creating two vibrant town centres and generating thousands of job opportunities. The regeneration area is identified on the map attached at appendix 1 and individual sites have been identified for redevelopment. Properties within these sites will need to be demolished to allow redevelopment to take place and residents will need to be rehoused. The regeneration is being carried out on a phased basis with different regeneration sites coming forward at different times.

This Charter outlines the Council's commitments to residents who will be decanted as part of the Canning Town & Custom House Regeneration Programme. The Council is committed to working closely with residents to enable them to make the best choices for their future. The Charter also sets out arrangements for involving the wider community in the regeneration.

Copies of this Charter will be given to all residents when decanting starts in their area. Copies of the charter can also be found on the council's website, www.newham.gov.uk and are available from the regeneration office at The Place, 2 Silvertown Way, E16 1ED, telephone 020 3373 1443.

This charter will run alongside any communications and community involvement strategies implemented by the regeneration programme team.

The Residents' Charter has been in existence since 2004 and was first revised in 2007. The latest version follows a review undertaken in 2011. The Charter should be seen as a working document that may have to be altered as the development programme progresses. The Charter will be subject to ongoing review.

SECTION ONE: Key Guarantees

This Charter sets out a number of commitments to residents affected by the regeneration. Below is a summary of the key guarantees.

1.1 Commitments to Tenants

- If you are a Council Tenant who has to be rehoused as a result of the regeneration you will have the right to stay in, or return to, Canning Town and Custom House.
- You will also have the right to be rehoused in a council property and remain a council tenant.
- You will have the right to be rehoused in a property with the same number of bedrooms.
- You will be granted priority bidding status under the Choice Based Lettings scheme.
- You will be entitled to a home loss payment which is currently £4,700 and a disturbance payment.
- The Council will pay your removal costs and other reasonable costs connected with moving.

1.2 Commitments to Freeholders and Leaseholders

- If you are a homeowner and the Council has to acquire your home the Council will pay the market value for your home plus 10% if you are resident and 7.5% if you do not live in the property.
- The Council will also pay for your removal costs and cover your disturbance expenses.
- The Council will also cover any reasonable legal and surveying fees when you buy a new home.
- You will have a right of first refusal to buy a new property in the regeneration area.

All residents (tenants, leaseholder and freeholders) will have access to independent advice.

SECTION TWO: Community Involvement

2.1 The Council is committed to involving the community in the regeneration of Canning Town and Custom House. This includes both residents directly affected by the regeneration because their home will need to be demolished, as well as the wider community which is affected by the regeneration programme taking place around it.

2.2 The Council will involve the community on an area by area basis as each area comes up for redevelopment.

Keeping residents informed

2.3 The Council will keep residents informed of progress on the regeneration programme for example through newsletters, letters and events.

2.4 The Council will produce an annual report to residents setting out progress on the regeneration, identifying any changes to the programme phasing and any new options open to residents. The report will include details of the proposed regeneration phases and indicative timescales.

Individual residents

2.5 The Council recognizes that the regeneration has a particular impact on residents living in the Council's redevelopment sites in the regeneration area. This Charter sets out specific commitments to these residents (tenants, leaseholders and freeholders) who will be liaised with individually in relation to the regeneration of their area and their rehousing. The Council will work with all affected residents individually, and in particular with those who are vulnerable. The specific commitments to tenants are set out in sections four, five and six and for freeholders and leaseholders in section seven.

2.6 The Council guarantees that all residents living in the development sites will have access to individual independent advice throughout the process. The Council will fund an Independent Advisor and residents will be involved in their appointment.

2.7 The Council aspires to give those tenants who will be moving to alternative new build properties within the regeneration area opportunities to be involved in the design of their properties and offer individual choices in relation to the finishes in their properties where this is feasible.

The wider community

- 2.8 The Council is committed to ensuring that all members of the community have access to information and opportunities to: find out more; be consulted and give their views; and receive feedback on regeneration projects. Public exhibitions, drop-ins and regular updates in the regeneration programme newsletter E16 News have all been employed to achieve this and we will continue to employ the most appropriate methods and work with developers and their partners to achieve this.
- 2.9 The Council is also committed to involving community members in more detailed aspects of the various regeneration schemes and will work with groups of community members as appropriate. For example this could be through design or regeneration groups established to look at particular schemes.
- 2.10 The Council will involve residents on both an individual and group basis as appropriate. The Council will work with developers and their partners to achieve this.
- 2.11 The Council will develop a consultation strategy with developers for each scheme.

Community involvement in developer selection

- 2.12 The Council is committed to involving the community in the selection of developers and their registered Social Landlord (RSL) partners. Residents and community members have been involved in the process to select a panel of developers/RSL partners and in the process to select individual developers/RSL partners for individual regeneration sites. The Council agrees the principle that residents should be involved in any future decisions to choose developers/RSL partners and other developer partners. The Council will encourage developers to involve community members in any future appointment of partner organisations.

Community involvement in redevelopment and design

2.13 The Council is committed to involving the community in issues of design and will work with developers to provide opportunities for residents to be involved in design issues. This could include the style and type of buildings, the landscaping and environment and any community facilities. Appropriate mechanisms for involving residents in the development of options will be put in place as each development comes forward.

Community involvement during the delivery of regeneration

2.14 When decanting of an area begins and during construction of a new development the Council will seek to ensure that disruption to residents in the area is minimised, for example through considerate contractor schemes, and opportunities will be provided for residents to raise issues resulting from the regeneration works for example through neighbourhood meetings.

Community involvement in the management of new developments

2.15 The Council will work with developers to provide opportunities for residents to be involved in the design of a management company and the possible selection of any Managing Agents as the development is completed.

2.16 The Council will work with residents and partners on developing mechanisms to facilitate maximum resident involvement in the management of the new homes.

2.17 The Council will work with developers and RSLs to ensure that opportunities exist for residents to influence the standards of management and maintenance under the long-term management arrangements.

SECTION THREE : Commitments regarding RSL/Development

Partners

3.1 The final version of this document will become part of any relevant contracts with the developer and should therefore be legally binding on all parties.

3.2 The Council will seek to ensure that there are sufficient affordable new build homes to enable those people who want to remain in the locality to do so. There should be no net loss of social rented housing within the overall boundary of the regeneration area over the lifetime of the programme.

3.3 Tenants moving to newly built RSL owned or managed accommodation in the Council owned regeneration sites will be clearly advised of the rent, service charges and Council Tax payable on the property before they move. The Council will strive to ensure that future rents and service charges are in line with Council rents and service charges subject to future funding arrangements and Council policy and will undertake to start negotiations with any RSLs involved in the new development regarding this.

3.4 The Council will undertake to enter into negotiations with any RSLs who will be providing property to rent in the individual regeneration phases to ensure that the tenancies granted by the RSLs are broadly equivalent to a Secure Tenancy as far as is possible within statutory constraints and Council policy.

3.5 Canning Town and Custom House decanted tenants who previously under-occupied their properties will be able to continue to under-occupy if they choose to return to new build housing built as part of the regeneration programme. This will be part of the Nominations Agreement between the Council and the RSL.

3.6 The Council will negotiate with any partner RSLs to agree a retained right to buy, with terms equivalent to the rights of Council Tenants, and tenants will be eligible for any discounts that apply at the time.

3.7 The Council will negotiate with partner RSLs to offer the right of first refusal of any new low cost home ownership properties to existing secure tenants in Canning Town and Custom House, and ensure that those tenants who are interested in exploring this option are given access to free advice and assistance throughout the process. In addition to advice from the RSL advice will also be available from the Council and the independent advisor.

3.8 The Council will require that wherever possible, properties developed by the partner RSL will be pre allocated to existing residents whom the Council have undertaken to re-house through this development.

3.9 The Council will work with RSLs and their partners to ensure that the standards of the new properties meet the London Housing Design Guide standards.

3.10 All new developments will use London Housing Design Guide standards as a minimum requirement for space standards.

3.11 The Council will seek to ensure that the London Housing Design Standards for space and design will be met across all tenures.

SECTION FOUR: Re-housing Mechanisms for Tenants who have to move permanently as a result of the Regeneration Programme

4.1 It is Council policy to use Choice Based Lettings (CBL) as the primary means to allocate properties. Direct offers may be used when it is necessary to accelerate the decanting process, for example where tenants are not using the opportunity to bid for properties through the choice based lettings scheme or where it has been assessed that the tenant has additional needs that indicate a particularly urgent need to move.

4.2 The Council will give Canning Town and Custom House decants priority bidding under the Choice Based Lettings scheme

4.3 Canning Town & Custom House decants will have top priority for all available empty homes in the Canning Town North, Canning Town South and

Custom House re-housing areas. They will have priority for all advertised empty properties in the CBL magazine.

4.4 Where the Council has to make a direct offer to a tenant, they should establish the tenant's requirements regarding the following list and should use their best endeavours to make an offer that fulfils the tenants' criteria as far as is practically possible:

- it should be in the general area of preference
- it should be of similar proximity to public transport as current property
- it should be of similar proximity to doctors as current property
- it should be of similar proximity to schools as current property
- it should be of similar proximity to shops as current property
- it should be near to other family members if required for support or to provide care
- it should have a garden or balcony if the current property had one
- a garage, or designated parking, or off street parking area should be provided if there is one in use with the current property
- it should be no higher than the current floor level unless the tenant wishes
- where the tenant has mobility problems it should have easy access, i.e. not on a hill
- any known incidents of racist or antisocial behaviour affecting the previous tenant should be made available with the offer
- any other reasonable issues identified by the tenant at the time of making the offer.

SECTION FIVE: Re-housing Standard and Options for tenants who have to move permanently as a result of the Regeneration Programme.

5.1 Before decanting in individual areas commences the Council will provide all residents with a summary and explanation of the process and this will be followed up with a visit. The Council will endeavour to notify tenants as far in advance as possible of their need to move and ideally notification will be 12 months in advance.

5.2 The Council guarantees that anyone who wishes to remain a Council tenant would be allowed to do so.

5.2a The Council guarantees that tenants who move to alternative Newham Council tenancies will be offered a life-time tenancy.

5.3 Where tenants express the wish to remain Council Tenants, they will be given a guarantee that they will be offered suitable alternative Council accommodation. The Charter recognizes that many Council tenants will wish to retain their status as Council Tenants, but this will mean they will be excluded from taking advantage of any of the new build properties in the area which will all be RSL owned and managed.

5.4 Tenants who wish to remain in the Canning Town and Custom House areas will be able to do so. If tenants wish to move into new housing they will have the right to return to the area once new housing is available. Tenants will be asked whether they want to return to the area when they are visited about their rehousing options. If they do their details will be kept on a list by the regeneration team. They will be kept up to date of the progress of the new housing and invited to meet an officer from the regeneration team at least six months prior to the new housing being ready.

5.5 Tenants who are currently overcrowded will be able to bid for the correct size of property.

5.6 In families with adult children, the family should be given the choice of moving to split tenancies. Where this option is taken, each household will be re-housed in accommodation with the correct number of bedrooms for their household size.

5.7 The Council will guarantee to re-house any lawful occupant remaining in a property after the death of a tenant, who does not have the right to succeed.

5.8 Tenants who live in a property that is too large for their needs, and choose to move to smaller size of property, will still be entitled to an additional incentive payment of at least £1,000 per room.

5.9 Those tenants, who require adaptations to their property due to their disability or to the disability of a family member, will have this carried out before they are required to move into a new property. Any necessary adaptations should be carried out in consultation with the user and with relevant professionals e.g. Occupational Therapists or Social Workers.

5.10 Those tenants who choose to move into an existing RSL property will be given access to independent advice regarding the differences between the terms and conditions of their existing Council Tenancy and the terms and conditions of their new tenancy in advance of accepting the new property.

5.12 Where the tenant bids for an existing RSL or out borough property, the Council undertakes to use its best endeavours to negotiate with the landlord of the property to allow the tenant to under-occupy the property to enable them to obtain a property with the same number of bedrooms as their existing property.

5.13 The Council will provide all possible advice, information and support to tenants seeking re-housing outside of the borough.

SECTION SIX: Compensation for Tenants who have to be re-housed permanently due to the Regeneration Programme.

6.1 Compensation will only be awarded to secure tenants who are being rehoused as a result of the regeneration and have official decant status. The Council undertakes to assist tenants whose properties are in later phases of the development with priority for re-housing in exceptional circumstances. Agreement to move in advance will be at the tenant's request, therefore they will agree to waive their right to a Home Loss Payment. The Council may assist with the removal costs in exceptional circumstances.

6.1a The Council will pay removal costs if a tenant moves due to medical emergency or for other exceptional reasons in the 12 months preceding the start of the decant of that property. The equivalent amount of the Statutory Homeloss Payment will be paid once the finance is available for the particular phase. This will be decided on a case by case basis considering all relevant

factors including age, disability, medical condition and hardship. These payments will be made in exceptional circumstances.

6.2 Home loss payment

6.2a) All qualifying tenants who have lived in the property for at least a year are entitled to the statutory home-loss payment where they are leaving their current home permanently. The statutory payment is currently £4,700 and the amount is reviewed by Central Government on an annual basis. The tenant is also entitled to a disturbance payment of £200 or £250 if of retirement age.

6.2b) Home loss payment will be made where any qualifying household is required to move as a consequence of the redevelopment scheme.

6.2c) Home loss payments will be made directly to tenants. It is Council policy that any corporate debt will be offset against Homeloss payments. Examples of this debt are rent, service charge and Council Tax arrears, Housing Benefit overpayments and re-chargeable repair debts. This list is not inclusive.

6.3 Compensation for improvements carried out by the tenant at their own expense.

Where tenants have made improvements to their homes and have express written permission of the Council for the improvement compensation will be made for the cost of any improvements made to the property that cannot be taken to the new property.

6.4 Removals and Storage costs.

6.4a) Cost of removals and storage will be met by the Council, even when the tenant is in arrears.

6.4b) The cost of removals and storage payments will be paid by the Council in the event of the council using its own contractors. Where the tenant wishes to make their own arrangements, and these arrangements would be cheaper than those which can be arranged by the Council, the Council will re-reimburse these costs to the tenants even when the tenant is in rent arrears.

6.4c) Elderly tenants and tenants with a disability will be provided with a full packing and removal service.

Direct costs as a result of moving will be paid by the Council

6.5 Disturbance Expenses – definition of eligible persons

6.5a) Disturbance payment should be made where any qualifying household is required to move as a consequence of the redevelopment scheme.

6.6 Disturbance Expenses – definition of eligible costs

6.6a The Council will pay reasonable claims to meet the following costs associated with moving to new permanent accommodation: -

- Redirection of mail for twelve months
- Disconnection and reconnection charges for cookers, washing machines, telephones
- Connection of satellite dishes where the in-going landlord is agreeable to having satellite dishes erected on their properties and the tenant had an existing cable/satellite contract.
- Decorating allowance where applicable
- Cost of replacing disabled adaptations

Direct costs as a result of moving will be paid by the Council even when the tenant owes debts to the Council.

SECTION SEVEN – Leaseholders and Freeholders

7.1 The Council should undertake to provide regular opportunities for leaseholders and freeholders to be informed of , and consulted on all issues affecting Leaseholders and Freeholders during the development process.

7.2 The Council will compensate leaseholders and freeholders in accordance with the Compulsory Purchase and Compensation Code of Practice (CPO Code).

7.3 The Council undertakes to negotiate with all relevant stakeholders to maximize the choice that Leaseholders and Freeholders are given in their future housing. This may include the Council agreeing to pay for specialist

advice to be provided to Leaseholders and Freeholders. Individuals are entitled to an independent surveyor to represent them in negotiations relating to the acquisition of their home. Freeholders and leaseholders will be advised of the contact details of the Royal Society of Chartered Surveyors and given a list of contact details of surveyors that have represented other home owners in the regeneration area so that they can choose a surveyor to represent them.

Consultation

7.4 Where leaseholders and freeholders choose to benefit from a new home made available by the Canning Town and Custom House Regeneration scheme and that home is ready for occupation prior to their phase, compensation may be paid if they move at this time, subject to funding being available.

7.5 Leaseholders and freeholders to be visited individually at least 12 months before demolition of their property

7.6 Meetings will be held with individual leaseholders and freeholders on the specific issues affecting them as required.

The Council will provide information and advice as soon as possible on any updates to the options for freeholders and leaseholders.

Valuation

7.7 Compensation will be in accordance with market value

7.8 The valuation should be made on the basis of the open market value without any increase or decrease attributable to the scheme of development.

7.9 The Council must demonstrate that any agent used in the valuation process has disregarded both the effects of the development scheme and the compulsory nature of the purchase.

7.10 The valuation should reflect any development value in the property that would have existed in the absence of the scheme.

7.11 Freeholders and leaseholders are entitled to an independent surveyor to represent them in the negotiations concerning the acquisition of their property.

Canning Town and Custom House Regeneration Programme Residents' Charter

Approved by Mayor and Cabinet November 2011

This includes the negotiation of the sale price back to the Council and the negotiation of any claims for disturbance payments.

Mortgaged properties

7.12 As detailed in C.P.O. Code.

Home Loss payment

7.13 In addition to the market value, leaseholders and freeholders who have been resident in the property for the previous year are entitled to an additional 10% of the value of their property in home loss payment. From 1st September 2008 the minimum payment is £4,700 and the maximum amount payable is £47,000. As detailed in C.P.O. Code.

LBN Note – The Court decides apportionment in Matrimonial disputes

Disturbance Payments

LBN – point of information from the CPO code – All relevant circumstances are to be taken into account, including any circumstances personal to the claimant. Disturbance includes the amount of any legal or other professional costs incurred by the claimant in connection with the acquisition.

7.14 Leaseholders and freeholders will be entitled to disturbance payments covering any other costs involved in the sale of their property to the Council and purchase of a new property in accordance with the existing compensation code so long as costs are reasonably incurred.

7.15 Payments should include, but are not restricted to, the following:

- removal expenses
- legal fees arising from the acquisition of a replacement property
- surveyor's fees arising from the acquisition of a replacement property
- redirection of mail for twelve months
- other necessary and reasonable charges

7.16 The compensation must ensure that leaseholders and freeholders are no better or worse off following acquisition than they were before.

Canning Town and Custom House Regeneration Programme Residents' Charter
Approved by Mayor and Cabinet November 2011

Purchase of new homes

7.17 Council will pay reasonable legal and conveyancing costs of the purchase of a new home

7.18 Where losses occur as a result of having to transfer a mortgage, provided the losses are as a consequence of the acquisition of the property, the leaseholder or freeholder will be entitled to compensation.

N.B. this excludes secured loans.

7.19 Where a mortgage which is fixed at a favourable rate is replaced with a new mortgage at a higher rate which will be more expensive, compensation should be paid. It should be based on the difference between the net amount it would cost to repay the outstanding sum on the mortgage at the old rate and how much it would cost at the new rate. As detailed in C.P.O. code.

7.20 All leaseholders and freeholders should be given the opportunity to purchase a property, of equivalent bedroom size and amenities to their own, within the scheme at the market price and be given first refusal of new properties for sale. (Subject to availability).

7.21 All leaseholders and freeholders should be given the opportunity to purchase existing Council homes in the Borough as they become vacant. (Subject to availability).

7.22 The Council will work with developers to develop an Equity Share Scheme to enable Leaseholders and Freeholders to purchase a new property in the regeneration area.

7.23 The Council would use reasonable endeavour to assist in securing alternative accommodation.

7.24 Leaseholders and freeholders, who have expressed an interest in purchasing a new home in the regeneration area, should be advised at the earliest possible stage of the expected service charge, ground rent and Council Tax of new homes.

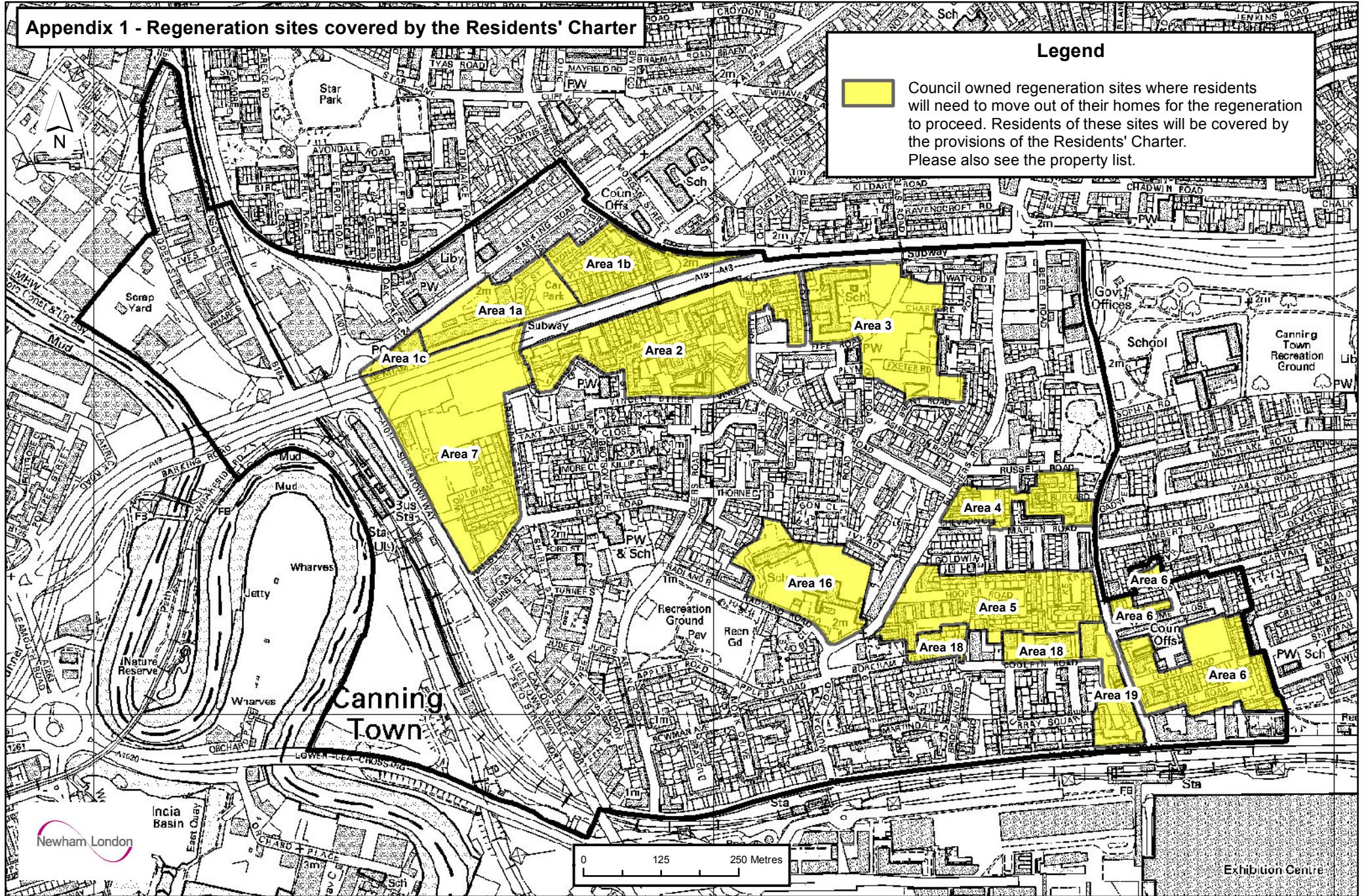
7.25 Leaseholders and freeholders where applicable, should be consulted on development issues that will affect the ongoing maintenance service charge costs to the new properties. This includes block and estate design where there is a maintenance implication.

SECTION EIGHT: Comments and Complaints about decisions relating to the Charter

8.1 If residents are dissatisfied with decisions relating to their re-housing they can contact the Corporate Complaints Team who will investigate their complaint: The team can be contacted:

- by completing the [online complaints form](#)
- by using the printed complaints form available in all council offices. Please ask a member of staff if you cannot find one.
- by telephone or in person. Call customer services on **020 8430 2000** or visit your [local service centre](#).
- by letter - send to: Corporate Complaints, Newham Dockside, 1000 Dockside Road, London E16 2QU
- by email - Corporate.Complaints@newham.gov.uk

Appendix 1 - Regeneration sites covered by the Residents' Charter



Legend

Council owned regeneration sites where residents will need to move out of their homes for the regeneration to proceed. Residents of these sites will be covered by the provisions of the Residents' Charter. Please also see the property list.

This map is based on Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution and/or civil proceedings. LB Newham 100019272 2011

Appendix 1 - Regeneration sites covered by the Residents' Charter

Map produced by Corporate GIS (November 2011)

CANNING TOWN & CUSTOM HOUSE REGENERATION PROGRAMME PROPERTY LIST

This list shows the remaining properties in the individual regeneration sites. Tenants of these properties will need to be rehoused, and properties acquired from freeholders and leaseholders. Secure tenants, leaseholders and freeholders are covered by the provisions of the Residents' Charter. Proposed timescales for regeneration will be included in an Annual Report to affected residents. This list does not include properties where demolition has already taken place.

Canning Town	Custom House
<p>Area 1A Thomas North Terrace</p> <p>Area 1B Mona Street Aviary Close Beckton Road</p> <p>Area 2 Formunt Close Trinity St McDowell Close Edwin St Forty Acre Lane Bothwell Close Lawrence Street Kennedy Cox House</p> <p>Area 7 Wouldham Road Chedworth Close Clarkson Road 1 –10 Rathbone Street 41-59 (odds only)</p>	<p>Area 4 Burrard Road Hands Walk Russell Road- (except 62-84 Retained) Butchers Road 75 - 83 (odds only)</p> <p>Area 5 Hooper Road Adamson Road 89 – 123 (odds) Butchers Road 87 – 117 (odds only) Kerry Close</p> <p>Area 6 Hartington Road 2-32 evens only Ethel Road Leslie Road Throckmorton Road 1 - 25 a (odds only) Freemasons Road 22, 24-38 (evens only) Vandome Close 1-7 (odds)</p> <p>Area 18 71- 87 Adamson Road 5-11 Boreham Avenue (odds only)</p> <p>Area 19 May Wynne House Normandy Terrace 2014 68-80 Coolfin Road</p>

Glossary of terms relevant to the Canning Town and Custom Regeneration Programme's Residents' Charter

Canning Town and Custom House Regeneration Programme - The large scale regeneration programme that will provide new homes, new shops, increased job opportunities, an improved environment and create vibrant town centres in the area.

Choice Based Lettings (CBL) – This is the Council's preferred method of letting properties in the Borough. It enables tenants to bid for their preferred homes. Tenants with decant status have priority on this system.

C.P.O Code – The Compulsory Purchase and Compensation Code of Practice (CPO Code). This sets out the process for acquisition for freehold and leasehold homes and the compensation homeowners are entitled to if their home has to be purchased. Compensation under the regeneration is in line with the CPO Code.

Decanting – the process of moving residents out of their current homes and rehousing them. Tenants who have to move out of their home are given decant status that gives them priority on the Choice Base Lettings system. Decants are tenants rehoused as a result of the regeneration.

Developers – Organisations that enter into an agreement with the Council to redevelop regeneration sites. Developers are appointed for each regeneration site as it comes up for regeneration. Developers will have partners, including a Registered Social Landlord, that they work with to deliver different aspects of their scheme.

Equity Share schemes – schemes where residents can purchase a share of the property's value rather than having to buy the property outright. Rent is not payable on the share of the property the resident does not own. Developers will explore equity share options

Shared Ownership Schemes

This include shared ownership schemes where residents can part rent/part buy their property but other options also exist.

Home Loss Payment – This is a statutory payment that eligible residents are entitled to if they have to move out of their homes. Home loss payments are made to secure tenants directly affected by the regeneration and who have decant status. Leaseholders and freeholders are entitled to a Homeloss payment of either 10% of the market value of their home if they have resided there for the previous 12 months or 7.5% if they are non- residential.

London Design Guide Standards – These recommend minimum standards for newly built properties. All new properties being built in the regeneration area will comply these standards for design and space.

Nominations Agreement - An agreement between the Council and a Registered Social Landlord, that enables the Council to nominate tenants for allocation to RSL properties.

Registered Social Landlords (RSL) –Each development will have its own RSL / Housing Association partner which will provide new socially rented and intermediate housing (such as shared-ownership) within new developments in the regeneration area.

Right to Buy – A statutory right of secure council tenants to purchase their homes from the Council. Tenants rehoused as a result of the regeneration will have a retained Right to Buy.

Right to Acquire – The equivalent of Right to Buy for RSL/Housing Association tenants.

Royal Society of Chartered Surveyors – The professional body for Chartered Surveyors that can help homeowners find a surveyor.