

FAQ's / Custom House Regeneration

What regeneration progress has been made at Canning Town?

The regeneration programme continues to provide real benefits for residents. Over 12,200 new homes, including nearly 40% affordable, have been built in the regeneration area. The East City Point scheme in the Fife Road was completed earlier this year and has provided 649 new homes and the new Keir Hardie Primary School. This follows the completion of the Rathbone Market scheme in 2017 that provided 652 new homes, retail space, a new market square and premises for the new Custom House and Canning Town Neighbourhood Centre. The centre includes library facilities and space for community activities. The second phase of the Hallsville Quarter scheme, opposite Canning Town station, was completed in 2018 528 new homes now built and retail space created. Planning approval was given for the third phase that will bring a further 650 new homes, more retail facilities and leisure, health and workspace. English Cities Fund have consulted on their proposals for 850 new homes, a linear park and commercial space in the Manor Road area of Canning Town.

At Custom House the council wants to deliver genuinely affordable new homes, safer and more attractive streets, improved shopping and community facilities. Arrangements for the regeneration of Custom House are now being made with plans to develop a planning application for sites 6 & 19 in Custom House (please see the map on the next page for details of the Custom House redevelopment sites and the properties affected).

How will I be affected?

If your home is in one of the redevelopment sites you will have to move from your current home at some point so that redevelopment can take place. The Residents' Charter sets out our commitments for secure council tenants and homeowners at Custom House and Canning Town and how residents will be supported through the regeneration. The full charter is available online at www.newham.gov.uk/residentscharter.ctch

A summary of the key charter commitments to secure council tenants and homeowners is set out below:

- **Secure council tenants** that are moved as part of the regeneration have the right to remain in or return to Custom House and Canning Town. They have the right to be rehoused in a property of the same size and remain a council tenant. They are given priority under the Choice Based Lettings system and will also receive a home loss and disturbance payment.
- **Freeholders and leaseholders** whose homes are bought by the council in order to take forward the regeneration plans, will be paid the market value of their property, plus an additional 10% if they live there or an additional 7.5% if they are renting the property to tenants. Reasonable legal and surveying costs associated with selling and buying a new home will be met by the council and homeowners also have the right of first refusal to buy a new property in the regeneration area.

Other residents

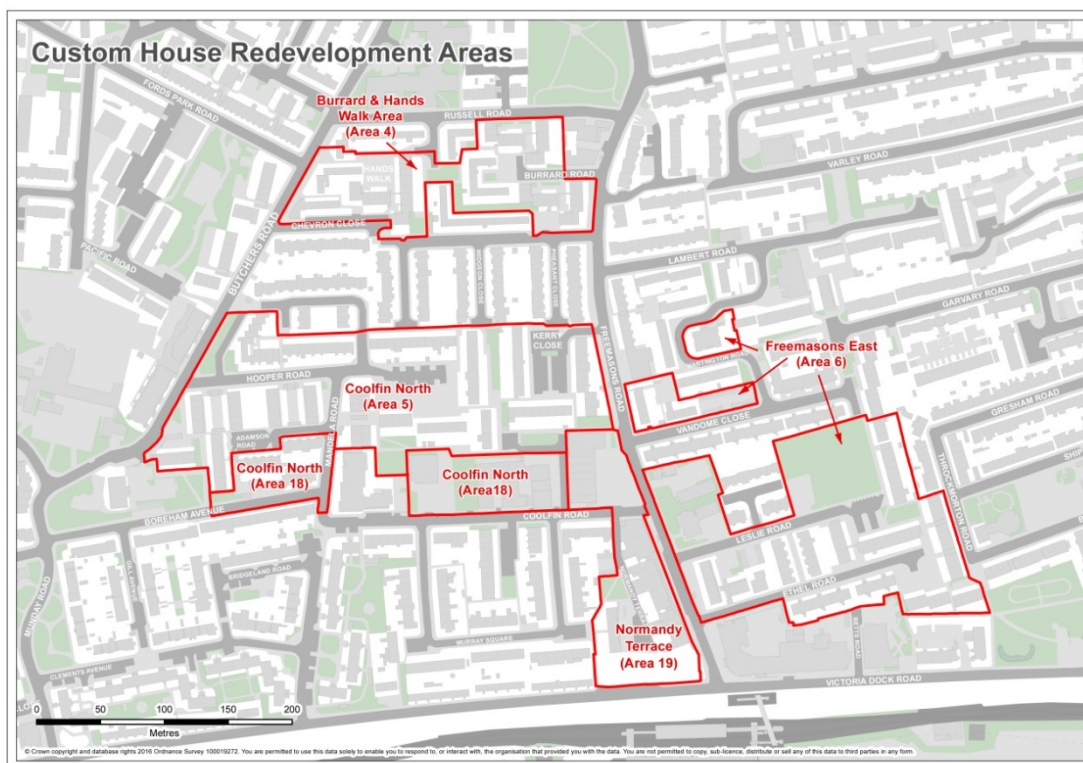
We are also aware that other residents in the area will also be affected by the regeneration:

- **Non-secure council tenants** can seek advice from the council's Housing Advice Team about the options available when the council needs to empty the property they are living in.
- **Mears tenants (formerly known as Tando)** - if you currently live in a property let to you by Mears to manage on a temporary basis pending regeneration, you will be affected by the

proposals. The council will look to empty these properties over time but timescales will vary depending on which area you live in and how quickly the regeneration progresses. We will keep tenants in the properties for as long as possible, ensure they receive appropriate support, and are given at least six months advance notice.

- **Private tenants** – if you are a tenant of a private landlord you can talk to your landlord about potential alternative accommodation and/or contact the council’s Housing Advice Centre once your landlord serves you notice to leave the property. Landlords are legally required to give you at least two months notice in advance of the need to move.

Where are the Custom House redevelopment sites?



Burrard and Hands Walk Area 4	Coolfin North Area 5	Freemasons East Area 6	Coolfin North Area 18	Normandy Terrace Area 19
Burrard Road (except 43, Kayani House) Hands Walk Russell Road (except 62-84 and 2a, Bertrand House) Butchers Road 75-83 (odds only except 83a)	Hooper Road 89-123 Adamson Road (odds) 87-117 Butchers Road (odds only) Kerry Close	2-32 Hartington Road (evens only) Ethel Road 82-178 Leslie Road (evens only) 1-25a Throckmorton Road (odds only) 20-38 Freemasons Road (evens only) 1-7 Vandome Close (odds only)	71-87 Adamson Road 5-11 Boreham Avenue (odds only)	Normandy Terrace Coolfin Road 68-80 (flats above Freemasons Road shops)

Freemasons Rd East (Area 6)

We are actively rehousing secure council tenants and beginning the process of buying back properties in the area. We began this in 2017 and expect the process to take around two or three more years to complete.

Normandy Terrace (Area 19)

The rehousing of secure tenants and the buy back of leasehold properties is well advanced in Normandy Terrace.

The council has made commitments in the Shopkeepers Charter to businesses in the area who have to relocate. These include provisions for shopkeepers to be able to remain in the area and return to the new development once complete.

Remaining Custom House redevelopment sites

We do not expect to relocate residents from Areas 4, 5 and 18 in Custom House in the short-term. However, we understand that some homeowners in these areas may wish to sell their property and funds are approved to enable us to purchase properties early from homeowners wishing to sell. Homeowners will still be entitled to a home loss payment in line with the terms of the Residents' Charter. Secure council tenants in these areas will not receive rehousing status at this stage but will do when their area comes forward for redevelopment.

What is Affordable housing?

The term affordable housing can be quite confusing. There are a number of types of housing that can be defined as affordable, it can be tricky to understand what they mean and what options are available. In general there are three main types of affordable housing:

- **Shared ownership** – this is when you can buy a proportion of the property typically between 25 to 75 per cent and then privately rent the remaining amount. As an example, you could have a mortgage on 30 per cent and then pay rent on the remaining 70 per cent, plus a maintenance fee.
- **Rent to Buy** – housing associations offer properties for a reduced rent so with the money that you save you can put it towards a deposit for a house purchase or shared ownership.
- **Social and council housing** – properties are owned by the local authority or housing association and let to eligible residents for no more than 80 per cent of the market value.

The Mayor of Newham, Rokhsana Fiaz, has committed to providing genuinely affordable homes that will be let at social rent levels. Regeneration work at Custom House will contribute to achieving this.

How do I keep up to date with what is happening & how do I get involved?

We will keep residents informed of progress about redevelopment at Custom House through newsletters like this one and updates on these webpages. You can also contact the regeneration team at regeneration@newham.gov.uk or on **0203 373 1443**. The council is committed to working with residents throughout the redevelopment process to enable them to get involved and influence the regeneration of the area.

We will set out and publicise the arrangements for working closely with the community during the design process, which is the next important stage of regeneration.

Residents will also be formally consulted as part of the planning process.

A steering group including six local community representatives elected by those living in the area has been formed and will meet throughout the development of designs for the area.

How long will it take?

It is still going to take some time to rehouse all council tenants and buy properties from homeowners.

Preparations have begun to draw up plans for the redevelopment fairly and transparently. Adam Khan Architects & team have been asked by Newham Council and community representatives to 'co-produce' designs for community spaces, homes and an improved town centre with local residents and businesses. They have been running a number of community events and workshops since April 2019 to get the local community involved. These have included sessions on the aims, vision and priorities for the project as well as discussions about the identity of Custom House and the key ingredients of what makes a great neighbourhood. They are also providing upskilling training sessions so people feel confident to contribute to the conversation. Once developed plans will be submitted to the planning authority.

We are seeking to begin first phase of delivery following this process, should all go smoothly starting in two to three years.

July 2019