

City Of Westminster

# Westminster City Council's Tenant Decant Policy for Renewal Areas

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Westminster City Council

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City of Westminster

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## **Westminster City Council's Tenant Decant Policy for Renewal Areas**

### **1. Purpose**

- 1.1. This policy sets out the Council's proposals for re-housing secure council tenants in regeneration areas who need to move to facilitate redevelopment.
- 1.2. The policy aims to provide a clear approach to managing decant proceedings in an efficient and fair manner on renewal scheme redevelopments. It gives an outline process of how secure tenants will be re-housed in order to deliver the vacant possession of properties.
- 1.3. All references within this policy to the Allocations Scheme are to the 2014 Allocations Scheme. Please be aware that policies contained therein may change from time to time. For the most up to date position on policy the allocation scheme and this decant policy should be read in conjunction with the mid-year and annual supply and allocations reports. The policy in force at the date its application is being considered will be that which is applied.

### **2. Policy statement**

- 2.1 Decanting is a term used to explain the process where residents are compelled to move from their homes because either their landlord or an authority with compulsory purchase powers has redevelopment plans for their home.
- 2.2 In 2010 the City Council published the Housing Renewal Strategy which sets out plans for renewal schemes in five Westminster areas over a number of years.
- 2.3 The aim of the Housing Renewal Strategy is to increase the supply and quality of affordable housing in the borough. To achieve this aim some of the existing housing stock will need to be demolished and new homes built. These will be a mixture of affordable social housing and homes built for private sale.
- 2.4 This policy is to be used where necessary to enable housing renewal to occur, It applies to secure tenants in the regeneration areas set out in Westminster's Housing Renewal Strategy where (i) their properties have been identified for demolition, and (ii) the Cabinet Member for Housing and Property has made a decision that regeneration, including demolition of those identified properties, should proceed, subject to necessary planning consent.
- 2.5 The term 'secure tenant' applies to both permanent and flexible secure tenants for the purposes of this policy.
- 2.6 The housing renewal programmes will take place on the estates over a number of years. The policy will also apply in any new regeneration areas covered in an updated Housing Renewal Strategy, in the same way as it applies to secure tenants on those estates currently identified in the strategy.

- 2.7 Council tenants needing to move for emergency repair works or redevelopment projects outside of the renewal areas will continue to be assessed and dealt with under the decant guidance and procedures set out in the Council's Allocations Scheme<sup>1</sup>
- 2.8 This is a broad policy that covers regeneration area re-housings in renewal areas. Estate specific decant plans and strategies will apply, allowing sufficient flexibility to adapt a decant programme to the needs and circumstances of each individual regeneration scheme.

### 3. Overall approach

- 3.1 The Council has made a commitment to support secure tenants in moving home if their property will be demolished under the renewal scheme plans.
- 3.2 The Council's 'Guide to Re-housing Options' published in 2010<sup>2</sup> set out five re-housing options for secure tenants. The Council has a commitment to helping tenants to remain in their local neighbourhoods where possible.
- 3.3 The five re-housing options for secure tenants as set out in the 2010 re-housing guide are:

<b>1</b>	<b>Move straight into one of the new homes built:</b> If new homes are built we will aim, if possible, for the new homes to be completed before you have to move out of your old home.
<b>2</b>	<b>Get high priority on Choice Based Lettings to bid for other homes in your local area or across Westminster:</b> If you want to move to a property advertised on Choice Based Lettings you will be given high priority which means you will have a good chance of being offered the property as a permanent re-housing offer. This option might be attractive if there is a particular estate or family member, friend, workplace or school you want to live closer to.
<b>3</b>	<b>Move into a housing scheme for over 60's:</b> Secure tenants who are over 60 years of age and would like to, can be re-housed in one of Westminster's Community Supportive Housing Schemes or, if wanting to move outside of London, on the Seaside and Country Homes Scheme.

<sup>1</sup> Housing Allocation Scheme 2014 section 5.2

<sup>2</sup> Guide to re-housing options published in 2010 with forward from Cllr Roe Cabinet Member for Housing

<b>4</b>	<b>Become a home owner through a low cost home ownership scheme:</b> Secure tenants will receive top priority for new homes built in their neighbourhood which help households get on the housing ladder.
<b>5</b>	<b>Accept a temporary re-housing offer but have the option to return to the new homes when construction is complete:</b> If it is not possible to complete the new homes before you move out of your old home, we will re-house you into a temporary home until construction is complete.

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- 3.4 These five options form the basis of this Decant Policy and the offer and support that will be available to secure tenants that need to move as a result of a renewal scheme. A copy of the guide is provided in appendix 1.
- 3.5 Although there is no legal requirement for the Council to give secure tenants the option to return to the redeveloped site, we are committed to helping those that wish to remain in the area or return to the renewal estate to do so.
- 3.6 Each renewal area will have its own development plan and timetable and these will influence the re-housing options available to secure tenants. On some of the estates it is proposed that development will happen in phases with some blocks being demolished before others.
- 3.7 The construction phasing of the scheme may mean that tenants are unable to move directly into a new home on the estate as new units will not be ready until later in the redevelopment process. In these circumstances tenants will have the opportunity to move to another home either temporarily or permanently.
- 3.8 On other schemes where demolition and construction happen in separate phases, we expect that some tenants in the latter phases will have access to new homes from earlier phases and will not require temporary re-housing.
- 3.9 The City Council is committed to supporting households to move through one of options above, on a voluntary basis by mutual agreement. Support will be provided to tenants to move through the re-housing process with as little disruption as possible.
- 3.10 A dedicated Decant and Rehousing Officer will support tenants through the decant process and act as the first point of contact for all re-housing related questions.
- 3.11 Where secure tenants refuse the offers of suitable alternative accommodation and in circumstances where re-housing by negotiation and voluntary agreement has not been possible, the Council will exercise its legal right to seek possession.

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<sup>3</sup> Updated from 2010 original wording to take account of priority within Allocations Scheme 2014

Details of the offer process, including bidding and number of direct offers is explained in sections 6, 7, 8 and 9.

#### **4. Decanting Programme**

- 4.1 This Decant Policy should be used once a Cabinet Member decision has been made to proceed with a renewal scheme project.
- 4.2 Detailed procedures will be developed for each of the renewal schemes including a Local Lettings Plan, a Decant Strategy, and a Communications Strategy; these documents will support the decanting programme.
- 4.3 The Local Lettings Plan will set out the re-housing proposals and priorities for the newly developed homes. It will ensure that those secure tenants who have been temporarily housed due to their home being demolished will have first opportunity to rent the new units. Once these households have been accommodated where possible, secure tenants in other phases of the development who need to move will be offered the remaining units (either through bidding or by direct offer).
- 4.4 Each Local Lettings Plan will identify a priority cascade within each scheme under which all new social rent units will be let. Further details can be found in section 17 and appendix 3.
- 4.5 A Decant Strategy and Communications Strategy will set out the priority for moving tenants and how this information will be communicated.
- 4.6 The overall Decanting Programme provides the means to manage the decant process and obtain vacant possession of the proposed renewal site.
- 4.7 It will ensure adequate priority and sufficient time is given to move households making sure all legal requirements are fulfilled.
- 4.8 Decanting programmes will be scheme specific, as factors including the phasing of demolition will affect the timing. Some estates will have phased decanting to fit in with the building programme, with blocks within estates being awarded decant priority before others.
- 4.9 The Decant Programme will be used to move tenants in a renewal area where their home is to be demolished. The process to be followed will depend on the re-housing option chosen by tenants, their mobility needs and the type of decant required. Two decant types will apply;
  - A permanent decant is when a tenant is moved out of their property to another property where they will remain permanently.
  - A temporary decant is when a resident is moved to a property temporarily until a permanent property is available.
- 4.10 Both of these options will be made available to secure tenants where practically possible to do so.

## **5. Housing needs survey**

- 5.1 Once the decision has been made to proceed with the Decanting Programme, a full housing needs survey of the affected regeneration area will be completed. This should be completed as soon as possible after the decision to progress with a regeneration scheme has been made.
- 5.2 Consultation on the renewal scheme including a resident vote on the proposals will have happened before the decision to decant is taken and prior to Cabinet Member approval.
- 5.3 Secure tenants affected by the regeneration will be advised in writing that the Council is progressing with the regeneration, and a Decanting Programme for their estate has been agreed. They will be offered a home visit at which the Decant and Rehousing Officer will assess their housing needs and discuss the options available to them.
- 5.4 The aim of the re-housing interview is to collect information about the household's housing needs and aspirations and to give clear information about what secure tenants can expect when asked to move from their homes as part of a re-development programme. A decant re-housing application form will be completed with the tenants.
- 5.5 Secure tenants will be helped to choose a re-housing option which, subject to any eligibility criteria or special re-housing issues, will result in either their permanent or temporary re-housing. Community Supportive Housing eligibility criteria (age and need based) would be an example of circumstances where an option offered, will only be available to a specific group. In some circumstances, special housing needs that cannot be met within the new development may result in secure tenants being unable to exercise the option to return to the new development. They will instead be supported to find suitable alternative permanent accommodation elsewhere in Westminster.
- 5.6 During the re-housing interview secure tenants will have the opportunity to say if they have any health issues that affect their housing needs. This may involve a need to live in a level access property or to have special adaptations to properties for certain disabilities.
- 5.7 In such cases a medical assessment form will be completed at the same time as a decant application form. The Council's Medical Advisor will assess applications and make a recommendation to officers. When the medical assessment has been completed the Council will write to the tenant to advise of the outcome of the assessment. Assessments will normally be completed within 10 working days unless additional supporting information is required and the Medical Advisor needs to contact an applicant's health professional for further information. Tenants have the right to appeal against the decision by writing to the Medical Advisor or completing a new medical assessment form including any new

information. The request will be considered and a response sent to the tenant within 5 working days of receipt.

- 5.8 The housing needs survey information will form the basis of the wider estate based needs survey and help inform the level and types of support each household will need to be re-housed through their preferred route. It also provides information on the size and mobility needs of the household and estate as a whole.
- 5.9 The needs survey should be updated every 3 months by the Decant and Rehousing Officer during the course of the regeneration programme until the decanting occurs, and should be carried out as necessary for each regeneration scheme.
- 5.10 Every effort will be made to meet with each household affected by the regeneration programme where their home is due to be demolished. In circumstances where tenants do not respond to attempts to contact them and where a decant programme is imminent it may be necessary to register the household for re-housing and assess their needs based on the tenancy information available.
- 5.11 Attempts will continue during the needs assessment phase and the re-housing period to engage with those households. The tenants will also be referred to the independent tenant advisor for the scheme to provide additional support and advocacy.

## **6. Assessment criteria and eligibility**

- 6.1 Once the tenant has been visited as part of the needs survey and a decant re-housing application form completed, the household's needs (including any medical information) will be assessed and a housing application created for them.
- 6.2 In line with the City Council's Allocations Policy the following people are eligible for assistance and re-housing under the Decant Policy (and considered 'authorised household members'):
- Secure/joint tenant of the Council
  - Household members originally housed with the tenant by the Council under Part VI Housing Act 1996 (Allocation of Housing).
  - The long-term, co-habiting partner of the tenant
  - Dependent children who normally reside with the tenant on a permanent basis
  - Adult relatives who were originally re-housed by the Council into the current accommodation
  - Carers, where re-housing has been agreed under the Community Care priority group as needing re-housing with a carer and this remains unchanged

6.3 Household members who are excluded from applications:

- Friends, lodgers and sub-tenants living with the tenant
- Any household member who has moved in and caused the household to be overcrowded
- Children of the tenant whose main/principal home is elsewhere
- Any other person the Council, in its discretion deems ineligible

6.4 Assistance with re-housing will only apply to secure tenants and authorised household members identified as part of the housing needs survey.

6.5 In some circumstances tenants may need to provide documents to support the length of residency of some household members.

6.6 The size of the alternative accommodation offered will depend upon the number and ages of the individuals who are deemed to be authorised occupants at the time of the move.

6.7 Bedrooms will be allocated in line with the Council's bedroom standard in the Allocations Scheme with the exception of studio accommodation. The scheme states that:

- Couples are entitled to one bedroom and a living room, kitchen, bathroom/WC.
- Two adult siblings of the same sex are entitled to one bedroom and separate living room, kitchen, bathroom/WC and it is expected they will use the bedroom and living room as two bed-sitting rooms.
- Larger households are entitled to a living room, kitchen, bathroom/WC and each of the following will be allocated one bedroom;

<b>Adults</b>	An applicant or an applicant and partner
	Two siblings of the same sex where the age gap is ten years or less
	An adult who is not the partner or same-sex sibling of the applicant (although such household members may instead, at the discretion of the Council, be offered separate re-housing in a studio or in Community Supportive Housing)
	An adult who is accepted by the Council to be the carer for a person assessed as needing full time care and not the partner or same-sex sibling of the applicant
<b>Children</b>	Two children of the opposite sex under 10
	Two children of the same sex under 16 or two children of the same sex where one or both is over the age of 16 and where the age gap is 10 years or less
	One child (not included in the categories above)

6.8 For single person households assessed as requiring studio accommodation i.e. one bedsitting room, kitchen, bathroom/WC, the Council will use its discretion to

enable them to bid for a permanent one bedroom property. The rationale for this is that if they were to exercise their option to return to the redeveloped site, they could only return to a one bedroom unit as none of the four renewal schemes will include the development of new studio sized properties. If they exercise the option to return to the estate they will be provided with temporary re-housing suitable for a single household which is likely to be studio accommodation.

- 6.9 Offers of accommodation will be based on the assessed bedroom size need of the household and not on the size of accommodation households currently occupy. In practice this means that overcrowded households will be moved to larger accommodation that meets their housing need and households under-occupying their property will be offered a smaller property.
- 6.10 Consideration may be given to tenants who currently under-occupy their homes on whether an offer of one bedroom above their assessed housing need should be made. This will only normally be considered if for example a resident is in poor health and needs a bedroom for a full-time carer. These requests will be assessed by the Medical Adviser in line with the guidance set out in the Allocations Scheme.
- 6.11 Secure tenants downsizing will be eligible for a Cash Incentive Payment for the bedrooms they have released. Payment amounts are set out in the Housing Allocation Scheme.<sup>4</sup> Payments are subject to the Council's policy on the recovery of debts owed to the Council (e.g. rent arrears, arrears accrued in a previous tenancy, sundry debt etc)
- 6.12 A case management approach will be taken for households needing family sized accommodation (2 bedrooms or larger). In some circumstances and at the discretion of the Council the opportunity of separate housing in two or more smaller properties to meet the overall housing needs of the family may be offered. This is often referred to as 'splitting' the household and will be considered on a case by case basis and only with the agreement of the secure tenant/s.
- 6.13 Once a household choosing to split their re-housing into two or more offers of properties accepts a property under this agreement (the first of the moves under the agreed terms) , the Council will not normally approve changes to the original split household agreement. Requests will be considered on a case by case basis..
- 6.14 All applicants will be assessed to see what type of property matches their mobility and access requirements. All applicants and properties will be given a Mobility Category of 1, 2, 3 or 4. If no medical information is provided, applicants will automatically be assessed as a Mobility Category 4. Assessments are completed by the Council's Medical Adviser.
- 6.15 Mobility Category definitions for applicants

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<sup>4</sup> Housing Allocation Scheme 2014 section 4.8

Category 1	Applicants who use a wheelchair all the time
Category 2	Applicants who need a home which is wheelchair accessible but may not use it inside the home
Category 3	Applicants with severe mobility problems who require a ground floor or lifted property with level access and no internal stairs
Category 4	All other applicants

#### 6.16 Property Mobility categories

Category 1	Property is fully wheelchair accessible.
Category 2	Property is suitable for a person who needs a wheelchair outside the home but can manage inside the home without a wheelchair.
Category 3	Property with no more than 3 steps to access property and with no internal stairs. May be lifted.
Category 4	All other properties.

- 6.17 Once all the information has been provided and the application has been assessed tenants will be advised in writing of their application reference number, bedsize entitlement, mobility category, and original tenancy start date. They will also be provided with all the necessary information to bid for properties if applicable. The letter will include the date that their application will be activated with decant priority and points. It will also confirm the re-housing choice of the household and an estimate of the likely time period a tenant can expect to wait until returning to the redeveloped estate, if exercising the option to return.
- 6.18 Tenants will also be offered a further visit from the Decant and Relocations Officer to answer any questions they may have about the assessment or decant process.
- 6.19 The City Council takes tenancy fraud seriously, not only because it can result in the unlawful occupation of council housing, but also because it deprives legitimate applicants of a home and results in them staying in costly temporary accommodation.
- 6.20 Robust processes are in place to identify fraud when allocating housing. We work across partner agencies to identify discrepancies in information held and if eligibility or the residency of household members cannot be proved they will not be included in the application and re-housing decisions.
- 6.21 Where false claims are made that involve the allocation of housing, the Council will make full use of the range of legal mechanisms available to take action against tenants. Prosecutions under legislation will be widely publicised.
- 6.22 Should the decanting tenant and subsequently a returning decant (under the option to return) lose their tenancy (due to a breach of tenancy including rent arrears and Anti-social behaviour) their eligibility to be rehoused as a renewal scheme decant ceases. Additionally where the tenant's tenancy ends in their temporary home due to them buying either their current home or another property,

their option to return to the developed estate under this policy ends. The same applies if a tenant moves under a mutual exchange arrangement.

## **7. Offers of accommodation - Choice Based Lettings and Direct Offers**

### 7.1 General principles

- 7.1.1 The method by which alternative accommodation will be offered will depend upon the needs of the household and the re-housing option chosen.
- 7.1.2 The City Council uses a Choice Based Lettings Scheme to let properties to priority housing applicants. Rather than homes being allocated by the Council, Choice Based Lettings allows tenants to bid for available properties they are interested in. The Council has been using this system to let properties since 2004 as it gives tenants greater choice over where they want to live as well as making the lettings process more transparent to applicants.
- 7.1.3 There are some groups where Choice Based Lettings is not used and this includes circumstances where a tenant needs a specific property type with aids and adaptations or a wheelchair accessible property (Mobility Category 1 & 2 applicants).
- 7.1.4 For those households requiring large family sized units (4 bedroom units and larger) Choice Based Lettings will not be used. This is because the supply of these types of properties is very low and properties are available so infrequently. Adopting a Choice Based Letting approach implies a degree of choice that households cannot get given the low supply and therefore a more realistic approach that manages expectations of tenants is required.
- 7.1.5 These households will receive a maximum of two direct offers of suitable alternative accommodation. Splitting the household into two or more re-housings could be a way of the household having greater choice over their new home and becoming settled sooner.
- 7.1.6 There are also some cases where a general needs household (Mobility Category 3 & 4) cannot manage the bidding system and we have the facility to place them on an autobid system that places bids for them based on their needs and their areas of preference.
- 7.1.7 Property Mobility Category 1 and 2 properties are not usually advertised through the Choice Based Lettings Scheme instead being offered directly to Mobility Category 1 and 2 applicants
- 7.1.8 Both temporary and permanent decant households assessed as requiring either a Mobility Category 1 or Mobility Category 2 property will not participate in bidding instead being registered on the Council's re-housing list for a direct offer.

- 7.1.9 Direct offers of accommodation will be made by the Choice and Lettings Team at the Housing Options Service when suitable properties become available. It is proposed that a maximum of two offers of accommodation will be made to Mobility Category 1 and 2 applicants.
- 7.1.10 These offers will be made in conjunction with practical support to ensure the unit meets the tenant's mobility needs and where possible any additional aids and adaptations are fitted before the tenancy start date.
- 7.1.11 Where possible the Council plans to use the Choice Based Lettings Scheme for re-housing secure tenants needing studio - 3 bedroom accommodation assessed as Mobility Category 3 and 4 (general needs accommodation) that need to be decanted either temporarily or permanently.
- 7.1.12 During the rehousing period some properties may be advertised and available solely to renewal scheme decants in the first instance

## 7.2 Permanent decants

- 7.2.1 Applicants who require general needs housing who choose to move permanently (as a permanent decant) will be assessed and approved to bid for suitable alternative properties through the Choice Based Lettings Scheme throughout Westminster. Tenants will be given sufficient points to give them priority to bid and be highly placed for suitable available properties.
- 7.2.2 Households prioritised for a permanent move will have the opportunity to bid for suitable properties for a fixed period of 3-6 months depending on the scheme timeline and the date by which vacant possession is required. Once the bidding period has closed, suitable accommodation will be offered on a direct offer basis to the qualifying households.
- 7.2.3 Applicants will be notified in writing of when their bidding period is due to expire.
- 7.2.4 Following the end of the bidding period the Council will make a maximum of two suitable offers of accommodation by direct offer to secure tenants who have not been successful through the Choice Based Lettings system.

## 7.3 Temporary decants

- 7.3.1 Secure tenants who need general needs housing who choose to return to the re-developed site will be provided with suitable temporary re-housing where their chosen permanent accommodation is not available at the time that they have to vacate their current property. Tenants will be given the option to return to a newly built home on their original estate during the course of the redevelopment.
- 7.3.2 Offers of temporary re-housing will usually start 6-12 months before the vacant possession date for the scheme. Where possible temporary decants will be prioritised through the Choice Based Lettings Scheme to bid for suitable available properties in the local area.

- 7.3.3 In some schemes the awarding of decant status to tenants may be phased to enable permanent decants to be settled permanently first and temporary decants to remain in their current home with minimum disruption for as long as possible
- 7.3.4 Alternatively an estate or block may be awarded decant status at the same time with the priority between permanent or temporary decants being determined by the number of points their application has been awarded.
- 7.3.5 Some properties will be advertised and restricted to temporary decants in the first instance.
- 7.3.6 Where temporary housing has been provided in the local area primarily for rehousing renewal tenants, this will be deemed suitable accommodation for the purpose of direct offers of accommodation, regardless of the landlord and tenancy type.
- 7.3.7 Following the end of the bidding period the Council will make a maximum of two suitable offers of accommodation by direct offer to secure tenants who have not been successful through the Choice Based Lettings system.

<b>8</b>	<b>Points and priority</b>
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- 8.1 Under the Allocations Scheme, decants form part of the pressing housing need priority group and are highly prioritised.
- 8.2 Renewal scheme decants will sit within this pressing housing need group and be awarded priority points as set out in the Allocations Scheme.
- 8.3 Permanent and temporary decants seeking alternative housing will also be eligible for extra points depending upon their qualification in terms of the local connection criteria on renewal estates.
- 8.4 One of the commitments made to secure tenants as part of the re-housing offer was to support households who have a pressing need to remain living locally to do so. In order to achieve this and identify those households with a pressing need we have established a local connection criteria to help identify those that should receive additional priority for local units.
- 8.5 Two levels of local connection have been identified, high local connection and medium local connection. By fact of living on the renewal estate all permanent and temporary decant households will qualify for medium local connection points.
- 8.6 High local connection points will be awarded to households who have a pressing need to remain in the local area by the nature of a connection or access to a specialised service. Qualification for such priority will be considered at the assessment stage, and includes but is not limited to:
- A qualifying member of a household who is in the application stage of a primary or secondary school application, where a move would impact their

ability to qualify for entry to their chosen school, only where their current address would have been within the normal catchment area

- Access to a specialist medical service or provision where vulnerability due to age or disability means the applicant is unable to travel to the location of an alternative provision
- Any other pressing local connection deemed eligible at the discretion of the Council

8.7 Points tables detailing the points awarded for all priority groups for family and non family sized accommodation are included in appendix 2 & 3 at the back of this document. Below is a summarised version of the points available to renewal decant tenants:

<b>Points table combined for all studio and family size accommodation</b>				
<b>Priority Group</b>		<b>Priority list</b>	<b>Priority points</b>	<b>Local connection criteria</b>
				Additional points
<b>Pressing Housing Need</b>	<b>Transfer list</b>	Returning decants	450	5
		Permanent decants with high local connection	450	4
		Temporary decants with high local connection	450	3
		Permanent decants with medium local connection	450	2
		Temporary decants with medium local connection	450	1

8.8 Households temporarily housed awaiting the completion of the redevelopment of their estate will be placed in the returning decant priority group when the scheme is finished and ready to let. They will be awarded 455 points as standard (450 + 5 local connection points), providing them with the necessary priority to be housed above other decants needing to move from later phases of the development.

8.9 All decants will be shortlisted to view properties based on suitability of the unit (bedsize and Mobility Category) to meet their needs and in the order of highest points first (those with the highest points coming higher on the shortlist).

8.10 Applicants bidding for properties managed by a Tenant Management Organisation (TMO) will be subject to a short interview where they meet with existing TMO residents Applicants will be asked a series of questions designed to test which applicant will best contribute to the sense of community on the estate and will

actively participate in the TMO. The TMO will recommend which of the shortlisted bidders they would prefer based on the answers to set interview questions<sup>5</sup>. The Council then decides which of the interviewees will be offered the tenancy, taking into account the answers from the TMO interview.

- 8.11 Priority between returning decants, with the same need and points, who have bid for the same property, will be determined based on the length of time resident at the original home address. This will give households that have lived on the estate the longest time a higher priority for a unit than someone who moved in more recently.
- 8.12 In circumstances where households have decided to split, high local connection points will only be added to the primary household containing the secure tenants, and not the other applications that form part of the split rehousing.

## **9 Re-housing in phased developments**

- 9.1 The Council is committed to enabling tenants to remain living in their neighbourhood.
- 9.2 The option to return will be offered to secure tenants who are unable to move directly into a newly built home in the renewal area and as a result have chosen to wait until a suitable unit is available, being temporarily housed in the meantime.
- 9.3 Where a suitable newly built unit is available, regardless of whether it is in another block or phase of the estate development, this will be offered to the decanting tenant in place of temporary re-housing and the option to return.
- 9.4 Where possible tenants will have the opportunity to bid through the Choice Based Lettings scheme for suitable available units, identifying their preference of unit amongst those available. Where possible tenants will be given the opportunity to view a selection of the suitable available units and indicate their preference. This may not be possible in all cases, particularly where there are a small number of units available.
- 9.5 Where two decants with similar need and the same points have indicated their preference for the same unit in the estate development the length of residency at their original home will be used to determine the priority between them, with the person with the longest residency being offered for the property.
- 9.6 A bidding period will apply and if unsuccessful through the Choice based Lettings system a maximum of two direct offers of alternative suitable accommodation on the renewal estate will be made
- 9.7 Should a household fail to accept the offer of accommodation in another block or phase of the estate development, they will automatically be considered a permanent decant without the option to return. They will be prioritised and

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<sup>5</sup> TMO questions available in the Allocations Scheme 2014

approved to bid through the Choice Based Lettings Scheme for an alternative property.

- 9.8 They will remain registered on the waiting list prioritised for a move to an alternative permanent home (through bidding under the Choice Based Lettings system) for a period of 1 month. Upon which time the case will be reassessed and either the bidding period will be extended at the discretion of the Director of Housing or the tenant will be placed on the direct offer list for a maximum of two direct offers of suitable alternative permanent accommodation. They will have no option to return to the renewal area.

## **10 Option to return**

- 10.1 Where no suitable newly build unit is available, tenants will be given the option to move temporarily to another property and return to the neighbourhood once suitable properties are available.
- 10.2 Temporary decants returning to the new development upon completion will be re-registered on the Choice Based Lettings system based on their original housing need at the point of temporary re-housing, unless there is a change of circumstances. Once registered as returning decants they will have the opportunity to bid for all suitable available units on the development, indicating their preference between unit types (layout) and location in the bidding and viewing stages.
- 10.3 The priority will be to ensure where possible that all returning temporary decants are accommodated in the new development before bidding is opened to other groups under a Local Lettings Scheme.
- 10.4 If unsuccessful during this ring fenced bidding period applicants will be made a maximum of two direct offers of suitable vacant units in the new development. If an agreement on a suitable property is not reached, the temporary decant will forfeit their option to return and the vacant units will be made available to other priority groups.
- 10.5 Should a household fail to accept the two direct offers of accommodation they will automatically forfeit the option to return. If their current temporary housing meets their size and mobility needs and offers them the same type of security of tenure that was provided in the original home (pre decanting) then they will remain in this accommodation as their permanent home. However if it is not considered suitable then they will be treated as a permanent decant without the option to return. They will be prioritised and approved to bid through the Choice Based Lettings Scheme for an alternative permanent property.
- 10.6 The household will remain registered on the waiting list prioritised for a move to alternative housing (through bidding under the Choice Based Lettings system) for a period of 6 months. Upon the expiry of this period, the case will be reassessed and priority determined in line with the normal allocations scheme priorities.

- 10.7 In some circumstances it may not be possible to offer secure tenants the option to return to the developed site, for example, where a tenant is assessed as needing a specific type of accommodation, an adaptation or facility that is not available within the development. Investigations will be made into the needs of a household and whether these can be met within the new scheme with aids and adaptations.
- 10.8 The option to return is not available to tenants who take a permanent re-housing offer and later decide they wish to return to the estate.
- 10.9 The Council is unable to guarantee an option to return to a unit in a specific location within the redeveloped scheme. We will where possible take account of preference including floor level and location of facilities, but ultimately the unit offered whether through the Choice Based Lettings Scheme or as a direct offer will meet the size and mobility needs of the household. Consideration of other factors concerning suitability will be undertaken on a case by case basis.
- 10.10 In cases where applicants need specially adapted units (Mobility Category 1 & 2 applicants) we will aim to pre allocate suitable units to those households during the construction phase. This will enable us to make the necessary adaptations in the early stages of the development in collaboration with the applicants and their support professionals.
- 10.11 General information concerning the proposed scheme layout and the location of rented units within the development will be available to tenants at the needs assessment stage. This information will include details of phases already completed or near completion and where development is yet to begin, the preliminary planning documents with proposed unit locations will be made available.
- 10.12 This information and details of how the option to return preference will apply to tenants on each renewal scheme will ensure that the re-housing decisions of tenants are based on expectations that the Council can meet.
- 10.13 All tenants will have their needs assessed at the start of the decant programme and reviewed regularly up until re-housing. If while temporarily housed the circumstances of a household change the Council will endeavour to meet those needs but cannot guarantee to meet their new needs within the renewal development.
- 10.14 In some circumstances if a household's needs change (for example bedsize increase) while in temporarily re-housing, and then upon returning to the renewal estate (under the option to return) they bid and are shortlisted against a household with the same need and points, the household whose circumstances have not changed will be shortlisted above them for that property.
- 10.15 This is because we have committed to enable those that wish to return to their neighbourhood to do so and provision will have been made following the needs

assessment stage and before (Master planning stage), to ensure sufficient units of each size and mobility are available (where possible). It would be therefore unfair to consider the needs of a household whose needs have not been built into the development plans, due to an increase in their family size, above a household which has already been assessed as needing that size of accommodation.

## **11 Community Supportive Housing**

- 11.1 One of the re-housing options available to tenants who need to move to facilitate redevelopment is a move to Community Supportive or Extra Care Housing within Westminster. Applicants will be assessed in line with the Community Support Housing eligibility criteria and where applicable will be highly prioritised to bid for Community Supportive Housing vacancies when advertised through the Choice Based Lettings Scheme.
- 11.2 The Church Street renewal programme proposes the construction of a new Community Supportive Housing Scheme on a vacant site. This development will be used to house the residents of a local Community Supportive Housing scheme (Penn House) that is due for redevelopment in a later phase of the renewal programme. The secure tenants of Penn House will be offered alternative homes in the new development when complete either through a ring fenced bidding process where only Penn House residents can bid or by direct matching and offers. It is envisaged that a maximum of two suitable direct offers will be made.
- 11.3 In a Community Supportive scheme decant the front line level of support and information will be provided by the Scheme Manager. A Decant and Rehousing Officer will work alongside them supporting the tenants during viewings and on the day of the move.
- 11.4 Where a tenant is identified as an older person who is particularly vulnerable due to physical, sensory or mental health impairment and likely to have difficulty with a move, they will be provided with extra support during the decant process. This may include packing and helping on the day of the move as well as assistance to understand the bidding process and help with viewings.

## **12 Tenancy type and conditions**

- 12.1 The Council will make every effort to offer tenants a new permanent home with the same rights and tenancy type as they currently have.
- 12.2 Tenants choosing to move temporarily to another property and then returning to the estate once the new homes are available will be offered a secure Council tenancy in the new development.
- 12.3 Tenants at any point in the bidding process may choose to move to a Registered Provider (previously known as Housing Association) property temporarily or permanently where they will have an assured tenancy with similar rights as a secured council tenancy, but without the right to buy.

- 12.4 Tenants housed temporarily will retain their secure tenancy rights, although if temporarily housed in a Registered Provider property they will be issued with an assured tenancy with a secure tenancy issued upon moving under the option to return.
- 12.5 For permanent decants the rights will transfer to the new Council property, unless as stated above, tenants choose to become assured tenants of a Registered Provider.
- 12.6 In September 2013 the Council introduced flexible tenancies. For most new Council tenants, new tenancies will be fixed term, with a 12 month introductory period followed by a 5 year tenancy. It is expected that most flexible tenancies will be renewed at the same address or another tenancy offered at a different property.
- 12.7 For renewal rehousing purposes the commitment remains that you retain your tenancy type and rights in your new permanent home. Therefore if you are a secure tenant you will be offered a form of secure tenancy and if you are a flexible tenant you will be offered another flexible tenancy.
- 12.8 In household split situations the secure tenancy provision will remain with the main tenants (primary household) and any split households will be offered flexible tenancies or the equivalent offered by Registered Providers. Affordable rent properties would also be considered a suitable offer for secondary households seeking re-housing under a split agreement.
- 12.9 Where a specialist provision is required to meet a tenants housing needs (adapted properties) and/or where the type of property is in short supply and unavailable within the Council's stock at the time of the decant, alternatives may be offered for both permanent and temporary moves.
- 12.10 The offer will remain a secure form of tenancy with a Registered Provider offering an assured tenancy, and will meet the tenants primary needs in the respect of bedroom size and mobility needs. Tenants will have the option to return to the redevelopment once complete to a secure Council tenancy should they choose to.
- 12.11 The Council has committed to providing alternative accommodation to both temporary and permanent decants at social 'target' rent levels. The rent due will be appropriate to the size and location of the property offered.
- 12.12 Some schemes may have specific rent related commitments that will be specific to the renewal scheme.

### **13 Financial assistance**

- 13.1 For tenants who lose their home, a statutory home loss payment of £4,900<sup>6</sup> will be paid, where the tenant has been resident for 12 months prior to their move date

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<sup>6</sup> As at 1<sup>st</sup> October 2014 subject to change

- 13.2 Tenants may also claim disturbance payments to cover reasonable costs properly incurred when moving. For example removal costs, flooring in the new home (where no flooring is in situ) disconnection and reconnection of white goods and mail redirection services. Disturbance claims must be supported by receipts and invoices bearing the name and address of the company providing such receipts and invoices, the details of which will be verified by the Council.
- 13.3 Disturbance payments are also statutory.
- 13.4 Written information on the financial assistance available and how to claim will be provided to each tenant at the housing need assessment stage and when signing up for a new home.
- 13.5 The Decant and Rehousing Officer will advise tenants on the eligibility and claim process for all financial assistance including disturbance payments.
- 13.6 In all circumstances only one home loss payment will be paid.
- 13.7 When moving as a permanent decant, disturbance payments will be made once the tenant moves to their new permanent home.
- 13.8 Temporary decants will be entitled to two disturbance payments, the first when moving into temporary re-housing and the second when moving into their permanent home. If they choose to remain in their temporary home foregoing the option to return, no second payment will be made.
- 13.9 The Council reserves the right to seek to use part or all of the home loss payment to settle outstanding debts owed to the Council by the tenant.
- 13.10 In these circumstances, the Council will write to the tenant detailing the debt type and amounts, requesting permission for this to be deducted directly from the home loss payment. Permission for this must be sought and tenants have the right to appeal.
- 13.11 The Council may use discretion to pay a home loss payment to a tenant who does not meet the year residency requirements, provided that it is their only or main home on the date that they are required to leave it. Each case will be assessed on its merits.
- 13.12 Where the Council has agreed to split a household reasonable disturbance claims for costs related to the move of all parts of the household will be considered on a case by case basis.

## **14 Rent Arrears**

- 14.1 It is the tenant's responsibility to keep up with the rent payments throughout the term of their tenancy including during a decanting programme.

- 14.2 Officers will discuss rent arrears with tenants during the re-housing interview phase and advise what implication existing arrears will have on their re-housing options. Tenants will be helped to make housing benefit claims and referred to debt advice and support schemes for help with managing their income where appropriate.
- 14.3 If arrears action has been started and a court date for outright possession or the execution of a warrant has been applied for, the Council has the right to continue possession proceedings. Each case will be considered on a case by case basis.
- 14.4 Rent arrears that have accrued on Council properties may be deducted from the £4,900 home loss payment, following the procedure described at 13.9 and 13.10 above. Disturbance payments are not affected by rent arrears.
- 14.5 The Council may also seek to recover Housing Benefit overpayments, former tenant arrears and former temporary accommodation arrears from the home loss payment.
- 14.6 Rent arrears on a temporary home will be dealt with in line with the landlord's arrears recovery procedure. All tenants will receive written information about their rights and responsibilities in their temporary home upon signing the tenancy agreement.
- 14.7 Tenants offered accommodation either permanently or temporarily who have arrears on their account at the point of decant will be expected to either clear the arrears or agree an undertaking to clear the outstanding arrears and sign and keep to a payment agreement. Tenants who fail to do so may have their offer of accommodation withdrawn until the situation is resolved.

## **15 Support available**

- 15.1 Tenants will be supported through the decanting process by a dedicated member of staff. The Decant and Relocations Officer will have a frontline support role and will be the first point of contact for tenants during the decant process.
- 15.2 They will work closely with the estate office and re-housing team to ensure the application, re-housing process and all moves go as smoothly as possible
- 15.3 They will play a pivotal role in supporting households who have been identified as vulnerable and needing more support, working with support professionals and housing staff to create individual support plans where appropriate.
- 15.4 Additional practical support including organising removals, packing and unpacking, arranging the disconnection and reconnection of white goods and utility connections, will be made available to some of the most vulnerable tenants.
- 15.5 The Decant and Relocations Officer role includes a more holistic assessment of the tenants current and future household circumstances beyond just current housing needs. Practical examples of this include working to reduce social

isolation of tenants when identified and help with emotional and financial pressures, by referring and supporting the tenants to seek specialist advice around these areas.

- 15.6 The support provided will end a month after the tenant has moved and any on-going needs will be raised with the Estate Manager for the property to further support.

## **16 Possession Proceedings and Compulsory Purchase Order (CPO) Process**

- 16.1 The Council is committed to moving secure tenants by agreement and voluntarily where possible.
- 16.2 Where agreement has not been reached, the Housing Act 1985 and Land Compensation Act 1973 set out some of the powers and duties of Local Authorities when seeking possession of properties occupied by secure tenants due to redevelopment. Grounds 10 and 10A of Schedule 2 to the Housing Act 1985 are most frequently used when seeking to obtain possession of a dwelling for decanting purposes.<sup>7</sup> The Land Compensation Act 1973 deals with the rights of tenants who are displaced, including statutory home loss and disturbance payments as described above.
- 16.3 Notices of seeking possession under the Housing Act 1985 will be served on all tenants to ensure timescales and costs are not disrupted. The notice does not require tenants to leave their home immediately and is a safeguard to protect the Council's interests in cases where negotiations on re-housing fail between the Council and tenants.
- 16.4 In the vast majority of cases, legal proceedings do not progress beyond the issue of notice as the Council will always seek to reach a voluntary agreement with secure tenants. However if agreement cannot be reached, the Council may seek the issue of a Possession Order granted by a court to end a tenancy under the Housing Act 1985.
- 16.5 In addition (or, in the Council's discretion, instead of the Housing Act 1985 procedure), the Council may decide to utilise its powers to obtain a compulsory purchase order ('CPO') on tenanted properties if negotiations to move secure tenants fail. If a CPO is sought the Council will write to tenants to advise them how this will affect them and how they will be involved in the process.

## **17 Local Lettings Plans**

- 17.1 The Council's Housing Allocations Scheme provides the necessary scope to let Council properties via a Local Lettings Scheme.

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<sup>7</sup> In broad terms, Ground 10 enables a court to grant possession where the landlord intends to redevelop a property, and cannot reasonably do so without obtaining possession. Ground 10A enables a court to grant possession where the dwelling (or part of the dwelling) is in an area subject to a redevelopment scheme. In both cases, the court must also be satisfied that there is suitable alternative accommodation available.

- 17.2 On renewal schemes, the priority for newly built units will be the re-housing of decant tenants temporarily re-housed. The second priority will be to re-house households who live in units due to be demolished in later phases. Any remaining units will be used to house other priority households in the local area. Beyond this, the criteria will widen to include other priority households who the Council owe a duty to re-house.
- 17.3 The exception to this will be properties designated as Mobility Category 1 & 2, where the Council will seek to match this type of unit where possible to applicants that are assessed as needing a fully or partially accessible wheelchair unit.
- 17.4 In the first instance returning decants will have priority, followed by permanent decants from other phases. Mobility Category 1 and 2 applicants from other renewal schemes will be considered before letting a specialist unit to a general need renewal decant. This meets the Council's commitment to make the best use of the units available especially those adapted units which make up a lower proportion of our overall stock and for which the demand is very high.
- 17.5 As required under planning guidelines c.10% of the total units in the scheme will be built to Mobility Category 1 or 2 standard. The remaining 90% will be Mobility Category 3 or 4.
- 17.6 Estate specific Local Lettings Schemes will be published for each renewal area detailing the cascade of lettings for each type of unit. A table showing the priority by mobility category is shown in appendix 4.
- 17.7 The principles of the local lettings schemes on the renewal estates are to ensure those tenants displaced are accommodated where possible before seeking to relieve some of the local housing demand. Therefore it is planned that each local lettings scheme will have a geographical criteria and prioritise tenant transfer cases over other priority groups. This will enable the Council to meet the demand of local people who need to move due to overcrowding or medical circumstances.

## **18 Empty properties on regeneration sites**

- 18.1 A date will be agreed for each site, from which time empty flats on that site will not be let or utilised, other than in accordance with the below.
- 18.2 Following the decanting of secure tenants, the Council will consider placing households into units on a redevelopment site on a temporary non-secure basis, until site assembly is complete and works can begin.
- 18.3 Any temporary lettings into the empty units will be decided on a scheme by scheme basis and will be used on the understanding that vacant possession can be obtained when the site is due to be handed over to the developer
- 18.4 Units vacated before the developer handover date will remain the responsibility of the Council who will ensure appropriate security measures will be applied to empty properties and the site as a whole.

## 19 Other residents on renewal estates

- 19.1 The renewal estates include a number of different resident and occupation types including secure council tenants, owner occupier, non resident owners, temporary accommodation households (where the Council has placed them and has a duty to accommodate pending an offer of permanent accommodation) and private tenants.
- 19.2 This policy and the commitments to tenants herein only apply to secure council tenants. A separate policy has been developed for residents who own a property on a renewal estate. (<https://www.westminster.gov.uk/housing-strategy-policy-documents>)
- 19.3 Households in temporary accommodation, to whom the Council owes a full housing duty and who live in properties due to be demolished under the renewal scheme plans will also be visited as part of the needs assessment process but will not be eligible for the re-housing options available to secure tenants.
- 19.4 A re-housing plan will be agreed with temporary accommodation households and the process and timescales of a move explained to individuals concerned. All moves will happen in line with the agreed criteria for prioritising moves into alternative s193 accommodation as set out in the 2014 Allocations Scheme Households will be placed on the temporary accommodation transfer database and will be contacted when suitable alternative accommodation is available.
- 19.5 The Allocation Scheme allows for additional priority and points to be awarded to temporary accommodation households, to enable them to obtain permanent accommodation, where their accommodation will be unavailable to them and the Council within 6 months (usually in lease end circumstances).
- 19.6 This will only be done where the Re-Housing Manager estimates that on the basis of the supply of properties of the appropriate size for the household and their points and position on the homeless list that they would be likely with those additional points to have a successful bid for a property within approximately six months. Their ability to bid with this additional priority will be time limited details of conditions that apply if they do not bid successfully during that period are available in the Allocation Scheme.
- 19.7 If not eligible for additional priority points to enable them to obtain permanent accommodation as set out in sections 19.5 and 19.6 above, the household will be added to the temporary accommodation transfer database and be offered suitable alternative temporary accommodation when available and in advance of vacant possession being required on the estate or block.
- 19.8 For private tenants living on the renewal estates where their property is due to be demolished, the landlord of the property is required to give appropriate notice and seek possession of the property through the correct procedure. Advice and

assistance on private tenancy issues can be obtained from the Council's Housing Options Service.<sup>8</sup>

19.9 The re-housing options set out in this document are not available to private tenants who are expected to seek and secure their own alternative accommodation.

19.10 Other tenants (including Registered Provider tenants) must seek information and advice on rehousing from their current landlord.

## **20 Independent Housing Advice**

20.1 The Council will provide professional support for residents to enable them to navigate their way through the difficult and sensitive issues of relocation with more confidence, ultimately making the journey for the Council and the residents a smoother process.

20.2 Tenants will be given information at the housing needs survey stage of how to contact and seek the advice and guidance of the independent housing advice service

20.3 It is envisaged that this service will be made available to all tenants on renewal scheme estates who need to move due to the redevelopment of their block.

20.4 Details of the current Independent Housing Advice Providers by scheme is in appendix 6

## **21 Appeals**

21.1 Secure tenants can appeal to the Strategic Director of Housing, or any duly delegated person, about how the application of this policy has been applied to their personal circumstances. Appeals must be made by email or in writing and within 7 days of any written notification, setting out the reason why the secure tenant believes any decision does not accord with the policy.

21.2 The Director of Housing has given delegated authority for a panel of three Council officers not involved in the original offer of accommodation to review the offer in light of the appeal request and information presented on why the offer is considered unsuitable by the tenant. The panel will consider the appeal information within 48 hours of the appeal request and make a recommendation.

21.3 If the appeal is successful an alternative decision will be made. If the appeal is unsuccessful the City Council's original application of this policy will remain. The tenant will however be advised how to get independent advice about the options open to them.

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<sup>8</sup> Housing Options Service, 101 Orchardson Street, London, NW8 8TA 020 7641 1000

21.4 Review and appeal requests should be sent to the **Decant and Rehousing Officer, Westminster City Council, Housing Department, 64 Victoria Street, London, SW1E 6QP**

## 22 Discretion

- 22 There may be limited circumstances when the Director of Housing, or duly delegated persons, may exercise discretion in relation to this policy due to exceptional individual circumstances and they will do this by taking into account all the circumstances considered relevant.

## 23 Glossary

### **Affordable Housing**

Subsidised low cost housing for rent or shared ownership

### **Affordable Rent Tenancy**

Affordable rent tenancies are normally offered by private registered providers (housing associations) and are normally let for a fixed term. Rents are higher than social rents and can be up to 80% of market rents.

### **Assured Tenancy**

An assured tenancy is a form of secure tenancy issued by Registered Providers (RP's)

### **Cash Incentive Scheme**

Scheme offering financial and other assistance to encourage tenants occupying property too large for their needs to move to smaller accommodation.

### **Choice Based Lettings (CBL)**

A system of letting properties by which vacant properties are advertised and applicants choose those they wish to bid for or otherwise express an interest.

### **Decant**

A permanent or temporary move of a tenant to allow major works, refurbishment or redevelopment to be carried out.

### **Disturbance Payments**

Reimbursement of reasonable costs incurred as a result of moving. No set description or amounts and all claims are considered on their merits

### **Flexible Tenancy**

A flexible tenancy is a form of secure tenancy with a fixed term

### **Former Tenant Arrears**

Arrears accrued whilst living in a previous property. E.G. arrears accrued when a in a different Council property or as a homeless client, now re-housed by the Council, who was living in a bed and breakfast

### **Home loss**

A statutory payment made to the tenant, currently £4,900.

**Mobility Category**

An assessment of properties and applicants to ensure properties are matched to those applicants that need them the most (mobility category 1 being a fully wheelchair accessible unit).

**Registered Provider (RP)**

Registered Providers (Housing Associations) registered with the Housing Corporation

**Secure Tenancy**

A tenancy that can only be bought to an end by the landlord by a court order and an order will only be granted by the court if one of the statutory grounds for possession is made out and other statutory tests are met

**Under Occupation**

A tenant is considered to be under-occupying their home when they have more bedrooms than they need, in accordance with the Council's bedroom standard

**Void**

A vacant home

**Vulnerability**

There is no single definition of vulnerability and it is assessed on a case by case basis which involves a holistic view of the tenant's circumstances

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## Appendix 1 – Points for Family Sized Accommodation

Points for Family Sized Accommodation									
				Additional Points					Points Deducted
Priority Group		Priority List	Priority Points	Workers	Residence	Stage 2 Lease End	Armed Forces	Local Connection Criteria On Renewal Estates	All Adult Household
<b>Under-occupation</b> (including flexible tenancies)	Transfer List	Cash Incentive	550	-	-	-	-	-	-
<b>Pressing Housing Need</b>	Transfer List	Returning Decants	450	-	-	-	-	5	-
		Renewal Decants (Permanent) with high local connection	450	-	-	-	-	4	-
		Renewal Decants (Temporary) with high local connection	450	-	-	-	-	3	-
		Renewal Decants (Permanent) with medium local connection	450	-	-	-	-	2	-
		Renewal Decants (Temporary) with medium local connection	450	-	-	-	-	1	-
		Management Transfer, Decants, Community Care Nominations and Children Act Panel	450	-	-	-	-	-	-
	Waiting List	Succession/Assignment, RP Decants, Reciprocal, Community Care Nominations, Children Act Panel and Learning Disabilities	400	-	-	-	-	-	-
		Learning Disabilities	400	-	-	-	-	10	-
<b>Medical</b> (people who need to move on medical or welfare grounds including grounds relating to disability)	Transfer List	Medical	250	50	50	-	-	-	-
	Waiting List	Medical	200	50	50	-	10	-	-

<b>Overcrowding</b> (People occupying insanitary or overcrowded housing otherwise living in unsatisfactory housing conditions)	Waiting List	Registered Provider Quota	300	-	-	-	-	-	
		HHSRS band A Hazard or Part X Housing Act 1985	250	50	50	-	10	-	-10
	Transfer List	HHSRS band A Hazard or Part X Housing Act 1985	300	50	50	-	-	-	-10
		Lacking 3 bedrooms	300	50	50	-	-	-	-10
		Lacking 2 bedrooms	200	50	50	-	-	-	-10
		Lacking 1 bedroom	100	50	50	-	-	-	-10
<b>Homeless</b> (as defined in sub-paragraphs (a) and (b) of section 167(2) of the Housing Act 1996)			150	50	50	200	10	-	-

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## Appendix 2 – Points for studio and 1 bed accommodation

Points for Studio and 1-Bedroom Accommodation							
	Priority List	Priority Points	Additional Points				
			Stage 2 Lease End	Subject to LHA Cap	Armed Forces	Local Connection Criteria On Renewal Estates	High Priority Medical/ Welfare Points
<b>General Needs Housing</b>	Under-occupying Flexible Tenants and Cash Incentives	550	-	-	-	-	-
	Returning Decants	450	-	-	-	5	-
	Renewal Decants (Permanent ) with high local connection	450	-	-	-	4	-
	Renewal Decants (Temporary) with high local connection	450	-	-	-	3	-
	Renewal Decants (Permanent) with medium local connection	450	-	-	-	2	-
	Renewal Decants (Temporary) with medium local connection	450	-	-	-	1	-
	Decants, Management Transfers	450	-	-	-	-	-
	Social Services Nominations (Tenants) (including Community Care Nominations, Children Act Panel and Children Leaving Care)	450	-	-	-	-	-
	Social Services Nominations (Waiting List) (including Community Care Nominations, Children Act Panel and Children Leaving Care)	400	-	-	-	-	-
	Learning Disabilities and Mental Health Hostel Quota (WL)	400	-	-	10	-	-
	Registered Provider Decant	400	-	-	-	-	-
	Reciprocals	400	-	-	-	-	-
	Succession/Assignment	400	-	-	-	-	-
	Medical (Transfers)	250	-	-	-	-	-
	Medical (Waiting List)	200	-	-	10	-	-
	Homeless	150	200	-	10	-	-
	Pathway Housings	150	-	-	10	-	-
	Tenants (Studio to 1-bed)	100	-	-	-	-	-
	Hostel Move On/Street Homeless/Drug Alcohol Action Team (DAAT)	50	-	-	10	-	-
<b>Community Supportive Housing</b>	Cash Incentive	550	-	-	-	-	50
	Decants (Tenants)	450	-	-	-	-	50
	Decants (Registered Provider)	400	-	-	-	-	50
	Succession/Assignment	400	-	-	-	-	50
	Council Tenants	200	-	-	-	-	50

	Homeless	150	200	-	10	-	50
	Pathway Housings	150	-	-	10	-	50
	Waiting List Applicants	50	-	50	10	-	50
	Incoming Nominations	50	-	-	-	-	50

### Appendix 3 – Lettings by mobility to new units on renewal schemes

Order of consideration	Mobility Category 1 Property	Mobility Category 2 Property	Mobility Category 3 Property	Mobility Category 4 Property
	Wheelchair Accessible	Partially Wheelchair Accessible	Limited steps	General needs
<b>1st</b>	Mobility Category 1 Returning Decant Applicants <ul style="list-style-type: none"> <li>Renewal Estate Specific</li> <li>Direct Offer</li> </ul>	Mobility Category 2 Returning Decant Applicants <ul style="list-style-type: none"> <li>Renewal Estate Specific</li> <li>Direct Offer</li> </ul>	Mobility Category 3 Returning Decants <ul style="list-style-type: none"> <li>Renewal Estate Specific</li> <li>Bidding through CBL</li> </ul>	Mobility Category 4 Returning Decant Applicants <ul style="list-style-type: none"> <li>Renewal Estate Specific</li> <li>Bidding through CBL</li> </ul>
<b>2nd</b>	Mobility Category 1 Permanent Decant Applicants <ul style="list-style-type: none"> <li>Renewal Area Specific</li> <li>Direct Offer</li> </ul>	Mobility Category 2 Permanent Decant Applicants <ul style="list-style-type: none"> <li>Renewal Area Specific</li> <li>Direct Offer</li> </ul>	Mobility Category 3 Permanent Decant Applicants <ul style="list-style-type: none"> <li>Renewal Area Specific</li> <li>Bidding through CBL</li> </ul>	Mobility Category 4 Permanent Decant Applicants <ul style="list-style-type: none"> <li>Renewal Area Specific</li> <li>Bidding through CBL</li> </ul>
<b>3rd</b>	Mobility Category 1 Decant Applicants <ul style="list-style-type: none"> <li>Other Renewal Areas</li> <li>Direct Offer</li> </ul>	Mobility Category 2 Decant Applicants <ul style="list-style-type: none"> <li>Other Renewal Areas</li> <li>Direct Offer</li> </ul>	Mobility Category 4 Returning Decant Applicants <ul style="list-style-type: none"> <li>Renewal Estate Specific</li> <li>Bidding through CBL</li> </ul>	Mobility Category 4 Priority Applicants <ul style="list-style-type: none"> <li>Local Lettings Criteria applies</li> <li>Bidding through CBL</li> </ul>

### Appendix 3 – Lettings by mobility category to new units on Renewal Estates

<b>4th</b>	Mobility Category 1 Priority Applicants <ul style="list-style-type: none"> <li>• Borough wide</li> <li>• Direct Offer</li> </ul>	Mobility Category 2 Priority Applicants <ul style="list-style-type: none"> <li>• Borough wide</li> <li>• Direct Offer</li> </ul>	Mobility Category 4 Permanent Decant Applicants <ul style="list-style-type: none"> <li>• Renewal Estate Specific</li> <li>• Bidding through CBL</li> </ul>	Mobility Category 4 Priority Applicants <ul style="list-style-type: none"> <li>• Normal</li> <li>• Bidding through CBL</li> <li>• Normal bidding applies</li> </ul>
<b>5th</b>	Mobility Category 2, 3 & 4 (2's & 3's considered before 4's) Returning Decant Applicants <ul style="list-style-type: none"> <li>• Renewal Estate Specific</li> <li>• Bidding through CBL</li> </ul>	Mobility Category 3 & 4 Returning Decant Applicants <ul style="list-style-type: none"> <li>• Renewal Estate Specific</li> <li>• Bidding through CBL</li> </ul>	Mobility Category 3 & 4 Priority Applicants <ul style="list-style-type: none"> <li>• Local Lettings Criteria applies</li> <li>• Bidding through CBL</li> </ul>	
<b>6th</b>	Mobility Category 2, 3 & 4 (2's & 3's considered before 4's) Permanent Decant Applicants <ul style="list-style-type: none"> <li>• Renewal Estate Specific</li> <li>• Bidding through CBL</li> </ul>	Mobility Category 3 & 4 Permanent Decant Applicants <ul style="list-style-type: none"> <li>• Renewal Estate Specific</li> <li>• Bidding through CBL</li> </ul>		
<b>7th</b>	Mobility Category 2, 3 & 4 (2's & 3's considered before 4's) Tenant Transfers <ul style="list-style-type: none"> <li>• Local Lettings Criteria</li> <li>• Bidding through CBL</li> </ul>	Mobility Category 3 & 4 Tenant Transfers <ul style="list-style-type: none"> <li>• Local Lettings Criteria</li> <li>• Bidding through CBL</li> </ul>		

CBL – Choice Based Lettings Scheme

## **Appendix 5 – Independent Tenant Advisers**

Church Street Area, Ebury Bridge Estate and Tollgate Gardens Estate

### **First Call**

Main Contact: Louis Blair

020 8682 9576

[louis.blair@first-call-housing.com](mailto:louis.blair@first-call-housing.com)

First Call Housing

Totterdown Mews

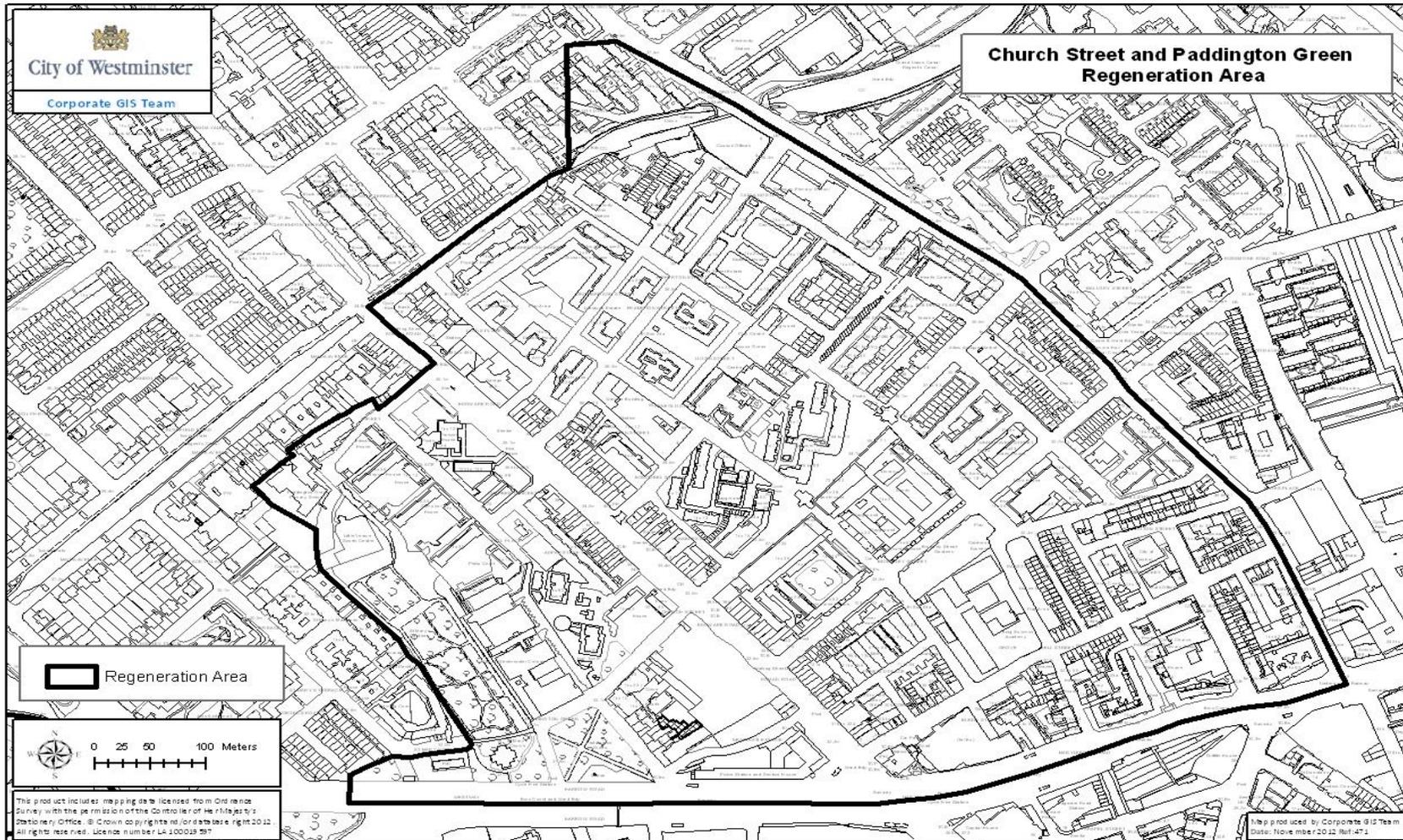
24 Totterdown Street

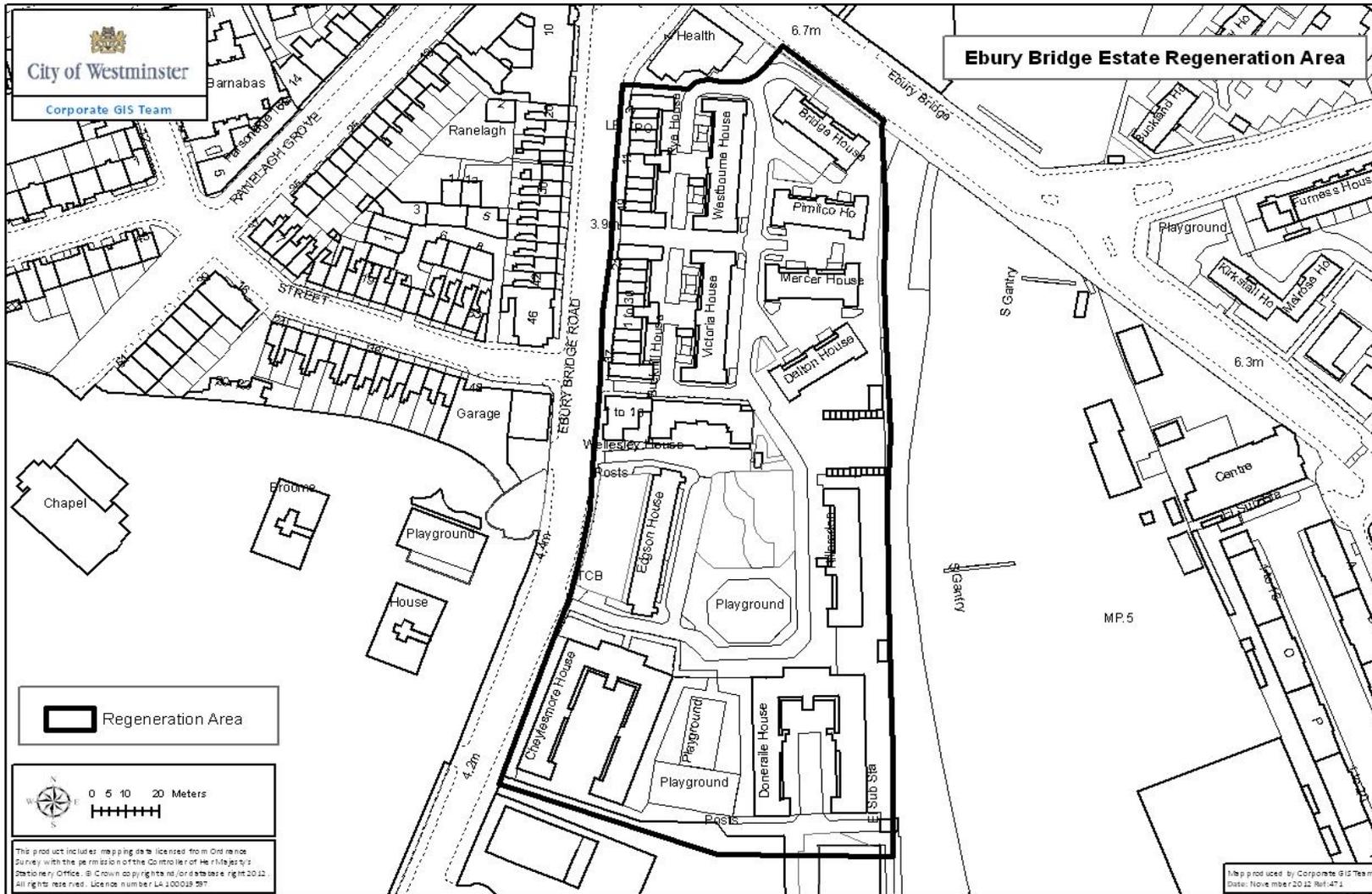
London SW17 8TA

[www.firstcallhousingfoundation.com](http://www.firstcallhousingfoundation.com)

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## Appendix 4 – Boundaries of current Regeneration Areas







Queries about the policy should be sent to Rebecca Ireland at [rireland@westminster.gov.uk](mailto:rireland@westminster.gov.uk)

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