

New Road, Rainham
Rainham & Beam Park Regeneration LLP
(Notting Hill Genesis and the London Borough of Havering)

CD026

Residential Relocation Strategy

July 2020

1. Introduction

- 1.1. The London Borough of Havering (“the Council”) and Notting Hill Genesis (“NHG”) are working together through the Rainham & Beam Park Regeneration LLP (“the LLP”) to redevelop an area around New Road, Rainham for mainly residential purposes.
- 1.2. The Council has made ‘*The London Borough of Havering (Rainham and Beam Park Housing Zone Regeneration Area) Compulsory Purchase Order 2019 No. 1*’ (“the Order”) pursuant to the statutory powers contained in S.226 (1)(a) of the Town and Country Planning Act 1990 as amended and associated provisions within section 13 of the Local Government (Miscellaneous Provisions) Act 1976. The Order was made in October 2019. An Inquiry into whether the Order should be confirmed is expected in Q3/Q4 2020, but no date has been set.
- 1.3. The Council’s purpose in making the Order and seeking, if necessary, its confirmation by the Secretary of State, is to enable the Council to acquire all property interests and rights needed for the Scheme.
- 1.4. The Scheme is a development of new homes (including affordable homes), the transformation of the A1306 into a residential scale, green ‘boulevard’, the provision of a new Beam Park Railway Station and public transport access, a new 2 FE Primary School, social and physical infrastructure and access to open spaces.
- 1.5. The Scheme forms part of the wider Mayor of London’s Housing Strategy, which introduced Housing Zones as a new way to deliver a large number of new homes in areas of London with high development potential.
- 1.6. This Residential Relocation Strategy (the “RRS”) sets out how NHG will engage with residential occupiers needing to relocate from New Road. The RRS also outlines the advice and assistance on relocation options to be offered to the occupiers by NHG and the London Borough of Havering (the “Council”).
- 1.7. In line with the Land Acquisition Strategy (“LAS”) it is NHG’s intention to acquire residential properties by agreement wherever possible. NHG will only request that the Council uses its compulsory purchase powers in the event that negotiated agreements cannot be reached and as a last resort. However, given the amount of time required to complete the compulsory purchase process, NHG will undertake negotiations in parallel with the Council initiating the formal procedures of making a compulsory purchase order. This is in accordance with the Government guidance mentioned below.
- 1.8. This RRS is an evolving document, which will be revised as and when further relevant information is available. The RRS should be read in conjunction with:
 - 1.8.1. The Land Acquisition Strategy; and

1.8.2. The Business Relocation Strategy.

- 1.9. Information about the CPO, the Land Acquisition Strategy and the Business Relocation Strategy is available on the Council's dedicated website:
www.rainhamandbeampark.co.uk.

2. Government Guidance

- 2.1. NHG and the Council will have regard to the Government Guidance as set out in the Ministry of Housing, Communities and Local Government document "Guidance on Compulsory purchase process and The Crichton Down Rules" when engaging with owners and occupiers.
- 2.2. NHG, the Council and the appointed Property Agent, Ardent Management Limited ("Ardent") will:
- 2.2.1. Make offers to property owners and residents which reflect their entitlement to compulsory purchase compensation and the 'value for money' the acquisition may provide to the project as a whole.
 - 2.2.2. Engage proactively and constructively with residents over relocation issues where relevant.
 - 2.2.3. Work with residents to mitigate the risk of loss, as far as it is able to do so.
 - 2.2.4. Where disputes over-compensation arise, give consideration to settlement of those disputes through the early use of Alternative Dispute Resolution.

3. Approach to Acquisitions

- 3.1. It is NHG's and the Council's aim to provide owners and residents with greater certainty in terms of when their properties will be acquired, their entitlement to compensation and how relocation could be achieved and funded.
- 3.2. Where possible the Council, NHG and Ardent have sought to engage proactively and constructively with the private tenants occupying residential properties.
- 3.3. A key commitment of the RRS is the principle of 'on-going consultation' and engagement. NHG and the Council will continue to provide clear communication to ensure residents are informed and involved throughout the acquisition process. Engagement will be led by the Council and Ardent who will contact owners and residents to arrange face-to-face (or virtual) meetings as appropriate and will undertake follow up actions. This personalised engagement will be supplemented by a series of periodic mail-outs and consultation events that will be arranged by the Council.

4. Review of Residential Property

- 4.1. There are 38 individual habitable properties that need to be acquired for the Scheme, including those already acquired and vacated. Of the 38 residential properties needed for the Scheme, 37 are occupied by private tenants on assured shorthold tenancies, while one is occupied by a freehold owner occupier (187a New Road). The properties comprise a mix of bungalows, two storey houses and flats above commercial premises. Many are in relatively poor condition.
- 4.2. This RRS has been developed to provide information on housing options, financial compensation and the practical support that can be given to private tenants. A bespoke RRS will be developed for the one owner occupier.

5. Summary of assistance for Private Tenants

- 5.1. Private tenants will be assisted as follows.
 - 5.1.1. Offer of timely re-housing advice from Ardent and the Council's Housing Advice and Housing Options Team, including entitlement to housing benefits through a housing needs assessment interview.
 - 5.1.2. Offer of a discretionary Home Loss payment and moving costs, subject to meeting the statutory Home Loss Payment criteria; and
 - 5.1.3. Subject to eligibility, an application may be made for additional financial assistance to help secure a home in the private rented sector.

6. Rehousing Options

- 6.1. The following options may be available, depending on the tenant's circumstances?
 - 6.1.1. Move to alternative private rented accommodation with a private landlord within or outside the borough (the Council and NHG will assist with identifying alternative accommodation on the open rental market).
 - 6.1.2. Purchase a property elsewhere within or outside the borough, possibly through a low-cost home ownership scheme.
 - 6.1.3. Purchase or rent a new affordable home in the regeneration area once the development is completed and ready for occupation, if the tenant is eligible and if phasing and timescales allow.
- 6.2. The Council and other social landlords are building new council houses and affordable homes across the borough. A low-cost ownership home can be purchased through the Government's 'Help to Buy' initiative. The Council and NHG will provide information on the types of new low-cost home ownership properties that will be available and the location of these new homes, whether within the borough or elsewhere. The purchase

of new homes will depend on the scheme type and individual financial circumstances of the affected resident. Low cost home ownership may be an attractive option for private tenants who wish to get on the housing ladder.

6.3. The Council will also provide guides to the processes for accessing Council housing.

7. Residential Relocation Approach

7.1. NHG and the Council have no formal statutory obligation to rehouse private tenants occupying property affected by the Scheme. NHG and the Council are nonetheless committed to offering appropriate support to enable affected tenants to find a replacement home. The level of support available will differ according the requirements of each individual resident.

7.2. The Council will endeavour to visit all affected private tenants to offer assistance in finding suitable and affordable alternative accommodation. A bespoke rehousing plan will be agreed with all private tenants who are visited to include the following:

7.2.1. An analysis of rehousing requirements in respect of tenure, size, location and budget.

7.2.2. An analysis of any special needs and/or requirements particularly for older residents, families with children, BAME residents, residents who are disabled and any other residents requiring extra assistance through the process.

7.2.3. The Council will put forward details of local letting agents operating in and outside the Borough.

7.2.4. The Council will put forward details of potentially suitable properties on the open market.

7.2.5. Depending on phasing, timing and need, the Council may make nominations for affordable rented properties being developed as part of the Scheme.

7.3. Should vulnerable and/or residents with special needs be identified, the rehousing options for these residents will be dealt with on a case-by-case basis. The Council will carry out a formal Housing Needs Assessment (HNA) to determine eligibility for council housing or social housing. Where eligibility is confirmed, support will be provided by the Council to source suitable and affordable rented accommodation. A letter offering an HNA was sent to those affected in March 2020.

8. Financial Assistance and Compensation

8.1. Based on individual circumstances, the Council and NHG will consider providing financial assistance to affected residents under the terms of the Council's 'Find your Own' scheme, the benefits of which are:

- 8.1.1. Financial help for affected residents to rent a property in an area of choice.
- 8.1.2. An opportunity for affected residents to find a property which is affordable and meets their needs.
- 8.1.3. A one-off cash incentive payment equal to two month's rent made directly to the agent/landlord of the property on behalf of the resident.
- 8.2. Under the one-off cash incentive payment option, the landlord will be required to provide the following:
 - 8.2.1. Proof of property ownership.
 - 8.2.2. An Energy Performance Certificate.
 - 8.2.3. A Gas and Electrical Safety Certificate.
 - 8.2.4. A carbon monoxide alarm (if appropriate).
 - 8.2.5. A copy of the signed tenancy agreement.

9. Disturbance Compensation

- 9.1. Disturbance compensation is paid where qualifying residents are required to leave their home due to compulsory purchase. Disturbance compensation covers the reasonable costs associated with moving to a new home. The aim of the compensation is to cover the expenses of moving, so that the resident is not financially better or worse off as a result of the acquisition.
- 9.2. Disturbance compensation, subject to eligibility, can be claimed for:
 - 9.2.1. Expenses related to arranging removals.
 - 9.2.2. Re-direction of mail for each authorised surname living at the address (for one year only).
 - 9.2.3. Alterations to furnishings, e.g. uplifting, refitting and alteration of carpets and curtains.
 - 9.2.4. Disconnection and re-connection of services e.g. broadband, phone line and domestic appliances.
 - 9.2.5. Moveable fixtures and fittings e.g. light fittings.
 - 9.2.6. Special adaptations previously assessed as required, for accessibility/disability purposes in the new property.
 - 9.2.7. Refitting of special locks and alarms.
 - 9.2.8. Costs of new school uniforms if being rehoused in a different area and children need to change schools.

9.2.9. Replacement carpets, curtains white goods or furniture (reasonable costs allowed if residents could demonstrate existing furnishings, white goods or furniture will not fit in their new home or be modified).

9.2.10. Agent's and legal fees arising from the grant of a tenancy for a replacement property.

9.3. This list is not exhaustive and other reasonable additional costs incurred by residents may be met. Residents will however be expected to limit their costs where it is reasonable to do so. This is known as the duty to mitigate loss. The Council's advisor, Ardent, will be able to advise whether an expense will be considered reasonable in advance of it being incurred.

10. Home Loss Payments

10.1. Qualifying private tenants who are being displaced as a result of the Scheme have a statutory entitlement to a Home Loss Payment to cover the loss of their home. This is in addition to the disturbance compensation mentioned above.

10.2. A Home Loss Payment is made where qualifying residents are required to leave their home due to an acquiring authority's acquisition. The payment is a sum in recognition of the inconvenience of having to move out of an existing home. The eligibility and amount of Home Loss Payments is set out in statute.

10.3. In order to qualify for a Home Loss Payment a resident should:

10.3.1. Have lived in the affected dwelling, or a substantial part of it, as their only or main residence for a period of at least 12 consecutive months. Proof of residency is required to support an application for a Home Loss Payment, for example, Council Tax receipts, bank statements and utility bills; and

10.3.2. Have an interest in, or right to occupy the property that is freehold, leasehold, statutory tenancy (including Assured Shorthold Tenancy) or restricted contract under the Rent Act 1977, or a right to occupy under the terms of the employment or under a licence where secure tenancy or introductory tenancy provisions apply.

10.4. The level of Home Loss compensation is set by the Government in accordance with the Planning and Compensation Act 1991, the Land Compensation Act 1973 and Home Loss Payments (Prescribed Amounts) (England) Regulations 2019. The level is reviewed annually. A qualifying private tenant is entitled to receive the minimum Home Loss payment which is currently £6,400 (expected to be updated effective from October 2020).

- 10.5. Home Loss Payments made where there is no Compulsory Purchase Order (in place on the property) are made at the discretion of the Council. This is because the Council is not obliged by law to make a payment unless compulsory purchase powers are used.
- 10.6. Where there is no statutory requirement to make a Home Loss Payment because the acquisition is in advance of compulsory purchase powers, the Council will offer discretionary Home Loss Payments to residents who would otherwise be eligible.

11. Equalities Impact Assessment

- 11.1. The Council commissioned an EqIA (Equalities Impact Assessment) which was carried out by Mott MacDonald. The findings were set out in Mott MacDonald's report dated July 2019. The assessment identified, among other things, whether the impacts on the residents at New Road would disproportionately affect those with protected characteristics as set out in the Equality Act 2010 (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation). The conclusions were set out at Section 6 and can be summarised in relation to residents as follows.
- 11.2. Potential loss of access to key social infrastructure and services.
- 11.2.1. Those affected: Children; older people; disabled people; pregnant women; BAME people; religious and minority faith groups.
- 11.2.2. Mitigation: Rehousing support through the RRS; relocation support for community resources.
- 11.2.3. Recommendations: Face to face engagement with community resources and residents; maintain access to community resources throughout the land assembly process; provide guides to rehousing options including processes for accessing council housing and affordable housing within the Scheme; where possible, for families with school-aged children, provide assistance to secure new housing close to the Scheme land, to avoid a school change; provide information to those that relocate about how to access facilities and community resources.
- 11.3. Access to finance
- 11.3.1. Those affected: Young people; BAME people; disabled people; women; older people.
- 11.3.2. Mitigation: Statutory compensation; affordable housing options.
- 11.3.3. Recommendations: Face to face engagement; provide guides to rehousing options, including processes for accessing council housing and affordable housing being built as part of the Scheme.
- 11.4. Access to appropriate, accessible and affordable housing.

11.4.1. Those affected: BAME people; children; disabled people.

11.4.2. Mitigation: Statutory compensation; affordable housing options; rehousing support through the RRS.

11.4.3. Recommendations: Face to face engagement; provide guides to affordable rehousing options.

11.5. Personal security for residents within the Site.

11.5.1. Those affected: Young people; BAME people; disabled people; LGBT people.

11.5.2. Mitigation: Site management.

11.5.3. Recommendations: Use of guardians to secure vacant properties; monitor the security of the site and consider additional security where concerns are flagged.

11.6. Health impacts

11.6.1. Those affected: Older people; disabled people; pregnant women; children.

11.6.2. Mitigation: Rehousing support.

11.7. Recommendations: Work with vulnerable people whose protected characteristics may make them more vulnerable to adverse health impacts; develop a Construction Environmental Management Plan (CEMP).

12. The Covid-19 Pandemic.

12.1. The Covid-19 pandemic and in particular the 'lock down' restrictions have had an impact on the way that we have been able to work on the New Road project. From 23 March 2020 the UK was put into 'lock down'. This placed a restriction on inspections and meetings. However we have continued to engage with those affected via virtual meetings with MS Teams. Discussions have continued via telephone and e-mail.

12.2. Housing needs assessments have been offered virtually, or over the telephone. Residential occupiers will be relocated when their property is acquired.

12.3. Discussions with owners and occupiers are continuing.