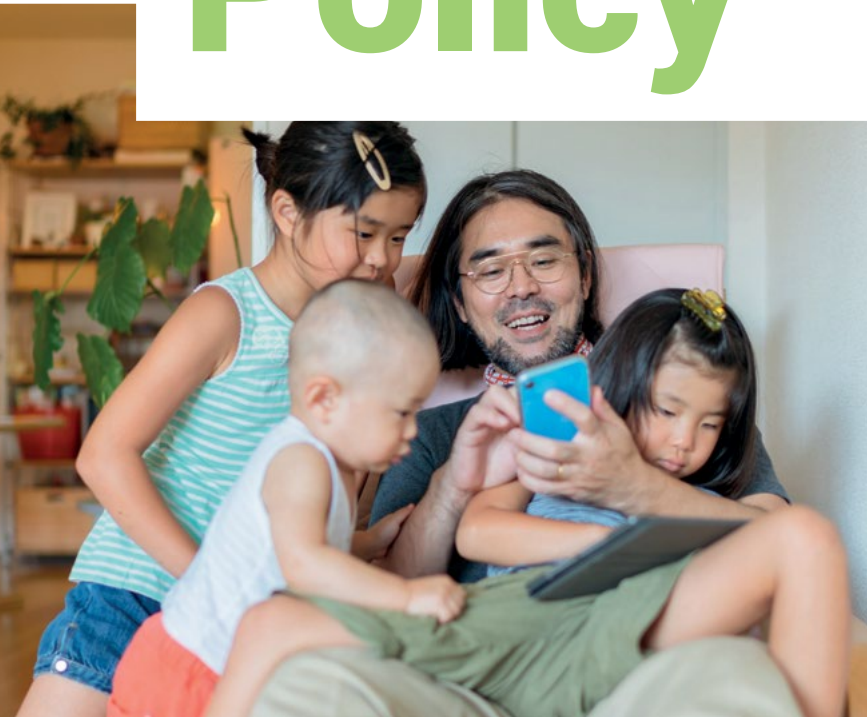


Cambridge Road Estate

# Rehousing Policy

**YOUR**  
**CRE**  
CAMBRIDGE ROAD ESTATE

November 2020



How we will support you  
through your move

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

  
COUNTRYSIDE  
Places People Love

  
THE ROYAL BOROUGH OF  
KINGSTON  
UPON THAMES



## Difficulty reading this document?

If you would like this information in large print or the support of a translator to access it in another language please contact the CRE regeneration team.

Get in touch with the  
CRE Regen team



Freephone 0800 304 76 33



[creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)



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



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# Introduction



WE WILL  
SUPPORT YOU

This booklet explains how the Cambridge Road Estate (CRE) regeneration rehousing process will work.

## Please read this if you are:

- a council or housing association tenant a resident homeowner or shared owner
- currently in temporary housing\* on the CRE.

**This rehousing policy does not apply to CRE residents who are moving for a reason other than regeneration. For all other circumstances, please refer to the Housing Allocation Scheme 2017.**

In March 2020, the residents of Cambridge Road Estate (CRE) voted in support of the regeneration proposals set out in our Landlord Offer. Over the coming years the neighbourhood will be transformed with new high-quality homes, improved public spaces and community facilities for all.

Our priority is to deliver these ambitious proposals whilst minimising disruption for residents, whether they choose to remain on the estate or move away. **We are committed to ensuring the needs of CRE residents are at the heart of everything we do.** This being the case, we are very aware of the potential impact on our wider housing service and residents during the development. As such, we will continually review how to make the best use of our housing supply across the borough, throughout the lifetime of the regeneration programme.

More detailed information on all the available options can be found in the decant policies which are available to download at

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



\*This means if you are a homeless household currently living in a temporary home provided by the Council.



## Our commitments to you

**We understand that this may be a worrying time for some people and we want to make the move as easy as possible for you and your family. Our approach will be flexible, individual, transparent and fair.**

- We want to give you a range of options so you can make decisions which are right for your household. We will not take a one-size-fits-all approach. We will work closely with you to accommodate your wishes and preferences wherever possible.
- Every household's situation is different. You will be allocated a named officer who will be in regular communication with you throughout the rehousing process. We will put in place the right level of advice and support that you need to help you move.
- We will help you to understand the choices that are available to you and how decisions are made, at every step of the way. We will ensure that homes are offered fairly and transparently.



### Remember

**All secure council tenants, housing association tenants and resident homeowners have the right to a new home on the estate.**

**If you are a council or housing association tenant who would prefer not to remain on the CRE we will help you to find a suitable council home elsewhere in the borough of Kingston.**

# Housing supply



SUITABLE  
HOUSING FOR  
EVERYONE

As the first phase of the regeneration gets underway and throughout the life of the programme, we will ensure there is enough suitable housing available for everyone.

**Tenants and resident homeowners will be able to choose a home that is right for them and move without delay. Residents in temporary housing on the CRE will be offered alternative accommodation elsewhere in the borough of Kingston. Private tenants in housing need will receive advice and assistance from our Housing Options team.**

In the initial phases of the regeneration, some residents may need a temporary move whilst their new home is being built. In later phases, there will be enough new homes available for residents to move straight into their new permanent home.

Wherever possible, we will offer temporary accommodation on the CRE or close by, for residents who need it. We are now reserving all properties which become empty on the CRE for this purpose.

We will also identify suitable properties elsewhere in Kingston for residents who need them. 80% of all council and housing association properties which become available in the borough in the first year of the programme will be reserved for this purpose. This will be reviewed yearly as part of the annual lettings plan and adjusted according to the level of need.

The Council has a home building programme underway across the borough. As these properties become available, 100% will be prioritised in the first instance for CRE residents who need temporary moves or those who have chosen to move permanently off the estate.

If you require a specific type of accommodation (because of a verified medical problem or other reason), we will meet this need. We will ensure that the homes we offer you are suitable for all of your household members and make the necessary adaptations. If the Council does not already have suitable accommodation or available properties cannot be adapted, then we will seek to acquire new properties to meet needs.

# COVID-19

## Since March 2020, we have faced an unprecedented worldwide pandemic.

England, along with most other countries, went into lockdown to reduce the spread of the disease. This has meant restrictions on public life including school and business closures, social distancing measures and shielding for particularly vulnerable people. As we move towards phase 1 of our regeneration programme, many of these measures are still in place and there is an ongoing public health risk.

We understand that this may be creating additional pressures for you and your family and that you may be worried about moving home during this time. The Council is currently operating differently and is continually adapting and responding to government guidance to ensure that services can be delivered to residents safely. The government has also published specific advice on moving home.

You can read this at <https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak>

The CRE regeneration team will be undertaking regular and thorough risk assessments for all of our activities. We will put special measures in place to safeguard both residents and staff where needed.

## Some examples of these are set out below:

- Additional cleaning regimes between appointments where residents visit our offices
- Flexible locations and times for assessment and sign-up appointments
- Offering appointments by telephone or video link
- Provision of personal protective equipment at property viewings, if required
- Virtual viewings, where possible, and support for residents to access these
- Risk assessments and COVID-safe packing and removals services



### COVID-19 CONCERNS

If you have any specific concerns or requests relating to the rehousing process during the COVID-19 pandemic, please do get in touch with the CRE regeneration team.





# The rehousing stages



## Giving you notice

The Regeneration Team will contact you in writing a minimum of 6 months before we need you to move out of your home. We will allocate you a moving support officer who will support you throughout the process — from start to finish.

If you are a homeless household in temporary accommodation on the CRE, the Housing Options team will contact you a minimum of 6 months before you need to move out, to check your household's details on the Housing Register are correct and let you know what will happen next.



## Assessing your housing need

If you are a tenant or if you are a homeowner and you require a temporary home, while your new home is being built, a meeting will be arranged with your moving support officer to carry out a housing needs assessment for your household. You can use this first visit to talk about any specific needs, requests, preferences or concerns.



## Confirming your housing need

Once this assessment is complete, you will receive a follow-up letter confirming what we have discussed. This will include the size of home that you will be eligible for and any specific requirements that have been agreed. It will also confirm your details on the Housing Register and explain what will happen next.

If you are in temporary housing we will write to you when your household is awarded Band 1 priority for rehousing. This will be 6 months before we need you to move out of your home.



## Choosing your new home

If you are a tenant or homeowner, your moving support officer will show you details of properties which are currently available. We will then arrange a viewing of the property you have selected. This will be carried out in a manner which is COVID-safe and meets current government guidelines.

If you are in temporary accommodation, your application will be registered for auto-bid and you will be made a direct offer of social housing appropriate to your need. We will then arrange a viewing of the property you have been offered.



## Sign-up and preparing to move

Once you have made your decision and accepted a housing offer, we will arrange a sign-up appointment and move-in date. If you are moving to a permanent new build property on the CRE, you will be able to visit your home around 6 weeks beforehand.



## Moving in

You will be given all the help and support you need, from start to finish. Your moving support officer will visit you on your moving day and again a few weeks later.

# Assessing your housing need



**Needs assessments are carried out for all social tenants and for homeowners (including shared ownership homeowners) who require a temporary home. Social tenants include existing secure council tenants, housing association tenants and shared ownership tenants moving to a secure council tenancy.**

Your housing needs assessment may take place in your home or at a council office if you wish\*. **Your moving support officer will explain the rehousing process, your options and the timescales in which this is likely to happen.** They will ask you questions about your household. This is to help determine the type of property that will be suitable for both permanent moves and temporary moves if required.

## Your assessment will consider:

- ✓ Who is currently living in your home as part of your household — so we know the size of the property you need
- ✓ Any changes of tenancy, for instance, if a joint tenant is no longer living with you or if you would like your partner of 12+ months who is part of your household to become a joint tenant in your new home
- ✓ Any medical conditions you or your family members have — so we can ensure the accommodation you are offered is suitable
- ✓ If you are already in sheltered accommodation or would like a move to sheltered housing
- ✓ Existing pets
- ✓ The location of your work, child's school and/or social networks
- ✓ Any other reasons you may need a particular type or location of accommodation
- ✓ Your preferences — these cannot be guaranteed but we will find the best fit from the accommodation that is available
- ✓ Any support you are currently receiving from the Council or other agencies
- ✓ The level of support you may need for the moving process
- ✓ Your financial situation — if you have any rent or council tax arrears or require a referral for financial advice

\*Subject to current COVID-19 guidelines



## The evidence we may ask you for at your housing need assessment:

- Proof of identification for any household members we do not already know about e.g. a passport, driving license or birth certificate
- Evidence that they have been living as part of your household for at least 12 months e.g. a council tax bill or dated bank statement
- A completed medical form and/or supporting evidence from a medical practitioner
- Information from other services currently supporting you

## How we will assess the number of bedrooms your household need

Your bedroom entitlement is calculated according to the Council's Housing Allocation Scheme which can be found at [www.kingston.gov.uk](http://www.kingston.gov.uk). This looks at the number, age, gender and relationships of all members of your household as well as any verified medical or care needs.

The only exception to this is if you are currently under-occupying your home. If your current home has more bedrooms than your household would be entitled to according to the Housing Allocation Scheme you can choose to:

- Move to a smaller home which will cost less to run and manage.
- Alternatively, move to a home with one bedroom more than you would be entitled to. We call this 'housing need plus 1'.

## How the housing need plus 1 offer works

### Case study 1

Mrs Taylor is living alone in a 3 bedroom property since her 2 children have left home. She would normally be entitled to a 1 bedroom property but the housing need plus 1 offer means she can have a 2-bed property if she prefers. She decides to take up the offer of a 2-bed property so her daughter can visit overnight.

### Case study 2

Mr and Mrs De Silva live in a 4 bedroom property with their twin 14-year-old boys and 8-year-old girl. Their eldest daughter has already left home. Their assessed need is for a 3-bed property but the housing need plus 1 offer would allow them to choose a 4-bed home. They decide not to take up this offer but to downsize to a 3-bed home to save some money on rent.

## Your personal data

As part of your housing needs assessment and throughout the rehousing process, we will record information about your household on our secure case tracking database. Information will be shared within the CRE regeneration team and occasionally with other organisations or teams supporting you. This will be with your consent and for the purposes of rehousing only.

You can withdraw consent at any time by contacting us by email at [creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk) or calling FREEPHONE 0800 304 76 33.

For further information on how the Council use and protect your data, please refer to our privacy statement at [www.kingston.gov.uk](http://www.kingston.gov.uk).



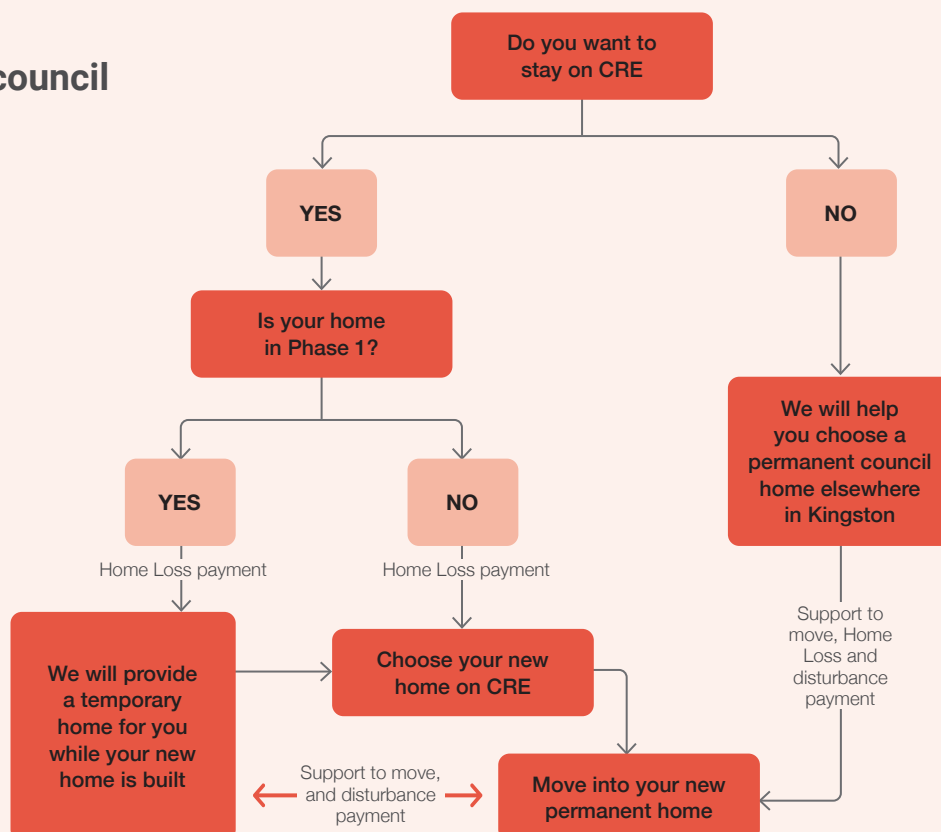
OFFERING  
YOU AS MUCH  
CHOICE AS  
POSSIBLE

# Council tenants or shared owners who are becoming council tenants

## Choosing your new home

Once your housing need has been confirmed, your moving support officer will register you for rehousing and show you details of the suitable properties that are currently available to you. When you have chosen which property you would like, we will arrange a viewing for you. If you are happy to go ahead, a direct offer will be made to you and a tenancy sign-up date set.

### Secure council tenants



Further information on support to move, Home Loss and disturbance payments can be found on [pages 20-23](#).



# You will not need to bid for properties

There may be occasions when there is more than one household interested in the same property. If this is the case, properties will be offered in the following order of priority:

1	Phase — households in earlier demolition phases will be given priority
2	The medical or social need for a particular property
3	Length of social tenancy
4	Length of time in a temporary home where applicable

We will offer you as much choice as possible and support you to make a decision that is right for you and your family. You need to be aware that we may not be able to accommodate all of your preferences. If you have not chosen a property after a reasonable period of time, we may need to make a direct offer of suitable accommodation. This is to prevent delays to other families or the progress of the regeneration programme. We will only do this as a last resort.

We may occasionally use our discretion to allocate accommodation out of phase priority according to extenuating personal circumstances. These decisions will always be made by balancing the need for flexibility with a fair and transparent process and in accordance with the current Housing Allocation Scheme.



## Your tenancy and rent

We will offer support to residents who are claiming welfare benefits to ensure they can register their change of circumstances quickly and are not financially disadvantaged.

**When you move out of your existing property, this tenancy will come to an end.**

If you are moving straight to your permanent council property, you will sign a new secure tenancy agreement at the same time.

If you choose to move to a housing association property, you will sign a new tenancy agreement with the landlord at the same time.

**When you move home you will retain your existing tenancy rights, even if you are in a temporary home for a period of time. We will confirm this to you in writing.**

You will sign a temporary rent agreement for the time you live in a temporary home.

When you move into your permanent home you will sign a new secure tenancy agreement.

We have committed that if you are a secure or housing association tenant and you are moving to a council property of the same size, you will pay the same rent as you would have been paying for your existing home.

Council tenants or shared owners



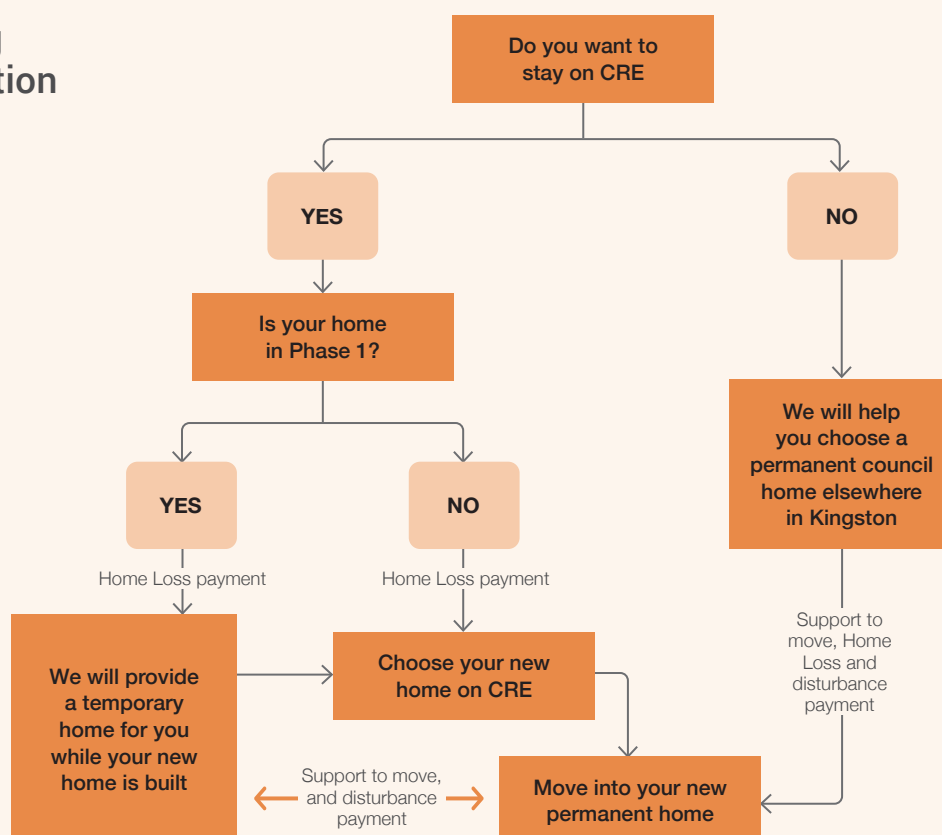
**WE WILL  
SUPPORT YOU  
AND YOUR  
FAMILY**

# Housing association tenants

## Choosing your new home

Once your housing need has been confirmed, your moving support officer will register you for rehousing and show you the details of the suitable properties that are currently available to you. When you have chosen which property you would like, we will arrange a viewing for you. If you are happy to go ahead, a direct offer will be made to you and a tenancy sign-up date set.

## Housing association tenants



Further information on support to move, Home Loss and disturbance payments can be found on [pages 20-23](#).



## You will not need to bid for properties

**There may be occasions when there is more than one household interested in the same property. If this is the case, properties will be offered in the following order of priority:**

<b>1</b>	Phase — households in earlier demolition phases will be given priority
<b>2</b>	The medical or social need for a particular property
<b>3</b>	Length of social tenancy
<b>4</b>	Length of time in a temporary home where applicable

We will offer you as much choice as possible and support you to make a decision that is right for you and your family. You need to be aware that we may not be able to accommodate all of your preferences.

If you have not chosen a property after a reasonable period of time, we may need to make a direct offer of suitable accommodation. This is to prevent delays to other families or the progress of the regeneration programme.

We may occasionally use our discretion to allocate accommodation out of phase priority according to extenuating personal circumstances. These decisions will always be made by balancing the need for flexibility with a fair and transparent process and in accordance with the current Housing Allocation Scheme.



### Your tenancy and rent

We will offer support to residents who are claiming welfare benefits to ensure they can register their change of circumstances quickly and are not financially disadvantaged.

**When you move out of your existing housing association property, this tenancy will come to an end. You will have the option to become a secure council tenant.**

If you move straight into a permanent council home you will sign your new secure tenancy agreement at the same time.

If you choose to move to a housing association property, you will sign a new tenancy agreement with the landlord at the same time.

**If you are in a temporary home for a period while your new home is being built, we will confirm your right to a secure council tenancy in writing.**

You will sign a temporary rent agreement for the time you live in a temporary home.

When you move into your permanent home you will sign a new tenancy agreement.

We have made a commitment that if you are a secure or housing association tenant and you are moving to a council property of the same size, you will pay the same rent as you would have been paying for your existing home.



**WE WILL  
FIND YOU  
ALTERNATIVE  
ACCOMMODATION**

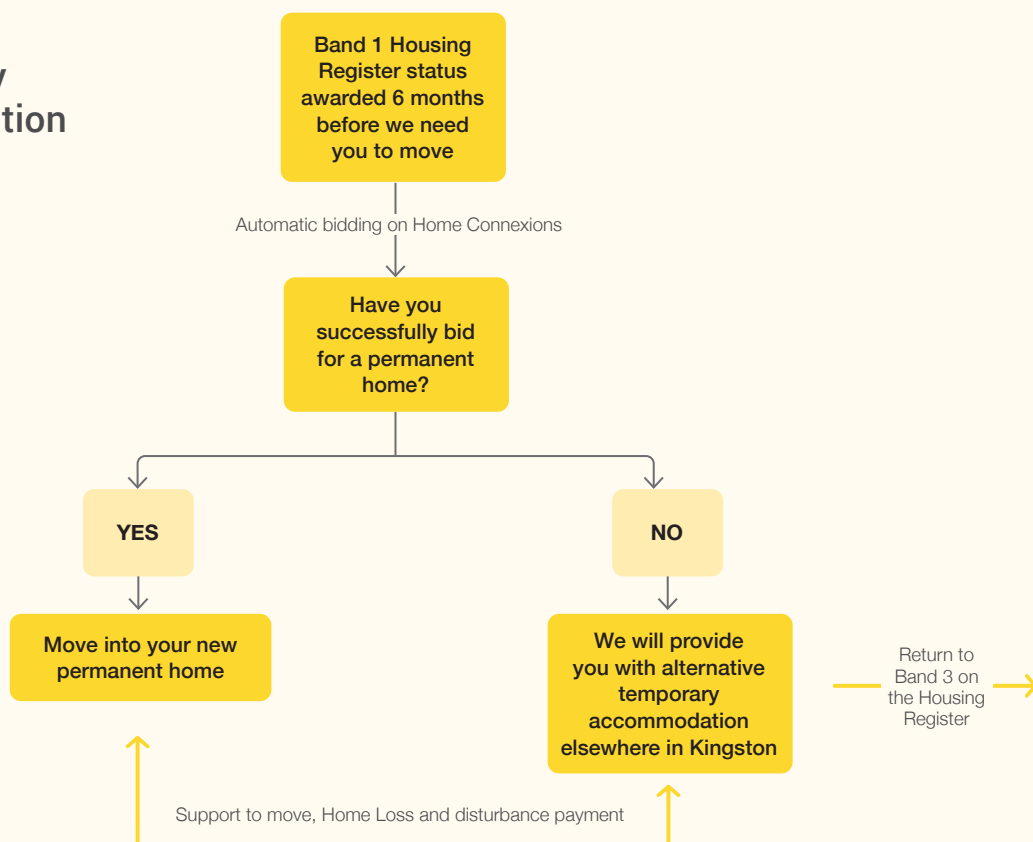
# Households in temporary accommodation

## Your new home

If you are living in temporary housing on the Cambridge Road Estate, you will not have priority eligibility to move into one of the new homes on the estate. However, you will be prioritised for a permanent council or housing association property in the borough of Kingston.

This section explains how the rehousing process will work if you are a homeless household who has been provided with a temporary home on the CRE.

## Households in temporary accommodation



Further information on support to move, Home Loss and disturbance payments can be found on [pages 20-23](#).





## You will already be set up to autobid for suitable homes

Six months before we need you to vacate your property you will be awarded Band 1 status on the Housing Register — this is the highest priority. You will already be set up for auto-bids on the Housing Register to ensure your application is considered for all vacant properties which meet your needs. Offers will be made to the highest priority applicant as per the Housing Allocation Scheme.

If you have accepted the offer of a property within this six month period, you can move straight into your new permanent home. If you do not find a home that is suitable for you and your family during this time, the Council will provide you with alternative temporary accommodation when we need you to move out. You will then return to Band 3 on the Housing Register.

In later phases of the regeneration, there may be some surplus new council homes available on the CRE. These will be made available for Housing Register applicants to bid for as per the Housing Allocation Scheme.



### Your tenancy and rent

We will offer support to residents who are claiming welfare benefits to ensure they can register their change of circumstances quickly and are not financially disadvantaged.

#### **When you move out of your accommodation on the CRE your current rent agreement will end.**

If you move to a permanent council home you will sign an introductory council tenancy agreement.

If you move to a housing association property you will sign a starter tenancy agreement with the registered provider.

If you move to another temporary home, you will sign a new temporary rent agreement for this property.

Temporary accommodation households



**YOUR  
TEMPORARY  
HOME WILL BE  
RENT FREE**

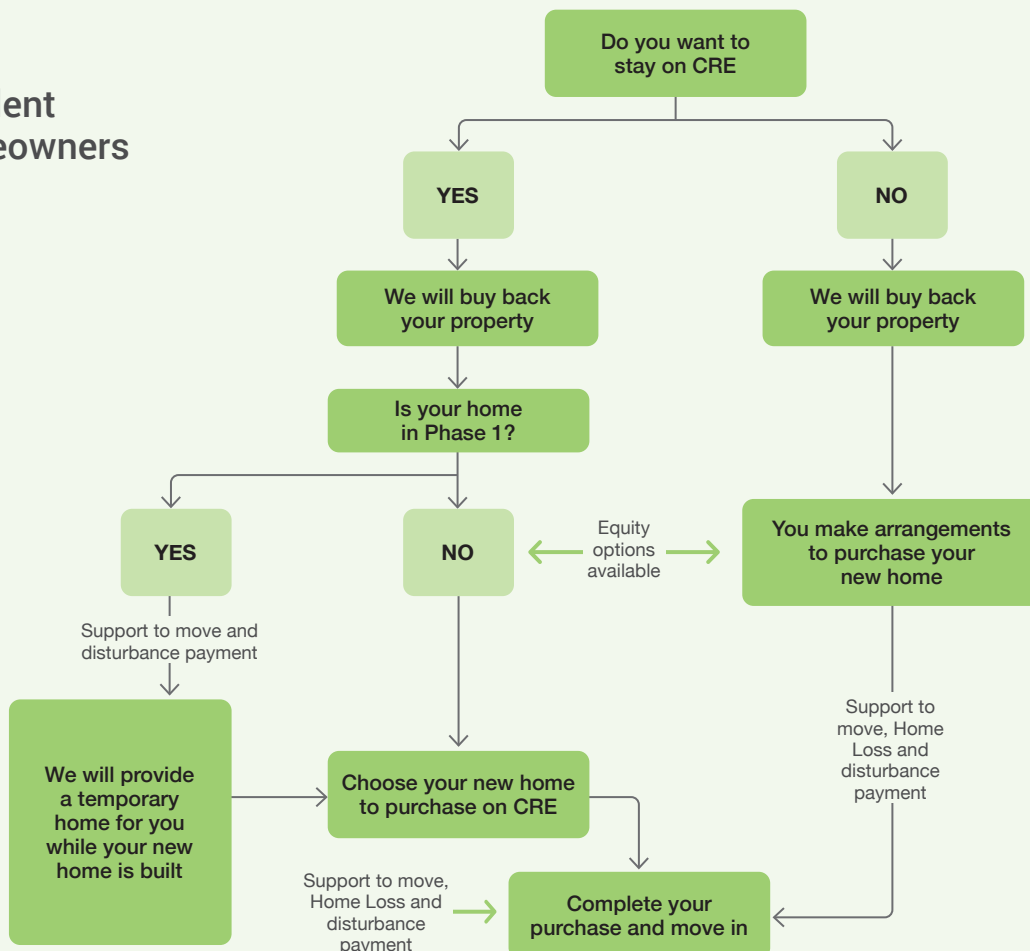
# Homeowners who need temporary accommodation

If you are a resident homeowner (or shared ownership homeowner) in phase 1 who wishes to purchase a new home on the CRE, the Council will provide you with temporary accommodation, should you need it, while your new home is being built.

Homeowners in later phases who wish to remain on the CRE will be able to purchase their new home at the same time as their current home is purchased by the Council, and will not require temporary accommodation.

If you do not wish to purchase a new home on the CRE, you will need to make arrangements to secure alternative housing. If you are unable to purchase a new home and are in housing need you can seek advice and assistance from our Housing Options team.

## Resident Homeowners



Further information on support to move, Home Loss and disturbance payments can be found on [pages 20-23](#).



You will not need to bid for properties

### Choosing your temporary accommodation

Once your housing need has been confirmed, your moving support officer will register you for rehousing and show you the details of the suitable properties that are currently available to you. When you have chosen which property you would like, we will arrange a viewing for you. If you are happy to go ahead, a direct offer will be made to you and a tenancy sign-up date set.

**There may be occasions when there is more than one household interested in the same property. If this is the case, properties will be offered in the following order of priority:**

- |   |  |
|---|--|
| 1 | Phase — households in earlier demolition phases will be given priority |
| 2 | Medical or social need for a particular property                       |
| 3 | Length of time resident in your CRE property                           |

We will offer you as much choice as possible and support you to make a decision that is right for you and your family. You need to be aware that we may not be able to accommodate all of your preferences.

If you have not chosen a property after a reasonable period of time, we may need to make a direct offer of suitable accommodation. This is to prevent delays to other families or the progress of the regeneration programme.

We may occasionally use our discretion to allocate accommodation according to extenuating personal circumstances. These decisions will always be made by balancing the need for flexibility with a fair and transparent process and in accordance with the current Housing Allocation Scheme.



### Your tenancy and rent

As a resident homeowner wishing to remain on the CRE, if you need to go into temporary accommodation you will not have to pay rent for that accommodation. You will, however, still have to sign an agreement to cover your occupation of the accommodation. This will end when you move into your new home.



THE RIGHT LEVEL  
OF SUPPORT  
FROM START  
TO FINISH

# Support for moving

Practical and emotional support.

**We will ensure that you have the right level of support in place to help you through the process of moving home – from start to finish.**

This will start with your housing needs assessment when your moving support officer will talk to you about the type of help or advice you would like. You will also receive a moving information pack with lots of useful advice, contacts and checklists.


Some residents may need more help than others. We will be working very closely with other services in Kingston such as social work teams and community organisations. We will work with you to agree on a plan that meets your needs. With your consent, we can get in touch with anyone who is already supporting you.



**We can arrange and pay for your removals using our approved removal company or you can make your own arrangements and we will reimburse the cost.**

**You can choose whether you would like to use a packing and unpacking service or whether you would prefer to do this yourself.**

**Speak to your moving support officer about your preferences.**



We will agree a plan to meet your needs



### Resettlement or Older and Vulnerable Person's teams

For residents who may require longer-term support throughout and after their move



### Citizens Advice Bureau

Advice and support with new benefits claims and changes of circumstances



### Occupational therapy team

To assess requirements for housing adaptations or equipment



### DV hub

Independent support for households experiencing domestic violence



### Free handyman service

For small DIY jobs such as putting up pictures and assembling furniture



### Independent tenants advisor

Providing independent advice and support throughout the regeneration programme



### FIT team (financial inclusion team)

For residents who are in financial hardship



### Interpreting and translation services

We can provide face to face interpreters or translate written information into your language. We can also provide information in large print or easy read formats







**OUR  
PROMISE  
TO YOU**

# Home loss payment





## Home loss payment

This is a compensation payment made to tenants and homeowners if they are required to move home due to regeneration.

**You will be entitled to a home loss payment if you have been living in your home for at least 12 months when you need to move and are one of the following:**

-  A secure council tenant
-  An assured tenant with a housing association
-  A resident homeowner
-  A homeless household in temporary accommodation

**You will not be entitled to a home loss payment if:**

-  You have lived in your property for less than 12 months when you have to move
-  You moved into your CRE address after 1 October 2020 and are moving for a reason other than regeneration
-  You are a private tenant who has been given notice to quit by your landlord
-  You are evicted due to a breach of your tenancy conditions

The home loss payment amount is set by the government and reviewed annually. From 01 October 2020 it will be £6,500 for tenants or 10% of the property market value for resident homeowners (up to a maximum of £65,000).

You will receive one payment per household and this payment will be made when you move from your current home due to regeneration.

The Council reserves the right to deduct from your home loss payment any money you may owe us. This may include, but is not limited to:

- Council Tax arrears
- Rent or service charge arrears from your current or previous property including any temporary accommodation and rechargeable repairs owed from previous properties

You will be informed in writing of this decision before the payment is made.

## Out of phase moves

Some existing households may need to move away from the CRE before the demolition stage has started for their property, or for reasons other than regeneration. This might be a move to sheltered accommodation, a move from temporary to permanent housing elsewhere in Kingston or a transfer to a property of a suitable size. Although the regeneration team will not be managing your move in these cases, we do have the discretion to make home loss or disturbance payments depending on the circumstances of your move.

You may only be considered for these discretionary payments if your household was resident on the CRE before 1 October 2020 (the Local Lettings Plan implementation date). If your household moved onto the CRE after this date, you will not be eligible for discretionary home loss or disturbance payments if you are moving home for reasons other than regeneration.

# Disturbance payments

## Disturbance payments

We will pay the reasonable expenses associated with moving home where the move is as a result of the regeneration. This applies to all council and housing association tenants, homeowners and residents in temporary accommodation who are required to move due to the regeneration.

### Moving costs include:

- Removals, including packing and unpacking
- Disconnecting and reconnecting appliances
- Telephone, TV and broadband connection
- Redirecting mail for all adult household members
- Replacing fitted furniture
- Dismantling and reassembling furniture
- Replacing major appliances which won't fit in your new kitchen
- Re-fitting of carpets and window coverings, where required
- Other reasonable costs associated with your move and agreed in advance

**All moving costs will need to be agreed in advance with your moving support officer.** You will be asked to provide receipts. If you are unable to show evidence of costs incurred you may not be reimbursed. Where the Council considers your proposed expenses to be too high, we may ask for further quotes to be provided from alternative service providers.

**You will be entitled to a disturbance payment each time you are required to move so some households in phase 1 may receive two payments.** Homeless households in temporary accommodation will only be eligible for a disturbance payment when they are required to move out of their property on the CRE due to the regeneration and not for any subsequent moves.

In most cases, there will only be one disturbance payment per household move. Occasionally, due to extenuating circumstances, a larger household may move to two smaller properties. The Council will make two disturbance payments under these circumstances.

**Home loss and disturbance payments will be made directly to your bank account** on completion of your move if you have provided us with the required evidence. Your moving support officer will bring some forms for you to sign to authorise this at your housing needs assessment. You will also need to provide us with your bank account details.



**MAKING EVERY  
EFFORT TO MEET  
YOUR NEEDS**

# Appeals process

**Our team will make every effort to meet your needs and preferences wherever we are able during the rehousing process. If you are unhappy with any of the decisions that have been made or the support you have received, you should speak to your moving support officer in the first instance and we will work with you to resolve this.**

If this does not resolve your complaint, you can make a formal appeal using the stages set out below. All requests for appeals and additional information submitted must be made within 21 calendar days of receipt of the original decision unless this is not possible due to extenuating circumstances.

Examples of decisions that residents may wish to appeal are:

- Medical advisor recommendations
- Bed size entitlement decisions
- The suitability of temporary or permanent housing offers
- Decisions regarding deductions made from home loss payments
- Decisions concerning reasonable disturbance payment expenses

**We will offer you support with making your appeal, for example:**

- Translation and interpreting services
- Access to an independent tenant advisor
- Information on contacting a local resident representative or other community group

You can choose to have your appeal considered by written submission or attend a verbal hearing. You may choose one independent representative to accompany you to the appeal hearing. This might be a friend, family member, advocate or resident representative. They may also make written submissions and speak on your behalf.

The appeals panel will consist of 2 people:

1. A senior council officer who was not involved in making the original decision.
2. An independent panel member appointed by RBK in consultation with residents.

You will receive a decision in writing (or by other means requested) within 14 days of your written submission or 7 days of your verbal hearing. If your appeal is successful, an alternative decision will be made. If your appeal is unsuccessful, the original decision will be upheld.



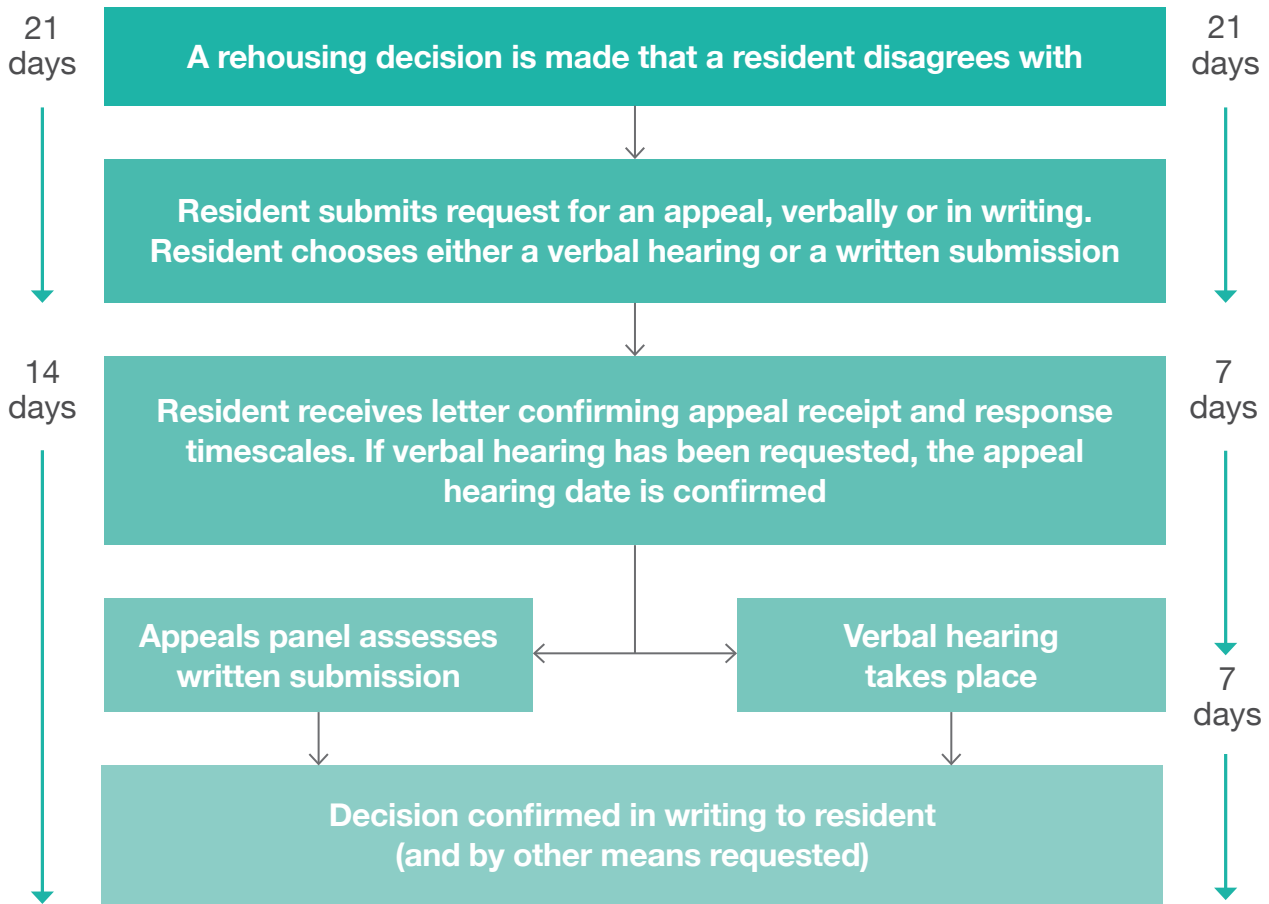
**Appeals should be submitted to:**

**The CRE Regeneration Team  
2 Tadlow,  
Washington Road,  
KT1 3JL**

**Email: [creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)  
Telephone: 0800 304 76 33**



## CRE rehousing appeals process



### Homeless households placed in temporary accommodation

If you are a homeless household placed in temporary accommodation and you do not think the accommodation you have been offered is suitable, the process is slightly different. You have the right to a review (under Section 202 (1)(f) Housing Act 1996) and should contact the Housing Allocations team in the first instance. You can contact them by telephone on 020 8547 5003 or write to: Allocations Team, Royal Borough of Kingston, Guildhall 2, High Street, Kingston, KT1 1EU.

This appeals process does not cover the financial offers made to leaseholders and freeholders. Further details of the appeals procedure are set out in the Council's decant policies.



### Feedback and service improvement

The CRE regeneration team is committed to ensuring that the service we provide meets your needs and that your overall experience is positive. We will regularly review our processes and carry out random case audits to check that our procedures are working well for residents.

We will also revisit the equalities impact assessment and update this at the end of Phase 1.

We welcome your views on what has and hasn't worked and any areas which could be improved upon. We will send a short survey (by post or text message) once your household move is complete and would encourage you to use this opportunity to give us your feedback. You can also contact the CRE regeneration team, at any other time.

# Glossary

This page tells you the meaning of some of the key words used in this booklet.

IF YOU WOULD  
LIKE THIS INFORMATION  
IN ANOTHER LANGUAGE,  
PLEASE CONTACT US.

FREEPHONE  
0800 304 76 33

EMAIL  
[creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)

## Bed size entitlement

The number of bedrooms a household is entitled to as set out in the Council's Housing Allocation Scheme.

## Direct Offer

An offer of accommodation made to a household without the need to bid on the choice based lettings system.

## Disturbance payment

A payment made to cover reasonable moving expenses.

## Home loss payment

A statutory payment made to eligible households who are required to move due to regeneration.

## Permanent home

A household move to permanent accommodation.

## Phase 1 temporary home

A household move to temporary accommodation while waiting for a permanent home to become available.

## Resident homeowner

Residents who have purchased their homes and use them as their main home. These may be leasehold or freehold properties.

## Social tenant

A resident who is a named council tenant, housing association tenant or has a shared ownership property.

## Temporary accommodation

Accommodation provided for homeless households by the Council under Part 7 of the Housing Act 1996 (as amended).

## Virtual viewing

A video tour of a property which may be viewed online.



## Further information and useful links

### **CRE Regeneration Team**

Email [creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)  
Freephone 0800 304 76 33

### **CRE dedicated website**

For further information on the regeneration and independent tenants advisor  
Website <https://cambridgeroadestate.com>

### **Community Board**

Representing the CRE community  
Email [creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)  
Freephone 0800 304 76 33

### **RBK Website**

For information on our allocations scheme and housing services  
Website <https://www.kingston.gov.uk>

### **CREST**

Cambridge Road Estates Community Group  
Website <https://e-voice.org.uk/crest/>  
Email [1norbiton@gmail.com](mailto:1norbiton@gmail.com)  
Telephone 07910 844 427

### **CRERA**

Cambridge Road Estate Residents' Association  
Website <https://e-voice.org.uk/crera>  
Email [crera@live.co.uk](mailto:crera@live.co.uk)  
Telephone 020 8546 1372

### **Local Councillors**

For details of how to contact your local Councillors  
Website [www.kingston.gov.uk](http://www.kingston.gov.uk)  
Telephone 020 8547 5000

### **Connected Kingston**

for information on local activities and services  
Website <https://www.connectedkingston.uk>

### **Achieving for Children Early Help services**

Support for families  
Website <https://www.achievingforchildren.org.uk>  
Telephone 07864 612 193



## Difficulty reading this document?

If you would like this information in large print or the support of a translator to access it in another language please contact the CRE regeneration team.

## Get in touch with the CRE Regen team



Freephone 0800 304 76 33



[creregen@kingston.gov.uk](mailto:creregen@kingston.gov.uk)



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

