

Camden Good Yards Regeneration Preparing to Move guide for residents of Juniper Crescent

Version 1.1

July 2023

If there are any aspects of this guide that you wish to discuss in greater detail or if you require further information on the regeneration, please contact the team below.

Marina Cox

Regeneration Officer

Tel: 079666 43082

Email: mcox@onehousing.co.uk

Raj Mandair

Regeneration Manager

Tel: 07554 113283

Email: Rmandair@onehousing.co.uk

Customer contact service

If you have any repairs of housing management matters, please continue to contact our customer services contact team on 0300 123 9966 or ask@onehousing.co.uk

Communities First

Communities First is a charity that provides independent and confidential advice to residents on regeneration proposals for Juniper Crescent, in order to help you understand the options, answer your questions and help you feedback on any views.

Please call Ian or Louis on FREEPHONE on 0300 365 7150 or you can also email them at juniper@communitiesfirst.uk.com.

Contents

The Rehousing Process	5
The bidding process	5
Shortlisting	6
Viewings	7
Adult children	7
Intermediate Tenant	8
What you can expect to receive	8
Home Loss Payments	8
Disturbance Package	9
Removal services	9
Home improvements	10
Utilities	10
Aids and Adaptations	11
Packing Guide	12
How to Pack – Fragile Items – China, Glass & Kitchen	12
How to Pack – Other Fragile Items	12
After the move	13
Returning your keys	13
Statutory Home Loss Payment	13
Staying updated with project updates	14
Second move contribution	14
Planning ahead –	15

Introduction

Regeneration has to take into account the views, needs and wishes of all residents. This is particularly important for temporary (or if people don't want to return, permanent) moves away from the estate that allow work to begin. Temporarily moving away from an estate is sometimes called “**decanting**”.

Before any new homes can be built, all residents in Phase 1 (Nos 45 to 120 Juniper Crescent) must be temporarily rehoused by October 2025. This averages to 2 to 3 households moving a month.

We have already had discussions with you about your household's needs, both in a one-to-one setting and at public meetings; we have also discussed whether you would like to move away during the construction work, either temporarily or permanently. The plans for the new homes at Juniper Crescent have been developed with your comments in mind and reflect the promises we made in our Landlord Offer document.

This 'Preparing to Move' guide gives more information about the moving process and the ways we will deliver the promises we made in the Landlord Offer.

One Housing knows that moving home can be an anxious and challenging experience and we will use both our own experience on other estates and best practice from other landlords to minimise the disruption.

We will ensure that the decanting process operates in a fair, reasonable and transparent way and we will continue to deliver open and effective consultation throughout the decanting period.

We will work hard to minimise disturbance to our residents and provide a straight-forward way to claim your Home Loss and disturbance payments when you move. These are discussed later in this booklet.

All moving dates will be discussed in advance to ensure you have plenty of time to move.

If you want any further clarification about any of the sections in this document, please do not hesitate to contact the regeneration team by calling 07554 113283, emailing junipercrescent@onehousing.co.uk or popping into the hub at Juniper Crescent.

The Rehousing Process

All assured and intermediate tenants who live on the Juniper Crescent have the right to return to a permanent home at the new Juniper Crescent that will meet your needs. Your housing options will be discussed in detail with one of the members of the regeneration team. We would encourage all households to come and meet with us at the engagement hub so we can explain the process and register you on Home Connections.

If you would prefer to permanently move away from Juniper Crescent, we will help you to secure a permanent home from our existing properties when a suitable property becomes available.

Any temporary housing will be in the London Borough of Camden unless you agree otherwise.

Offers of temporary housing will always consider suitability for all members of the household, including work, educational, travel and medical needs as well as maintenance of social and support networks.

One Housing will use our best efforts to provide suitable rehousing opportunities in its other housing stock to help the regeneration.

Scan the QR code to go onto Home Connections

The bidding process

Assured tenants who are registered to apply ("**bid**") for homes. **You can view properties on our Home Connections website.** The link is <https://onehousing.homeconnections.org.uk/customer-login> or you scan the QR code, and your login details would have been provided at time of registration at the hub. Please get in contact with the team if you are having difficulties logging on. You will only be able to express interest by bidding on properties 14 days after you have registered.



The website shows all properties that are currently available. Please read the details carefully before bidding on a property. In some cases, the regeneration team may have further information about the property.

If you are unable to go online or have problems going on to Home Connections, please pop into the hub and speak to the regeneration team. The team may be help you log in and bid on a property.

Check you are happy with the location, floor level, whether there is a lift, number of bedrooms and size of the property.

If you have a disability, please note any comments in the advertisement regarding access, such as entrance steps or whether the property has a lift.

You can bid for more than one property, but you will only be offered one property at a time.

Shortlisting

One Housing updated its local letting plan following the successful Juniper Crescent ballot in December 2022 so that households going through regeneration can be awarded the highest priority.

Band 1 status (the highest priority) has been given to Phase 1 households (Nos 45 to 120 Juniper Crescent)

Band 2 status has been given to Phase 2 households (Nos 1 to 44 Juniper Crescent)

You may see that there are a lot of bids for a property. Please do not let that put you off as this also includes bids from residents outside of Juniper Crescent with a lower Band, and you will have priority over them.

If more than one household in the same Band expresses an interest in a property, priority will be given by:

- Medical need
- Permanent move (for people who don't want to return to Juniper Crescent)
- Overcrowding
- Time as an One Housing tenancy/ L&Q / Arhag

If more than one adult child expresses an interest in a property, priority will be given by:

- Overcrowding
- Ability to afford to live independently
- Remaining household to move permanently

Scan the QR code to complete a medical priority application form



Shortlisting takes place after bidding closes on the property, and it is available for viewing. This normally takes place the following week. **Your bidding priority is only**

applied at this stage. So, when you bid you may see a message that you are the ‘second highest bidder’ on Home Connections, but after your priority has been taken into account you may actually be the ‘first highest bidder’.

Should you have any further questions please do get in touch with the regeneration team.

Viewings

We will shortlist up to two households to view each property. If you are shortlisted, then we will contact you by phone or email to arrange a viewing. Please note the following:

- Viewings are at short notice, so it is very important that we have your correct contact details. If we can’t contact you, we may have to offer the viewing to another household. If your contact details have changed please contact the Regeneration Team.
- Properties are advertised when we receive notice that they will become available. In some cases they may still have people living in them. Please do not approach the property until invited to view.
- There may still be works being done to the property to make it ready for letting when you view it.
- Although there is no penalty for turning down a property after viewing it, please consider it very carefully before refusing. If you change your mind later it may be too late, as the property will have been offered to someone else who wanted it.

Adult children

One Housing is committed to offering a one-bed property in Camden to all eligible adult children in Juniper Crescent. We want to make sure that all these properties are affordable and that adult children can run their home and maintain their tenancy. This includes understanding the costs involved in maintaining a tenancy, budgeting skills and any welfare benefit entitlements.

Per our allocation policy, we will not be able to offer a property if a household cannot afford the associated payments. We are required to undertake an affordability assessment. Here’s a QR to access the [Adult Household Member Affordability Assessment](#). This is an essential part of your Home Connections application.

Communities First, your Independent Tenant Liaison Advisors, run drop-in sessions for adult children. We want to make sure that renting a home is an affordable option, so we do strongly recommend all adult children contact Communities First at juniper@communitiesfirst.uk.com

Scan the QR code to complete your Adult Household Affordability Assessment



or Freephone 0300 365 7150. Please get in touch with the regeneration team if you would like further details or assistance.

Normally the adult child finds a suitable property before the rest of the household moves. If you as the tenant take up a property before your adult children, we will work with you so that you do not lose out on your offer and your adult child is housed. This will be managed on a case-by-case basis and may require your adult child to move with you temporarily whilst they continue to bid for a property.

Please note that moving support, statutory home loss payments and the disturbance package is only given to the lead assured or intermediate tenant and not adult children who are taking up the adult child offer.

Intermediate Tenant

Intermediate market rent properties will not be listed on Home Connections. However, the team will keep you up to date on suitable properties every 2 months, unless we hear of a suitable property comes up sooner. Please get in touch with the regeneration team if your needs and requirements have changed.

Should you decide to accept a property, your deposit for Juniper Crescent will be returned back to you via the Deposit Protection Scheme and you will not be required to give a deposit on your chosen property and also when you return to Juniper Crescent.

What you can expect to receive

Home Loss Payments

All assured and intermediate lead tenants will receive a **Home Loss payment** as compensation for having to move. The current prescribed home loss payment is £8,100 (This sum increases every year in line with inflation)

If you have outstanding rent arrears, or you own other money (e.g. court costs, rechargeable repairs, housing benefit overpayments, former tenant arrears) to One Housing or the Council, then the amount you owe will be deducted from the Home Loss payment.

You will be required to sign a compensation slip and we aim to get this paid into your bank account in 10 working days.

Disturbance Package

All assured and intermediate lead tenants will be entitled to disturbance payments to cover the reasonable costs of moving to your new home.

One Housing will meet all reasonable moving costs and provide help with moving. All reasonable moving costs includes:

- the reasonable cost of new carpets and curtains on both temporary and permanent moves if (a) the tenant's existing carpets do not fit the rooms of the new home and (b) carpets are not provided in the new home. Please note that we will not cover the cost of laminate wooden floors as this against current policy.
- the reasonable cost of replacement of furniture that cannot be moved into the new home, e.g. because of the size or the design of the new dwelling, on a case-by-case basis.
- disconnection and connection charges for washing machines, dryers, dishwashers, and cookers. Should a replacement be necessary we will pay up to £500 for a cooker and up to £300 for other appliances.
- disconnection and connection charges for services such as telephone and broadband landlines.
- re-routing of mail for up to 12 months.
- any penalties if you have to break a service contract ahead of time because of a move.

Removal services

One Housing has appointed a removal company called J.A. Steel and Son. Established in 1899, J.A. Steel and Son has moved thousands of families locally and nationally. All operatives are fully trained, CRB checked, and they operate a full quality standard system in accordance with industry guidelines. J.A. Steel and Son will be writing to you closer to your move.

J.A Steel's staff will visit your home before the date of the move to check your requirements and to provide boxes and packaging materials. Tenants are normally expected to pack all items into the boxes provided. A packing service will be pre-arranged for vulnerable tenants, and this will be discussed in detail before the move takes place.

A handyman service can be provided to assist residents in re-fitting curtain rails, standard blinds, and shelving. We do advise residents that any brand new flat packed furniture

such as wardrobes or beds are assembled by the suppliers. The cost for flat pack assembly can be claimed back through the disturbance payment with a valid receipt from the supplier. Accidental damages that may result in furniture assembly services provided by the handyman services will not be liable.

Prior to your move further information will be provided on the removal contractors terms and conditions.

J.A Steel and Son are a very experienced firm with a good reputation for careful work, and they have a complaints policy if anything goes wrong. If you would like further information about the complaints process and procedure, please do contact the regeneration team.

Home improvements

One Housing will not act against any tenant who has carried out unauthorised work on their current property provided the work would have been approved if a request had been made at the time. Examples of improvements can include shelving, fitted wardrobes, bathroom tiling. This will be assessed on a case-by-case basis.

Utilities

Residents need to contact their supplier to end their utility accounts when they move out, and to register for their new utilities, such as electric, gas, water and Council tax at the new address. We cannot do this because utility firms prefer to deal directly with their customers. We will assist vulnerable residents with the process of registering for these services on request.

Remember to contact your utility company, to give them the readings - or check if you can submit one on their website or app. If you can't get to your meter, your energy supplier might be able to give you extra help to read or move your meter. You can check if you can get extra help from your energy supplier.

Scan the QR code to see Citizens Advice guide on how to read your gas or electricity meter

Please use this opportunity to see whether you might be eligible for a social tariff with your utility supplier. Utility providers have social tariff schemes which can help reduce your bills if you're on a low income. Who is eligible for help and the level of support varies depending on the provider.

If you have key or card meters in your home for electricity or gas then please leave the charge key in your meter when you move.



Aids and Adaptations

The Regeneration team will discuss your household's requirements with you. Any specific aids and adaptations will have to be assessed and specified by an Occupational Therapist through Camden Council's Adult Service's Website address.
<https://www.camden.gov.uk/occupational-therapy>

An Occupational Therapist report will have to be completed once you have moved in and emailed through to One Housing to approve and complete the recommended works.

Packing Guide

How to Pack – Fragile Items – China, Glass & Kitchen

- Use plenty of materials to protect items (bubble wrap, newspaper, etc.)
- Line the crates with linen, towels or cushions if available.
- Pack glasses face down.
- Pack plates and saucers side-on (As they look in the dishwasher).
- Protect carving knives by placing in a Tupperware container or wooden block.
- Wrap detachable lids separately (jars, teapots, etc.) then wrap with the container.
- Do not be deterred from packing awkward or large fragile items on their own, but do make sure they have plenty of protection around them.
- Check the lids to foodstuffs are secure.
- Pack heavy Le Creuset (or similar) pans with regard to their total weight. If you cannot move the box we will not be able to lift it either.
- Don't forget to take out and wrap the glass microwave dish.

How to Pack – Other Fragile Items

- Large Pictures – First use bubble wrap. Then take a large flat-pack box, do not open out, but tape the end closed. Turn it over, and now you have a protective sleeve to slip the picture into. Then tape this end closed. Mark the box “Fragile” and label accordingly.
- Lampshades – Detach shades from table lamps and place in boxes and mark “Lampshade Top of Load Only” to prevent crushing.
- Glass Door Cabinets – If possible, detach and wrap as for large pictures.
- Stereo & TV – Make sure you know which box contains the remote controls for each item. Do not be tempted to have a box with every lead in it. Pack each lead with its relevant appliance.
- If in doubt, ask the J.A Steel & Son representative for advice when the survey is undertaken.

After the move

Returning your keys

Once you have moved, you are expected to return their keys to one of the Regeneration officers the next day so that the empty property can be secured. You can do this by popping into the hub, which is open Tuesday-Thursday between 10am and 4pm.

Statutory Home Loss Payment

You will need to fill in a compensation slip that will either be emailed to you, or you can fill it in at the hub. This is to receive your Statutory Home Loss payment and Disturbance payments.

Benefits: report a change in address

Who you tell depends on which benefits you get. You'll need to report your change to more than one organisation if you get more than one benefit.

Universal Credit

Report changes using your [Universal Credit online account](#) if you have one or contact the [Universal Credit helpline](#) on 0800 328 5644.

Scan the QR code to
report changes to
Universal Credit



Pension Credit

Call the [Pension Service helpline](#) on 0800 731 0469.

Disability benefits

Call the [Disability Service Centre](#) to report changes if you get

- Disability Living Allowance (DLA),
 - If you were born after 8 April 1948 - 0800 121 4600
 - If you were born after 8 April 1948 - 0800 731 0122
- Attendance Allowance - 0800 731 0122
- Personal Independence Payment (PIP) - 0800 121 4433

Housing Benefit

Tell [Camden Council](#) about changes if you get Housing Benefit.

Scan the QR code to
report changes for
Housing Benefit



Child Benefit

Report changes using the [Child Benefit online service](#) or call 0300 200 3100

Jobseeker's Allowance (JSA), Income Support, Incapacity Benefit or Employment and Support Allowance (ESA)

Call [Jobcentre Plus](#) on 0300 200 3100 to report changes. You need to have your


Staying updated with project updates



Even though you have moved temporarily, the regeneration team will continue to keep you updated on the project. We want you to still be involved and remain in contact. Would you be interested in joining the Juniper Crescent Estate Board? Please do email us on Junipercrescent@onehousing.co.uk should you be interested.




Second move contribution

There will be a £7,800 second move contribution for residents who return to the new Juniper Crescent and have had to move twice as a result. This is to thank you for the enormous community value that residents bring to the estate by returning to the new homes.

Planning ahead –

Services	Ref No/Account No	Notes and Contact Details	QR Code	Tick
Electoral Register		https://www.camden.gov.uk/electoral-register electoral.services@camden.gov.uk 020 7974 4444 020 8356 3000		
Council Tax – Camden Council		020 7974 6470 revenues@camden.gov.uk		
Gas				
Electric				
BT		0800 800 150		
Mobile				
Virgin Media		https://www.virginmedia.com/help/moving-home 0345 454 1111		
Club Cards- Boots/Tesco/Sainsbury etc				
TV Licence		https://www.tvlicensing.co.uk/cs/update/multiple-changes/index.app 0300 790 6096 or 0844 800 6722		

Services	Ref No/Account No	Notes and Contact Details	QR Code	Tick
Thames Water		https://www.thameswater.co.uk/help/account-and-billing/moving-home 0800 316 9800		
Post Office – redirection		https://www.royalmail.com/receiving/redirection/concessions		

Motoring	Ref No/Account No	Contact Details	Tick	Motoring
Update your driving licence Contacting DVLA		0300 790 6802		
Change your address on your vehicle log book (V5C)				
Vehicle Insurance				
Blue Badge Parking		cats@camden.gov.uk 020 7974 4444		

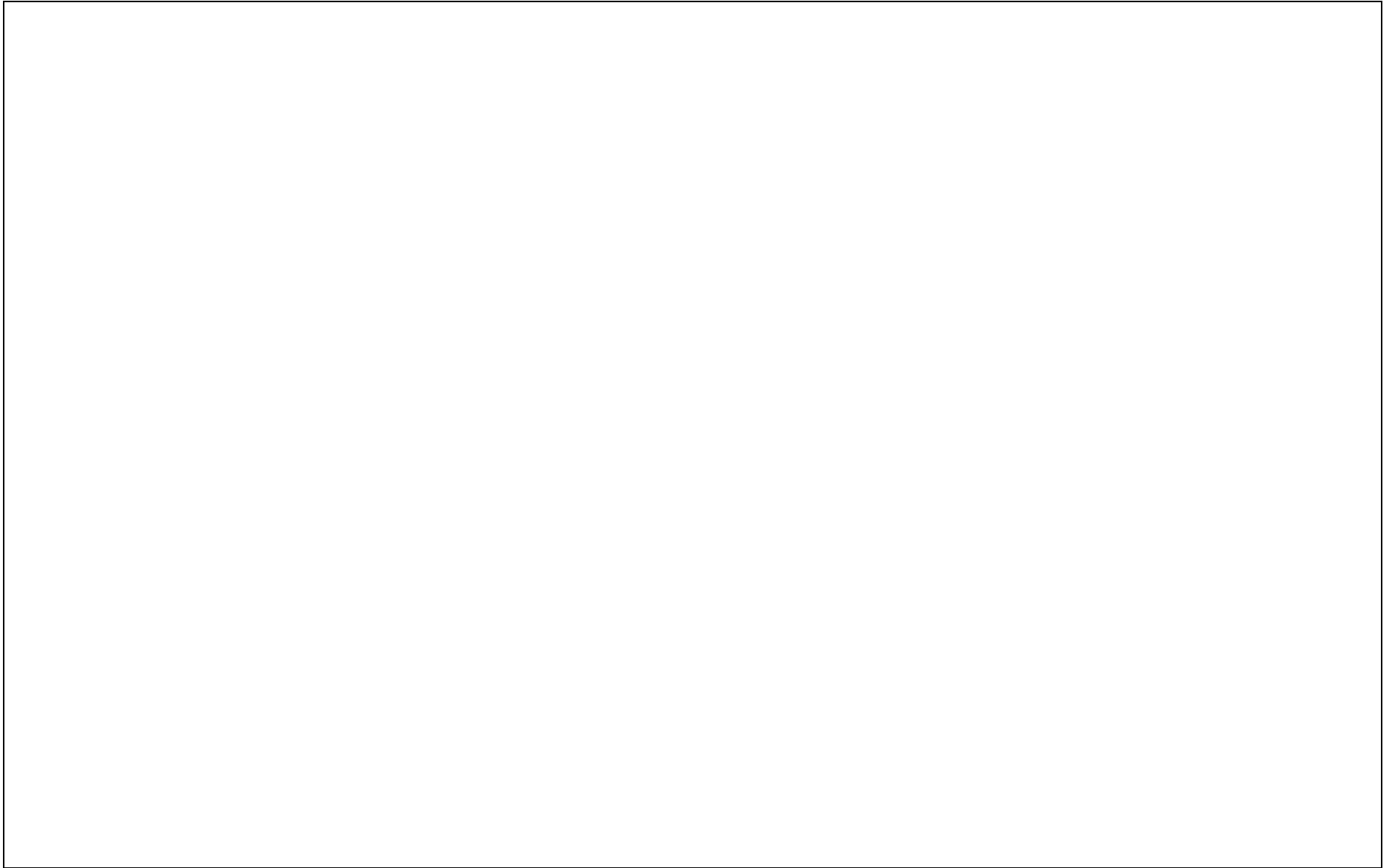
Health	Ref No/Account No	Telephone	Tick
Doctor			
Dentist			
Optician			
National Blood Bank		0845 7711711	
UCH Hospital		020 3456 7890	
Royal Free Hospital		020 3758 2000	

Financial	Ref No/Account No	Telephone and email	Tick
Bank or Building Society			
Home Insurance			
Inland Revenue			
Credit Cards			
Rental/Hire Purchase			

Pension Companies			
Savings/Bonds			
Life Policies			
Employer – Payroll			

Others		Telephone	Tick
Subscriptions			
School/Colleges/Nursery			
Library			
Gym			
Newspapers			

ADDITIONAL NOTES



Box of Needs". Have you got the following items?	Tick
Kettle	
Milk	
Tea or Coffee	
Cups	
Snacks	
Bedding/Towels	
Scissors	
Toiletries (Don't Forget the Toothpaste!)	
Wallet, money coins and notes	
Toilet Rolls	
Light Bulbs	
Small Tool Kit	
Torch	
Lighter	
Pen and Paper	
Corkscrew	
A few pieces of basic cutlery, crockery, can opener.	
Keys, car etc	

First Aid Kit	
---------------	--