

## **Questions from Hayes Town Centre Estate Residents**

### **Resident Leaseholders**

Most of the key facts that you need can be found in the Landlord Offer and the Guides, but we have set out below answers to questions we have been asked in the run up to the ballot as you might find them useful. If your question is not covered here please do contact us for a one to one discussion.

If you require this information in another format or need support understanding this material, please contact us on 0800 994 9323.

Please note this is a live document and will be updated

#### **1. When will I have my home valued?**

Please refer to the Leaseholder Guide page 2 'Agreeing the market value' and page 3 'Timing of buy backs' sections.

#### **2. Won't the regeneration reduce the value of my home?**

Valuers are instructed to ensure the valuation of any home is based upon the value the home would achieve on the open market if no redevelopment was taking place.

#### **3. What is the anticipated value of a new home on the estate?**

It is too early to accurately predict the value of a new home on the redeveloped estate however, your ITLA has looked at similar new build homes recently for sale recently in the immediate area and will be able to discuss these with you.

#### **4. What is the likely service charge for new homes on the estate?**

It is too early to calculating the service charge for the redeveloped estate as it will be dependent on factors such as the extent of the communal areas that need to be maintained, numbers of lifts, entry phone CCTV etc which will be clearer at the detailed design stage.

The council understands the desire to limit service charges and as part of the detailed design process the cost of services can be kept down by considering lower maintenance materials and planting in communal areas for instance.

#### **5. We would like confirmation in writing for leaseholders who purchased their property in the last 5 years that the full value of the property is payable and the early sale clause will not apply.**

Should the ballot be successful and the redevelopment proceeds, when the time comes to buy your property back resident leaseholders who have completed a purchase under the **Right to Buy do not** need to repay the discount upon completion.

#### **6. Will my moving costs be covered?**

In addition to statutory home loss payment of 10% of value, resident leaseholders are entitled to disturbance payments representing the costs of moving. You will be able to claim back all reasonable costs associated with your move including survey, mortgage fees, legal fees, home removal expenses and stamp duty, capped at the

estate purchase price.

In exceptional cases vulnerable leaseholders will also be helped with practical support with moving and this will be judged on a case by case basis.

**7. What is the process of claiming back expenses/disbursements related to moving? Do I need to provide receipts for each item?**

Leaseholders are free to arrange their own removals etc and the council will reimburse the reasonable costs incurred. The council requires evidence in the form of valid receipts to reimburse you.

However, it might be that as part of the process to agree the final package the council's valuer may alternatively offer you a lump sum to cover this, based on their knowledge of typical costs, in which case receipts will not be needed.

**8. Will I be able to choose my preferred removal company or is there a list of approved council suppliers?**

The council does not restrict leaseholders to an approved list of removal companies however we suggest protecting your items by using firms registered with British Association of Removers

**9. Will the cost of adjusting and fitting carpets, curtains, etc. to my new home be covered?**

The reasonable costs of altering/refitting your existing carpets and curtains to fit your new home can be claimed as part of your disturbance compensation.

The valuation of your current home will reflect the standard of fixtures and fittings that you are leaving - this includes fitted kitchens, bathrooms, floor coverings, light fittings and window furnishings etc. If these items are not included in the sale the price will be adjusted accordingly.

**10. What will happen to the existing estate in the interim? Will maintenance continue and will the standard of maintenance improve?**

The council has a duty to maintain the estate at all times. The council will continue to respond to day to day repair requests and undertake planned maintenance as required on all phases of the estate that are awaiting redevelopment. As part of its commitment to ongoing consultation throughout the redevelopment process senior council Asset Management staff will attend a quarterly meeting and walkabout with residents to pick up on priority issues.

**11. What will the length of lease be on new property?**

It is too early to confirm this, but at a minimum it will be 125 years.

**12. If we move to a new property can allowances be made for appliances we own to be fitted into the kitchen?**

The new sale or shared equity properties on the estate will come with new appliances already fitted.

In terms of the existing property, typically all integrated and wired-in appliances (ie dishwashers, ovens, hobs etc.) will form part of the property that is sold to the council

and will therefore be left behind when you move. If you have a specific integrated or wired-in appliance you wish to move to the new property, please inform the council when you make arrangements for the surveyor to undertake their valuation so this can be factored into their assessment. The reasonable cost you incur fitting the appliance at the new property would be compensated.

**13. Can we see plans with dimensions on so I can see the size of rooms?**

Indicative designs are in the Landlord Offer. Architects will be available at on site drop-ins to discuss the designs further.