

# Our Key Guarantees to homeowners



# ■ A better home for you and your family

Rebuilding your estate will mean that you and your family will be able to move into a better home.

While we work together towards this goal we also want to reduce the potential stress caused so you can get on with your life as well as get involved in the process. The Key Guarantees are an important part of this as they set out what you as a homeowner can expect from the council.

This booklet gives you detailed information on the Key Guarantees, where they came from, where you can and more information and where to go if you have any questions.



*Akerman Road, in North Lambeth's Vassall Ward. Nine new homes have been created which embody the council's commitment to deliver more and better homes*

# The Key Guarantees – where did they come from?

The estate regeneration programme is about providing better homes for Lambeth residents living on the estates in the programme and about building more homes for social rent to help tackle the housing crisis.

The Key Guarantees set out what you as a homeowner can expect from the council as it rebuilds your estate. The Key Guarantees aim to:

- Give certainty to you about the estate regeneration process
- Reassure you that the rebuilding will minimise stress as far as possible
- Give you the opportunity to stay on your estate and help keep communities together
- Provide you with the assurance that the council will support you through any moving process
- Provide you with the opportunity to get involved in the design of your new neighbourhood

The Key Guarantees were first published in July 2015. Following a review by TPAS (a well-respected tenant engagement organisation) an improved draft set was published in 2016. We consulted residents on these improved guarantees later that year and in early 2017, further to some refinements arising from the consultation process, they were agreed by the council's cabinet.

You can see the detailed feedback from this consultation on the link below:

[http://estateregeneration.lambeth.gov.uk/improvements\\_to\\_the\\_key\\_guarantees\\_published](http://estateregeneration.lambeth.gov.uk/improvements_to_the_key_guarantees_published)

## ■ What is Homes for Lambeth?

Homes for Lambeth is a new group of companies which will be wholly owned by the council. It will be able to access money which the council can't. It will use this money to build homes at council rent, intermediate rent and market rent levels with options for long tenancies and stable rents. We need these better homes for existing residents, and more new homes to help tackle Lambeth's housing crisis.

Homes for Lambeth will sell and rent some homes at market rates which will pay for the new and better homes and will also allow the council to reinvest the 15-20% development surplus that private developers normally make back into the borough.

The way Homes for Lambeth will be structured puts its governance firmly within the council's democratic structures. A new 'Ownership and Stewardship Committee' will be created. All decisions made by the cabinet will be based on recommendations from this committee and will be subject to the normal checks and balances of the council's constitution. The committee will initially be made up of:

- Deputy Leader for Investment and Partnerships (Chair);
- Tenant Member;
- Deputy Leader for Finance and Resources;
- Cabinet member for Planning, Regeneration and Jobs;
- Cabinet Member for Housing and Environment

This will be a subcommittee of the cabinet. All decisions made by the cabinet based on recommendations from the ownership and stewardship committee will be subject to the normal checks and balances of the council's constitution.

Also, each new estate will be able to set up its own Tenants and Residents Association (TRA) which will be able to engage with the housing management services supplier. TRAs will also advise the resident representative on the 'Ownership and Stewardship Committee' and will be able to work within the council engagement structures open to other TRAs.



*Designs for more and better homes on Knight's Walk*

## **Homes for Lambeth and the Key Guarantees**

Both the council and Homes for Lambeth will be responsible for implementing the Key Guarantees.

To support this commitment the council has adopted the Key Guarantees as policy and Homes for Lambeth will adopt them as their policy when the company is established. During the regeneration process, the council will remain your point of contact if you have any questions and comments. However, once you have moved into your new Homes for Lambeth built home, then Homes for Lambeth will become your main point of contact for matters of housing management and maintenance of your new home.

## **Guarantee 1**

**If you, as a resident homeowner, wish to continue to live on your new estate, you will be given the opportunity to do so. You will be offered a range of options depending on your personal financial circumstances. If none of these options are adequate to enable you to continue living on your estate, the council will explore other options with you. (This Guarantee does not apply to non-resident homeowners.)**

Existing residents living on estate regeneration estates have priority for the newly built homes.

The newly built homes will have a higher market value than existing homes. The council has identified various ways in which you can obtain full or partial ownership of one of these new homes and thereby remain living on your estate.

You have the following options.

- A** Leasehold – buying a new home outright
- B** Zero Rent Shared Ownership - buying a shared ownership new home – where your existing mortgage can continue or a new mortgage can be obtained
- C** With Rent Shared Ownership - buying a shared ownership new home – where your existing mortgage cannot continue nor can a sufficient new mortgage be obtained
- D** Other options - where home ownership is no longer a feasible option the council will explore other options with you, including a rented home on the rebuilt estate

For all these options, Guarantee 3 applies.

# A Leasehold – buying a new home outright.

You would be able to swap the value of your existing home together with your home loss payment into a newly built home and then make an additional lump sum payment so that you can own the new home outright (100%).

## Criteria:

- You would have to put the full value of your existing property together with your home loss payment into the new property
- You would have to make up the difference to the value of the new property with a lump sum contribution
- You would have to make your own mortgage arrangements
- You would have a lease of 125 years
- You would have to pay 100% of service charges
- If you wish to downsize to a smaller home and the value of your existing home plus home loss payment turns out to be of higher value than your new home, then the council will pay you the difference in value
- If available, you could potentially acquire a larger home than your current home

## Buying a new home outright



## **B** Zero Rent Shared Ownership. Buying a shared ownership new home – where your existing mortgage can continue or a new mortgage can be obtained.

You would be able to swap the value of your existing home, together with your home loss payment, into a newly built home with the same number of bedrooms or fewer – i.e. 110% of your existing property's value. You would obtain an equivalent value share in the new home and be able to live in it without making any additional lump sum payment. The remaining share in the property would be retained by Homes for Lambeth; you would not have to pay any rent for the share owned by Homes for Lambeth.

### **Criteria:**

- You would have to put the full value of your existing property together with your home loss payment into the new property
- Your share of the home would be a percentage of the total value of the home
- You would have a shared ownership lease with zero rent
- You would have a shared ownership lease of 125 years
- You would have to make your own mortgage arrangements to secure a mortgage of at least the size of your current mortgage
- You would have the ability to “staircase” – to buy additional percentage shares of your new home up to 100%
- You would have to pay 100% of service charges

Under option B you have to be able to put the full market value of your existing property (regardless of whether you have any mortgage or not) plus your home loss payment into the new home.

### Buying a shared ownership new home where a existing mortgage can continue or a new mortgage be obtained





## **With Rent Shared Ownership. Buying a shared ownership new home – where your existing mortgage cannot continue nor can a sufficient new mortgage be obtained.**

You would be able to swap the value of your existing home (minus your current outstanding mortgage obligations) together with your home loss payment, into a newly built home with the same number of bedrooms or fewer. You would obtain an equivalent value share of the new home and be able to live in it without making any additional lump sum payment. The remaining share of the property would be retained by Homes for Lambeth. You would have to pay rent for the share owned by Homes for Lambeth to cover the cost to Homes for Lambeth for acting as a lender of last resort.

### **Criteria:**

- You would need to notify the Housing Regeneration team that you are unlikely to be able to obtain a new mortgage
  - You would be put in touch with an independent financial adviser, who specialises in the affordable housing market, who would explore your options to identify whether there are any other mortgage providers who may be able to assist
- If you are unable to secure a mortgage:
- You would need to notify the Housing Regeneration team that you are unable to obtain a new mortgage
  - You would have to put the full value of your existing property minus your current remaining mortgage together with your home loss payment into the new property
  - Your share of the home would be a percentage of the total value of the home
  - You would have to pay a rent for the share retained by Homes for Lambeth, where that rent would be determined on the basis of the cost to Homes for Lambeth for repaying your current existing mortgage and acting as lender of last resort; the rent would be converted into a percentage of the value of the share of the property owned by Homes for Lambeth, up to 2.75%; this would be calculated on the basis of the interest only cost to Homes for Lambeth
  - We would expect that the share of the property that you retain would probably be more than 25%
  - You would have the ability to “staircase” – to buy additional percentage shares of your new home up to 100%
  - You would have to pay 100% of service charges
  - You would have a shared ownership lease of 125 years

Under option C you have to be able to put the full market value of your existing property minus your current mortgage plus your home loss payment into the new home and will pay rent to the council.

Buying a shared ownership new home – where existing mortgage cannot continue nor sufficient new mortgage be obtained



**D** Other options. Where none of options A to C are feasible, then the council will explore with you the best option available to enable you to move into a newly built home on your estate.

The following process will be applied:

**Process:**

- You would need to notify the Housing Regeneration team that you are unlikely to be able to obtain a new mortgage
- You would be put in touch with an independent financial adviser, who specialises in the affordable housing market, who would explore your options to identify whether there are any other mortgage providers who may be able to assist
- If no mortgages are available and you are unable to pay the rent proposed by Homes for Lambeth, then we will work with you to identify what choices you could afford with a view to enabling you to remain living on your estate; this could include renting a new home at a level set according to what you can afford

Where home ownership is no longer a feasible option the council will explore other options with you



## Are you a “resident” or “non-resident”?

You are understood by the council to be a resident if, at the point in time when you wish to or have to move home,

- you have already been living in your home on your estate for more than a year and can prove that your home on your estate is your primary place of residence; and
- you are living in your home on your estate as your primary place of residence at the time that the council either makes a compulsory purchase order for your estate or submits a planning application for a masterplan for your estate (whichever is earlier) and you remain living on the estate until you have to move home.

Local lettings policies will be developed in collaboration with residents on each estate. These policies will define the criteria by which new homes will be allocated and made available to different categories of residents on the estate. Current non-resident homeowners need to be aware that it is probable that length of residency on the estate is likely to be a criterion that will inform the prioritisation process for allocation of new homes.

## Guarantee 2

**If you, as a homeowner, do not wish to live in a home on the newly built estate, you will have to sell your home to the council for market value (plus home loss compensation) after an independent valuation and make your own new housing arrangements. (*This Guarantee is the only option available to non-resident homeowners.*)**

- The council will seek to reach agreement with you on the value of your home
- The council is progressing an early buy back programme, so that if you need to move early you can do so
- If you wish to sell your home to the council and do so early in the programme of redeveloping an estate, then the council will work to your preferred timescales

## Guarantee 3

**The valuation of your property will be independent and based on market values and you will be compensated for having to move home.**

### **Valuations:**

- The valuation will be carried out by a RICS Registered Valuer with experience of the local housing market
- The valuation will be undertaken on the basis of including two special assumptions: (1) all valuations on behalf of the council will be done as if no regeneration is taking place, so that the value is not made lower or higher by the regeneration proposals; and (2) the valuations will be done on the assumption that the structure and fabric of the property is in good condition
- The valuation will take account of historic and current sales and purchases in the surrounding area and similar council estates in London
- The valuation will take account of whether the property is leasehold or freehold
- You will be able to engage your own independent RICS Registered Valuer with experience of the local housing market to advise you on the value of your home. The reasonable cost of engaging this valuer will be reimbursed by the Council
- You will be required to employ your own solicitor for the transaction and their reasonable costs will also be paid by the council
- The council does not expect homeowners to have to pay back any Right to Buy discount
- Where you have made permitted improvements to your home, then this will be reflected in the value of your home and you will therefore be compensated for such works

Details on how you can claim disturbance costs and what disturbance costs you are eligible for are provided in separate leaflets.

### **Compensation and Disturbance:**

- There are two types of compensation: home/basic loss and disturbance. Home loss is available to resident homeowners and is 10% of the value of your property, whereas basic loss is available to non-resident homeowners and is set at 7.5% of the value of your property.
- Disturbance payments are also made to cover any costs that you might incur as a consequence of having to move home. Full details of how disturbance payments are calculated and processed will be provided in separate documentation.

- If you, as a resident homeowner, choose to stay on your current estate, but are required to move twice because of the rebuilding (or choose to move twice), then you will receive disturbance payments for both moves. However, you will only receive one home loss payment, paid on the first move.

## **Guarantee 4**

### **The council will provide you with help to enable your move, with additional support offered to you if you have special needs or a disability.**

Subject to individual circumstances, this additional support can include:

- Assistance will be given with the property transaction and moving home if required, including (for example) how to find alternative properties, dealing with estate agents, etc
- The council will pay for re-routeing of post for up to 12 months after you move
- The council will provide reasonable advice, information and support you in seeking rehousing within the UK
- Additional support will be offered during the move if you have special needs or disabilities; such support may include packing and unpacking services at the time of the move and liaising with other agencies such as social services
- Special support will be provided if you are vulnerable or have special needs; we will work with you and professional advisers to identify what support you may need

## **Guarantee 5**

### **The council will provide you with advice and information to help you make informed decisions about your future housing.**

This will include:

- An Independent Adviser will be available through the life of the regeneration project
- Maintaining communication with you throughout the life of the regeneration project on matters such as the regeneration process and how it will affect you
- Information on indicative values for existing properties and new build properties
- A market valuation and advice on where to find independent valuation advice
- Contact details will be provided for specialist financial advisers who have experience in the affordable housing mortgage market

## Guarantee 6

**If you choose to stay on your current estate, you will be able to get involved in the design of the new homes and the estate as a whole and influence decisions around the phasing of building new homes and the construction works.**

The council will:

- Give you the opportunity to get involved in the design process and make it clear to you the way in which you can influence the design of the new homes and the estate
- Provide choices to you on fixtures and fittings to be included in your new home;
- Involve you in considering how to minimise disruption
- Work with you to explore how the new design for the estate can help to keep service charges for the new homes low for residents

Further information on the Design Principles for new homes is available at [estateregeneration.lambeth.gov.uk/design](http://estateregeneration.lambeth.gov.uk/design)

## Guarantee 7

**If you choose to stay living on your estate and if you require adaptations because you have a disability (or a member of your household has) you will be able to have these adaptations made to your new home.**

- Where possible, the council will ensure that aids and adaptations that you may require will be carried out before you move into your new home. Any necessary adaptations will be carried out in consultation with you and relevant professionals
- An occupational therapist assessment will be required to identify what aids and adaptations should be provided in your new home and these will be carried out without any charge to you. Wherever possible, these will be carried out before you move into your new home. This only applies if you are remaining on the estate and moving into a newly built leasehold or shared ownership property
- The council will work with you to explore the best housing solution for you, which will include consideration of supported living options like extra care or sheltered housing

# Support information

We recognise that rebuilding your estate may cause concern and uncertainty about the future. If you find that you are having problems dealing with this uncertainty and concerns around the rebuilding programme, you may find the information below useful.

## Mind

The Mind team provides information on a range of topics including where to get help and advocacy.

Their lines are open 9am to 6pm, Monday to Friday (except for bank holidays).

0300 123 3393

[info@mind.org.uk](mailto:info@mind.org.uk)

Text: 86463

## Mosaic Clubhouse

The Mosaic Clubhouse has an Information Hub which offers a drop in service (no appointment necessary) for Lambeth residents, located at:

Mosaic Clubhouse

65 Effra Road

Brixton

London

SW2 1BZ

They are open Monday – Friday, 9am – 5pm.

Alternatively the Information Hub can be accessed by telephone (020 7924 9657), email ([infohub@mosaic-clubhouse.org](mailto:infohub@mosaic-clubhouse.org))

You can also contact your estate Independent Advisor if you have any questions about the regeneration process.

# Additional information

We want to make sure that you have all the information you need and you can find out more about the Key Guarantees and the rebuilding in several ways:

## Online:

About each estate: [estateregeneration.lambeth.gov.uk/estates](http://estateregeneration.lambeth.gov.uk/estates)

About the Key Guarantees: [estateregeneration.lambeth.gov.uk/key\\_guarantees](http://estateregeneration.lambeth.gov.uk/key_guarantees)

## In person:

You can do this in two ways:

- Going to one of the regular drop in sessions on your estate  
– see: [estateregeneration.lambeth.gov.uk/events](http://estateregeneration.lambeth.gov.uk/events)
- Or by dropping into your estate hub and talking to one of the team there.

## In writing:

### Estate Regeneration Team

3rd Floor Phoenix House  
London Borough of Lambeth  
10 Wandsworth Road  
London SW8 2LL

## On the phone:

020 7926 1369 - 9am to 5pm, Monday to Friday only.

Also, please note that calls to Lambeth Council may be monitored or recorded.

# Q&A

This booklet is available in large print from your local estate team

## **1. Q: How long will the Key Guarantees remain in effect for?**

**A:** The Key Guarantees will remain in place for current homeowners and secure tenants of that new estate.

## **2. Q: Can the Key Guarantees be changed?**

**A:** Any substantive changes to the Key Guarantees would require a new Cabinet decision that would be subject to a fresh consultation with residents.

## **3. Q. Why was the shared equity option removed?**

**A:** The reason for the switch from shared equity to shared ownership was explained during the consultation process. The council considers that the shared ownership offer provides an equivalent opportunity for homeowners wishing to remain living on an estate to do so.

## **4. Q: Will it cost more to live in a new home on the estate?**

**A:** New homes will be more environmentally efficient than existing homes and therefore more cost effective to run with more efficient heating and hot water systems, improved insulation, all of which will contribute to lower costs of running the home. Being newly built homes, there will be much lower levels of capital expenditure required on the properties for many years. There is, however, a possibility that the Council Tax will be higher than for existing homes on the estates. The council cannot guarantee that monthly outgoings will be lower, but we fully expect them to be.

## **5. Q. Why is there no commitment to rule out temporary moves?**

**A:** Through engagement with residents it is clear there are mixed views on this. Some residents want a shorter construction programme even if this means moving more than once. Others prefer only one move even if this means a longer construction programme. Given this the council will discuss with residents on each estate about the construction programme and try and find the best mix between the two approaches. Hence the objective has now been set to minimise disruption for residents.

## **6. Q: What should I do if I want to sell my house to the council now?**

**A:** The Key Guarantees are designed to allow you and your family to stay living on the estate and we hope that you will do so. However, if you decide that the best thing for you and your family is to sell your home to the council please get in touch with your local estate regeneration team.

## **7. Q: Has there been any independent review of these guarantees? How does the Lambeth offer compare to other boroughs doing similar schemes?**

**A:** The council commissioned TPAS (Tenant Participatory Advisory Service), a well-respected organisation that helps tenants and leaseholders, to review the Key Guarantees and benchmark them against the practice of other local authorities. The conclusions of this review were that:

- the draft Key Guarantees exceeded minimum legal requirements; and
- the draft Key Guarantees performed very well in comparison to those offered by other local authorities, in many instances exceeding those provided elsewhere.

The full TPAS Review can be found at [estateregeneration.lambeth.gov.uk/improving\\_the\\_key\\_guarantees](http://estateregeneration.lambeth.gov.uk/improving_the_key_guarantees).

## **8. Q: How do the Key Guarantees relate to Homes for Lambeth, future tenancies and leases, and future housing management**

**A:** The Key Guarantees relate to the whole regeneration process. They are aimed at giving residents certainty that they can move into a new home on a rebuilt estate. The Key Guarantees also set out what residents can expect of the council and Homes for Lambeth during the estate regeneration process. The council will be talking to residents about future housing management arrangements and the details of Homes for Lambeth tenancies and leases.

## **9. Q: What assurance will the council give that the Key Guarantees will not be watered down or retracted through the estate regeneration process?**

**A:** Any substantive changes to the Key Guarantees would require a new Cabinet decision that would be subject to a fresh consultation with residents.

## **10. Q: Who will deliver the Key Guarantees – the council or Homes for Lambeth?**

**A:** Both the council and Homes for Lambeth will be responsible for delivering the Key Guarantees. Which party will be formally responsible for delivering a Key Guarantee at any one time will depend on when it is required in the development process. For example, the council has already started early buy back of some properties and helped some secure tenants move to a new home away from their estate. However, when homes start to be built, it is Homes for Lambeth that will be offering the new homes to tenants and homeowners.

**11. Q: How can I have a say in the future Homes for Lambeth tenancies and leases?**

**A:** The council will consult with current homeowners and secure tenants on the future tenancies and leases that Homes for Lambeth will offer. Details of the consultation will be provided in due course. Please contact the Housing Regeneration Team or the Independent Adviser for your estate who will explain how you can get involved.

**12. Q: How will the council prioritise who gets which home on my new estate and will I have any choice?**

**A:** Once masterplanning on any estate gets underway, the council will involve residents in the drafting of a Local Lettings Plan. This will set out a process and prioritisation system, which will set out how tenants and homeowners can apply for new-built homes. The council's allocations scheme will still apply.

**13. Q: Can the council provide disturbance payments as lump sums instead of residents having to provide evidence through receipts?**

**A:** The council is considering the request for lump sum disturbance payments. If this approach were to be adopted, then size of payment would be linked to size of home. It should be noted that the council also provides direct assistance to tenants such as removals service, disconnection and reconnection of appliances, provision of a paint pack and provision of new flooring. Additional direct assistance is available for those with special needs. A decision will be taken on whether to move to a lump sum payment in 2018.

**14. Q: I have a garden and I want a garden for my new home; will I get a "like for like" property?**

**A:** As set out in the Key Guarantees, the council has committed that secure tenants will be offered homes sized according to their housing need (see Key Guarantee 2) and homeowners will be offered homes of the same number of bedrooms as they currently have. All other characteristics of new homes (whether they have gardens or not, on what floor they are, etc.) will be developed through the masterplanning process. The allocation of new homes will be done through the Local Allocations Strategy. Residents will have the opportunity to influence both the masterplanning process and the LAS for their estate. Residents will also be able to express preferences through the Housing Needs Assessment process that takes place at the beginning of the masterplanning process. Every new home will have outdoor amenity space (balcony, garden or terrace).

**15. Q: Please clarify what will happen in the case that I am required to move temporarily to enable estate regeneration**

**A:** The arrangements for double moves would differ for tenants and homeowners. In the case of tenants, the council will make a second home loss payment if a tenant is asked by the council/Homes for Lambeth to move more than once AND if they must live in a temporary home for more than 12 months. This additional payment will not be made if a tenant is offered a suitable permanent home that meets their housing needs and then chooses to move a second time to an alternative home. Disturbance payments would, however, be paid for each move. If a homeowner is asked by the council/Homes for Lambeth to move more than once, then they will only be offered one home loss payment (linked to the value of their original home); they would, however, not have to pay rent for the duration of their temporary move; but they would have to pay service charges. If at any time a homeowner is offered a suitable home, but does not want this to be their final home, then they would have to pay rent and service charges in any temporary home until they moved to their final home; Homes for Lambeth would, however, pay reasonable disturbance payments for the subsequent move.

**16. Q: How will the "option to return" offer operate?**

**A:** If a secure tenant decides to move away from your current estate, but wishes to retain an option to return, then they would need to notify the Housing Regeneration Team. Secure tenants remaining on an estate would have priority for new choice of homes. When an estate has been mostly built (or, where relevant, a phase has been completed) and all the secure tenants remaining on the estate have been re-housed, then the Housing Regeneration Team would contact those who have retained an option to return to ask if they now wished to exercise that option and return to the estate. Anyone responding to that offer would be provided information on what homes are available and how they can bid for those new homes. Only after all those who wish to take up the option to return have moved back to the estate would new homes be made available to those on the general waiting list.

**17. Q: In what circumstances will there be a "right to return"?**

**A:** There will be a "right to return" in those circumstances where the council/Homes for Lambeth has asked a tenant or homeowner to move temporarily off their estate to cater for the phasing of development. In these circumstances, there will be a "right to return", where the council/Homes for Lambeth will commit that suitably sized accommodation will be available on the new estate and that those with a "right to return" will be considered with same priority for a new home as those that continue living on the estate. It is anticipated that there will only be very limited circumstances where the council/Homes for Lambeth asks someone to move temporarily off the estate.

**18. Q: How does allocation of new homes affect families with adult children at university?**

**A:** Secure tenants would need to make sure that the adult children are either on or added to the tenancy as authorized occupants and that they use the home as their main and principal home. They would then be considered as part of the household.

**19. Q: My home is overcrowded with adult children; what home will I be offered?**

**A:** See Guarantee 2 for secure tenants. The council cannot re-house adult children into separate homes as this would conflict with the council's Allocation Scheme and could be considered unfair to other tenants and those on the housing waiting list. As a result, the council won't be offering separate accommodation for adult children. For homeowners, it may be possible to make shared ownership homes available for adult children; but this will have to be explored on an estate-by-estate basis and considered in the context of project viability and affordability to the potential purchasers.

**20. Q: Is the size of a new home offered the same whether I were to move away from the estate or take a new home on the estate?**

**A:** Yes. Whether you take a new home on the estate or choose an alternative home elsewhere in the Borough, you will be offered a home that meets your housing need.

**21. Q. Will tenants be compensated for accepting a smaller property than what they are eligible for under the Key Guarantees**

**A:** Where a tenant chooses to downsize to a property that is smaller than that for which they are eligible under the Key Guarantees, then they would be compensated under the same arrangements as the council's Tenant Incentive Scheme.

**22. Q: Does the 'additional bedroom' entitlement apply to everyone or just those with care needs?**

**A:** It applies to everyone who has a housing need below the size of their current home. So, if you live in a three bed flat currently, but your housing need is for a one bed, you will be offered a two bedroom home.

**23. Q: Who pays for tenants' aids and adaptations?**

**A:** The council will carry out a medical assessment to determine what aids and adaptation you would require. Where this medical assessment shows that you will need aids and adaptations to your new home, then they will be built in and paid for by Homes for Lambeth. This will not come out of your home loss payment.

**24. Q: A family member has lived with me for less than 12 months; what will happen to them?**

**A:** Unless they are a dependent child, they will not be considered as part of your household.

**25. Q: What will happen when the 5-year phase-in for rents has expired?**

**A:** The rent increase for the new homes will be phased in over a 5-year period, after which the rent will be at the full amount for your new home. From that point forwards, any annual rent changes would be determined in the same way as those for Lambeth council homes.

**26. Q: Do I have to be living continuously in my home for a year to be eligible for home loss payment?**

**A:** Yes

**27. Q: Will rent arrears be written off when a tenant is forced to move home?**

**A:** No. Rent arrears will be deducted from home loss payments.

**28. Q: How does the council define who is vulnerable?**

**A:** The council defines vulnerability as those whose ability to live independently is at risk due to an array of circumstances and needs. This includes residents who require additional care and support services both in general needs and specialist housing, regardless of age. Vulnerability is not necessarily permanent; people's needs change over time. The Key Guarantees embed within them commitments to ensure that those with disabilities and special needs are given the extra help that they require enabling them to move home. In progressing estate regeneration projects, the Housing Regeneration team will abide by the council's approach to equalities, which are embedded in the Lambeth Borough Plan. The Housing Regeneration Team will ensure that housing needs assessments will be carried out for all affected households and the council's equalities duties will be embedded in all decision making throughout an estate regeneration project. Equality Impacts Assessments will be assessed at key stages..

**29. Q: What support can I get to move outside Lambeth?**

**A:** The council can help you get in touch with the relevant housing departments in the local authorities in other places that you may wish to move to. The council can also help you understand their procedures and to complete forms. The council does not, however, have reciprocal arrangements with other local authorities and your ability to obtain a home, wherever you wish to move to outside of Lambeth, will depend upon availability of council homes in that area.

**30. Q: What does 'lifetime' mean?**

**A:** An assured lifetime tenancy is for as long as you chose to live there. This assumes that you do not breach the conditions of the tenancy.

**31. Q: What succession rights will there be with Homes for Lambeth assured lifetime tenancies?**

**A:** The succession rights will be the same as your current succession rights under your secure tenancy. Succession rights for current secure tenancies depend on when the tenancy was granted. If a secure tenancy was granted before April 2012, then succession can pass to a spouse, civil partner, other family member or carer who has lived with the tenant for at least 12 months before the tenant's death. If a secure tenancy was granted after April 2012, then succession can only pass to a spouse or partner who is also occupying the home at the time of the tenant's death, or to the tenant's child(ren) if they have been living in the tenant's home with them for at least 12 months before the tenant's death.

**32. Q: Why are tenants not being given the option to buy one of the new homes under the shared ownership option?**

**A:** The objective of the estate regeneration programme is to build more and better homes. Opening this option up to all tenants would, as with Right To Buy, potentially reduce the number of affordable homes the council has to house its tenants over the longer term. The council also needs to consider how this would affect the viability of any estate regeneration project.

The council will keep this under review and consider the matter in more detail on an estate-by-estate basis, if there is a demand from tenants for such an option. It would require a lump sum payment of a minimum of 25% of the value of the new property and the tenant would need to pay rent on the share of the home retained by Homes for Lambeth as well as service charges.

**33. Q: When will I be able to acquire my new home?**

**A:** Once a regeneration project is underway, the council will let resident homeowners know the process by which they will be able to obtain a new home on their estate.

**34. Q: As a non-resident homeowner, why am I not eligible for a new home on the estate?**

**A:** The council is under no obligation to provide non-resident homeowners with a new home. Lambeth is experiencing an extreme housing shortage. The council cannot therefore offer non-resident homeowners an ability to acquire a new home for anything other than full market value.

Where new homes are built for market sale, then non-resident homeowners will be able to acquire one of the new properties at full market value. Non-resident homeowners will be compensated as set out in the Key Guarantees.

**35. Q: How will Freeholders be treated differently from Leaseholders?**

**A:** The main difference between freeholders and leaseholders is that freeholders own the freehold of their property. This freehold has a value and this value would be included in the market valuation of the property. In addition, some freeholders do not currently pay any service charges (whereas others do). The compensation to freeholders would consequently be different (a higher value for their property). But the offers of a new property remain the same as for leaseholders.

**36. Q: Is there a minimum percentage of ownership required for 'zero rent shared ownership' properties?**

**A:** No, if a resident homeowner is able to put the full market value of their existing property (regardless of whether they have any mortgage or not) plus their home loss payment into their new home.

**37. Q: How will the future rent be calculated on 'with rent shared ownership' properties?**

**A:** Under Key Guarantee 1 (Option C), you would effectively experience a switch from paying a mortgage to paying a rent, where that rent is likely to be like your existing mortgage. If you were unable to renew your existing mortgage, then Homes for Lambeth would step in and pay off your existing mortgage. Consequently, you would not be putting the full market value of your property into your new home and Homes for Lambeth will have had to borrow money to pay off your mortgage. Homes for Lambeth would therefore seek to recoup the cost of stepping in to pay off your mortgage by charging a rent on your property. The commitment in the Key Guarantees is that the rent that you would be charged would be calculated based on the cost of paying off your mortgage.

**38. Q: What happens if my new mortgage costs more than my existing mortgage?**

**A:** Homes for Lambeth will pay the difference between the old and new mortgages for new mortgages of the same size as an existing mortgage for a 12 month period.

**39. Q: How will co-owners be treated in terms of residency?**

**A:** So long as one of the co-owners in a property is resident on the estate, then the property will be treated as being that of a resident homeowner with eligibility for Key Guarantee 1.

**40. Q: When is the earliest that I can sell my property to the council?**

**A:** Where it has been decided to redevelop an estate, the council will commence a process to find out how many homeowners wish to sell their properties to the council prior to regeneration taking place. Once there is a better understanding of the demand for early buy-back on an estate, then the council will develop a strategy for early buy-backs. In the meantime, the council is setting aside reasonable budgets to enable buy backs of properties in a managed way, where priority is given to those who have a demonstrable need to leave an estate.

**41. Q: Who will carry out valuations of new properties?**

**A:** The council will instruct surveyors to carry out independent valuations of homes. Homeowners are also able to instruct their own RICS registered valuers (with experience of the local housing market) to carry out a valuation for them, the council will pay for these reasonable costs. Such costs need to be agreed with the council during the purchase process.

**42. Q: Will stamp duty be paid in full?**

**A:** The council will itself pay the stamp duty for the acquisition of the existing home. The council will then also cover all stamp duty costs when a homeowner is moving to a newly built home on their estate. Where a resident or non-resident homeowner sells their property, and moves away from the estate, then they will be eligible for compensation for additional costs within a 12-month period associated with acquiring a new home, such as the stamp duty associated with acquiring a new property. The reimbursement of any SDLT costs will be capped at a level that matches the amount payable on the purchase of a home of the same value as the home you are selling to the council.

**43. Q: Why can't I leave my home in my will to a friend?**

**A:** The zero rent shared ownership offer to resident homeowners is made to compensate you for the disturbance caused by having to move home to make way for regeneration of your estate. As a consequence, you would be able to live for the rest of your life in a home of considerably higher value without having to pay anything for this benefit. The council cannot justify offering to extend that benefit to people who have no prior connection to the location, nor have experienced any disturbance from relocation.

**44. Q: What happens to residents who have not lived in the home for more than 1 year on the death of a homeowner?**

**A:** They would not be eligible to acquire the property, unless they were able to purchase the council's share of the property.

**45. Q: What is the definition of 'civil partner' in the context of succession?**

**A:** In the context of succession the council civil partnership confers the same rights and responsibilities as marriage.

**46. Q: Can a resident homeowner upgrade to a larger property?**

**A:** This can be considered on a case-by-case basis, but would necessitate a greater financial contribution from the homeowner.

**47. Q: Could I purchase a home or enter a value swap on another estate being regenerated?**

**A:** This will remain under review and considered on an exceptional basis if requested. However, such request would only be considered after the needs of residents on such other estates had been met.

**48. Q. Can a resident homeowner have their home loss payment paid as cash?**

**A:** Only homeowners choosing to sell their property to the council and not remain living on the estate can be paid home loss payment in cash, as set out under Key Guarantee 2. To pay home loss in cash to resident homeowners, who seek to remain on an estate, would have a significant impact on the viability of a regeneration project, where there is already a commitment to enable all tenants and resident homeowners with the ability to remain living on their estate. It would also impact on the number of additional new affordable homes that could be built.

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