

Do you live in the Canning Town & Custom House
regeneration area?

Are you a Council Tenant?

What happens when Council Tenants have to move...



Council Tenant information

We know that as a Council Tenant you may be concerned about how the regeneration may affect you. Solon Community Network, your **independent advisers**, have put together information to help you start thinking about the options available to you. When the Council contacts you to let you know you will need to move, this leaflet tells you about some of guarantees that have been made to Canning Town & Custom House Secure Council Tenants by the Mayor of Newham.

Your Rights

If you are a Council Tenant and affected by the regeneration programme, you have the **right to stay in or return** to Canning Town & Custom House.

You also have the right to remain in a Council property with the **equivalent number of bedrooms**.

Those who choose to move to a smaller home will receive compensation of £1000 per bedroom given up.

Your Guarantees

The guarantees you have been given as a Council Tenant forms part of the Residents' Charter. If you would like a copy of the charter please contact an officer of the regeneration team on 0203 373 1443 or your Independent Advisor on 0800 884 0800.

Want more information? Call Solon on 0800 884 0800 or the
Regeneration Team at Newham Council on 0203 373 1443

Help if you need to move because of the regeneration

Bidding for a new home

- Secure Tenants will be given a higher priority to bid under the Choice Based Lettings Scheme to choose a home.
- Scott Riches and Yvonne Weekes from the Canning Town & Custom House Regeneration Project Team will provide additional support with the bidding process.
- The project team will also assist tenants if translations are required, and where tenants have a disability and / or other medical needs.
- A copy of the Choice Based Lettings magazine will be delivered to homes where the resident is housebound or has mobility issues.

Moving & Financial Support

- All Secure Council Tenants are entitled to a **Home Loss Payment of £4700 and a disturbance payment of £200** or £250 if the tenant is of a pensionable age.
- The Council will arrange for removal unless it is requested to do otherwise.
- The Council will pay for removal costs and other reasonable costs such as disconnection / reconnection of cookers, telephones and redirection of post for a period of 12 months.

Want to contact SOLON

We work as the Independent Resident Advisors on the regeneration project. You can contact us free of charge on our freephone number between 9am and 5pm Monday to Friday, or leave a message on the answer phone out of hours service and we will get back to you.

0800 884 0800 or info@yoursolon.com