**CARPENTERS FAQS**

**GENERAL**

**Q1: Who qualifies as a *‘resident’* of the Carpenters Estate?**

A: Anyone living on the Carpenters Estate in their primary or only home, or have moved away with the ‘right to return’ in the future.

**Q2: What is the Carpenters Residents’ Charter?**

**A:** The Carpenters Residents’ Charter sets out what residents affected by the future plans for the estate can expect from the Council. Since being agreed with residents in 2012, some of the detail has changed and the Charter will be refreshed by the Carpenters Destination Steering Group and an updated version available by the end of 2019. The current version is available here or on request by contacting the Regeneration Team.

**Q3: Where can I find out further information and keep up to date with what’s going on?**

A: The latest Information will be on the Council’s website or you can call into the Carpenters Estate Housing & Community Hub at 17 Doran Walk, London E15 2JL every Tuesday and Thursday between 9am and 4pm to speak to one of the team. You can also email the Carpenters team at Carpenters.Engagement@newham.gov.uk or phone them on 020 3373 1443.

**Q4: Will our homes on the estate continue to be maintained while decisions are made about the future?**

**A:** Yes, the Council will continue to maintain and repair the buildings, including any works needed to the communal areas. Any repairs should be reported to the Housing & Community Hub at 17 Doran Walk or call 0800 952 5555.

**LEASEHOLDERS/FREEHOLDERS**

**Q5: What can leaseholders and freeholders who live in their home on the estate expect?**

**A:** The Carpenters Residents’ Charter sets out these details, including the costs that would be paid for by the Council, the valuation process and compensation payments.

**Q6: What about those who own properties on the estate but do not live in them?**

**A:** The Carpenters Residents’ Charter also sets out the compensation non-resident leaseholders and freeholders can claim for, including limited Disturbance Payment costs. The Independent Tenants’ & Residents’ Advisor will be able to provide further advice on the entitlements of non-resident leaseholders and freeholders.

**Q7: Will the Council buy properties back early?**

**A:** The Council will buy properties back early subject to funding being available. The Council will pay market value plus £5,000 towards legal fees and disturbance.

**Q8: Who is responsible for the private tenants living on the estate if they need to move out?**

**A:** If you are letting your property, then your tenants will be your responsibility as their landlord. The Council will liaise with you and provide you with adequate time to give notice to your tenants according to the tenancy agreement etc. The Council will not be able to provide accommodation for your tenants, although your tenants can call us on 020 8430 2000 for advice.

**Q9: How will the valuation of my home take account of the regeneration project?**

**A:** All valuations should represent a market value without any assumption of development, which means the effects of any redevelopment and the reason for the purchase should be disregarded. You can also appoint your own Valuation Surveyor, the cost of which will be covered by the Council.

**Q10: What is the process for getting a valuation if I chose to sell it back to the Council?**

**A:** You can appoint your own Chartered Valuation Surveyor and the Council will cover the cost. The valuation should represent a market value without any assumption of development, and your Valuation Surveyor will negotiate with the Council to reach agreement based on relevant comparable properties in the area.

**Q11: Am I entitled to any compensation for selling my property back to the Council?**

**A:** Yes. The amount will depend on whether you live in the property as your primary or only home. The Carpenters Residents Charter sets out how this is calculated, and the Independent Tenants’ and Residents’ Advisor can provide further advice.

**Q12: Where is the Council currently buying back properties?**

**A:** The Council is buying back properties in the active rehousing areas of Biggerstaff Road, 26-38B (evens) Warton Road, Dennison Point, James Riley Point and Lund Point.

**Q13: If I own a property on the Carpenters Estate, do I have to sell my property?**

**A:** No, you are currently under no obligation to sell your property back to the Council at this stage.

**COUNCIL TENANTS**

**Q14: Can I be decanted now or do I have to wait?**

**A:** Only secure tenants in the active decant areas (James Riley, Dennison and Lund Points, 28-74 and 80-86 Doran Walk, Biggerstaff Road and 26-38B Warton Road) can be rehoused under the regeneration scheme . Other tenants may be able to move on medical grounds or if they are currently under-occupying their home and wish to move. You can contact the Housing Decant team on 020 3373 0956 or 020 3373 7465 for assistance.

**Q15: Who would pay for any aids and adaptations I need for my temporary home?**

**A:** The Council will pay for any adaptations required due to disability before you move. The adaptations will be carried out in consultation with the user and the advice of an appropriate professional such as an Occupational Therapist.

**Q16: In what circumstances will there be a *‘right to return’* and how would this work?**

**A:** The Residents’ Charter offers the ‘right to return’ to Council tenants who are decanted from the estate, who will have a contractual ‘right to return’ to the redeveloped estate or to a property in the Stratford area.

**RESIDENT ENGAGEMENT**

**Q17: How will residents be involved throughout the regeneration project?**

**A:** There will be various opportunities and events throughout the project to give residents the opportunity to be involved and have their voice heard.

Regular drop in workshops, community events and residents’ meetings will be held on the estate, and residents can drop into the Housing & Community Hub on the estate to speak to a member of the project team at any time to find out the latest news and give your views. The Independent Tenants’ and Residents’ Advisor will also be sending out regular newsletters, carrying out door knocking on the estate and hosting drop in sessions for residents to discuss their concerns.

**Q18: What is the role of the Carpenters Steering Group?**

**A:** As a consultative forum, the Steering Group will use the community’s feedback to input into key design and planning application milestones. The Group will work with the Council and other stakeholders to ensure that the community’s views are heard, acting as a sounding board for the Council, architects, the Independent Tenants’ and Residents’ Advisor and other professionals to help them understand issues from a resident perspective.

**Q19: Who can join the Carpenters Destination Steering Group?**

**A:** Anyone who lives on the Carpenters Estate in their primary or only home, or has moved away with the ‘right to return’ in the future can put themselves forward. We will always let you know when new members are needed through the website, the Independent Tenants’ & Residents’ Advisor’s newsletter, residents’ meetings or by writing to eligible households.

**Q20: What is the role of the Independent Tenants’ and Residents’ Advisor?**

**A:** The Independent Tenants’ and Residents’ Advisor provides independent advice and support to all households affected by the proposed regeneration of the Carpenters Estate, particularly how the Residents’ Charter applies in individual circumstances. The Independent Advisor will also support the Carpenters Destination Steering Group and community by delivering drop in workshops to help them prepare for effective involvement in the regeneration project.