

## **Frequently Asked Questions for** **Secure tenants at** **Silk House & Shoelands Court**

### **Why do I have to move?**

As you are aware we have been engaging with residents on the future of Silk House and Shoelands Court. Barnet Council's Cabinet has approved the recommendation from Barnet Homes to proceed with the redevelopment rather than the remediation option.

### **When will I have to move out?**

Our aim is to support residents to move to alternative accommodation before June 2025. A dedicated Decant Officer from the Regeneration Team will be contacting you shortly to help support you during your re-housing process (see below). Part of this process will require you to complete the enclosed Housing Verification form which confirms your current household members. In addition to this we will be requesting you to provide information relating to your current circumstances, such as proof of identity, medical information, consent and equalities form and proof of address. Once we have received all required documents, we will start looking to source your new home.

### **Where will I be moved to?**

This will be dependent upon what properties are available at the time and what your circumstances are. As a secure tenant you will be given the option to return to a property in the new development once it is built, however this could be up to 5 years.

### **What sort of accommodation will it be?**

Your new home will be the same size in terms of number of bedrooms as your existing home, unless you voluntarily choose to downsize using our Fresh Start Scheme. Should you choose to downsize you will receive a financial incentive. For more information visit our website. [A new-look Fresh Start Scheme – Barnet Homes \(thebarnetgroup.org\)](https://www.barnet.gov.uk/benefits-grants-and-financial-advice/cost-living-support/money-and-debt/financial-calculator)

### **What type of tenancy will I receive?**

The property offered may be a Secure or Assured Tenancy managed by The Barnet Group.

### **Will my new home be decorated?**

Yes, your new home will be decorated and in addition flooring will be provided (not laminate).

### **Will my new home have adaptations?**

If you require adaptations, we will arrange for an Occupational Therapy assessment to be completed prior to an offer of alternative accommodation.

### **Will my rent be the same in my new accommodation?**

An affordability and suitability assessment will be completed. This assessment will ensure that you are nominated for the right accommodation. If you have any queries concerning the amounts of benefits you will receive, there is a Financial Calculator on the Barnet Council's website which can assist you in checking what benefits you should be entitled to. <https://www.barnet.gov.uk/benefits-grants-and-financial-advice/cost-living-support/money-and-debt/financial-calculator>

**How much notice will I get before I have to move out?**

We will try to give you as much notice as possible, but in practice, things can happen very quickly once a suitable property becomes available. You can expect to have at least one week's notice before you need to move out.

**Will I get help with removals?**

You will receive help with removals offered by J A Steel & Son Ltd who are our designated removals company once you have accepted and signed for alternative accommodation. You will receive packing boxes and materials on request. Reasonable additional help, care and support will be provided to residents with identified support needs on a case-by-case basis. This includes a professional packing service for elderly, disabled or vulnerable tenants.

Please ensure you are packed and ready to move by the arranged date as Barnet Homes will only pay for one removal service.

**Will I get any financial compensation for having to move home?**

A Home Loss payment will be made to all households with a secure tenancy. Joint tenants share the payment equally. The payment is currently £8,100.

If you have rent, service charges or council tax arrears these will be offset against your Home Loss payment due and deducted before the payment is made.

**How many offers will I receive?**

In line with the Councils Allocation Policy, you will receive 2 offers of accommodation. A second offer will be made if you refuse the first offer. The second offer will be the final offer of accommodation.

**What happens if I refuse my second offer?**

Barnet Homes will take legal action against you to take back possession of the property. However, we will help support you to find the most suitable alternative property for you.

**What action do I need to take now?**

Please can you complete the enclosed Household Verification Form. You can either email it back to us at [RegenerationEnquiries@barnethomes.org](mailto:RegenerationEnquiries@barnethomes.org) or by post/ hand delivery to Regeneration Team, 3<sup>rd</sup> Floor, 2 Bristol Avenue NW9 4EW.