

## Redevelopment of Windmill Court

### Questions and answers

#### Our plans

##### **Why are you looking to redevelop Windmill Court?**

We know that residents may be settled in their homes, but we've looked at various options to modernise the building and make changes to the outside space and amenities, but we've concluded we can't bring it up to the long-term standards of comfort and affordability that we'd like for our customers.

The flats are also becoming less desirable for current and future residents for a variety of reasons, such as the relatively remote location, their size and design, the outdated facilities, service charge levels and lack of parking.

As a result, we're looking to redevelop the site for much needed affordable family housing.

#### Support for residents

##### **Will you help me find somewhere else to live?**

Yes, absolutely. We'll arrange to talk with everyone individually to discuss this with you in more detail. We'll then work closely with you to find an alternative home that meets your needs. This could be in another area if you prefer.

We'll also stay in contact and consult with you regularly over the coming months.

##### **How can I increase my chances of finding a home where I want to live?**

We'll help you to register with West Berkshire Home Choice, so you can look for vacancies with all the housing associations in the area.

West Berkshire Council will give your application additional priority because we're asking you to move. We can tell you more about this when we talk to you again, and we'll support you with this if you don't have access to the internet.

If you want to move to a different area (perhaps to be closer to other family members), we can also support you to do this.

### **When do I need to move out?**

We hope to have found alternative homes for everyone within a reasonable timescale.

As we will need to progress the redevelopment, we may need to consider serving you with notice if you aren't actively looking for and bidding on suitable alternative homes, but we'll only consider doing this as a last resort.

(West Berkshire Council would also reduce your priority if you're not actively bidding or have refused a number of suitable properties.)

### **Will I get compensation?**

Yes, you'll be entitled to something called Statutory Home Loss Payment. This is a one-time payment of £7,100 that we'll give you once you've returned the keys from your existing home.

You'll also be entitled to Disturbance Payments to compensate you for any reasonable costs from your move. This would include things like removals, lifting and re-laying carpets or redirecting your post.

We'll give you a choice between a lump sum payment (based on the size of your current home) or, if you prefer, we can arrange and pay for these things for you.

If your rent account is in arrears, please note that we may deduct any amount from your Statutory Home Loss Payment, to settle your account.

### **Will you help with the cost of moving?**

As we've explained in the question above about compensation, you'll be legally entitled to a one-off Statutory Home Loss Payment and to Disturbance Payments to compensate you for reasonable costs of having to move, such as removals costs.

## **Other initial questions you may have**

### **Will you still carry out repairs while I'm living here?**

Yes, we'll continue to maintain your home to fulfil our normal duties as your landlord. Please continue to contact us in your usual way about repairs or tenancy matters.

### **Who can I speak to about these plans?**

We'll be in regular contact with you but, if you have any queries in the meantime, please contact Rebecca Doherty and Heather Wragg, Rehousing Support Officers, on 0300 5000 926 or email [rehousingsupport@sovereign.org.uk](mailto:rehousingsupport@sovereign.org.uk)