



Summary of the Wornington Green Residents' Charter

**A local offer for existing residents*
(as at December 2007) on Wornington
Green Estate**

March 2011

*The Wornington Green Residents' Charter does not apply to residents who are living in temporary accommodation or 'short life' properties on Wornington Green Estate



Catalyst
Housing Group

Introduction

In March 2010, Kensington Housing Trust (KHT) was granted planning permission by the Royal Borough of Kensington & Chelsea (RBKC) to regenerate the Wornington Green Estate in North Kensington, London W10. The new development will consist of up to 1,000 new high quality homes, commercial and retail opportunities, new community facilities, new market trader lock ups and a replacement park designed to the Green Flag standard.

The redevelopment plans currently consist of five phases, starting in 2010 with an estimated completion in 2023. The planning consent is an outline planning permission for the scheme as a whole, with a detailed permission in place for Phase One. All commitments given in this document are subject to detailed planning permission which has not yet been obtained for Phases 2-5 (planning permission is required for each phase).

What is this Charter for?

The Charter is a commitment from the Trust which sets out what residents can expect from the Trust during the redevelopment of Wornington Green. The Charter has been developed in partnership by the Trust, by a Steering Group of residents from Wornington Green and by representatives from First Call (Independent Tenant Advisors for Wornington Green's residents from February 2009 until July 2011).

Kensington Housing Trust's commitments to residents

The Trust has made ten commitments to residents living on Wornington Green, which will be kept throughout the redevelopment programme. We will:

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| ONE | Guarantee a new home on Wornington Green for all residents ¹ who wish to return to a new home; |
| TWO | End overcrowding by building homes of the right size to suit the needs of residents; |
| THREE | Build homes to similar space standards as existing; |
| FOUR | Build homes that can be adapted as residents' needs change. If, in the future, you become less mobile, your flat may be adapted to meet your mobility or medical needs; |
| FIVE | Provide all new homes with private outdoor space (either a balcony or private garden); |

¹All references to "Residents" refer to the current Secure and Assured Tenants (as at December 2007, when the first resident was re-housed as part of the regeneration process) of Kensington Housing Trust who live on the Wornington Green Estate AND eligible adult household members and hidden households.

There is the opportunity for adult household members, aged 18 or over (usually sons or daughters of the tenants but other family members may be eligible) to be re-housed into their own separate accommodation. Individuals who wish to be re-housed in this way must be able to provide evidence that their current address has been their principal residence since August 2006. A starter tenancy will be offered to adult household members being re-housed. When an adult household member is re-housed separately, the tenant will not be eligible for a £5,000 incentive payment if a room is given up (as a new tenancy is being created).

SIX	Charge the same rent levels as now ² ;
SEVEN	Throughout the redevelopment phases, continue to provide a good repair service to the existing homes and have a budget set aside to undertake the Decent Homes Programme which includes re-wiring, new kitchens and bathrooms, where needed;
EIGHT	Work to create local jobs, training and apprenticeships for Wornington Green tenants and the wider community;
NINE	Work with RBKC and the wider community to provide a new park (which will be the same size as the existing Athlone Gardens) and new community facilities to replace the Venture Centre and the sunken playground;
TEN	Keep tenants informed at every key stage of the development of the regeneration proposals and respond to any requests for information if residents feel it is not being provided.

Kensington Housing Trust's Service Standards

In addition to the ten commitments in the Charter, the Trust has developed a set of service standards to meet residents' needs on Wornington Green Estate, to provide support and minimise disruption throughout the redevelopment.

To meet the needs of your household and provide you with a new high quality home we will:

- Make every effort to meet your housing preferences as well as your housing needs
- Offer a single move to a new home wherever possible
- Give assistance, support and advice to residents who want to move away from Wornington Green
- Offer under-occupying tenants a property one bedroom size above their need if they wish
- Offer to re-house eligible adult household members and provide a minimum of £500 disturbance payment
- Where possible, give a choice in the layout and finishes in your new home e.g. choice of kitchen (from 3 design finishes), floor coverings and kitchen/living layout.
- Provide a moving in pack for your new home that will include a practical guide to looking after your new home.

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A rent guarantee has been developed which aims to ensure that tenants do not pay more rent as a result of the redevelopment. Rent means net rent not including service charges which are in addition. In practice this means that tenants who move into a new home that is the same size as their old property will pay the same rent for the new property as they paid in their original home. Where the tenant moves to either a larger or smaller property (depending on need) than their original home, they will be treated consistently with other KHT tenants not living on Wornington Green. This applies to moves to other KHT properties both on and off Wornington Green. See the Rent Guarantee in full Residents' Charter for the detail of what this means in practice.

To make the move as easy for you as possible we will:

- Offer you assistance and support throughout the re-housing process by providing dedicated Resident Liaison Officers
- Offer the services of a removal company to help you to move (at no cost to you)
- Pay you the statutory Home Loss payment provided you have lived in your current home for more than 12 months. Central Government sets the amount which is currently £4,700 (as at November 2010)
- Compensate you for your reasonable costs for moving home. This is known as a disturbance payment, which can include: re-routing mail (for up to one year), carpet and curtain alterations or replacements (where required), disconnection and reconnection of 'white goods' i.e. cooker, fridge/freezer, washing machine and dishwasher, disconnection and reconnection of services e.g. phone line and adaptations to your new home if you need them
- Pay compensation to residents who give up a house (£8,000), a garden (£2,000) or a bedroom (£5,000 for each bedroom given up)
- Offer additional support to older and vulnerable residents and signpost to other support services, where needed.

To maintain the estate throughout the redevelopment we will:

- Continue to provide a good repair service and deliver improvements to existing homes and buildings on Wornington Green through the Decent Homes Programme
- Ensure that empty properties are kept secure and safe
- Keep the estate clean and tidy
- Continue to enforce the tenancy conditions and take action against anti social behaviour.

To minimise disruption during the redevelopment we will require our building contractors to:

- Appoint a dedicated Resident Liaison Officer to deal with queries and concerns about the construction process
- Work to the Considerate Contractors Scheme
- Keep noise and disruption to a minimum and ensure that all work is carried out in full compliance with health and safety regulations
- Provide out of hours contact details to report security issues and emergencies.

We are committed to informing and involving residents about the redevelopment of Wornington Green. We will:

- Produce regular newsletters for all residents and stakeholders
- Keep the Wornington Green website up to date with information, news and events
- Hold regular meetings and focus groups for residents.

This is a summary of the Wornington Green Residents' Charter.

Copies of the full Wornington Green Residents' Charter are available from the Wornington Green team. Please contact Sue Hannah to request a copy or if you need the key messages translated into another language or in a different format (eg. large font) please let us know.

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