

Onward AN UPDATE FROM ONWARD.

Autumn 2023

Last year, we reached a decision to demolish the tower blocks in your neighbourhood and replace these with modern homes that better reflect local needs. Since then, we have been working with residents to help them to find another home in the area, focusing on Richmond House initially as this is the first tower block that will be demolished.

Over 80 residents have moved out of the tower blocks to new homes across Preston and the surrounding areas. We are very pleased that most of these residents have chosen to move into another Onward home. Others have chosen a home with another landlord, and some have decided to buy their own home. Following this progress, residents in Lincoln House are to be moved onto Band A, giving them priority on Select Move, from 1 December 2023.

How do I find another home?

To apply for a new home, you will need to go to the Select Move website and click 'Register' (www.selectmove.co.uk). If you need help doing this, please contact us preston@onward.co.uk, call **0300 555 0600** or visit us in the office on Arundel Place, which is open on **Tuesdays and Thursdays** between **10am - 3pm**. The team can help you get set up on Select Move and talk through the options that are available.



From 1st October, we took over the administration of Select Move from Community Gateway. This should make the application process quicker and make it easier for us to respond to any queries that there may be in relation to your application.

Contacting us.



If you need to contact us you can:



Call us on **0300 555 0600**



Email us at preston@onward.co.uk



Visit the office on a **Tuesday or Thursday** between **10am - 3pm**



Get in touch for a conversation about how we can help you.

Miss B has lived in Preston all her life and a resident of Lincoln House since 1999. When she was told that she would have to move from her property, she was upset at the thought of having to move. However, after talking to the staff in the neighbourhood office, she realised that this could be an opportunity for her to move elsewhere in Preston to a home better suited to her needs as she gets older.

Working with our team, she managed to get medical evidence showing that she did have a need for a two-bedroom property and started looking at sheltered properties in the South Ribble area. She was successful in securing a property and has now moved in.

Miss B was supported by our Customer Involvement Specialist Leanne Baldwin, who is part of our team helping residents find a new home in the area. If you would like to speak to Leanne please email leanne.baldwin@onward.co.uk

“

I'm so happy in my new home and know I can stay here for the rest of my life. I wish I'd realised earlier that I could move somewhere else away from the city centre. My new neighbours have been so friendly and welcoming and I love my new home. The staff at the office have been wonderful in helping me through the moving process and although I thought at the start I didn't want to move, they made it so easy for me.

”

Miss B.

How we can help.

We know that looking for another home can be worrying for some, but we are here to help you every step of the way. Are you worried that you have too much stuff to move and you just don't know where to start? We have a team that can help with sorting through belongings, and making arrangements on moving day. If you would find this helpful please let us know.

Compensation is also available to all households made up of two separate payments. The first is a Home Loss

Payment, which compensates for having to leave your home. The Government sets this figure. The Government has made changes to Home Loss Payment, which has been raised from £7,800 to £8,100.

A Disturbance Payment is also available which covers incidental moving costs, such as hiring a removal van, having post redirected and disconnection and reconnection of white goods. We will discuss this with households on an individual basis.

Our plans for Horrocks Mill.

Earlier this summer, we asked residents for their views on our plans to redevelop Horrocks Mill, located close to the tower blocks. Since then we have submitted our plans to Preston City Council and are now waiting on a decision.

If the plans are approved, we'll move forward with decisions on some of the finer details, like the design of the buildings. More information can be found at www.onwardpreston.co.uk



What happens next?

Most residents in Richmond House have moved to another home in the area, either with Onward, another landlord, or have bought their own home. Now we have reached this stage the next step is to appoint a contractor to demolish Richmond House. We have now started this process which means that the demolition is likely start in summer 2024.

Once the demolition of Richmond House is underway, we anticipate that the contractors will move onto the demolition of Carlisle House in early 2025, then the office and Lincoln House in the summer of 2025. We are at an early stage so these timescales will need to be agreed once we have appointed a contractor.

We will let you know once we have agreed timescales and aim to give you at least six months' notice before demolition starts in your block.

We are still at the early stages of drawing up the replacement scheme, but we are anticipating that this will be a mix of houses and apartments in a range of sizes. Residents will have an opportunity to have their say on the plans before anything is submitted to the Council.

Get involved!

Join our Customer Engagement Community today to give us your feedback and shape our services. As a member, you'll be part of a community of almost 3,000 customers who work closely with us to improve services, homes and neighbourhoods. Interested? Email us at customerengagement@onward.co.uk to find out more.

