

Onward

AVENHAM HIGH RISES

September 2022

An update from Onward.

In July, we wrote to you about our decision to demolish Richmond, Carlisle and Lincoln Houses. We appreciate that residents have lots of questions about the decision and what happens next.

Please be assured that we are here to help you through every step of the rehousing process, from guiding you on how to find a new home through to helping pack belongings. We do ask that all residents get in touch with us to discuss next steps.

Whilst Richmond House will be demolished first, residents from Carlisle and Lincoln Houses can still speak to us now about their options. You will need to contact us to make arrangements and we are here to support through each stage of the rehousing process.

If you live in Richmond House and haven't contacted us already, please contact us as soon as possible so that we can start the rehousing process.

You can get in touch by:

- Calling the Customer Contact Centre on **0300 555 0600**
- Emailing us at **preston@onward.co.uk**

You can also speak to us in-person by visiting the neighbourhood office on Arundel Place, open Tuesdays and Thursdays from 10am – 3pm.



Your questions answered.

Here, we have provided answers to some of the most common questions that we have had so far.

Will I be made homeless?

Onward is here to guide residents through each stage of the rehousing process. You will have time to find a new home and will not have to leave your home until an alternative property has been found.

What type of home will I be given?

We understand that residents have an idea of what they want from their new home. We are here to work with you to find a suitable property, however whilst we will try to accommodate reasonable requests, it might not always be possible to cater to these.

For example, we cannot guarantee that you will be able to move into a home of the same size. Some properties in the tower blocks were allocated at a time when there were less restrictions on the number of bedrooms to the number of occupants. As such, we expect that properties will be allocated based on need, not on what you currently occupy. If you have a medical requirement for an additional bedroom, we will need to see proof of this and will work with you to get a property that is suitable for you.

We also know that some residents are keen to stay in the local area. Individual needs will be taken into consideration when being allocated a property and we will work with our local partners to accommodate reasonable requests where possible. However, we cannot guarantee that you will be rehoused in the same area.

We will speak to households about this on an individual basis to see how we can accommodate their needs as much as possible. If you are unsure about what you may be entitled to, please get in touch.

How many payments will I get?

There are two compensation payments that all residents will receive. These are Home Loss and Disturbance payments. There is not a deadline to claim compensation and payments will be made automatically when you move. Payments are usually made when you move into your new home, but there may be times when we can pay this in advance, for example if you need a deposit before moving into your home.

How will Onward help me to find a new home?

We will support all residents throughout the process of finding a new home. Whilst we will provide support, you will need to register on Select Move yourself and submit bids for homes that you might be interested in.

We know that some residents do not have a computer or might need extra support. If this is the case, please get in touch and we will be able to help. If you haven't already, you will need to contact us so that we can begin the rehousing process.

Changes to Home Loss Payment

All residents are entitled to Home Loss Payments. The amount of Home Loss payment is set by the Government. The Government has now made changes to Home Loss Payment, which has been raised from £7,100 to £7,800. This will come into effect from 1st October 2022.

The same amount will be paid to all residents and is not adjusted based on how long you have lived in the tower blocks. Residents should also be aware that rent arrears will be deducted from compensation payments.

Responding to your feedback.

When we held our consultation earlier this year, a number of residents said that they wanted to see improvements in the quality of cleaning in communal areas. In response to feedback, we have conducted cleaning checks at each of the tower blocks.



Residents who are part of our Customer Engagement Community were invited to get involved in the cleaning audits that currently take place in the blocks. These residents met with Onward to check the standards of the cleaning in communal areas. As a result, we will be making improvements such as:

- Recalling external window cleaners to clean the pod windows
- Raising customer feedback with internal cleaners so that they can respond to issues in the building
- Look into improving decoration and addressing damage following leaks in the towers

We will continue to work with the customers involved and revisit the tower blocks to ensure that action has been taken to address these points. Together, we will monitor the cleaning service within the tower blocks, along with the communal gardening, to improve this in response to feedback.

Join us at our next skip day!

On Thursday 6th October we'll be holding another skip day for tower block residents. We hope to see you there!



Introducing your new Neighbourhood Specialist.

Lisa Goodwin recently joined the Avenham team as your new Neighbourhood Specialist. You can contact Lisa at NeighbourhoodsLancashireCentral@onward.co.uk or by calling 0300 555 0600. For any day-to-day enquiries, please contact Lisa Goodwin or Gemma Summers.

For any questions about rehousing, please contact Lisa Baines.

Help us make a positive difference in your community.



Have you signed up to our Customer Engagement Community yet? By becoming a member, you can influence how we do things at Onward and help to make a positive difference in your community.

Sharing your views with us helps us to deliver the best services and customer experiences.

It's really easy to join the Customer Engagement Community and we regularly host events for customers to share their views. Scan the QR code, visit onward.co.uk or call 0300 555 0600.

