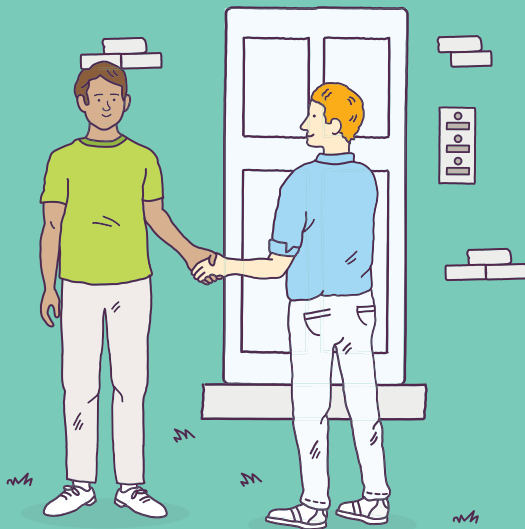




# RESIDENTS' DEAL RBH COMMITMENTS



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# OUR COMMITMENTS

1. RBH tenants and home owners losing their home will receive compensation in the form of home loss and disturbance payments
2. RBH will continue to provide high quality management and maintenance of existing homes during the regeneration
3. New homes will be built to very high environmental standards so they are cheaper to run
4. Residents who need it will receive support throughout the regeneration process
5. All residents will be given no less than one year's notice to make arrangements should they need to move
6. RBH tenants will be entitled to a home of the same type with the same number of bedrooms
7. All residents who want to live in the town centre will be able to do so

**RBH will also adopt the following commitments as a result of the recommendations from the independent report we commissioned about the residents' deal:**

8. RBH will ensure there is enough affordable housing for those who need to move
9. RBH will work with Rochdale Council to support the tenants of College Bank and Lower Falinge to have priority for rehousing under the Housing Allocations Policy and look to develop a Local Lettings Policy for these neighbourhoods
10. RBH will keep residents regularly updated on progress and publish and update a timeline for the development of the Town Centre
11. RBH will ensure that new and refurbished homes have the best possible broadband provision
12. RBH will give tenants the opportunity to be involved in the planning and delivery of future service management
13. RBH will continue to engage residents in the future phases of design of the town centre plans, including the design of new homes and investment in existing homes
14. RBH will use a range of engagement methods which encourage and enable all residents to contribute

15. RBH will work with residents to establish their priorities for community asset building activity in the neighbourhood including supporting independent advice for the community
16. Tenants who want to live next to existing neighbours can ask to be rehoused together

**The remaining commitments related to owners only and were seen as equally important:**

- ◆ Private tenants can ask for help with finding a new home
- ◆ If RBH have negotiated and agreed an offer, they will buy privately owned homes for market value +10% for owner occupiers and market value +7.5% for landlords based on independent valuation



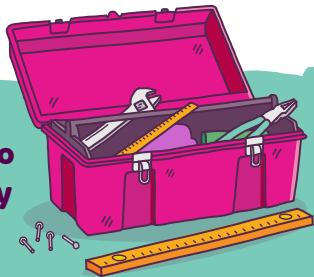
# HOW RBH IS MEETING OUR COMMITMENTS

**RBH tenants and home owners losing their home will receive compensation in the form of home loss and disturbance payments.**

- All RBH tenants and home owners who have moved as part of the demolition proposals and were entitled to a home loss payment, have been awarded the compensation payment
- In addition, RBH has paid every tenant a disturbance payment of £500 plus £250 towards the costs of removals
- If there were any recharges, rent or service charge arrears, these are deducted from the compensation



**RBH will continue to provide high quality management and maintenance of existing homes during the regeneration.**



- It has been ‘business as normal’ for all homes in College Bank and Lower Falinge in regards to the maintenance, housing management and environment management
- We are continuing to carry out day-to-day repairs for all homes in College Bank and Lower Falinge
- Works to maintain safety in the blocks is continuing
- Our Neighbourhood Housing, Caretaking and Community Partnership teams are continuing to provide their services in College Bank and Lower Falinge
- Major investment programme work affecting whole blocks is currently on hold and will not be carried out to blocks where we have issued initial demolition notices. We will work with the residents on the detail of investment in retained blocks.

**New homes will be built to very high environmental standards so they are cheaper to run.**

- We completed and allocated 19 new, 2 bedroom houses in Lower Falinge (Phase 2). These homes have been built to very high environmental standards, meaning they have lower energy costs and are cheaper to run.
- We will follow up the satisfaction of the residents living in these homes to make sure they are happy with their new homes and use the feedback to improve the home we plan to build going forward





## **Residents who need it will receive support throughout the regeneration process.**

- We have a dedicated point of contact for all residents who are affected by the regeneration proposals
- We have worked closely with all the residents we have supported to move to ensure they have the help and support they need in what we recognise will be a difficult time for some people
- We have had contact with every household affected by the current phases of moves in Lower Falinge and Mitchell Hey
- We have carried out a survey and had positive feedback from all those supported to move as part of the Lower Falinge phase 3 scheme and will continue to do this, and learn from feedback, for future phases
- We have also been holding weekly drop in sessions for residents to come and speak to us at Lower Falinge and College Bank. These have been running since 2017 and will continue.

**All residents will be given no less than one year's notice to make arrangements should they need to move.**

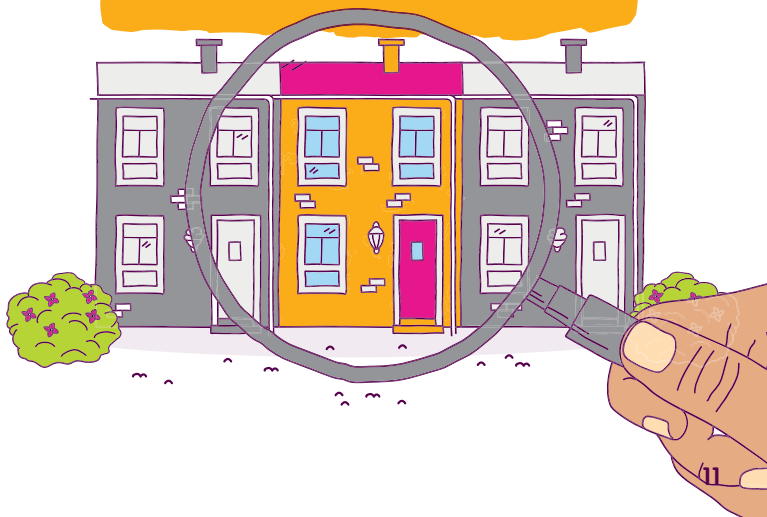
- RBH has, and will continue to let residents know at least a year in advance if they need to move
- We have spoken to each household face to face about the next steps for their home and their block and offered tailored support throughout the rehousing process

**RBH tenants will be entitled to a home of the same type with the same number of bedrooms.**

- RBH has honoured, and will continue to honour the option of a 'like for like' home. The 'like for like' option is based on number of bedrooms and type of home.
- If residents would like or need a different sized home to better meet their needs, this is something we can talk through as part of the rehousing process

**All residents who want to live in the town centre will be able to do so.**

- RBH has promised that any resident wishing to remain living in the town centre is able to do so. This promise still stands and RBH has delivered on this already during the rehousing for residents in Lower Falinge and College Bank.
- RBH has produced a map of the town centre area showing key landmarks and boundaries



## **RBH will ensure there is enough affordable housing for those who need to move.**

- We are confident that our existing homes, new homes RBH will be building and homes from other housing providers mean we are able to rehouse all tenants that need to move due to the regeneration proposals
- As with all RBH and housing association homes, rent would be calculated in accordance with government guidelines
- RBH has already promised that any resident wishing to remain living in the town centre is able to do so. We know the time it takes to move will not be the same for everyone and our dedicated points of contact will be on hand to offer tailored support through the whole process.



**RBH will work with Rochdale Council to support the tenants of College Bank and Lower Falinge to have priority for rehousing under the Housing Allocations Policy and look to develop a Local Lettings Policy for these neighbourhoods.**

- All RBH tenants who need to move because of demolition will have the highest priority we can award in line with the Housing Allocations Policy, Band A
- We are continuing work to look at how we can ensure residents who need to move are best prioritised for new and existing homes in the town centre for example via a local lettings policy



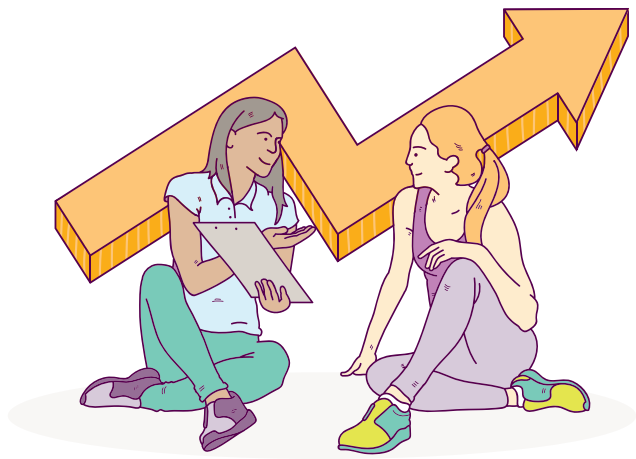
**RBH will keep residents regularly updated on progress and publish and update a timeline for the development of the Town Centre.**

- The Community Together newsletter published a timeline for the regeneration and we will continue to update this for future editions as the proposals progress

**RBH will ensure that new and refurbished homes have the best possible broadband provision.**

- We have worked to ensure all our new homes have the best infrastructure in place to allow residents to choose the best phone and internet provider for them





**RBH will give tenants the opportunity to be involved in the planning and delivery of future service management.**

- RBH will keep the community involved with the planning process of future phases as we did with the previous phases in Lower Falinge
- We will continue to use feedback from tenants about service management, such as the caretaking, to make changes to these services

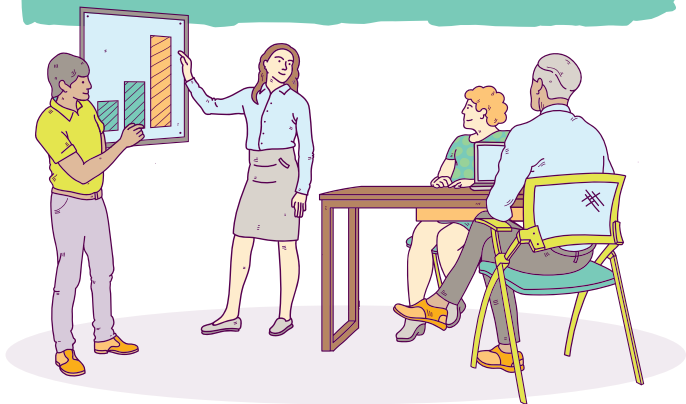
**RBH will continue to engage residents in the future phases of design of the town centre plans, including the design of new homes and investment in existing homes.**

- We have held community workshops before finalising any plans for new development as each phase progresses and used the feedback to make amendments to planning applications. We did this for Phase 3 in Lower Falinge, where we added a number of 3 bedroom homes in the new development following resident feedback.
- We have visited homes in the retained blocks in Lower Falinge, as well as holding community workshops, to ask what investment tenants would like to see in these homes and we will be looking at detail of what this investment could look like with tenants
- We are working through the technical details of the extent of the works for College Bank and we will be speaking to residents when we have these, about our detailed plans



## **RBH will use a range of engagement methods which encourage and enable all residents to contribute.**

- We have used a range of methods to engage residents and help them to be involved in the regeneration proposals
- We have spoken to tenants face to face, on the phone, held community workshops, interacted via social media and emails
- The Community Together newsletter is delivered to every home in both neighbourhoods and we are continuing to ask for feedback on how we can make this process better for tenants



**RBH will work with residents to establish their priorities for community asset building activity in the neighbourhood including supporting independent advice for the community.**

- We are committed to working with residents to move this piece of work forward and we have already held some session facilitated by our independent advisor
- Our Community Partnership team will work with the Town Centre focus group as a part of the future stages of the Deal

**Tenants who want to live next to existing neighbours can ask to be rehoused together.**

- We will work with any existing neighbours who want to be rehoused together to look at all the possible and practical options for making this happen

## **Private tenants can ask for help with finding a new home.**

- ◆ We have already assisted several private tenants needing to move home. This has included assistance with registering a rehousing application and signposting to different options available to them.

## **If RBH have negotiated and agreed an offer, they will buy privately owned homes for market value +10% for owner occupiers and market value +7.5% for landlords based on independent valuation.**

- ◆ Every offer and purchase we have made to date, has had the agreed uplift for either owner occupiers or private landlords
- ◆ This will continue for all future purchases



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