



# Manor Grove

Rehousing Support  
– September 2022

This guidance explains what the council will do for you, and some things you might need to arrange yourself when you move temporarily. It is important that you follow the procedures it sets out. If you do not, payments to which you may be entitled to could be delayed.

This guidance mentions various charges that you may need to pay before receiving a refund from the council. You will need to keep your invoices/VAT receipts as proof of payment and return them to the council to reclaim the cost. Please bring them to the Tustin Team who will arrange for them to be processed.

The Tustin Team are based on the Old Kent Road next door to Kwik Fit and the address is: Ledbury TRA Hall, Pencraig Way, Peckham, London SE15 1SH. You can also contact the team on **020 7732 2886** or email **tustin@southwark.gov.uk**.

As you are moving as part of the Tustin regeneration the Tustin Team will assist you through the process.

## Rent and Council Tax

Your home in Manor Grove is your permanent home, and whilst you are rehoused temporarily, it will still legally be your home.

Therefore you will continue to pay the

Rent and Council Tax for your home in Manor Grove whilst you are in your temporary accommodation.

You will not have to pay any rent or Council Tax on your temporary home.

## Size of Temporary Home

All the properties at Manor Grove are 2, 3 or 4 bedrooed properties. The temporary homes will be of the same size, so we can assure you that the temporary property you will be moved to will be at least the same size of your current home. If we move you to a bigger property, you will not be paying more money for it.

## Removals

On the day you sign for your new temporary tenancy, please contact the Tustin Team so a meeting can be arranged to discuss your removal and make all necessary arrangements for you. The Council will arrange your removal for you to your temporary home and back to your home including providing boxes, tapes etc.

## Redirection of Mail

We cannot fit external letter boxes on your home whilst you are in your temporary home. Instead we will pay for the redirection of your post. This would be arranged by you at the main

post office. The post office will charge for this service. Southwark will pay for the time you are in your temporary home. The redirection forms can be downloaded from the Post Office at [www.postoffice.co.uk/redirection](http://www.postoffice.co.uk/redirection).

Redirection of mail can take a few days so it is important that your redirection request is submitted sooner rather than later.

## **Disconnection & Reconnection of cooker, dishwasher and washing machine**

As part of your removal package, we will arrange for your cooker, dishwasher and washing machine to be disconnected at your current home and reconnected at your temporary home.

## **Carpets**

The temporary home will be fitted with carpets in the bedrooms and living rooms. Vinyl will be fitted in the kitchen and bathroom.

In your home, we will take up carpet during refurb works and refit the existing carpet once the works are completed.

## **British Telecom (BT) telephone installation/ Cable TV/ Telephone installation (except Sky dishes)**

You have to arrange these services yourself. If there is a charge for the

service it will be shown as a 'one off charge' on the bill and you will be reimbursed by the council. Charges for call services or rental of exchange lines will not be paid. No reimbursement will be paid for the installation of sky or other satellite dishes.

## **Dismantling & Reassembling of Furniture**

If you have any items that need to be dismantled at your current home and reassembled at temporary home this will be your responsibility to make the relevant arrangements for this to be done. The Council will reimburse you up to £350 towards the cost of dismantling and reassembling large items of furniture.

Unfortunately we are not able to recommend any particular company but you will find that most furniture stores provide this service or can point you in the right direction.

## **Compensation**

The council is only able to compensate residents who lose their homes permanently, so there will be no compensation for these temporary moves. However, the council will cover your moving costs as outlined in the support in moving section.

## **Garden Maintenance**

We cannot accept responsibility for plant and trees in your garden, and you will not be able to access your property during the refurbishment

works. However we will work with the contractor to see if it is possible for plants to be watered.

## Receipts

Please note to claim reimbursements a VAT registered receipt for the service you received must be provided.

Please submit your receipts at the time of completing your home loss form.

## Car parking

During phase one, the parking requirements are designed around the current levels which is 88 spaces. The new parking between the towers will provide 101 spaces. We are also creating around 15 temporary parking bays behind Bowness House. Hema Vashi has identified residents who need parking closer to them and will support residents to apply for a blue badge. We are proposing to get disabled bays on the estate limited to people who live there.

## What if I want to move permanently?

We understand that some people have said that they want to move. If you want to move on a permanent basis from Manor Grove you can. You will be given Band 1 for moving on the council's housing register.

This means that we will help you register on the council's housing list and you will receive a weekly a copy of the council's Homesearch magazine weekly and you can see the properties that are available for you to bid for off

the estate or can choose one of the new homes being built on the Tustin estate alongside the others in the blocks that are being demolished.

If you move permanently, we will make you a lump sum payment of £7,100. The request for payment will be made once we have received the keys to your old home. This will be paid when you move into your permanent home.

For help to register for rehousing, simply speak to Hema Vashi from the Tustin Team and she can help get you registered to move. Hema can be contacted on **07852 766058** or **020 7732 2886** or email [hema.vashi@southwark.gov.uk](mailto:hema.vashi@southwark.gov.uk).

## Resident Services Officer for the Tustin Estate

Andrew Johnson is the Resident Services Officer for the Tustin Estate. You can contact Andrew on **07535 541329** and his email address is [andrew.johnson@southwark.gov.uk](mailto:andrew.johnson@southwark.gov.uk)

## Contacting Southwark about this project

The Tustin team working with the community on the estate can be contacted on **020 7732 2886** or email [tustin@southwark.gov.uk](mailto:tustin@southwark.gov.uk).

Hema Vashi from the Tustin Team can be contacted on **07852 766058** or **020 7732 2886** or email [hema.vashi@southwark.gov.uk](mailto:hema.vashi@southwark.gov.uk).