



**ACTON
GARDENS**
LONDON W3

A GUIDE FOR EALING COUNCIL SECURE TENANTS



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1. INTRODUCTION

The regeneration of South Acton began in 1999 following consultation with residents about the condition of their homes. In 2011, Ealing Council selected Acton Gardens LLP, a collaboration between housing association L&Q and house-builder Countryside Properties, to manage the regeneration project, delivering thousands of genuinely affordable new homes in the borough.

The scheme involves demolishing existing council-built homes and replacing them with new homes for social rent, shared ownership, shared equity, outright sale and private rent. The regeneration is also providing new community facilities, retail opportunities and modern and improved green spaces and places to play.

This booklet will explain what the regeneration plans mean for you as a secure council tenant living at South Acton. This includes the moving process, timescales and options for your new home.

If you are a tenant of a private landlord, you should speak directly to your landlord about moving home. The Acton Gardens team can also give you advice on how the regeneration will affect you.





2. KEY STEPS

During the regeneration of South Acton, residents will need to move out of their existing homes and into their new homes in phases so that old blocks can be demolished and new homes can be built.

It is not possible to move everyone off the South Acton estate at the same time, instead, we are phasing works by moving residents into a new-build block and then demolishing the old block where they used to live. Then, more new homes are built on the site of the old block. When this new block is completed, tenants from another block move in and their old block is then demolished. This means most people will only have to move once – straight from their current home to their new home.

Ealing Council will start your rehousing process approximately two years ahead of the demolition of your property. As a secure council tenant, you will have the option to either stay and move into a new L&Q property or move elsewhere in the borough to another council or housing association property.

We are here to support you through the whole process from allocations to moving to your new home and are available to answer any questions you may have. All of our contact details can be found at the end of this booklet.

MOVING PROCESS



3. HOUSING NEEDS AND OPTIONS

Housing needs survey

Approximately two years before your property is demolished, Ealing Council will ask you to complete an online housing needs survey. The council will use your survey results to ensure that you are allocated a home that is the right size and to identify any special adaptations that may be needed in your new home. Help will be available if you need it.

Moving options

Making the right choice for you and your family is very important and the council and L&Q are here to help. In your housing needs survey you will be given two options:

1. Move into one of the new L&Q homes at Acton Gardens

If there is a new home suitable for you, it will be allocated to you according to your needs and the requirements outlined in this booklet. The new L&Q homes are built to modern building standards and have efficient layouts, maximising bedroom and living spaces, rooms that are sensibly designed and easy to furnish, storage and utility areas to free-up kitchen and living spaces and are designed to the Lifetime Homes Standard allowing your home to be adapted in the future to meet your changing needs.

The rent levels are set using the GLA London Affordable Rent model which is based on the old target rent levels and is much lower than the private rent levels in Ealing.

2. Move away from South Acton into an Ealing Council or housing association home elsewhere

If you choose to do this you will be given a high priority banding with LOCATA, the council's choice-based lettings system. Through LOCATA you can bid for another home in Ealing. We can help you bid if you don't have access to the internet or are not confident using computers.

Tenant choices

If you decide to move to a new L&Q home on Acton Gardens, you will be allocated a specific home that suits your needs whilst it is still being built. This allows you time to make choices about things like the kitchen units, wall and carpet colours. You will be able to watch your new home being built and visit your home before you move in as soon as it is safe to do so.

Temporary moves

The majority of residents who chose to stay will simply move from their present home into their newly built home. However, a few people may need to temporarily move into another council home on South Acton, or elsewhere in Ealing, until a suitable new home is built in a later phase in the regeneration programme.

New L&Q homes at Acton Gardens



4. HOME ALLOCATIONS

As well as completing a housing needs survey, the council will also ask you to register for a housing transfer on its choice-based lettings system LOCATA. This is required whether you want to move to one of the newly built homes or to another council property elsewhere. The Locata application will need to be completed online at www.lettings.locata.org.uk.

Home allocations will be made using the following guidelines:

- One to three bedroom flats will usually go to single people, couples and smaller families
- Maisonettes will usually go to families
- Houses will usually go to families with three or more children
- Lower floor flats will usually go to older residents or those with special medical needs.

Allocations policy

The size (number of bedrooms) of the new home you will be offered is decided by the council's allocations team. Under L&Q's current policy, the following are expected to share a bedroom:

- An adult couple
- Two children under 18 of the same sex
- Two children under 10, regardless of sex.

The following can have their own bedroom:

- A single adult (18 or over)
- A child that would normally share but shared bedrooms are already taken (for example, you have three children and two already share)
- Children who can't share because of a disability or medical condition (LBE assessment is required, and approval needed)
- A non-resident overnight carer for you or your partner (but only if they must stay overnight. An LBE assessment is required, and approval needed).

Different rules are in place for foster carers. You can find out more from the housing regeneration team.

Spare bedrooms and housing benefit

If you receive housing benefit and are applying for an additional bedroom, you will be affected by the Government's tax on spare bedrooms, also known as the bedroom tax or under-occupancy charge.

Ealing Council and L&Q can reject any application for an additional bedroom.

Downsizing

If you are downsizing to a smaller property (for example from a three bed to a two bed) you can get an allowance for each bedroom given up. For more information on downsizing payments, please contact Housing Initiatives on 02088258317.

Allocating new homes

The council will allocate homes after considering tenants' housing needs. It will use number of bedrooms, medical issues, family requirements and older people's provision as criteria.

Where there is more than one household requesting the same home, priority will be determined by taking the following into account:

- Tenancy start date at South Acton – the longer you have been a tenant at South Acton, the higher priority you will get
- Larger households will be allocated larger homes. For example, a two parent, two children household will be allocated a bigger two-bed home than a single parent with one child
- Medical needs, but only if a particular type of home is required for a health condition
- Age of oldest tenant, but only if a particular type of home is required that would assist an elderly person - for example, a ground floor flat.

Pets

If you choose to move to a council property away from South Acton and you currently have a pet, you may be able to keep it when you move. You should discuss this with your Housing Officer to clarify the Council's policy. Once you have moved, you must get the permission from L&Q or Ealing Council (whichever is your landlord) to keep a new pet of any type at your home.

If you choose to move to one of the new L&Q homes at Acton Gardens and you currently have a pet, you may keep it when you move into your new L&Q home.

Once you have moved in, the following terms will apply for any new pet that you would like to keep:

- If you live in a house or property with its own garden, you may keep a cat or a dog without getting L&Q's permission
- If you live in a flat or maisonette or other home without its own garden, you will need L&Q's written permission to keep a cat or a dog (unless it is a guide or hearing dog)
- You may keep other small pets, for example small caged animals, birds or fish at the property without getting L&Q's permission.

5. MOVING HOME

Once you have been allocated a new home either at Acton Gardens or elsewhere in Ealing, we will organise and support you through your move to your new home.

Support with your move

We will ensure that you get the following:

- Help to make sure you understand the moving process
- A bespoke moving service from our reliable removals company
- A home visit from the removals company a couple of months before your move
- Boxes and tape delivered to your property ahead of your move
- A packing service if you have a medical condition or support needs and do not have friends or family to help
- The dismantling and reassembling of your furniture where required
- Support to transfer your gas, electricity and other utilities accounts if you have a medical condition or support needs and do not have family and friends to help
- Your appliances disconnected and reinstalled by qualified technicians
- Your home loss and disturbance payments will be processed promptly, normally within 10-12 weeks.

Getting ready for your move

While getting ready for your move, you and your household will need to organise the following:

- Contact your phone, internet and satellite providers two to four weeks before you move to arrange to have these services transferred
- Dispose of all items of rubbish. If you have large bulky items that you do not want, you can leave them in your old home, but you must tell the council that you have done so. Please do not leave any rubbish outside
- Contact your gas, electricity and water suppliers to tell them that you are moving and to provide final meter readings
- If you are doing your own packing, you should be completely packed before the removal company arrive
- Return your old keys to the Council Housing Department or SCBC by midday on the Monday after you have moved. This is very important, as you could be charged an extra week's rent otherwise.

Welcome to L&Q

If you have chosen to move to one of the new homes at Acton Gardens, you will receive a welcome visit and home induction with L&Q shortly after you move in. L&Q will show you where all your utilities and appliances are located and how they are operated. You will also be provided with a home user guide with full instructions for everything in your home.

6. HOME LOSS AND DISTURBANCE PAYMENTS

Home loss

You will get a home loss payment as long as you have lived in your home for at least one year before you move. The figure is set by the Government and the amount may increase or decrease each year. To find out the current figure, please contact us. If you have any rent arrears or other debts to the council, they will be deducted from your home loss payment.

Disturbance payments

The council will also cover agreed costs incurred as a result of moving with a disturbance payment. This payment covers the cost of:

- Disconnection and reconnection of appliances
- Redirection of mail for six months
- Reconnection of phone, internet and satellites
- An allowance towards carpets and curtains. This allowance will not apply to the new homes being built by L&Q if carpets and blinds have been provided
- Moving any adaptations in your home in conjunction with an occupational therapist assessment
- Removals (if you chose to use your own company)
- Dismantling or reassembling furniture
- Loss of wages (one tenant for up to two days unpaid leave. You will need to produce evidence of loss of earnings on company headed note paper from your employer)
- School uniform if a change of school is needed
- Any other reasonable expense incurred due to moving.

Please note this is subject to approval and proof of receipts for any cost incurred.

Disturbance payments can only be paid on the production of a receipt or invoice marked paid from a VAT registered company. Where something costs more than £50, we will need three quotes, unless it is a fixed cost (for example a BT connection charge). Payments will be made to you via BACS unless you do not have a bank account. If you are in any doubt whether the council will cover an expense with a disturbance payment, please speak to the Ealing Council regeneration team before committing to the cost.

7. YOUR NEW TENANCY: SECURE AND ASSURED

The new homes at Acton Gardens will be managed by L&Q with assured tenancies. Your current tenancy with Ealing is a secure tenancy. The differences between the two types of tenancy are explained below:

	Secure council tenant	Assured L&Q tenant
Accountability	Accountable through elected councillors and other participation arrangements	Accountable through a board and other participation arrangements
Right of succession	Applies to spouses, including civil partners who have lived in the property for at least 12 months. Close relatives are also included if your tenancy started before April 2012	Applies to spouse, including civil partner, or close relative who has lived in the property for at least 12 months
Right to Buy	Yes	Yes – you will have Right to Acquire, which works in a similar way to Right to Buy
Right to carry out improvements	Yes – with landlord's consent	Yes – with landlord's consent
Right to compensation for (certain) improvements	Yes – with landlord's consent	Yes – with landlord's consent
Right to consultation	The 1985 Housing Act provides the right to be consulted on major changes to the way your home is managed	Yes – no changes will be made to the way your home is managed without consulting you
Right to exchange	Yes – with landlord's consent	Yes – with landlord's consent
Right to manage	Yes	L&Q is required to consult and involve all tenants in the decisions that are likely to affect you. There are many ways you can get involved in the running of L&Q
Right to repair	Yes – in law	Yes – a clause in the tenancy agreement
Right to take in lodgers or sub-let	Yes – with landlord's consent	Yes – with landlord's consent
Security of tenure	Yes – in law	Yes – in law

For more information on secure and assured tenancies, please contact us.

8. SHELTERED RESIDENTS

If you are a sheltered housing resident, you will have the option to move to Ealing Council-managed sheltered accommodation within the borough or over 55's accommodation.

For further information please contact the Ealing Council regeneration team using the information at the back of this booklet.



9. REGENERATION TIMETABLE

Acton Gardens is being built in phases. Ealing Council will contact you approximately two years before your current block is due for demolition to start the housing needs surveys and moving process.

South Acton block	Anticipated contact from Ealing Council
Barrington Court/Harleyford Manor	Spring 2025
Arlington Court	Summer 2026
Clandon Close	Summer 2026
Cheltenham Place Block 2 & 4	Summer 2026
Beaumaris Tower	Spring 2031
Glamis Court	Winter 2027
St Margarets Lodge	Spring 2029
Pembroke House	Spring 2029
Corfe Tower	Spring 2030
Harlech Tower	Summer 2033

Please refer to the table and map across the page for more information about when and where the remaining phases are due to be built. If you chose to move to a new L&Q home at Acton Gardens, the regeneration team will be in touch once your moving process has begun to discuss the new homes that will be available.

Acton Gardens phasing map
New homes and blocks to be built



Phase to be built	Estimated build completion date	South Acton blocks on this site to be demolished
7.2	Summer 2028	Belgrave Close, Avenue Road, Cheltenham Place Block 6 & 8
7.4 + 7.5	Spring 2030	Cheltenham Place, Barrington Court, Buckland Walk, Harleyford Manor
7.3	Winter 2031	Arlington Court, Clandon Close, Cheltenham Place Block 4, Cheltenham Place Block 2
10.1	Summer 2033	Glamis Court, Pevensey Court, Arundel House
8.3	Spring 2035	St Margarets Lodge, Pembroke House
10.2	Winter 2035	Corfe Tower, Meath Court
11.1	Summer 2036	Beaumaris Tower
11.2	Spring 2038	Harlech Tower

10. CONTACT US

The Acton Gardens team is here to provide support and assistance throughout the regeneration. We are committed to working closely with you and your neighbours to ensure we best meet your housing needs.

As new information becomes available, it will be published on the Acton Gardens website: www.youractongardens.co.uk

In addition to the website there are other ways to keep up-to-date with developments:

- Public exhibitions and events
- Community Board meetings
- Regular newsletters
- Office drop ins and housing surgeries.

If you wish to discuss this further with Ealing Council's Regeneration Team or need more information, please contact:

Lisa Tagore
T: 020 8825 6829 / 07930575660
E: tagorel@ealing.gov.uk

Amar Sokhi
T: 020 8825 9791
E: sokhia@ealing.gov.uk

Parmjit Ruprah
T: 020 8825 7286
E: ruprahpa@ealing.gov.uk

For shared equity and regeneration queries, please contact L&Q on:

T: 0300 456 9998
E: yoursouthacton@lqgroup.org.uk

For free and independent advice on the regeneration project, please contact Acton Gardens' independent tenant and leaseholder advisor:

Chris McConnachie
T: 0300 008 0015 / 07730 624 344
E: southacton@etcpartners.org.uk





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