

## **Appendix 1**

### **Residents Charter**

Hackney is building. On dozens of sites across our borough, Hackney Council is building a new generation of Council housing to help meet demand and replace homes that are beyond repair.

Our house building programme isn't about luxury flats or overseas investors – it's about building genuinely affordable homes for those most in need of somewhere to live, with priority going to local people first.

We know you'll judge us by what we actually do. That's why this charter sets out the promises the Council will make to you, and the rights and guarantees you are entitled to if new homes are to be built where you live.

#### **How we're building homes**

##### **Not for profit**

Hackney is building Council homes, great outdoor spaces and new community facilities. With little government funding for social housing and increasing demand for Council services, building some homes for outright sale is the only way of paying for the new Council homes. We never sell homes to make a profit and all income received is reinvested into the Council's building programmes.

##### **Council-led**

Hackney is building homes via direct delivery. That means that the homes and developments are built, owned and managed by the Council, and any homes that we need to sell to pay for this are done through the Council's sales and marketing team, Hackney Sales.

##### **Council land**

Hackney is building on Council-owned land to help tackle the housing crisis and build new community facilities for residents. Rather than selling Council owned land, it means repurposing the land for new homes by reusing underused car parks and garages and demolishing old properties that have become too costly to repair. By taking this approach new, modern homes can be built alongside schools, leisure centres and community spaces to make the most of the spaces the Council owns to provide much needed public facilities as well as good homes.

#### **Principles underpinning building homes**

##### **First dibs for local people**

Hackney is building for local people, and it's only fair that those who are most affected by the changes taking place are the first to benefit. That's why we always put local people first in our new developments, whether it's guaranteeing the right to return for any affected residents, and giving first preference for new Council homes to local residents, or putting Hackney residents ahead of others when marketing homes that are for shared ownership or for sale.

## **Working together**

Hackney is building together with the local community. All of Hackney's projects are delivered through close collaboration with local residents from start to finish, whether through resident steering groups on the larger regeneration projects or through a meaningful engagement on the smaller projects - your thoughts will always be sought and listened to.

## **Our Key Promises**

<b>1)</b> We will hold meaningful engagement on our proposals and where appropriate, we will change our ideas in response to residents' feedback, and explain how we have done this	<b>2)</b> If the plan requires the demolition of any Council homes, we'll hold a ballot of the residents living in those homes
<b>3)</b> We will regularly communicate with residents about our plans in a clear, accessible and transparent way, and make it easy to find out more detailed information	<b>4)</b> We will ensure Council tenants whose home is demolished will be guaranteed a new, modern Council home on their estate that better meets their needs, at the same type of social rent and with the same tenancy conditions they have now
<b>5)</b> The new Council rented homes we build will be at a genuinely affordable social rent – not what the government calls 'affordable' rent. Annual rent increases for Council homes will be limited at CPI +1%, or other Regulator of Social Housing formula in force at the time.	<b>6)</b> Local Council tenants in housing need will have first dibs on any remaining new Council homes before they are then offered to families on the Council's Housing Register
<b>7)</b> We will only sell homes to cover the cost of building new Council homes, not to make a profit, and we'll market these locally first – not to overseas investors or buy-to-let landlords	<b>8)</b> Resident leaseholders and freeholders will be guaranteed the right to purchase a new, modern home from the Council on their estate, and will never be financially worse off as a result of redevelopment

## **Our Commitments To You**

**If we plan to build new homes on your estate, whether you rent or own your home, we promise that:**

- We will be open and transparent with you from the beginning about the proposals and clearly explain how they affect you and your neighbours
- We will give you the opportunities to have your say on the proposals and design of the new homes, and we'll act on your feedback and tell you what we have changed
- We will keep you informed and updated about the progress of the proposals

- If our proposals involve the demolition of existing Council homes, we will hold a ballot of directly affected residents as part of a wide-ranging consultation and engagement plan, which will include access to independent advice for residents

**If our proposals include the demolition of your home, these are the promises we make to you if you are a;**

### **Council tenant**

- Be able to vote in a ballot about whether redevelopment should go ahead
- Have access to independent advice and support to help you make a decision
- Have the right to return to a new, modern Council home on your existing estate, at the same type of social rent you pay now
- Receive compensation for the disruption of moving, and there will be no financial disadvantage for you or your family because of redevelopment
- Have support to move home and dedicated support to help with any issues for the first year of living in your new home
- Have a single named Council officer to guide you through the process
- Be entitled to timely repairs and maintenance of your existing home until it is demolished, if the proposals go ahead
- Have a transparent and fair complaint handling process in place in case of dissatisfaction

### **Resident leaseholder or freeholder**

- Be able to vote in a ballot about whether redevelopment should go ahead
- Have the right to return to a new, modern home managed by the Council on your existing estate, on a shared equity basis – or another option of your choosing set out in our Leaseholder and Freeholder Options Document
- Receive compensation for the disruption of moving, and not be financially disadvantaged by the redevelopment
- Have support to move home and dedicated support to help with any issues for the first year of living in your new home, if you choose to remain a Council leaseholder
- Have a single named Council officer to guide you through the process
- Have a transparent and fair complaint handling process in place in case of dissatisfaction

### **Non-resident leaseholder or freeholder**

- Receive a statutory payment for the loss of your home, subject to certain conditions
- Receive the agreed market value from the Council to purchase your home

**The policies that underpin this charter:**

- Resident Ballots for Regeneration Projects in Hackney
- Local Lettings Policy for Woodberry Down
- Leaseholder and freeholder options document
- Existing Council Local Letting Policies (these are currently subject to review)