

## Lesnes Estate : Frequently asked questions

**For assured, social and secure tenants, January 2020**

### What will my new home be like?

The new homes we're building in South Thamesmead are modern, high-quality and energy efficient. We will be working with residents to understand their housing needs and ensure their new home meets them.

We have created three different virtual reality views from inside a new home we're building in South Thamesmead. These can be viewed at our drop-in sessions or on our website [www.lesnes.org.uk](http://www.lesnes.org.uk)

### When will I move?

The first homes are currently being built at Southmere and will be ready from early 2021. We'll be designing the next phase in 2020 and residents will have the opportunity to help shape these proposals.

#### Phase 1

**Estimated moving date:**

From 2021/2022

**If you live in:**

Clewer House  
 Maplin House  
 Wyfold House  
 1 - 5 Hinksey Path  
 15 - 24 Hinksey Path  
 30 - 39 Hinksey Path  
 45 - 54 Hinksey Path  
 43 - 91 Wolvercote Road  
 109 - 114 Lensbury Way

#### Phase 2

**Estimated moving date:**

From 2023/2024

**If you live in:**

Hibernia Point  
 Duxford House  
 Radley House  
 60 - 69 Hinksey Path  
 75 - 84 Hinksey Path  
 1 - 42 Wolvercote Road

#### Phase 3

**Estimated moving date:**

From 2025/2026

**If you live in:**

6-14 Hinksey Path  
 25 - 29 Hinksey Path  
 40 - 44 Hinksey Path  
 55 - 59 Hinksey Path  
 70 - 74 Hinksey Path  
 85 - 89 Hinksey Path  
 100 - 103 Hinksey Path  
 1 - 108 Lensbury Way

### What if I want to downsize?

If you have more bedrooms than you need, we will offer you a new home in South Thamesmead with one bedroom more than your housing need.

Alternatively, if you have more bedrooms than you need and move to a smaller home that meets your housing need, you will receive an additional payment of £3,000. This would have to be one of the homes we are building in South Thamesmead.

**What if my family needs a bigger home?**

Your new home will meet your housing need. We will use the same criteria to assess everyone's housing needs. This will help us to make sure homes are allocated fairly in line with our Allocations Policy.

**Will there be help with moving expenses?**

You will receive a home loss payment of £6,400. This amount is set by the Government and can change.

In addition, we will cover the cost of your move. This could include removal costs, any disconnection and reconnection charges, post redirection and administration costs such as amending your home contents insurance policy.

If you are vulnerable or disabled we can give you extra help with your move.

**Can we see the floor plans for the 1, 2 & 3 bed units?**

Please visit [www.lesnes.org.uk](http://www.lesnes.org.uk). If you don't have internet access please call 0800 368 8967 and we can arrange to post plans to you.

**I have a garden/balcony/yard/garage/parking space etc, now, will I have one in my new home?****Balconies and Gardens**

All the homes have either a balcony or garden. The size depends on the size of the home and how many people it is intended for.

In discussion with residents we will do our best to meet their desire for outside space. For example, we know some people who have gardens don't feel able to look after them. Other people who have a balcony would prefer a garden. As we discuss your needs with you, we will include what outside space you need and would like. We can't make specific guarantees at this stage, but every home comes with either a balcony or a garden. There is lots of open space surrounding the new homes.

**Storage**

The new homes have been designed to modern standards. This includes generous internal storage cupboards in every type and size of home. We are confident that your new home will allow you to store lots of different types of belongings.

**Parking and garages**

There are no garages being built in the new homes. But, there will be a number of secure parking spaces which will be distributed through an allocation scheme, details of which are still to be determined. We have made this decision as a result of the 2016 consultation. Many residents told us that having ground floor garages made the area feel less safe, as open spaces and paths were not overlooked by housing or shops.

By designing parking differently, we are able to create more of a communal feel to the ground level of the housing. This design will make it easier to get to know your neighbours and help people feel safer.

***My home has modifications because I or a family member has a disability – will I be able to take them with me or get new modifications I need?***

*Yes, we'll be able to give additional support with moving, planning and home adaptations for people who need it. If you were to move into a new home we're building in South Thamesmead we would work with you to make sure your home meets your needs.*

***I live on the ground floor but would feel safer a floor or two up, is this possible?***

*We will do everything we can to meet this type of request. This may take time to work through and we may need to make some compromises. Homes will be allocated in line with our allocation policy.*

***I would like to live on the ground floor for ease of access, is this possible?***

*We will meet the accessibility needs of tenants wherever we can. Homes will be allocated within our allocation policy.*

***Will I be allowed to keep pets in my new home?***

*Existing pets will be allowed in the new development.*