

Moving out of your home while the new block is being built

PLANNING FOR THE REDEVELOPMENT OF FRIARS CLOSE AND BURRELL STREET

Thanks to all of you who came along to the event on Wednesday 3 May where we discussed temporary and permanent moves. We appreciate you taking the time to share your feedback with us via the survey. This factsheet aims to provide more clarity on some of the topics discussed at the event.

In the survey, you said you would like:

- A written guarantee that your security of tenure and rent levels will be protected
- To be kept updated about the timeframe for the temporary move process
- Riverside to reassure you about your right to return to the new development.

Your rent levels and right to return

- **For residents who wish to move off temporarily while we rebuild the block, you have a guaranteed right to return to your permanent home.**
- **Rent levels will stay the same** and will not change because of the redevelopment. Your rent may increase annually in line with inflation as it currently does.

Your security of tenure

- **All your rights and years of tenancy with Riverside will be protected** and transferred over to the new tenancy agreement. You will have a guarantee in writing of what you are entitled to.
- You will have **access to free independent legal advice** before moving out of your existing home, and your Independent Tenant Advisor, Ray will continue to support you during this process
- Riverside will remain your landlord throughout the process, and you will continue to pay your rent and service charge to us as normal.

Temporary move process

- **You will not be required to move out of your existing home until Southwark Council grant us planning permission.**
- We will keep you updated on the progress of our planning application and will provide you with plenty of notice
- Kalmars will help find your temporary home within a one-mile radius, based on your survey responses.
- **Riverside will cover any increase in rent and service charges for your temporary home.**

Permanent move process

- Riverside will have one-to-one conversations with those of you who wish to move out permanently to clarify housing and personal needs, and the areas where you would like to move to
- We will share information with you on available Riverside properties that meet your needs
- We will support you with applications to other Local Authorities or Housing Providers.

How will Riverside support you

- Disturbance payments to cover the cost of moving
- Homeloss payment of £7,800, set by the government and reviewed annually
- Removals service for everyone, packing & wrapping service for those who need it. Skip days to clear out unwanted items
- Access to independent legal advice
- Individual surgeries with your Resident Liaison Officer, Jade, your Housing Officer, David and your Independent Tenant Advisors from Open Communities, Ray and Alison
- We will keep you updated throughout construction.

How to contact us

If you have any questions about the information provided above, please contact your Resident Liaison Officer, Jade on **07980 761482** or via email at **friarsclose@riverside.org.uk**.

Alternatively, you can reach your Independent Tenants Advisor from Open Communities, Ray Coyle or Alison Gaskin on free phone **0800 073 1051** or via email at **enquiries@opencommunities.org**.