

# Hexagon

## Brickfield Cottages in Plumstead

### Newsletter to all residents from Hexagon Housing

Dear Resident,

November 2016

Firstly, thank you for your patience, cooperation and understanding. This is a difficult situation for everyone. We are working hard to find the best solutions possible and then start the more intensive investigation work. We are hopeful we can get people back into their homes as soon as possible.

This is the first of a series of regular newsletters that Hexagon will deliver to all to keep everyone up to date with how the progress on the ground investigation work is going and the need to move people away from the site.

Since the public meeting in October, every Brickfield Cottages household has met with Hexagon staff. Again, thank you all for your cooperation in keeping these appointments – it is vital that we understand your particular circumstances and needs. The information which you have given us about schools, work places, home adaptations and a host of other specific requirements has been very useful as we work with you to find the best alternative accommodation we can.

We have successfully secured suitable alternative accommodation in the private sector for four families, after residents themselves identified properties which suit their needs. We would encourage others to consider this approach where appropriate, as it will enable us to move residents quicker and proceed with the investigations.

There have been a number of topics raised both in our two residents' meetings and in the household visits. Below, we will look at some of these topics and look to answer as many questions as we can. We know we can't address all concerns here and please do remember that you can speak to the case worker team. Contact details are given at the end of this newsletter.

#### Goodwill Payment

Hexagon has volunteered to offer each household a Goodwill Payment in recognition of the disruption this unavoidable move creates. We are now able to confirm that each one bedroom household will receive £1000, each two bedroom household will receive £1500 and each three bedroom household will receive £2000. These payments will be made as soon as possible once your move is completed. If you have outstanding arrears of rent, then these will be offset against the Goodwill Payment.

#### Home Loss Payment

Home Loss Payment is a fixed statutory payment made to tenants to compensate them for the loss of their home if they have to move **permanently and cannot return to their property**<sup>1</sup>. We expect that residents of Brickfield Cottages will be able to return to their properties after the ground investigation work has been completed.

For that reason, a Home Loss Payment cannot be applied here.

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<sup>1</sup> See: <http://www.housing-ombudsman.org.uk/learning-faqs/factsheets/compensation/#.WDac39KLSjc>

## Disturbance Payments

Disturbance Payments are also statutory payments which a landlord must make to tenants who are displaced from their home for example so construction works can be carried out. Disturbance Payments cover reasonable expenses when tenants are required to move. At Brickfield Cottages we have already stated that we will meet all reasonable moving costs and we will also pay similar removal expenses when you move back. We have decided to cover more additional costs than the law requires as we think this is the right thing to do.

You may find it helpful to know that, if you wish, Hexagon can help arrange your removals. This will include the supply of boxes, help with packing and disconnection and reconnection of your cooker, washing machine, etc.

We will also pay for your post to be forwarded for the entire period you are living in temporary accommodation. You will need to set this up yourself either in person at the Post Office or on the Royal Mail website (for your own security we are not allowed to do this for you). Please keep the receipt so that we can reimburse you. If you cannot pay upfront, please get in touch and we will arrange a payment in advance. If you incur additional travelling costs to take your children to school or to get to work, please let your case worker know and we will find the best ways for us to help you with this.

If you are penalised financially for ending other contracts (like Sky, broadband, etc) again do let your caseworker know and we will pay. Do remember to keep receipts and other documents as proof of payment.

## Site Security

We understand how important security is. We have held discussions with the security providers to improve the levels of service being provided. A security guard will be on site from 5pm-8am Monday to Thursday and 5pm Friday to 8am Monday. Once works finish for Christmas on 16th December there will be 24 hour cover until 8am on 3rd Jan 2017.

In addition, we have now made sure there is a dedicated mobile phone on site which goes straight to the security guard. Residents are encouraged to contact this number if you have any concerns or would like the guards to be present in a particular area. The mobile number is 07599 216 709. Of course, all residents can still report any concerns and comments directly to Hexagon. The security team has been asked to pay particular attention to the empty properties and this will be extended as more properties are vacated. We have also contacted local police to ask for extra patrols as required. We will keep the security provision under review as more of the estate becomes empty.

Finally, everyone at Hexagon would like to repeat our thanks for your understanding at this difficult time. We are committed to finding the best solution we can for each and every household.

Yours,

Hexagon Housing Association (Brickfield Cottages Project Team)

**You can contact your case officer  
by emailing Pamela Hunte:**

[phunte@hexagon.org.uk](mailto:phunte@hexagon.org.uk)

**Telephone: 0208 768 7977 / 07887 780 543**

