

Clare House Guidance for Leaseholders

INTRODUCTION

We refer to our letter to you on next steps and our proposal to buy back your flat. We will support you through the process of selling your flat back to us. Our team will keep you informed and here you will find answers to some questions you might have. In order;

1. Leaseholder offer
2. The building
3. Moving into temporary accommodation
4. Moving into permanent accommodation
5. Help to move
6. Compensation
7. Contact us

1. LEASEHOLDER OFFER

What will you offer leaseholders when they sell their property to Clarion?

The first step is agreeing the market value of your property. We will have a dedicated person to go through the purchasing process including valuations when we contact you directly about your property.

In all cases leaseholders will be offered market value for their properties. The first step is agreeing that market value with you.

This will be subject to a valuation which we will commission and pay for. It will be carried out by Strettons (Strettons.co.uk). If required, we will cover costs up to £750 for leaseholders to carry out their own valuation of the existing property by a Member of the Royal Institution of Chartered Surveyors (RICS).

We will also cover any mortgage redemption fees you incurred by resident homeowners

If you are a Resident Homeowner we will offer you the market value of your home, plus an additional 10% and a disturbance payment of £3,000.

If you are a Non-Resident Homeowner we will offer you the market value of your property, plus an additional 7.5%.

Further, if you buy a new property within 12 months of selling your property to us we will reimburse:

- legal conveyancing costs incurred for buying the new property up to a maximum of £750 plus VAT
- disbursements incurred in buying your new property
- mortgage arrangement fees for resident homeowners

- Stamp Duty Land Tax at the normal rate on your new property up to a maximum of the market value of the property you are selling to us plus the additional payment of either 7.5% or 10%
- survey costs for either a building or mortgage valuation to buy a new property for resident homeowners

For more information on compensation please read section 6.

Do I need a solicitor?

Yes. Clarion will arrange a solicitor on your behalf to carry out all conveyancing activities. Alternatively, you can appoint your own solicitor and we will reimburse the legal fees incurred in selling your home up to a maximum of £750 plus VAT and any disbursements.

You can find a solicitor by searching for a firm in your area or by visiting lawsociety.org.uk. Once you've found a solicitor to act for you, you will need to provide us with their contact details. You will have to provide them with photo ID and proof that you own the property.

2. THE BUILDING

We have been undertaking a series of inspections at Clare House as part of our national building safety programme that have concluded remedial work is required to bring the building up to the latest required government standards for Large Panel System (LPS) buildings.

The investigations have had to be sequential, with next steps depending on what we find at each stage. To ensure the safety of our residents while we assessed the extent of the previous work and considered our remedial options, we have put in place a number of interim measures to mitigate against any increased risk a fire could create, including fitting sprinklers in every flat and a new alarm system.

Whichever option we choose for the long-term future of the building it will mean significant disruption for residents and we believe that purchasing your home and allowing you to find an alternative place to live as quickly as possible is the best solution for you.

Can I move back to the building if it is refurbished/rebuilt?

At this stage we do not know what the replacement will be for Clare House. Refurbishment or demolition and rebuilding of Clare House would take a number of years before it would be completed. Should refurbishment become an option we will be working to see what we can offer existing residents and leaseholders in terms of the ability to move back.

Can I know more detail about the results of the inspections?

Yes. Our technical expert presented details at the on line meeting held on 1st October and again on the 4th. A copy of the information presented will be made available to all residents after the meeting.

A report containing further, more detailed analysis of the studies we have carried out into the safety of Clare House will be made available to all residents in the next few days (as agreed at the recent Teams-based resident meetings).

3. MOVING INTO TEMPORARY ACCOMMODATION

What sort of accommodation will I be staying in?

Where possible we will place you in an apartment. This will most likely be a serviced apartment and so it will be cleaned and linen provided. Apartments usually come with a kitchenette and small living space. Where an apartment is not possible we will place you in a hotel. Our Customer Care staff will take you through the options.

Will the accommodation be local to Clare House?

We will try our very best to keep you in the same area. Priority will be given to families with children at nursery or school in the area, and those who need care packages or have other additional requirements, such as medical needs.

Can I choose to stay with family?

Yes. You are very welcome to stay with family. While you are staying with them, you can still contact us at any time if your circumstances change and you would like us to arrange temporary accommodation for you.

How long do I have before I move?

We will be vacating the building as quickly as possible over the next few days. The aim is for all residents to have moved to their temporary accommodation by Wednesday 6th October 2021.

What can I take with me?

We suggest taking a suitcase or bag, of clothes and personal items to start, along with any prescribed medication and anything required for work or other day to day activities. You may also want to take a box of items that are special to you. We have bags and boxes at the entrance to the building.

Can I return for my belongings?

Yes. We will have measures in place to ensure safety when doing so. This means you will need to return for belongings by appointment.

Please email ClareHouse@clarionhq.com to book an appointment.

We will have measures in place to ensure safety when doing so. We may need to place your items into storage, and we will work with you if this needs to happen. We will also work with you to make sure your items can be safely stored and you have everything you need with you. Reasonable storage cost will be covered by Clarion.

How will I get to my temporary accommodation?

We will organise taxis and pay the costs of this transport.

What other costs will you cover while I'm in temporary accommodation?

If you are staying with family, you will receive an allowance of £30 per day per household.

If the family or friends you are staying with are not in the local area, we will also consider paying reasonable travel costs for you to stay with them in addition to the daily allowance.

We will reimburse up to £15 for each adult and £10 for each child, per day for households who have to stay in a hotel or bed and breakfast and do not have access to cooking facilities, or a meal included with the accommodation provided.

How will I get my post?

We strongly advise that you arrange a re-direction of mail and we will reimburse the cost for all household members for up to 6 months.

How will I wash my clothes?

We will reimburse laundry costs of up to £10 per week, where the tenant has no access to laundry facilities.

How will I get my children to school while I'm in temporary accommodation?

Where reasonable, we will cover the costs of a taxi to drop off and collect your children from school while you are in temporary accommodation.

I need to take time off work to move to my temporary accommodation, what can be done to cover my wages?

At our discretion, we will reimburse lost wages or income where time off is unavoidable due to displacement. We will require written confirmation from your employer of any loss of wages and the reason for this loss.

How will I get my medication?

Please let staff know if you have medication delivered to your home, or pick this up from a nearby pharmacy. We will work with you to make sure it is redirected to your temporary accommodation or that it can be collected from another pharmacy.

How will my carers/support workers know where to find me?

Please let staff know if you have carers or support workers. We will work with you to make sure your accommodation is suitable and will meet your needs.

What about my pets?

Where possible we will try to place you in pet friendly accommodation. If this is not possible we will work with you to find suitable boarding arrangements for your pets and we will pay the costs.

What about my utilities?

On the day you leave your property you will need to let your utility providers and Thames Water know that you are leaving the property and will not be returning and should provide them with meter readings. You will be able to provide the Clare House email address - ClareHouse@clarionhg.com.

The company can then email us and we will take on payment of the utilities.

Will I be able to access the internet at my temporary accommodation?

We will cover reasonable costs for internet access if it is not provided at your hotel or apartment.

How long will I be able to stay in the temporary accommodation you provide?

We will pay for temporary accommodation for you until we have purchased your property up to an initial period of 3 months. Where necessary this timeframe will be reviewed

4. MOVING INTO PERMANENT ACCOMMODATION

I am a leaseholder, what will happen to my property?

We plan to buy your property back from you. The legal process for this will need to get underway quickly so that you are in the best position to find a replacement home as soon as possible. In the next few days we will be in touch to go through the process with you and what you need. You will also be entitled to additional support and compensation to assist with this process. For more information please see the Compensation section on how we will support you.

Valuations

The RICS definition of market value "In all cases the leaseholders will be offered the Market Value (as defined by the RICS) at the valuation date for their property on the assumption that there is a willing buyer and willing seller, and the property will be sold with vacant possession, but disregarding the fact that the building has to be put out of service to all occupants due to progressive collapse risk in the event of a fire and is therefore subject to blight."

We aim to send you our offer based on the valuation by Friday 5th November 2021.

I have tenants living in my property, where will they move to?

If you rent your property to tenants or have any other person living in it we will offer your tenants temporary accommodation for an initial period of four weeks from the date they move out. We will be contacting all leaseholders to go through individual circumstances and to start the purchasing process as soon as possible.

The property must be empty with no one living there at the point at which you sell it to us i.e we require vacant possession.

5. HELP TO MOVE

Will I get any help with my move?

Yes. Clarion will pay for and arrange removals including providing you with packing materials.

If you are renting your property, this service will be offered to your tenants.

A full packing service will be available if you need it. For older and vulnerable residents, we will offer help with things like re-hanging curtains and fitting lightbulbs.

If you have any extra needs connected with your move, we can offer support or refer you to specialist services. Extra help could include:

- help with claiming benefits at your new address
- help with changing utility suppliers
- advice about home aids and adaptations.

If you are moving to temporary accommodation first, we will provide the same help again when you move to your permanent home.

What will happen if I refuse to sell?

Ensuring the safety of residents is paramount. Because of the concerns around Clare House and the nature of the works we will need to undertake, no residents will be able to remain in the building. It will need to be vacated as quickly as possible.

6. COMPENSATION

We appreciate the need to move residents for their own safety has caused a lot of disruption and will come at a financial cost for households. As such you are entitled to compensation for certain costs. The previous sections detail under which circumstances you can claim compensation. They are summarise below for reference.

We will pay;

- Market value of property, without taking into account the remedial works, plus 10% compensation for home loss (7.5% non-resident leaseholders) as set out above.
- Reasonable disturbance costs of £3000 for resident leaseholders (legal fees, storage, redirection of mail).
- Temporary accommodation until we have purchased your property up to an initial period of 3 months. This time period will be reviewed as required.
- Reasonable costs associated with relocating temporarily (capped reimbursements for laundry and meals, wage loss, transport to/from school)

If you have any queries about what you are entitled to as a leaseholder please contact us on the details below.

7. Contact us

If you have any questions please contact **0300 500 8000** or email ClareHouse@myclarionhousing.com. From Monday 4th October, there will be a dedicated phone line for queries relating to Clare House: **0300 456 0616**.

If you need a copy of this newsletter in large print, Braille or any other format or language please call **0300 500 8000**.

We welcome calls from Text Relay. If calling from a textphone, please dial **18001** and the number you wish to connect.