

Future of St Peters Court, Lowestoft.

Following the decision made in October 2023 to demolish the building and for the site to be redeveloped, we would like to provide all our residents with further information. Below are frequently asked questions that we think will offer further reassurance to all residents at St Peters Court.

In addition our Liaison Officer will be at hand to answer any additional questions.

- **Is my home safe?**

Yes, your home is safe, we have still been investing in extensive improvements to new communal fire doors and fire stopping works. We will continue to complete essential repairs to the building to ensure it remains safe for residents.

- **Do I still have to pay rent?**

Yes, you will still need to pay rent.

- **Can I still get repairs completed?**

We will still complete essential repairs, and we will let you know what repairs will be completed.

- **Why have you completed the fire stopping works if you knew the building was going to be demolished?**

These works were essential to ensure the compartmentation of the building and residents' safety whilst living at St Peters Court. As part of the improvement works a full building survey was completed and this has revealed a significant amount of further improvements that are required to the building. To improve further fire safety measures within the building.

- **Will the caretakers still be coming to the building?**

Yes, we will still be providing a caretaking service to St Peters Court.

- **Is there a dedicated person I can speak to about this?**

Yes, we have a dedicated Officer for you to liaise with.

- **I am already registered on Gateway to Homechoice will my banding be increased?**

Yes, we will be increasing your banding to help you move out of St Peters Court.

- **I am not registered on Gateway to Homechoice will I need to be?**

Yes, you will need to be registered but we can help you do that. Our dedicated Officer will be able to help you apply.

- **What if I don't bid on any properties?**

We will be liaising with you on a regular basis to understand what properties you may be interested in, so we can bid on your behalf if this helps. As a last resort if you refuse to move out, we will have to take legal action, but we hope this will not be necessary.

- **How long do I have to move out?**

We have not set a deadline as such but hope to be able to help all residents move out within a year.

- **What is an Initial Demolition Notice?**

This is a notice issued to residents when East Suffolk Council has decided to regenerate an area, and homes are required to be demolished but it has not yet been established when this will happen. These notices do not mean that demolition work is about to start.

The notice will formally advise residents of East Suffolk Council's intentions and it suspends any Right to Buy applications.

- **What if I have a Right to Buy Application in?**

Your Right to Buy application will be suspended, if you have established a valid claim to exercise the Right to Buy before an Initial Demolition Notice is served, you now have 3 months in which to claim compensation for reasonable expenditure connected with the conveyancing process such as legal or survey fees.

- **Can I still put a Right to Buy application in?**
You can still submit a Right to Buy application, but it will be suspended, and we will not complete any sale.
- **Will I receive financial help?**
As an East Suffolk Tenant you will be eligible for a Home Loss Payment, the amount of which, is set out in law. From 1st October 2023m this is set at £8,100.
You will also be entitled to claim disturbance payments to support with your moving costs and these are detailed in our Replacement Homes Policy.
- **I am leaseholder, does this apply to me?**
Yes, the Initial Demolition Notice applies to the whole building. You may be entitled to Disturbance Payments and Home Loss Payments as a leaseholder.
- **I am a private tenant in St Peters Court will East Suffolk Council help me to move?**
Yes, we will still help you to move, and you can use our dedicated Officer who can help you register for Gateway to Homechoice.
- **When will demolition start and how long will it take?**
We do not know the start date or timescale for the demolition at present.
- **Can I stay in the area?**
As you will be bidding for properties through Gateway to Homechoice you can decide which area you want to live in
- **Can neighbours move together so we can stay neighbours?**
We cannot guarantee that you will be able to remain near to your neighbours as it will depend on which properties are available for you to move to.
- **I am a long-standing tenant; how does this affect my tenancy/rights.**
If your landlord remains East Suffolk Council, you will still have a Secure tenancy which has the same rights that you have now.
- **How do I apply for the statutory home loss payment?**
This is all detailed in the replacement homes policy and you will be guided by your liaison officer as to how you apply.
- **How do I apply for the disturbance payment?**
You will need to provide receipts to your Liaison Officer who will arrange payment for costs that qualify.
- **What can I apply for in the disturbance payment?**
This is all detailed in the replacement homes policy however your Liaison Officer can advise you what these payments will cover.
- **How can I get rid of bulky items I can't take?**
Please leave any bulky unwanted items in your flat and we will dispose of them. Do not leave any unwanted items or rubbish in the communal areas or landings as they must be kept clear in case of an emergency.
- **Will you be providing a skip to dispose of bulky items -during house moves?**
No, ESC will help dispose of large items left behind in your flat, we will not be providing a skip.
- **Can I move into private rented accommodation?**
There is an option for you to move into PRS accommodation.

