



Clearance and redevelopment schemes

YOUR QUESTIONS ANSWERED

When we regenerate an area, sometimes homes have to be vacated – and even demolished – and current residents rehoused. This is known as ‘clearance’.

Birmingham City Council recognises that if you live in an area that is being redeveloped and you have to move home, it can be a very worrying and stressful time. We are committed to ensuring that you are kept fully informed and supported throughout the process. We will make sure that there is always someone to answer your questions.

Here are the answers to the questions most frequently asked by customers affected by clearance and redevelopment schemes. If you have any additional questions, or need assistance, one of our clearance housing officers will be happy to help you.

What help, support and assistance will I get?

Before you are made any offers of alternative housing, you will be visited by a clearance housing officer who will explain the whole rehousing process to you. This dedicated officer will be your first point of contact for any concerns or questions you have and will work with you throughout the process. If they are not available at any time, another member of the Clearance Team can assist.

Will all of my family be moved under clearance?

The council will rehouse everybody in your household who was living with you when clearance was declared; this may be some months before the rehousing starts. We will expect you to provide proofs of residency and identification for each member of the household. It is vital that you provide us with accurate details.

What if I need an adapted property because I have a physical disability?

If you feel that you need an adapted property, we will arrange for an assessment to be undertaken. This will determine what adaptations you need, and whether these need to be in place at the time you move. If you are currently in a property that hasn't got these adaptations, we will arrange to have them fitted at the earliest opportunity after you move into your new home.

If you currently have adaptations and need them straight away, we will either identify a suitable property that has them or have them fitted before you move.

What if I need a particular type of property because of a medical condition?

If you have a medical condition that you feel means you need a specific type of property, such as a ground floor flat, you need to provide supporting information so that the council's medical advisor can make a recommendation.

It is very important that you tell us about any needs you have at your first interview. The clearance officer can help you to complete the necessary forms, but you must provide a letter of support from your consultant if you have one, or other evidence of your situation. We cannot accept letters from your GP unless your doctor can provide a detailed summary of your situation and, in his/her opinion, state the type of housing you need to move to. Please note that we are unable to reimburse any expenses involved in obtaining supporting medical evidence.

What type of property will I be offered?

During your first interview we will go through a range of available housing options and tell you how we can help you to access them.

Options include:

- local authority (council) housing
- housing associations (registered social landlords)
- privately rented homes
- affordable ownership options, including shared ownership.

If you apply for housing with Birmingham City Council you will be allocated a home that is suitable for the size of your household.

Here are some examples of the type of accommodation you may be offered:

Family size

Single person or couple with no children

Single person or couple aged 60 or over

Single person or couple with one child

Single person or couple with two children

Two adults living together as 'sharers'

Property offered

One-bedroom flat

One-bedroom flat or bungalow

Two-bedroom flat, maisonette or house

Two- or three-bedroom flat, maisonette or house, depending on the ages and genders of the children

Two-bedroom flat

Please note: If any of your children are over 18, they will be considered as adults needing their own bedroom. If all of your children are over 18, you will not qualify for a house (only a flat or maisonette).



You could be offered a flat, maisonette or house depending on the size of your family. You cannot state that you only want to be considered for a house or that you will only consider housing association properties.

There is a limited supply of ground floor properties. These are usually allocated to households who have a proven need for this type of accommodation, such as physical disability.

Birmingham City Council's housing service no longer operates a 'like-for-like' policy for people affected by clearance schemes. This means that you may not be offered the same type or size of property as the one you currently live in.

For bigger families needing large three-bedroom or four-bedroom properties, all areas of the city will need to be included in searches for suitable accommodation – unless there is a good reason for you being unable to relocate to some of them. This is due to the shortage of this property size.

You can apply to other local authorities for housing in their area and your dedicated housing officer will assist you. However you will not be given the same level of priority by other local authorities as you will have with Birmingham City Council, as you are affected by a clearance programme within Birmingham.

How will I be made offers of accommodation?

Birmingham City Council no longer allocates homes to customers on the waiting list. Instead, customers who need or want to be rehoused bid for available properties under a system called 'choice based lettings'. The council's scheme is called Birmingham Home Choice. Your clearance housing officer will fully explain choice based lettings to you when we first talk to you about your rehousing needs.

Can you tell me more about choice based lettings?

Birmingham City Council and some of its housing association partners will advertise available properties every week in a newsletter that will be available in print at neighbourhood offices and libraries, and on the Internet. The advertisements will give you brief details about the property including the family size that it is suitable for, and the date on which viewings will be undertaken for those applicants invited.

If you are interested in moving to one of the homes, you or one of our clearance housing officers can make a bid for it. (Please note that no money is involved; your 'bid' is an expression of interest.) When bidding closes after a few days, the bid applications are assessed. If your household is too large or too small for the property your bid will fail.

The applications of those customers who are eligible for the property are placed in priority order based on the housing need points that each has been awarded. Customers affected by clearance are given a high priority. The top three customers are invited to view the property and decide if they want to move there.

You will be told if you are in first, second or third position. If you are third, you may only be offered the property if the first and second placed customers refuse it. If you



do not attend the viewing, an offer might be made in your absence and may be counted as one of your three offers (see 'How many offers will I receive?').

If you accept the property, the officer undertaking the viewing will explain the process of how, where and when you formally accept the tenancy and the date on which the repairs are scheduled to be completed. This will give you some time to start packing and make your arrangements. It is important that you advise your housing officer of your decision to accept your new home.

This might seem like a complicated process, but our clearance housing officers will give you as much assistance as you need to bid for your new home. If you decide not to participate in Birmingham Home Choice, bids will have to be made on your behalf. This may lead to offers being made of properties that would not be your first choice.

Where will I be rehoused?

We will work with you to find you a home in, or near to, the areas you have requested. Through Birmingham Home Choice, you can search for properties in selected areas. If there are no available homes of the type and size you are eligible for in your preferred areas, we will talk to you about where suitable properties are.

If there are special reasons why you need to stay close to a particular area of the city, such as having to care for a relative, please tell your clearance housing officer at your first interview. We will ask for proof of your need to remain in the area. You must also let us know if you have a good reason why you can't live in a certain area.

If your circumstances change while you are waiting for an offer of accommodation, please let your housing officer know. If they are not available, another member of the Clearance Team can assist.

Generally, the more areas you are able to consider, the more chance you have of finding a suitable home quicker.

How quickly will I be made an offer?

This depends on how flexible you are able to be in terms of where you can, or are willing to, move to. Under Birmingham Home Choice, available properties will be advertised every week which will show you where and what size/type of homes are available. You may find that there are several suitable properties in an area you want to move to, in which case it is more likely that your bid will be successful and you will be invited to view; an offer may then follow. If your choices are too limited it will take longer for you to be able to make bids, and then you may not be invited to a viewing.

If you are not being practical about your choices one of our housing officers will have to make bids for you. If you are invited to view a suitable property and fail to attend, this could count as one of your three offers.



How many offers will I receive?

In most cases you will be made up to three offers of alternative accommodation, following successful bids through Birmingham Home Choice. These could be council homes or housing association properties, if you have placed bids on homes managed by a registered social landlord.

In you insist on relocating to an area where the council has no properties or to a property you are not eligible for, we will make one offer of accommodation that meets your needs before we take legal action to gain possession of your home.

I have accepted an offer of accommodation. How much time do I have to move out?

Customers affected by clearance are given a maximum of two weeks to move from the time the tenancy is accepted. We can only extend this period if there are exceptional circumstances.

If you pay all or some of your rent in your current home, rent will be payable at your new address from the tenancy start date. We would not expect you to pay rent at both your current and new homes unless you delay moving without a good reason.

Will my new home have double-glazing and central heating?

Birmingham City Council has been bringing all its homes up to the Decent Homes standard and this work is almost complete. If the property you view doesn't already have these facilities, it will be on a planned programme of work to be carried out in the near future.

As housing association properties tend to have been built more recently than council homes, it is more likely that homes managed by an association will have double-glazing and central heating.

What should I do with the keys to my current property?

The keys to your current home should be taken to your local neighbourhood office unless an alternative arrangement has been made with your clearance housing officer.

If you fail to return your keys on the date agreed, you will be charged an extra week's rent. We will not process your 'Home Loss' payment (see next page) until the keys to your property have been returned and we are satisfied that you have not left any rubbish at the property, including in the garden.



What condition should I leave my current property in?

It is important that you remove all of your possessions and any rubbish from your property. A charge may be made for the removal and disposal of items you have left behind. You can arrange your own rubbish collection, including bulky items, by calling Contact Birmingham on **0121 303 1112**.

Will I be entitled to any compensation?

If you have lived in your property for 12 months or more, a statutory 'Home Loss' payment currently of £4,700 (reviewed annually by central government) is payable when you move out. If you have lived in your property for less than 12 months, you may be entitled to a pro-rata payment, for example, if you have lived there for six months you will receive half.

Your payment will be adjusted to take account of any current and late tenancy arrears, and rechargeable repairs to your existing or previous tenancies.

This compensation can only be claimed after you have moved to your new home and handed in the keys to your current property. We will arrange for a cheque to be sent to you as quickly as possible following receipt of your completed Home Loss form. Payments are usually made within four to six weeks.

You can also apply for a 'Disturbance Allowance' to claim back some of the money that you have spent because of moving home. For example, you can claim the costs of adapting carpets and curtains, although you cannot claim the costs of buying new ones. We will discuss how you can make your claim when one of our housing officers first visits you. It is very important that you keep receipts for all payments you make so your claim can be properly assessed.

We will provide a free removal service within the city of Birmingham, and pay compensation regardless of the type of property or tenancy you move to.

What help will I get to move?

We are committed to ensuring that your move is as stress-free as possible.

To help you, we will arrange to move your furniture and belongings to your new home and pay for it. After your removal has been booked we can arrange for boxes to be delivered to you for you to pack your possessions. We will also arrange for qualified engineers to disconnect and reconnect your cooker and washing machine, free of charge.

To ensure your property is secured on the day you move out, and to protect other residents in the area, we encourage you to book a morning removal.



I am currently in receipt of Housing and Council Tax Benefits. How do these transfer to my new address?

If you accept another Birmingham City Council tenancy, the necessary forms will be completed when you sign to accept the property. Your benefits will then transfer to your new address.

If you accept a housing association tenancy, you may need to make an appointment at your local neighbourhood office if you need help to complete the forms.



This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقربانك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "نيبرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

ARABIC

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরূপ আপনার একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে সাক্ষাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

BENGALI

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

CHINESE

این اطلاعات بسیار مهم است. اگر محتوی این مدرک را نمی فهمید، لطفاً از یک دوست یا خویشاوندان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که از طرف شما بنیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداً برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

FARSI

Message important. Si vous ne comprenez pas ce document, demandez à un ami ou à un membre de votre famille qui parle anglais, de prendre contact en votre nom avec votre bureau de voisinage ou avec l'équipe du logement. Nous prendrons alors les dispositions nécessaires pour qu'un interprète soit présent.

FRENCH

نہم دہقہ نووسینہ گرنگہ. نہگہر نہم نووسینہ تینہگہیشیتیت تکایہ نہم کاتہ داوا بکہ لہ برادر نیک یان خز نیک، کہ بہ زمانی نینگیزی دہدو، پویومندی بکات بہ نووسینگہی ہاوسیتی "نہیبہر ہود نؤفیس" ناوچہکمت یان بہ تیمی خانوبہرہ لہ جیاتی تو. نہم کاتہ نئمہ ہملدہستین بہ ریکخستنی چاوپنکومت نیک لہگہلت وہ بہ نامادہبونی وەرگیزی زمان.

KURDISH

Ważne! Jeżeli nie rozumiesz treści tego dokumentu, zwróć się o pomoc do przyjaciela lub krewnego, który mówi po angielsku, aby skontaktował się w Twoim imieniu z lokalnym Biurem Środowiskowym (Neighbourhood Office) lub wydziałem do spraw mieszkaniowych (Housing Team). Załatwimy wtedy dla Ciebie tłumacza.

POLISH

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

PUNJABI

داڀر مهم معلومات دی. که تاسی په دی سند نه پوهیږی نومهربانی و کړی دخپل یوملگري یا خپلوان نه چه په انگریزی ژبه خبری کولای شی غوښتنه و کړی چه ستاسی له خواستاسی دسیمی نیبرهود آفس یا هوزنگ تیم سره په تماس کی شی. بیا به مونږ ترجمان برابر کړو چه ستاسی سره کتنه و کړی.

PUSHTO

Hadii aadan fahmin waxa kuqoran boog yarahan (warqadan) fadlan waydiiso qof saaxiibkaa ama qaraabadaada ah oo kuhadla afka ingiriisiga inuu kuu waco xafiiska dariska ee kuu dhaw (neighbourhood office) ama kooxda guryaha asaga oo adiga kumatalaya. Markaa kadib waxaan kuu balaaminaynaa afceliye (turjubaan).

SOMALI

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دوست یا رشتہ دار سے کہئے کہ وہ آپ کی جانب سے آپ کے مقامی نیبر ہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کر دیں گے۔

URDU

If you would like this document in Braille, large print or on audio CD, please telephone the Clearance Team on 0121 303 1892. Text phone users, our text number is 0121 303 2551.



Clearance and redevelopment schemes

“ IMPROVING THE
QUALITY AND
CHOICE OF
HOUSING IN
BIRMINGHAM ”

YOUR QUESTIONS ANSWERED

It is Birmingham City Council's policy to make every effort to assist homeowners to re-purchase a new property. As with council tenants, a clearance housing officer will visit you to discuss the range of support and assistance that can be provided.

If you wish to access some of the more complex financial assistance packages, another officer may need to visit you and explain these options in greater detail.

This fact sheet is designed to be read alongside our main Q&A document. The Clearance and Redevelopment Information Pack will give you more detailed guidance.

What are my rehousing options?

You are entitled to the same level of support and assistance to access the range of options that are available for council tenants. This includes being eligible to receive offers of Birmingham City Council accommodation, subject to meeting our criteria.

As an owner, what compensation am I entitled to?

As with tenants you are entitled by law to receive compensation for 'Home Loss'. This is subject to the same conditions as described for tenants and is up to ten per cent of the agreed market value of your property.

For example if a re-purchase valuation has been agreed of £70,000 you will be entitled to receive this plus up to another £7,000 after you have vacated.

Your Home Loss payment will be less than 10 per cent if you do not live in the property – for example, if you are a landlord. Our clearance housing officers will be able to advise further.

You are also entitled to 'sDisturbance Allowance' as described for tenants, as long as you live in the property.

What help will I get to move?

This is the same as with council tenants, if you live in the property.

(Continued overleaf)

What financial support can I get to help me buy a new home?

In addition to general help and support throughout the process we will be able to:

- help you to obtain free independent financial advice about mortgages
- provide you with a list of suitable agents who you can appoint to act on your behalf
- assist you with searching for suitable new properties
- assist and advise you in dealings with insurance companies.

You may also be entitled to access some of our financial assistance packages, including equity loans and relocation grants. These are designed to bridge the gap between what you can afford following a valuation and the cost of purchasing a similar property.

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www.birmingham.gov.uk/clearance

