

Bellevue Mansions: Tenants

FAQs

Below we have tried to give clear and concise answers to these commonly asked questions. So, if you would like more detail on any of the things mentioned or have another question that is not covered here just get in touch via phone or email on;

Freephone: 0800 731 1619

Email: bellevueresidentadvisor@tpas.org.uk

And we will get back to you by the next working day. If you want to ring or email the members of our team who are working on Bellevue mansions directly you can call;

Dave Smethurst

Email: david.smethurst@tpasassociate.org.uk

Mobile: 07788 420716

Or **Matthew Wicks**

Email: matthew.wicks@tpas.org.uk

Mobile: 07704 402987

Main FAQs

1. If my house is demolished do Hyde have to rehouse me?

Yes, under housing law as a social housing tenants you are entitled to be rehoused in a home which is suitable for your needs in terms of location, size, suitability and affordability.

If you are overcrowded in your current home, you must be rehoused in a home that is of the right size for your household. Equally if you have a disability your new home must accommodate this.

2. If I am rehoused, do I have the same tenancy rights as I have now?

Yes, the same legislation that says you are entitled to be rehoused also says you should be given a tenancy agreement with the same rights as you have in your current home. So, for example if you have a preserved right to buy as part of your current tenancy then this will transfer to your new tenancy in your new home.

If you are overcrowded in your current home, you must be rehoused in a home that is of the right size for your household. Equally if you have a disability your new home must accommodate this.

3. What compensation do I get?

There are two types of compensation **Home Loss compensation** and **Disturbance compensation**.

Home Loss compensation: This is to compensate you for the actual loss of your home not the costs of moving and the impact this has on people. By law tenants are entitled to £8100 (this amount is reviewed every year in line with inflation.) Hyde are offering Bellevue tenants £15,000 which is £6,900 above the legal minimum. Home loss is paid when people move to their new home.

Disturbance compensation: This is designed to cover the cost for you of moving home so you are not out of pocket. So, it typically covers the costs of removal, costs of reconnecting services and appliances and the costs of refitting and, if needed. replacing things like carpets, curtains, and fittings etc. There is no set amount as such, but its important tenants talk to landlords about costs and the support they need and keep receipts for services they have needed to use e.g. new curtains, paying a carpet fitter etc. It's also important to talk to Hyde about any issue of affordability.

4. What are my options for moving home?

You can either choose to remain on the estate and move into a new built property or move off the estate and move to another suitably sized Hyde property locally or to any area where Hyde has properties.

Remaining on the estate

If you choose to remain on the estate your new home will be constructed before you move in and you will only have to move once. It is estimated that these homes will be ready by 2029 to 2030. The home you move to will have the same number of bedrooms you have now unless you are overcrowded. You will also be consulted on the decoration, fittings and some elements of the layout of your new home. If you choose to reduce the number of bedrooms you have in your new home because you have an extra room in your existing one, you will receive £5000 compensation. In line with normal practice, you will receive your home loss compensation when you move into your new home.

Moving off the estate

If you decide to move off the estate into another Hyde property you will be given a choice of homes in the area you specify. There is no indication in the landlord offer document that there is a limit on the number of homes you will be offered. Again, as we understand it, if you choose to reduce the number of bedrooms you have in your new home because you have an extra room in your existing one, you will receive £5000 compensation. If you choose to move off the estate, work on rehousing will start immediately and may only take a few weeks or may be up to 2 years.

Again, in line with normal practice you will receive your home loss compensation when you move into your new home.

5. If there is a yes vote and people support the proposals to demolish the estate what will happen when?

If there is a yes vote:

- Firstly, Hyde will build the new flat block that all existing tenants who want to stay on the estate will move into. Work on building this property will start in 2028 and they will be ready in 2030.
- At the same time tenants who want to move off the estate will start looking for new homes with Hyde. Hyde will start helping them look for new homes as soon as possible, It's harder to say how long it will take for them to find the right property for them as it depends on what is available when, so it could be a few weeks or may take a few months.
- Once the new block for existing tenants is built and everyone has moved out of the existing Bellevue Mansions building, then Bellevue Mansions will be demolished. This will be in late 2030.

- It's estimated that all the planned properties will be completed by 2033.
- So it will be around four years before tenants who wish to remain on the estate move into their new homes and but tenants who wish to move off the estate will move from Bellevue mansions over the next 1 to 2 years depending on how easy it is to find a home that suits them.
- It's likely there will be building activity for five years (albeit with tight controls) which will cause some disruption, and it will be just over seven years overall from a vote in favour of the proposals to everything being completed i.e. late 2025 to the end of 2033.

6. What will happen if there is a no vote?

Assuming Hyde do not decide to hold another vote if they lose (which they have said they would not) then things will be much the same in Bellevue Mansions with perhaps some more intensive improvement works to common parts of the building.

This means:

- Day to day maintenance works will carry on as normal.
- It is also likely there will be a greater amount of improvement works to things like the windows, roofs and other common parts of the building alongside works aimed at improving the thermal efficiency of the properties to build it up to modern building standards.
- It is possible that over the next 10 years that there could also be the replacement of kitchens and bathrooms, but we are not sure about this. if there is a no vote it is advisable for tenants to ask Hyde what Improvement works are planned for tenant's homes at Bellevue in the future and when.
- If tenants are overcrowded, they will remain so and obviously they will not receive any of the compensation money that a yes vote would have provided. However, people will not experience any of the disruption that demolition and moving home would have produced.
- Housing management will also carry on as normal and people will be able to apply for a house more or larger home as usual but the likelihood of getting such a move will be the same as usual and very much dependent on if other suitable properties become available and if they have priority.

7. What is the Landlord offer document?

The landlord offer document contains Hydes's proposals for regenerating the estate. Its these proposals you are being asked to vote on.

It covers proposals on;

- Redesigning the estate and building new housing.
- The design of the new homes.
- How people will be rehoused, their options and what they are entitled to.

- The compensation people will receive.
- How long it will take.
- How the ballot will work and How people can vote.

You can only vote yes or no on whether you support what is proposed.

You should have received a copy of the offer document through your door on the 9th of September. Please get in touch immediately if you have not received this.

8. How does the ballot process work? How can I vote? When can I vote?

The ballot process itself is being run by an independent organisation called Civica Election Services (CES). They will issue the voting information and receive the votes. Hyde will have nothing to do with this process.

All tenants should have received a voting pack through the door on Monday the 29th of September (if you haven't, please contact Hyde or us as a matter of urgency)

The voting pack includes a prepaid reply envelope and instructions how to vote.

You can vote online, by telephone or by post (using the prepaid envelope provided). There are clear instructions on how to do either of these in the voting pack.

If you need help casting your vote or are unsure on how you do it just contact CES on **020 8889 9203** or email support@cesvotes.com.

The ballot opens on the Monday the 29th of September 2025 at 9am and closes at 5pm on Thursday 23rd of October 2025. The ballot therefore runs for 25 days. So, you need to vote during this time period if you want your vote to be counted.

We would advise not leaving the vote until the last minute as it is easy to miss the deadline. Obviously, you need to give yourself time to think about it and contact anybody you want to discuss the issues as you see them. But however, you vote it's important that you do.

9. Does it matter if I vote?

In a word, Yes!

This vote will have a major impact on your life and its important you have your say on the proposals by casting your vote.

The vote will be decided by a straight majority of those who vote. So, if only 10 people vote and 6 vote in favour the proposals will go ahead.

Given the numbers of people voting will be relatively small (we estimate under 100) every vote will count. So, it's important you vote for the option you favour.

If you are not sure of how you should vote and want to discuss the issues and what's in the offer document with somebody independent just give us a call.

Getting in touch with Tpas

Remember, if you would like to contact us, you can ring our freephone number on:

Freephone: 0800 731 1619

Or email us at:

Email: bellevueresidentadvisor@tpas.org.uk

And we will get back to you by the next working day. If you want to ring or email the members of our team who are working on Bellevue mansions directly you can call;

Dave Smethurst

Email: david.smethurst@tpasassociate.org.uk

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