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All works subject to planning

1 Introduction



This booklet is a written statement that describes how English Partnerships (EP), Basildon District Council (BOC), Swan/Lovell and their consultants involved in the regeneration of Fryerns and Craylands will work with you if you are affected as a result of your housing being identified for redevelopment.

It describes how if you are a Basildon District Council tenant or a Registered Social Landlord tenant, you will be supported to stay living locally in the most suitable and sustainable housing if you wish, or move to another part of Basildon if you prefer. It also provides details of compensation to homeowners if your property is identified for redevelopment.

It describes how you will be supported if you are a homeowner whose home is affected by the regeneration project and you need to vacate your home. It sets out the options available to you and gives details of compensation to homeowners.

The aim of the document is to

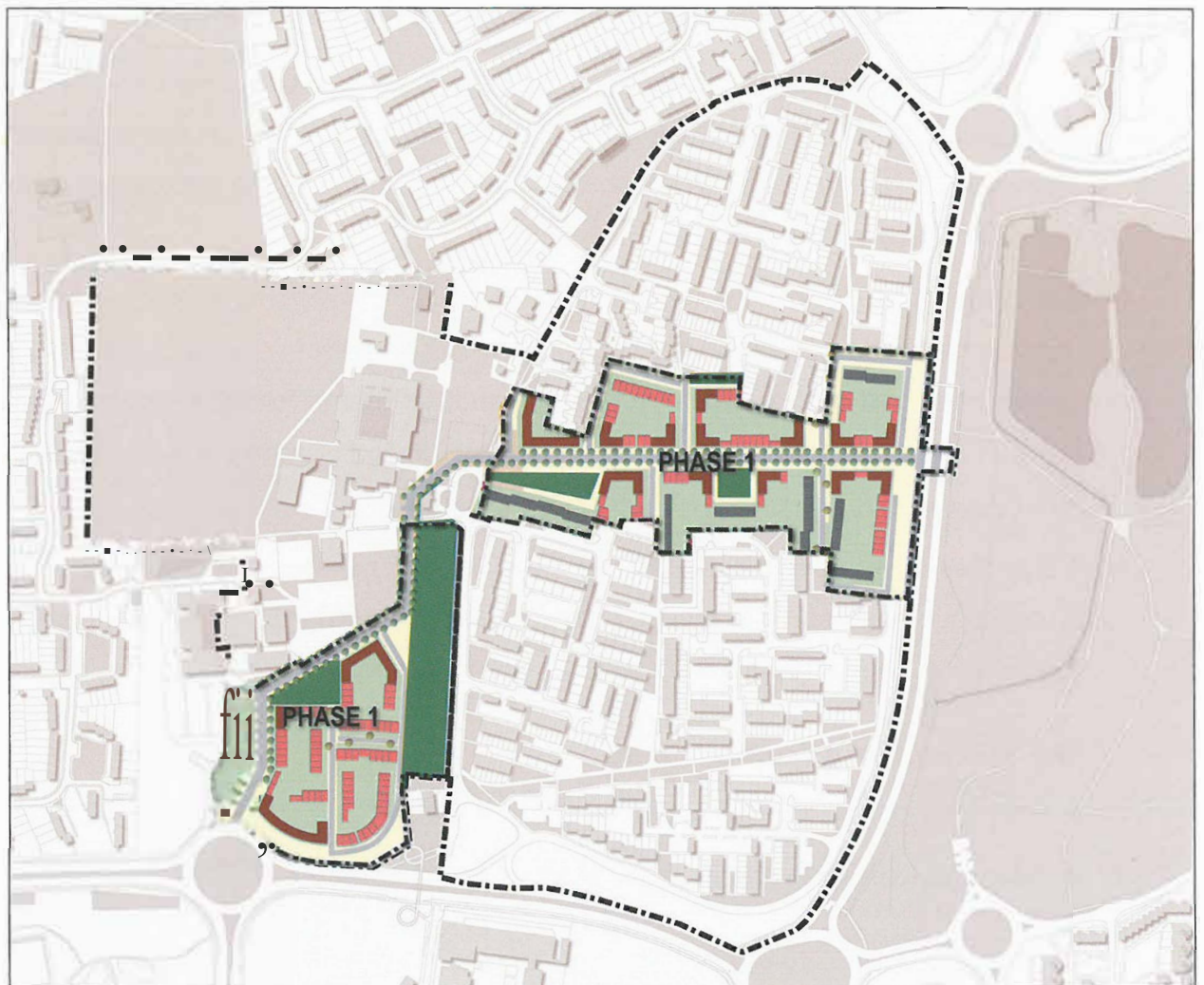
- inform residents what is happening
- inform residents of support and assistance they can receive
- inform residents how they can get involved in the development of the project
- inform residents how they can keep up to date on the project

2 Project timescales

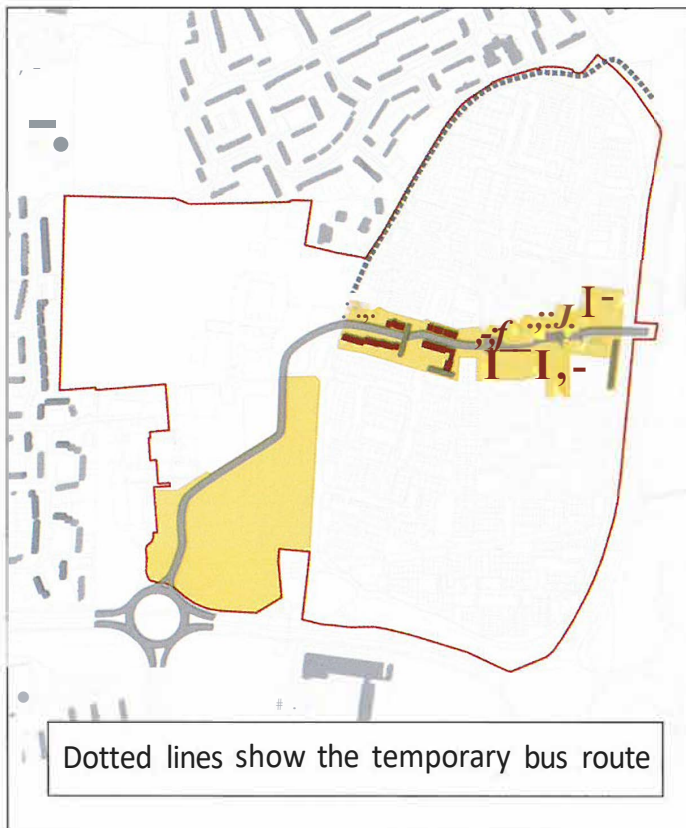
Phase 1

What will be happening in Phase 1 of the development?

Phase 1 will involve the construction of over 350 new houses and flats. These will be located in the area of the Fryerns school site to the West of the wooded area (The Ecology Strip) and on the Craylands Estate along the proposed final bus route. This work will be carried out in four sections, commencing in the east adjacent to Eastmayne, and will include the public square and the reprovision of the shops. The decant of houses and maisonettes for this work is not expected to commence before October 2007. However Basildon District Council will endeavour to rehouse tenants to areas of their choice prior to the above date after planning has been granted.



Bus route



A new road will be constructed that comes in from the roundabout at Broadmayne. The bus route will travel north entering Craylands approximately half way up the estate from the West. The route will then travel along the road called Craylands and join up with Whitmore Way as a temporary route with the road upgraded to take the bus vehicles. By March 2008 it is intended that a bus service will be using the temporary route. (The final bus route is proposed to travel East across the Craylands Estate before connecting into East Mayne as suggested in the diagram.)

Timetable

It is intended at this stage that the programme for Phase 1 will be as follows:-

Activity subject to planning	Target Date
Construction works begin on the new housing and new bus route (Phase 1) Fryerns site and temporary bus route	March 2007
Decant begins on the final bus route east to west through Craylands	October 2007
Completion of Phase 1	January 2010

Please note that these dates may be subject to change

3 How we can support you



The Consultation shop

21 Exeter Close {formally the Warden's flat}

A Consultation shop opened on 24th April where residents can find out more about the regeneration project and how it may affect them. The shop will be staffed by Jenny Cook, Community Consultation Manager and representation from Basildon District Council.

Residents will be able to

- view plans of the site and homes to be built
- view types of kitchen and bathroom that will be fitted into the new homes
- arrange an appointment to speak to a member of the consultation team, Basildon District Council or the Independent Resident Advisor
- get assistance with property searches, conveyancing and removals. We know that moving house can be very stressful, so we can help you look for a new home, find a solicitor and arrange removals

Initial opening hours

Tuesday 9-1 pm and Thursday 3-7pm



Individual Appointments

You can make an appointment to speak to someone about your home, get help with rehousing or relocation or just discuss any queries you may have.

Freehold Owners and Leasehold Owners:

Jenny Cook, Community Consultation Manager 0207 510 9958 (this is a temporary number and will change to a freephone number in June 2006 which will be sent to every home).jcook@swan.org.uk

If you would like independent advice you will be able to arrange to meet the independent advisor, Your Choice Housing Consultants, contact details are available at the Consultation Shop.

Council tenants

Housing Strategy, Basildon District Council, Basildon Centre, St Martin's Square
0800 073 0069 or email craylandsinfo@basildon.gov.uk

Private tenants, Housing Association Tenants

Please contact your landlord

4 A communication and consultation Strategy for the people who live and work in the Craylands and Fryerns regeneration area

A summary

This strategy sets out how all partners will consult and communicate with the local community, primarily on the people who live and work in the Craylands Estate.

What principles underpin our approach?

Integrity and honesty:

We will be honest about our achievements and our limitations.

Clarity and openness:

We will try to make sure our information is easy to understand.

Inclusiveness and diversity:

We believe anyone should be able to get involved if they wish and we will work to achieve that.

Accountability:

There will be a named person with responsibility for community consultation and contact details are available at the Consultation Shop.

Is it information, consultation or decision making?

It is important that we understand the distinction between communication, consultation and decision making. There will be times when all that is required is information, other times the local community will be able to influence and agree the decisions to be taken at other times we may be asking for an opinion.

We will be clear on

- when we need to **inform** you,
- when we need to find out your **views** and how you can comment and feedback
- when you can **decide** on the issues that will affect your home and life during the regeneration programme.

How we will consult

- a one stop shop for information and advice

The Consultation Shop will be staffed by Jenny Cook, and staff from Basildon District Council. For details of opening hours see section "how we can support you"

- a single point of contact for residents

Jenny Cook, Community Consultation Manager can be contacted on 0207 510 9985 (this is a temporary number until a freephone number is set up and notified to every resident)

- regular block, planning and design group meetings with residents on different aspects of the regeneration

Look out for dates of meetings in the next Newsletter

- a bi monthly Newsletter to all residents
- regular reports on Consultation to the Community Steering Group

Still to come

- a dedicated website for the Craylands and Fryerns regeneration project where residents will be able to look at the latest plans, find out dates of future meetings and see the notes from earlier meetings, join the discussion group and make enquiries.
- the Community Steering Group will help to appoint an Independent Resident Advisor, who can provide independent advice to homeowners on issues relating to the purchase of your home. The Advisor will also work with residents to look at the options on the future management of the estate and local centre.
- a survey of the whole estate so that we can really get to know the community, understand the aspirations you have for Craylands and plan to meet those aspirations

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5 Support and assistance provided by Basildon District Council for its tenants

If your property has been highlighted on the masterplan as being considered for redevelopment you will be invited to discuss your individual situation with relevant staff and the independent resident advisor.

Housing options provided by Basildon District Council

The following information is guidance on re-housing BDC tenants and provides information on the type of property and compensation you may be eligible for.

Please note:

- 1 These guidelines only apply to permanent re-housing.
- 2 These guidelines might change after Basildon District Council reviews them and any changes will be notified within 2 weeks of confirmation of the changes.

Current general guidelines for re-housing

Household type	Recommended property type
Single person/couple	1 bedroom flat
Single with access	1 bedroom flat
Couple	1 bedroom flat
Single parent/couple plus one child under 13 years	2 bedroom flat/maisonette or 2 bedroom house
Single parent/couple plus two/three children under 13 years (unless children are same sex and less than 4yrs apart = 2 bedrooled)	3 bedroom flat/maisonette or 3 bedroom house
Single parent/couple plus four or more children	4 bedroom house
Single parent/couple plus one child over 13 years	2 bedroom flat/maisonette
Single parent/couple plus two/three children over 13 years	3 bedroom flat/maisonette

Information from Basildon District Council Housing Strategy Department

The only exception to this is where tenants are under-occupying family houses, in which case, tenants will be offered a like-for-like property and one bedroom in excess of need.

Efforts will be made to meet tenants' area preferences but it should be noted that Basildon District Council may be unable to satisfy everyone's wishes in popular areas with low stock turnover.

Compensation payments payable by Basildon Council to permanent tenants

Compensation payments payable are made up of two amounts:	
Disturbance Allowance 1st payment	£480.00
Home Loss	£3,400.00
Disturbance Allowance 2nd payment	£400.00
Total	£4,280.00

Homes Loss is a statutory amount specified by the Government under the Land Compensation Act 1973. Disturbance Allowance is a discretionary amount paid by Basildon District Council.

Compensation payments are paid in two stages:

- 1 The first payment is for £480.00. This amount comes directly from the disturbance allowance.
- 2 The second stage payment is for £3,800.00. This amount is made up of £400.00, the remainder of the disturbance allowance and £3,400.00 for home loss. This payment is made once the keys to your old property have been returned.

This complete compensation package of £4,280.00 will be the only payment you will be eligible for and no further payments will be offered.

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Please note

Any rent arrears due may be deducted from the second compensation payment.

Rehousing options available for existing tenants

If your home is one of those affected in this way the following options will be available to you.

If you want to remain on the Estate

- you will be rehoused in one of the new homes being provided and become a Swan Housing Association tenant
- if you want to remain a Council tenant you may be able to transfer to any available retained Council properties on the Estate

If you don't want to remain on the Estate

- you will have the option to be housed elsewhere in Basildon.

6 Home owners: If your property is affected by the regeneration

How the proposals affect phase 1 homeowners

There are 2 options for relocation that are set out in detail below. In each option we will buy your property from you at full open market value. You will also be reimbursed the reasonable costs of moving and, in most cases, receive a compensatory "Home Loss" payment of 10% of the value of your property.

Not all options are available to all Homeowners, so you need to read this document carefully. Depending on your circumstances you will be able to use the income from the sale of your home and your Home Loss payment to choose one of the following options:

Option 1 - Arrange your own accommodation elsewhere

Option 2 - Move into one of the new homes on the Estate as a shared owner

The options for relocation

Swan would commence negotiations for the purchase price of your home at least 9 months before you are due to move. This will give a reasonable period of time for you to consider your options for future accommodation.

The options you choose will depend on your individual circumstances. There are 2 options for you to consider, which are set out in detail over the following pages.

Not all of the options will be available to all of the Homeowners on all Phases of the Regeneration, so you need to read this section of the document very carefully.

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Option 1: Resident homeowners who wish to move away from the Estate

Swan will buy your current home at open market value and you will move off the Estate. Initially this will apply to Phase 1 only, with purchases of other properties following on in due course.

You will also receive a 'Home Loss' payment of 10% of the value of your home to a maximum of £38,000 (provided you have used your property as your only or principal home and you have lived in your property for 12 months immediately preceding the date of sale).

You will also receive help with the reasonable cost of moving, this will be agreed on an individual basis.

Option 2: Equity share on the Estate

You will qualify for the payment outlined in Option 1 above. In addition the equity share option may be available to all resident homeowners on the Estate. You should be using the property as your only or principal home and will have to have lived there for 12 months immediately preceding the date of transfer to Swan.

If you choose this option you would move to one of the new properties on the Estate. You will become the shared owner of that property. You would have to purchase a minimum share of 50% of the property's value at the time of your purchase. Swan will retain the share you do not purchase.

Swan will buy your current property at open market value.

Swan will grant you an equity share lease of one of the new properties on the Estate. The size of the new home available will be according to your household needs and what is available at the time when you purchase. To recap:

- the minimum 'share' you can buy of the new home is 50% of the value of the new property on a like for like basis, depending on what properties are available
- you can choose to buy a share which is over 50% initially if you wish
- you will be able to buy future additional equity in the property if you wish in 10% shares up to 100%. The amount payable will be the percentage of the value of the new home at the time when you purchase additional shares
- you will not pay any rent on the share of the property you do not own

Example of the Equity Share option:

Current property value:	£100,000
Home Loss Payment: (10% of value)	£10,000
Total:	£110,000
Value of new property to be purchased:	£200,000
Leaseholder pays	
- Value of previous home	£100,000
- Home Loss Payment	£ 10,000
Total	£110,000
Leaseholder share:	$\frac{£110,000}{£200,000} = 55\%$
Swan share	$\frac{£90,000}{£200,000} = 45\%$

If you sell your equity share in the future you would receive 55% of the value of the property at that time.

The new home will be transferred to you by the way of a "shared equity lease"

You will also receive help with the reasonable cost of moving, this will be agreed on an individual basis.

If you sell your share in the future you would receive your share of the value at the time. e.g. If you buy 55% share of a new home you would receive 55% of the sale proceeds.

You will be able to purchase further shares in the property at the current market value at the time.

The process of selling your home to Swan

If you are a homeowner affected by the regeneration, Swan will contact you individually to discuss the terms and conditions of the purchase of your home and the possible options available to support you in obtaining alternative accommodation.

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The date your home would be purchased

Because the regeneration programme is scheduled to take place over 10 years not all Homeowners in homes to be demolished will be contacted immediately.

You will be kept informed throughout the process and nearer to the time of moving you will be individually contacted by Swan to discuss the terms and conditions of the purchase of your home and the possible options available to support you in obtaining alternative accommodation. (see the table below which indicates the phasing of decanting currently envisaged).

Swan will do its best to ensure that Homeowners will only move once to their new home. However, in certain circumstances homeowners might need to move temporarily before moving into their final home.

Being bought out early

If you wish to sell your property early to Swan and then move off the Estate, please contact Swan. Each case will be considered on its own merits

Market valuation and compensation

Market valuation and Home Loss payment

Swan will offer you the open market value of your home. For valuation purposes we assume that you would be willing to sell at the best price that you could reasonably achieve in the open market.

In addition to paying the open market value Swan will pay an extra 10% of the value of the home subject to a maximum of £38,000. This is termed the "Home Loss" payment (in accordance with Section 30 of the Land Compensation Act 1973). This "home loss" payment is only made to Homeowners who have lived in their home at least for the 12 months preceding the sale of their home.

Disturbance payments

In addition you will qualify for the reasonable costs of moving. Swan accepts that under Section 38 of the Land Compensation Act 1973 it must pay to Homeowners the reasonable costs of moving which they have incurred so long as they can produce reasonable evidence that they have incurred the cost and the original loss. Should Homeowners or Swan be unable to agree the amount of the disturbance payment, either party has a right to apply to the Lands Tribunal for a decision as to the amount of disturbance payment to be paid.

Special Adaptations within the Home

If you have had special adaptations made to assist you within your home Swan will pay for disconnection/removal from your existing home and refitting in the new home. This will be carried out normally as advised by an occupational therapist who would nominate a suitable contractor if necessary. This would generally only apply to households moving to a home outside of the Estate. If the adaptations could not be reinstalled in the new home, Swan, in consultation with the Council's Occupational Therapists, would arrange for new adaptations.

Right of Appeal to the Lands Tribunal

Any dispute as to the amount of Disturbance Payment (e.g. reasonable costs of removal) can be referred either by the tenant or Swan to the Lands Tribunal (At Procession House, 55 Ludgate Hill, London EC4M 7JW Tel; 0207 029 9780), in accordance with Section 38 (4) of the 1973 Land Compensation Act.

Non resident Homeowners

If you are a non-resident leaseholder, Swan will buy your home, subject to vacant possession, at its open market value. You will be responsible for ensuring that you give Swan vacant possession. This means that everyone living at the property has left it and you have cleared it of all personal effects. If the property is rented then you will be responsible for ensuring that any agreement has ended and that they leave the house.

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Compulsory Purchase Powers

Swan is committed to ensuring that all Homeowners have the opportunity to find a new home.

However, if Homeowners do not take up one of the above options, English Partnerships will be asked to use its powers of compulsory purchase to ensure that the Estate Regeneration can go ahead.

Compulsory purchase powers are provided to enable acquiring authorities to compulsorily purchase land to carry out a function which Parliament has decided is in the public interest. Anyone who has land acquired is generally entitled to compensation.

The use of compulsory purchase powers is a last resort and we would seek to enter into negotiations with relevant individuals or parties before making a compulsory purchase order.

Homeowner compensation:

To recap, as a homeowner you would receive:

The market value of your property (without any increase or decrease attributed to the development scheme) + a home-loss payment of 10% of the value of your property (the minimum payment is £3,800 and the maximum payment is £38,000) + other reasonable expenses associated with your moving home.

Please note that you have a duty to ensure that you do not make your claim greater than it might have been by spending money on items or improvements that you intend to make a claim for.

The other reasonable expenses which may be claimed for moving home expenses include:

- removal expenses,
- legal fees, stamp duty and surveyors fees arising from the acquisition of a replacement property
- special adaptations of the replacement property
- disconnection and reconnection of services- telephone, electricity etc
- forwarding of post (for a reasonable period of time)

Every claim will be considered on its merits. You must justify your claim and you must keep detailed records of losses sustained and costs incurred in connection with the acquisition of your property.

Under the Planning & Compulsory Purchase Act 2004, if you are not entitled to a Home loss payment non-resident leaseholders may be entitled to a 7.5% 'Basic Loss Payment', subject to various conditions.

The above guidance {Compulsory Purchase and Compensation Booklet} is from the ODPM, 2004. Full guidance from the ODPM can be downloaded from <http://www.odpm.gov.uk/index.asp?id=1144816>.

Or alternatively copies can be obtained from:

ODPM Publications, PO Box 236, Wetherby, West Yorkshire LS23 7NB

Call 0870 1226 236

Fax 0870 1226 237

Textphone 0870 1207 405

Example of other relocated households

In 2002 Swan, in partnership with Basildon District Council, needed to purchase 41 properties on the Five Links estate to facilitate the continued regeneration of the area. This process of 'Buyouts' commenced in the summer of 2002. Below are two examples of how the process went for two of the owners on the estate. They are used for illustrative purposes only.

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Example 1:

An older couple on the estate were approached by Swan to acquire their property. They attended a number of consultation days and met with Swan staff to discuss the process and the options available. They lived in a 3-bedroom house on the estate and had been considering selling their property and moving to a smaller property or renting so they could spend the money they would receive for their house on their retirement.

Swan worked closely with the couple to look at all the options available and keep them updated with the process. Swan arranged for an independent valuer to inspect their property and produce a valuation report, at no cost to the owner. The property was valued at £72,500, the couple accepted this amount based on their own knowledge of property values in the area. In addition to this Swan gave a payment of 10% of the value as compensation and a disturbance cost towards the costs of removals.

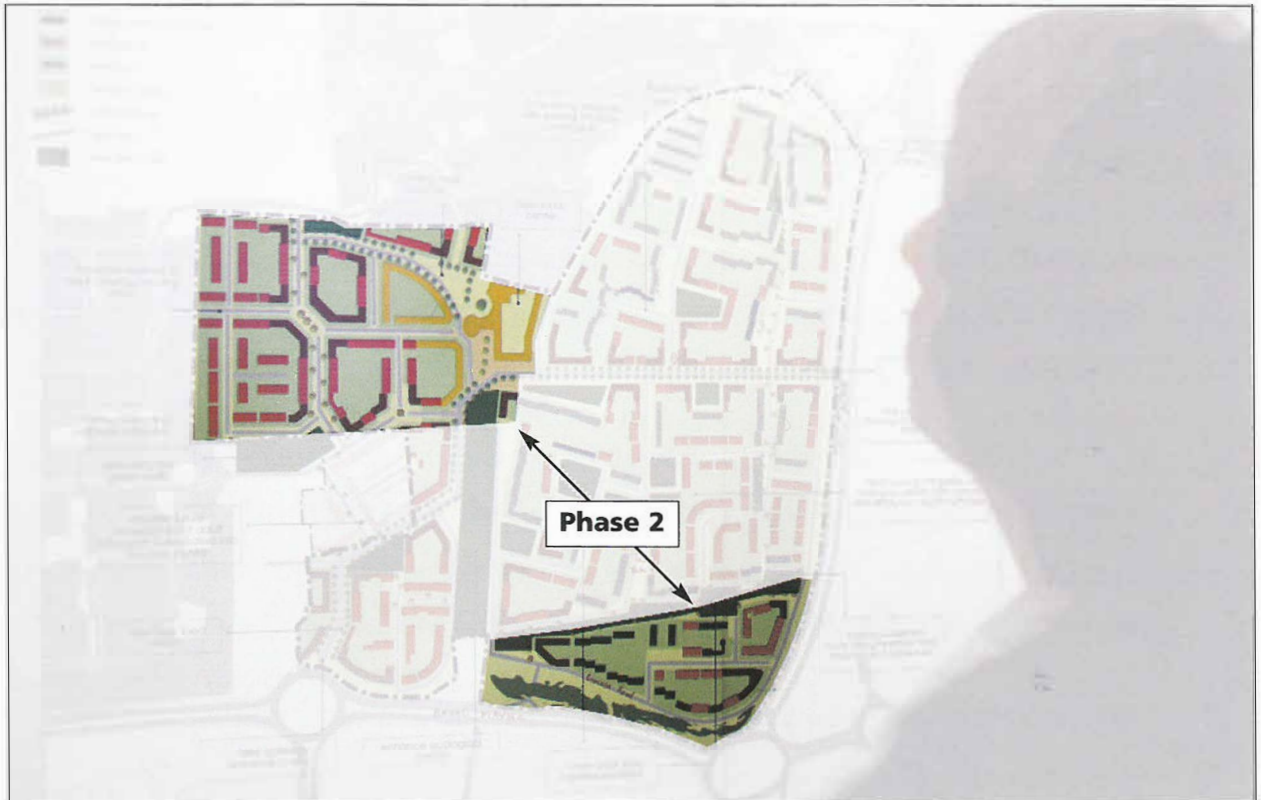
In total the couple received a payment of £82,130 from Swan. The couple decided to buy another smaller house in Basildon (2 bedroom), which enabled them to release some equity for their retirement. Swan arranged for the relocation of their grab rails into the new house and helped the couple find suitable removal firms for the move.

Example 2:

A 2 bedroom flat belonging to a single parent with a young child fell into the regeneration area of the estate, the family attended consultation sessions organised by Swan and Lovell and discussed the proposals with Swan staff. An appointment was arranged for Swan to visit the family with an independent valuer to discuss in detail the options available and obtain an open market valuation.

Swan's value for the property was £54,000, the owner wanted to have their own valuation undertaken this was £55,000. Swan and the owner came to an agreement of a value of £54,500. The value was agreed at £54,500 and along with the compensation payment of 10%, and disturbance costs the family received a total of £62,200. The owner was keen to stay in the area so Swan sent her details of all the estate agents dealing with the Laindon area. Swan worked closely with the estate agents to identify suitable properties. Because of the compensation payments the family were able to find a house on the estate with a garden within their budget. They had spent some money replacing kitchen units in their previous property Swan agreed that they would be able to take these into the new property with no effect on the valuation.

7 Phase 2 Regeneration Works



Phase 2 will involve the construction of new houses and flats on the former Fryerns School site.

There is likely to be 315 new houses and flats at Fryerns and 144 houses and flats at Craylands, together with the completion of the local centre, built in Phase 2, the table below shows the currently predicted date when Phase 2 will start and finish.

As soon as Swan have put together detailed proposals for Phase 2, residents will be contacted and invited to a consultation event.

Phase 2	Anticipated date for moving out
Phase 2 start on site	Autumn 2009
Phase 2 completion	Winter 2012

Details of future phases will be discussed with the partners and community during the Phase 2 period.

8 Frequently asked questions

Why has Basildon Community Housing Association changed its name to Swan (Essex) Housing Association'?

Basildon Community Housing Association has always been part of the Swan Housing Group. Basildon Community Housing Association is about to receive charitable status to enable it to receive the same cost-saving benefits (particularly tax) as Swan Housing Group. There are other organisations with the initials BCHA in the UK, and in order to avoid confusion, and to recognise the wider area of Essex in which we now operate, we decided to change our name to Swan (Essex).

How will this affect the regeneration of the Craylands Estate'?

In short, it will not affect it at all. Contact numbers, offices and staff will remain the same and there will be no difference in the services you receive.

When will work start on the Craylands Estate'?

We are hoping that English Partnerships will submit a planning application to Basildon Council by the summer. We hope that work will begin in spring 2007.

The whole regeneration of the Craylands Estate is likely to take many years to complete.

We are only at present discussing the first phase of the regeneration and that is not likely to be finished until 2009.

Will my house be demolished'?

Some demolitions will be needed. Detailed plans regarding which homes will be demolished have not been finalised yet. As we develop the plans for each phase of the Craylands regeneration programme we will be in a better position to start advising residents who will be directly affected by demolitions. If you are affected by Phase 1 of the regeneration you should have been contacted by now.

Will I be compensated for the loss of my home'?

We will look to provide residents with the market value of their property (without any increase or decrease attributed to the development scheme) + a home-loss payment of 10% of the value of your property.

How much notice will you give of the start of demolitions?

We intend to give people at least 9 months notice if it is likely their home may need to be demolished as part of the regeneration programme.

Will you be demolishing community facilities on the estate?

The plan does involve the demolition of some community facilities at the centre of the Estate; however, we will be rebuilding a new local centre with multiple community uses and we intend to continue the availability of community services through the construction period up to the provision of the local centre.

What will happen about disruption to remaining residents?

Swan have a policy of ensuring that residents living near our new developments are disrupted as little as possible. Swan are unable to offer compensation to residents for any disruption caused by the building works going on around them but will be working closely with Lovell to keep disturbance to a minimum.

Lovell fully supports the need to be a member of the Considerate Constructor Scheme and every site is registered.

Lovell recognise the inconvenience that building works can cause residents remaining in situ. We aim to limit disruption as much as possible. Most housing and estates regeneration works are carried out with residents in occupation, other members of the community and businesses in close proximity. We believe it is important peoples' needs are considered, understood and respected.

We make every effort to ensure the impact of all construction works are minimised. Procedures are in place to ensure the inconvenience to the most important people, (residents and the neighbours) are treated with utmost priority, for example noise suppression, damping dust, specific routes to control traffic to and from the site as an added safety measure and cleaning roads.

9 Who can I contact for further information?

General enquires:

If you have any general enquires, please contact the Fryerns and Craylands Consultation Shop at 21 Exeter Close or ring **020 7510 9958** (to change to 0800 number when available)

English Partnerships:

Simon Powell,
Senior Regeneration Manager,
English Partnerships, 10th Floor, 2 Exchange Tower, Harbour Exchange Square, London E14 9GS
Call 0207 531 2486

Swan Project Management:

Dave Poulter, Assistant Director of Major Projects, Swan Housing Association, Zurich House, High Street, Billericay, Essex
Call 01277 844248

PRP Architects:

Manisha Patel, Masterplanner
10 Lindsey Street, Smithfield, London EC1A 9HP
Call 0207 653 3470

Lovell Partnership:

Steve Norton,
Business Development Manager,
Churchwood House, 116 Cockfosters Road, Barnet, Herts EN4 0DR
Call 0208 370 6346

Basildon District Council:

Rab Fallon, Housing Manager (strategy)
The Basildon Centre, St Martins Square, Basildon SS14 1DL
Call 01268 294012
Please also visit the project website at www.englishpartnerships.co.uk/fandc

Independent Planning Advice

Planning Aid East of England is part of a national planning aid service that offers free, independent and professional advice on town and country planning issues to community groups and individuals, who cannot afford to pay a planning consultant. They can be contacted on freephone **0870 850 9801** or visit <http://www.planningaid.rtpi.org.uk/>

10 Glossary of Terms

A guide to some of the terms used in this document that may be unfamiliar to you

Term	Explanation
Decent Homes Standard	This is a Government target that requires all Councils and Registered Social Landlords to bring all of their properties up to a decent standard by 2010.
English Partnerships	English Partnerships is the government's national regeneration agency. Our aim is to deliver high quality, sustainable growth in England.
Equity Share on the Estate	Swan will grant you an equity share lease on one of the new or refurbished properties on the Estate. We aim to provide like for like properties.
The Estate	Craylands Estate, Basildon Adult Community College, Clinic and the surrounding land collectively referred to as the former Fryerns School site.
Home Loss Payment	The amount of money you would get as compensation for having to move permanently out of your home.
Housing Corporation	The Government appointed body responsible for funding and regulating registered social landlords.
Housing management services	The range of services from your landlord including things such as grounds maintenance, repairs, dealing with anti-social behaviour and rent collecting.

Term	Explanation
Independent Housing Ombudsman	An independent national organisation that would look into any complaint about your landlord, if you become an assured tenancy of Swan Housing Association.
Inflation	An increase in The Retail Price Index, which is a figure issued by the Government.
Swan Housing Association	Swan Housing Association is the proposed new landlord for the Estate.
Registered Social Landlord (RSL)	Not for profit organisation, such as a housing association, offering homes at affordable rents to people with housing need.
Resident	Any Secure Tenant or Leaseholder of the Estate.
Tenants Friend	Independent Tenant Resident Advisor. An organisation who can offer tenants and residents independent advice and support during stock transfer and major regeneration schemes.