Information pack

Frequently asked questions



1. Why have you been looking at the options for the tower blocks?

Following the render removal, we have had to look at the long-term future of the tower blocks, given the level of investment needed to replace the render systems and upgrade the buildings. We have included an information sheet on the reasons for the preferred option in this pack.

2. How many homes and what type of properties will you replace the tower blocks with?

We have carefully considered this and believe we could build **183 new homes** on the sites. This is based on 4-6 storeys high apartment blocks spread over a slightly larger area. Please see the *'Our vision for Haughton Green'* document included in this pack which has some visual layouts for you to see what we are proposing.

3. Which block will be emptied first?

The re-housing process for all three blocks will begin at the same time, rather than one after the other. This will give everyone an equal chance of moving into a home that is reasonably suitable for their housing needs as it becomes available.

4. What are the timescales for redevelopment?

This will depend on how quickly the current blocks can be vacated. However, if we can rehouse everyone within three years, we expect that the first new homes will be ready for customers to move back into by 2031.

5. When do I have to move out of my home?

No-one will need to leave their home until a property which is reasonably suitable for their housing needs has been identified. We hope to rehouse everyone over the next two to three years to allow work to begin.

6. How will I find a new place to live?

Our team will arrange to meet with you to talk through your needs, circumstances and options available. We will help you apply for a new home and offer support with this process if you need it. We will keep you updated along the way about any homes we have that become available.



7. Will I have to move into temporary accommodation?

Everyone will be guaranteed one of the new properties when they are ready. As it could take up to six years for them to be ready, customers will need to move into a home that reasonably suits their needs during that time. This will be a home, and we do not intend to use any type of temporary accommodation such as B&Bs, hostels or hotels. Some customers may wish to stay in the home we find them, and this is also possible for those who would prefer to do this.

8. What if I already know where I would like to move to?

That's great and will really help us to know what we're looking for. Please share this with our regeneration officer when they meet with you. This will help us to work with you to find a home in your preferred area.

9. Can I stay in Haughton Green?

We know there is a strong community in Haughton Green, and we want to keep this. Everyone will be guaranteed one of the new homes when they are ready. In the meantime, we will try to find homes for everyone as close to the community as we can, making sure it is reasonably suitable for your housing needs – both in terms of type / size of the home and where it is located.

10. What if I want to move out of Haughton Green?

Irwell Valley Homes has homes across Greater Manchester, including in Trafford, Salford, Manchester, Bolton and Bury. We can share details of the other areas where we have homes if you are looking to move somewhere else.

We can also support you with registering and applying for homes through other Local Authority Choice Based Lettings schemes in Greater Manchester… or further afield.

11. What will the rent be in my new home?

The rent will vary according to the size, type and location of the home. When a home becomes available, you will be informed of the rent and any other charges (if there are any) and will be able to decide whether this is right for you, before you make a bid. We also have a financial inclusion team who can check you are receiving all the support towards your housing costs you are entitled to. This can help you to maximise your income.

12. Will I receive any financial support?

All households who have lived in their home for 12 months or more are legally entitled to a 'home loss payment'. This is set by the government and is currently £8,100. Any money which is owed to Irwell Valley Homes will be deducted from this sum.

Irwell Valley Homes will also cover your costs of moving including:

- **Paying for a removal company.**
- **Arranging flooring in your new home.**
- **Arranging blinds or curtains.**
- **Disconnecting and reconnecting appliances.**

Additional expenses such as Royal Mail redirection and TV and BT reconnections will be reimbursed to you through a lump sum payment of £650 to cover the costs.

Further details regarding these payments and costs are set out within the enclosed document called *'Supporting you with your move'*.

13. Can I delay moving? Now is not a good time.

Please discuss this with us. We will work with you and fully consider your circumstances. Our aim is to make this process as easy as possible.

14. I want to move as soon as possible – is that possible?

Please discuss this with us. If you would like to move quickly, we will work as fast as we can to accommodate this. If you have found somewhere yourself, we can arrange payments and support with your move as quickly as you need it. If you need us to find somewhere with you, how long this takes will depend on when suitable homes become available.



15. Is my current home safe?

Yes – your home is safe. We know it doesn't look it's best from the outside and it needs upgrades in the future, but it is still safe. Our usual programme of regular safety checks, including the sprinkler system, will continue as normal and we will continue to carry out routine servicing of all the components.

We are also still here to help with any repairs – so if you have any issues, please let us know.

16. Will you continue to maintain my home and the building while people are moved out?

Yes - our priority is providing you with a safe and decent home. We will continue to complete repairs, carry out maintenance work and routine servicing within your home and the communal areas of the building. Where repairs are linked to the removal of the render, we will prioritise your move to a new home, but we will make sure we keep your home safe in the meantime.

17. What is being done to manage anti-social behaviour, security and legionella while people move out?

Flats are secured as soon as they become empty. CCTV is in operation and additional security measures will be introduced as more homes and buildings become empty. We're also working with a specialist company to ensure that water quality in the buildings isn't affected by the decreasing number of residents and the lower usage of water. They're fitting a new type of pipe in each plant room – to keep the turn-over of water at the same rate - and completing more regular legionella checks of the water tanks.

18. My home is cold – can I expect to get further support with my energy costs?

We will provide winter payments to cover additional heating costs between November and March each year while there are still residents in the building. In 2026/27 this will be split into two payments of £75 – one in November and one in January. To claim this, please email haughtongreen@irwellvalley.co.uk with your address and bank details and we will arrange this payment for you.

19. Will any home loss payment affect my Universal Credit?

Any home loss payment may take some residents over the £6,000 threshold of savings that will affect Universal Credit. If you receive a home loss payment, you will need to tell Universal Credit that your circumstances have changed. Your Universal Credit will be amended to allow for this amount of savings while it is still in your bank. We can offer further guidance on this as part of your meetings with the regeneration team.

20. How is the Home Loss Payment decided?

The Home Loss Payment is set by the Government and is currently £8,100.

21. Will I get help clearing furniture and belongings from my flat?

We now ask people to leave behind anything they no longer want when they move out of their home and we will organise for it to be taken away free of charge. Where items are of good, reusable quality we'll work with our charity partners to donate. We are also trialling keeping a store of good quality items to re-gift to new customers who may not have items of furniture when they move into one of our homes.

22. Will I be charged if I leave carpets and flooring behind?

No, we will remove these at no cost to you.

23. If I am an older person, will I have to move into sheltered housing or a care home?

We will only move residents into an independent living scheme or a care home when this is something they have asked for.

24. When am I moving?

Once we have found you a new home. You don't need to do anything about moving until we have offered you an alternative home and you have accepted it.

If you would like to have a clear out or start getting prepared for a move then you are welcome to – but please note the process to find new homes for everyone will take some time, so there is no immediate rush.

25. I haven't heard about moving yet - why?

We're matching available homes to individual household needs. We'll contact you when a suitable home becomes available and will continue to keep in touch throughout the process.

26. How will the demolition be completed safely?

Our current plan is for all residents to be rehoused by April 2029 at the latest, with demolition taking place after that. When the towers are demolished, they will be taken down carefully and in a controlled way. The area around the buildings will be fenced off and secured to keep people and nearby homes safe. We will share more information about the demolition plans and safety measures with the local community well before any work starts.



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