

Landlord Offer Serpentine Court – Secure Tenants.



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Introduction

This document sets out Milton Keynes City Council's offer for our secure tenants from Serpentine Court who are moving as part of the regeneration works.

It details what a secure tenant can expect throughout their journey from their initial housing needs assessment, move on options, financial compensation and what support is available.

Housing Needs Assessments

Each secure tenant will be contacted to arrange a visit to complete a Housing needs assessment. This includes any tenants who have been temporarily decanted. As part of this process, our allocations officer will:

- Confirm any medical, health, mobility, social or risk factors that should be considered.
- Confirm the tenants rehousing option preference.
- Location preference if opting to move elsewhere in the borough.
- Current location of children's schools and workplace, if applicable
- Advise the tenant of the moving process.
- Collect any required documents.
- Inform the tenant about their rights and what they are entitled to including compensation for moving.
- Complete an affordability assessment (income and expenditure form) with you to ensure your new home is affordable, and you have all the benefits that you are entitled to.
- Signpost tenants to other agencies if any support needs are identified.

Move options for Secure Tenants

Option 1: Move to a new council property constructed under the lakes estate redevelopment once completed.

- MKCC are building new council homes on the Lakes Estate as part of a regeneration scheme. Priority for the new build homes will be given to those council tenants who are resident at serpentine court. Tenants who express an interest in moving to one of the new homes once the properties are built will be given the opportunity to do so.

- Tenants who have been temporarily decanted due to the condition of their home on serpentine court will have the right to return to one of the new build properties if they wish to do so, providing the temporary decant occurred on or after 5th December 2023.
- Tenants will be entitled to two direct offers of suitable accommodation.

The development is made up of 183 units (123 Social rents and 60 Affordable rents) A social rented property will be allocated to those who have chosen to remain, however if the tenant prefers a certain phase of the development and there are only affordable rents available in their household size, we can consider allocating an affordable rent if the property is assessed as affordable and this is the tenant's choice.

To assess affordability we will use the criteria set out within Appendix 5.2 of the housing allocations scheme which can be found here: [Housing Allocation Scheme - January 2025.pdf](#)

Option 2: Move to an existing council or Housing Association property elsewhere in the borough.

- Council tenants who wish to move elsewhere in the borough will be given the opportunity to do so. Affordability assessments will be completed for any offer of accommodation.
- Tenants who have been temporarily decanted due to the condition of their home on serpentine court can also choose this option, providing the temporary decant occurred on or after 5th December 2023
- Tenants will be entitled to two direct offers of suitable accommodation.

Making an offer of accommodation

Tenants will be entitled to a maximum of two direct offers of suitable accommodation as set out in the move options above. Suitability is determined on the tenants housing needs in line with the Housing Allocation Scheme. More details on the allocation scheme can be found here: [Housing Allocation Scheme - January 2025.pdf](#)

Tenants needing larger homes will be offered a home that meets the needs of their family. The household size will be assessed in line with the allocation scheme criteria listed under section 3.13 as follows:

The allocations scheme allows a separate bedroom each for:

- A married couple, cohabiting couple or single parent

- Adult aged 21 years or more
- Pair of adolescents aged 10-20 years of the same gender
- Pair of children aged under 10 years regardless of gender
- An adolescent aged 10-20 years paired with a child aged under 10 years of the same gender
- An unpaired adolescent aged under 21 years

For families with adult children and where a housing need exists, we may be able to consider separate homes for the adult children. Such housing situations will be assessed and approved on a case-by-case basis.

Tenants who have more bedrooms than they need (under occupying), will be considered under our downsizing incentive scheme. Further information on the downsizing incentive can be found here:

[Downsizing Incentive scheme | Milton Keynes City Council](#)

If you are under occupying but choose to remain in a like for like property in regard to number of bedrooms, this is also an available choice.

Details on how the new build properties will be allocated can be found within the local lettings plan which was agreed with the Lake Estate Renewal Forum.

[The Lakes Estate Regeneration | Milton Keynes City Council](#)

Right to request a review

Where tenants feel the offer of accommodation is not suitable and does not meet their housing needs, they have the right to request a suitability review. You can request a review by emailing within 21 days of receiving an offer of accommodation.

Reviews will be considered by the Reviews Team. If the review is successful, and agreed the property offered is unsuitable, we will make a further offer of suitable accommodation.

If your review is unsuccessful and it was your 1st offer, you will still receive your second offer of accommodation.

If your review is not successful, and it is your final (second) offer and you still refuse the offer, we will work in line with our decants policy as detailed under refusal of accommodation below.

Refusal of accommodation

In line with our decants policy, under section 8.3, should the tenant refuse both direct offers of suitable accommodation, the Council will serve a notice of seeking possession and apply to court for possession of the property Please find the policy here: [Decant Policy Nov 23.pdf](#)

The reason for issuing formal Notice of Seeking Possession and applying for court orders for possession, is to ensure that legal and vacant possession of the site can be provided.

If the tenant hasn't received 2 offers of accommodation before vacant possession of the site is required, the tenant will be required to move temporarily to another property until a suitable permanent property can be offered.

If the tenant is refusing to vacate the property and the building is not safe for them to remain there, i.e., in the event of an emergency, consideration must be given to making an application to the court for an injunction, to remove the tenant from the property. At the point of making the application to the court, a suitable offer of accommodation must be prepared in advance of the hearing if the tenant opts to not source their own accommodation.

Home-loss and disturbance payments

Secure tenants will be eligible for a home loss payment if they have been living in the property for 12 months or more before moving. Once the tenant has signed for the new tenancy and surrendered their keys for the previous tenancy, the home-loss payment of £8100 will be received within 3 months. We will pay the money directly into the tenant's bank account.

For tenants that have been moved temporarily due to the condition of the property at serpentine court, they will only be eligible for a home loss payment once the tenant has moved into their permanent offer of accommodation.

If tenants owe us any housing related debts such as council tax or rent arrears, housing benefit or former tenant arrears, we will request that they clear the money owed using the home loss payment. They will be requested to sign a home loss settlement agreement if they agree to the deduction. We will take the money owed from the home loss payment before the remaining amount is then paid to the tenant.

Secure tenants are also entitled to a disturbance payment which is to reimburse the tenant for costs they have faced due to their move. The amount will cover the reasonable expenses essential to the move.

Items considered under the disturbance payment:

- Removal costs
- Flooring where required.
- White good disconnect/reconnect where required.
- Removal and refitting of fixtures and fittings in the decant property, such as grab rails, curtain rails.

We will also consider other reasonable costs on a case-by-case basis.

For costs to be reimbursed to the tenant we will require receipts. We can also pay contractors directly if they are already set up on our payments system.

Communications and Support

We have committed to the following support and communications:

- Regular newsletter
- Dedicated regeneration and renewal web page
- Allocations officer attending Spotlight for drop-in sessions.
- Allocations officer available for advice and support throughout the moving process.
- Vulnerable residents that need additional support will receive further help with the practical arrangements for moving and we will assist with accessing translation or advocacy services where required. We will talk to you about any support needs as part of the housing needs assessment.

Your Feedback

To review the effectiveness of the rehousing process and to gather tenant feedback, we will reach out to complete satisfaction surveys between July 2025 – January 2026.

