

Canning Town Regeneration FAQs



Allocations Process

Q1. How will the new homes be allocated?

The new homes will be allocated according to both Newham's Allocations Scheme and the Local Lettings plan which governs the regeneration scheme. The Local Lettings plan governing Vandome Close, Leyes Road and Vincent Street will be published in July 2026.

Q2. What is the Local Lettings Plan and how does it prioritise local residents?

A Local Lettings plan is a formal council decision which allows us to vary some criteria surrounding how we allocate properties to residents. In this case, its primary function is to allow us to prioritise allocating the new homes to residents within the regeneration areas, whose homes are needed for regeneration.

Q3. Can residents choose to opt out of moving into the new homes and instead choose to move elsewhere in the Borough, including other new homes in areas where regeneration is taking place?

Residents are able to bid for alternative properties outside the regeneration area through the choice-based lettings schemes. For more information see newham.gov.uk/housing-homes-homelessness/apply-council-housing/9

Q4. How many choices will residents receive when viewing the new homes? Do residents have to accept the first offer?

As per the allocations policy, existing secure tenants will receive up to 2 reasonable offers, household in temporary accommodation will receive one reasonable offer. Residents can only refuse offers without consequence based on exceptional criteria. Unreasonable refusal of offers may result in the council discharge any further duty to assist under homelessness legislation.

Q5. When will residents housing needs be reassessed? What happens if residents' housing needs have changed?

Assessments to ensure residents housing needs are up to date are ongoing and residents in the Canning Town regeneration area should have been contacted by 31 July 2026.

Households in temporary accommodation and households experiencing overcrowding will receive a property with the number of bedrooms that meets their housing need.

Existing secure tenants are entitled to a property with the same number of bedrooms even if their housing need has reduced.



Residents in Temporary Accommodation

Q7. What is the process for moving from a non-secure tenancy to a secure tenancy?

The regeneration provides a pathway to acquire a lifetime secure tenancy via the Landlord offer. Residents are typically initially granted a fixed-term tenancy at Newham. Once that term expires Newham will then decide whether to offer you a lifetime secure tenancy.

We won't offer you another if you:

- Did not pay the weekly rent or other charges
- Have let the property to fall into bad repair because of neglect or if you have damaged it
- Caused a nuisance, or let members of your household or your visitors to cause a nuisance or annoyance
- Did not use the property as your main home or you have sub-let it
- Continuously breached your tenancy conditions
- Now own a property.

You will have the right to appeal this decision

Q6. Will residents get 'like for like' homes and will everyone get outside space?

As above, households in temporary accommodation and households experiencing overcrowding will receive a property with the number of bedrooms that meets their housing need.

Existing secure tenants are entitled to a property with the same number of bedrooms even if their housing need has reduced.

All properties will have outdoor space via a garden or balcony.

Q8. How will residents in temporary accommodation be compensated when they move? Will they receive help with their moving costs?

Non-secure tenants will receive a disturbance payment, set at £200, to compensate for the costs associated with moving. In addition, the Council will provide support by arranging and covering the cost of a removal company with an authorised supplier, with bookings coordinated to suit the tenant's availability.

Q9. Can residents currently in Temporary Accommodation refuse the offer of a new build home? And if so, what are the grounds for refusing to move into one of the new homes?

As per the allocations policy, residents can only refuse offers without consequence based on exceptional criteria. Unreasonable refusal of offers may result in the council discharge any further duty to assist under homelessness legislation. Please see more information at newham.gov.uk/downloads/file/9713/housing-allocation-policy-04-09-2025-v3-0-1

Q10. Why are residents currently in Temporary Accommodation being asked to pay the London Affordable Rent in the new homes?

The new homes have been built with funding granted by the Mayor of London's affordable homes for London scheme

Q11. Is London Affordable Rent the same as social rent? Is it classed as a “genuinely affordable” rent?

London Affordable Rent (LAR) was introduced in 2016 by the Mayor of London. LAR units are Affordable Rent units in London let at or below the weekly rent benchmarks set by the Greater London Authority (GLA). It is considered a 'genuinely affordable' rent, with costs well below the 80% of market rent that that is what the government has defined as 'affordable'.

Q12. What are the London Affordable Rent levels in the new homes?

Secure will continue to pay the same rent for the same number of bedroom, going up in line with council policy.

Existing temporary accommodation households will pay LAR rent, a requirement of the grant funding, to build the homes from the Greater London Authority. Below are the expected weekly rates for 26/27:

26/27 Assumed	Rate
Bedsit and 1-bedroom	£216.80
2 bedrooms	£229.52
3 bedrooms	£242.28
4 bedrooms	£255.03
5 bedrooms	£267.78
6 or more bedrooms	£280.52

As currently, rents do not include utilities or any service charges.

Q13. What is the Local Housing Allowance?

Local Housing Allowance is a system used to calculate how much housing benefit will be paid to private renters on low incomes. **It does not apply to council properties.** Instead, those on low income eligible for housing benefit will be paid for all eligible rent (broadly rent and some service charges). Please be aware however that there is an overall benefits cap. For benefits advice, we recommend contacting one of the services here: newham.gov.uk/advice-support-benefits/benefits-may-able-claim/12

Existing Secure Tenants

Q14. Will existing secure tenants receive a Home Loss Payment? When can they expect to receive it?

Yes, all existing secure tenants are eligible for a Home Loss Payment. The payment will be made after you have moved into your new home and your tenancy at the current property has ended. This is currently set at £8,100.

Q15. What rent will existing secure tenants pay in the new homes?

Existing secure tenants will pay the same rent for the same number of bedrooms, which will only change if council policy does.

Tenancies

Q16. Will residents currently in temporary accommodation become secure tenants when they complete their move?

Upon moving, residents will be granted a fixed-term tenancy. This is the process by which residents become secure tenants in Newham and upon completion of the fixed term, Newham Council will then typically grant a lifetime tenancy.

Q17. Why are residents being offered fixed-term tenancies? Are they the same as a secure tenancy? Will residents have fewer rights under a fixed-term tenancy?

Residents are typically initially granted a fixed-term tenancy at Newham. Once that term expires Newham will then decide whether to offer you a lifetime secure tenancy.

We will not offer you another if you:

- Did not pay the weekly rent or other charges
- Have let the property to fall into bad repair because of neglect or if you have damaged it
- Caused a nuisance, or let members of your household or your visitors to cause a nuisance or annoyance
- Did not use the property as your main home or you have sub-let it
- Continuously breached your tenancy conditions
- Now own a property.

You will have the right to appeal this decision

General Questions

Q18. Why has the Council paused further work on the Canning Town Masterplan? When are things going to restart?

The council has paused further work on the Canning Town Masterplan whilst we review the delivery strategy Work is being done to ensure the schemes remains viable and delivers what is best for existing and future communities. We will continue to update on progress and planning permission likely to be submitted in due course.

Q19. Will service charges increase when residents move into the new homes?

Services charges are based on the services you receive at your new home. The cost charged to residents will only change when the cost of the services provided changes.

Resident Support and the New Homes

Q20. How will residents be supported throughout the rehousing process - before, during and after moving?

Residents will be provided brochures, FAQs, and other documents to ensure they have ample access to the information required. Where support or translation is needed, we will assist. The regeneration team remain on hand, via phone 0203 373 3906. Email regeneration@newham.gov.uk or visits to the Grow Box 10-4pm on Wednesdays.

Where independent advice is needed, residents can contact Newman Francis, the independent tenant and resident advisors on 020 8536 1436 or canningtown@newmanfrancis.org.

Both Newman Francis and the regeneration team can signpost to other advice services.

Q21. Will there be support available for vulnerable residents during the moving process?

The housing decant will work to identify vulnerable residents during the housing needs assessments advice. Vulnerable residents will receive additional support according to their needs.

Q22. Are residents expected to clear any unwanted belongings when they move from their existing homes? Will the Council organise clearance?

Yes, as per tenancy terms and conditions any tenancy secure or non-secure properties must be left clean and clear of rubbish, furniture, and possessions. Tenants with vulnerabilities consideration will be made to leave items for the council to clear.

Q23. Will residents receive advice and support to make sure they will be able to afford the rent and service charges in the new homes?

Residents will receive information on rents via the introductory brochures and these FAQs. We will signpost to advice services for residents to receive support around their options. Please see below for our recommended services to contact:

Our Newham Money

112-118 The Grove

Stratford

London E15 1NS

Tel: 020 8430 2041

Email: ournewham@newham.gov.uk

If you are coming for an appointment, please ensure to bring relevant documents with you e.g: Proof of income (which could be a bank statement)

The latest letters and statements you have on all your debts.

The advice is free, confidential and impartial, independent of other council services.

Community Links: Barking Road **105 Barking Road** **Canning Town** **E16 4HQ**

Community Links can offer appointments for people struggling with debt and can advise on bankruptcy, rent arrears, utilities debt, credit arrears and debt relief orders (DRO's). Community Links can help to restructure or write off debt and negotiate affordable payment arrangements. Please visit the Community Links website for more information.

They can help you with advice on water debt as well as providing money management support to help you reach a more secure financial position. We can help clients write off water debt and receive new kitchen white goods through our Thames Water programme.

Call 0207 473 2270 from Monday to Friday (9.30-5.30) to set up an initial appointment with a debt adviser.

There are no drop-in appointments.

Community Links also work with a corporate lawyers to offer a free drop-in evening law surgery twice per week. The team offer legal advice on some areas of consumer, private housing and employment law. No appointments are necessary but as we rely on volunteers, sometimes you may not be seen and have to return on another day.

The sessions run on Wednesdays at 4pm. Registration starts at 5pm. Please note that we work on a 'first come, first served' basis.

Q24. Will residents receive help with transferring welfare benefits and applying for new benefits?

Please contact the above services for assistance.

Q25. What help will residents receive in operating the heating and ventilation systems in the new homes?

Yes, residents will receive a home user manual, and the sign-up officer can demonstrate the use of the systems.

Q26. How will residents be able to report any defects in their new homes? What after care service will be offered by the Council when residents move in?

Defects can be reported via contact information which will be provided at the time of sign-up. The council will work to ensure the contractor is responding and resolving defects quickly.

Q27. How will access and security be managed and maintained in the new homes? What will the Council do to prevent crime and ASB?

The Canning Town masterplan and Vincent Street have been designed with security in mind. The Council has consulted with the police to ensure that the design minimizes ASB, giving thought to access points, sight lines are more. The block will be accessible to residents via fob. The council's enforcement teams remain active in the area to combat crime and ASB.

Q28. Will there be safe play space for children?

Yes, the masterplan and Vincent Street both provide additional green and play space that has been assessed with safety and security as key considerations.

Q29. Will there be parking provision in the new homes?

Normally these schemes are completely car-free due to Mayor of London policy. For Vincent Street we have a special exception, whereby existing residents who currently have a parking permit to retain one permit when they move to the new homes.

Q30. Will pets be allowed in the new homes?

Residents will need to obtain the council's permission for any pets. Permission will not be unreasonably denied.