

Framework Relocation Strategy

Spray Street Quarter LLP

Woolwich Exchange
Spray Street
Woolwich
SE18

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Prepared by

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Limitations

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1 INTRODUCTION

- 1.1 This Framework Relocation Strategy has been prepared for Spray Street Quarter LLP (**'SSQLLP / the Developer'**). It sets out SSQLLP's approach to the acquisition of land forming the Woolwich Exchange Site (**'the Site'**) and, within that, the strategy by which SSQLLP will seek to assist those occupiers who wish to relocate to alternative premises.
- 1.2 The Council and SSQLLP have appointed Newsteer Real Estate Advisers (**'Newsteer'**), a property consultancy with a specialism in compulsory purchase and compensation, to lead negotiations with affected businesses to purchase their interest by agreement. This engagement process began in February 2018 at which time all businesses were written to directly introducing Newsteer, providing an explanation as to the CPO process and enclosing a CPO FAQ sheet which provided a responses to typical questions raised. Regular communication has continued, and where businesses have engaged support has been provided in the form of assisting in the search for suitable relocation properties, leading negotiations for the acquisition of new accommodation, providing information about the compensation process, and through presentations informing occupiers of the key elements of relocating to new business premises and technical matters they should be aware of. Where occupiers have requested written communication in a language other than English, this has also been provided.
- 1.3 The Compulsory Purchase Order process requires SSQLLP to engage with affected parties but this strategy has been specifically prepared to accompany the planning application so to set out clearly the engagement strategy to be adopted.
- 1.4 SSQLLP's vision for the Site is for the delivery of a comprehensive residential-led mixed use scheme that extends and enhances Woolwich town centre, whilst making the most of the opportunities presented by existing (rail and DLR) and forthcoming (Crossrail) transport infrastructure. The project will also incorporate first-class leisure and retail offerings, and deliver high quality public realm. An emphasis has been made on place making, having a viable and deliverable commercial offer to contribute to Woolwich's Metropolitan Centre aspirations, and improving connectivity and legibility. This directly responds to Royal Borough of Greenwich's objectives for Woolwich Town Centre and the Site.

- 1.5 The land that forms the Site – bound by Plumstead Road to the north, Burrage Road to the east, Spray Street to the south and Woolwich New Road to the west - is currently held in a number of different ownerships and is occupied by a range of business with the accommodation utilised for a range of purposes, including: retail, community, religious, health, light industrial and office workspace. In total there are approximately 145 businesses trading from properties within the Site.
- 1.6 There is also some residential accommodation within the Site, principally formed of flatted accommodation above retail units all of which are presently occupied by private tenants, either by way of an Assured Shorthold Tenancy ('**AST**') or where the residential and commercial accommodation are held together, a business tenancy.
- 1.7 This document sets out the framework strategy which is being adopted by SSQLLP and the Council when engaging with property occupiers. It has been informed by the business surveys that have been undertaken and will continue to be developed and refined as more information is obtained regarding the affected occupiers and their accommodation requirements.

2 BACKGROUND

- 2.1 The Royal Borough of Greenwich ('**RBG / the Council**') own the former Woolwich Covered Market as well as some small parcels of land which generally form part of the public highway around the site. The Council has entered into a Conditional Land Sale Agreement with SSQLLP, a joint venture between St. Modwen Properties plc and Notting Hill Genesis, for the disposal of their interests in the site but in order to bring forward the development, a significant land assembly exercise needs to be undertaken as vacant possession of the entire development site will need to be secured. The Council intends to support the delivery of the project through the use of its compulsory purchase powers if required¹, although hasn't made a formal decision to use those powers yet.
- 2.2 A relocation strategy is being implemented as both the Developer and the Council recognise the impacts that the redevelopment of the Site will have on existing businesses and occupiers. Whilst the Site represents a key development opportunity within Woolwich Town Centre, having the potential to deliver a significant number of new homes, retail and leisure accommodation and public realm improvements which will expand the offer of the

¹ See RBG Cabinet Meeting 15 November 2017 which provided an update on the project and land assembly. The Report outlines the Council's role in: site assembly and use of CPO powers if required, preparation for potential use of CPO and relocation strategy and support for businesses.

town centre and deliver a number of public benefits, it is acknowledged that bringing forward the redevelopment will require the displacement of a number of businesses and occupiers.

- 2.3 The construction programme for the Woolwich Exchange development does not allow for existing business occupiers to relocate into the new scheme and maintain continuity of trade, as all properties within the Site are expected to be demolished in advance of completion of the new accommodation due to the scheme including an extensive basement that includes an energy centre, car parking and ancillary areas. Consequently, the Relocation Strategy is focussed on supporting existing occupiers find alternative accommodation so they can maintain continuity of trade/operation. Supporting the successful relocation of occupiers is an important consideration of the Developer, not only in respect of achieving the ambitions of planning policy but also reflecting the significant land assembly exercise which needs to be undertaken.
- 2.4 The Ministry of Housing, Communities and Local Government's Guidance on Compulsory Purchase Process and the Crichel Down Rules (July 2019) (**'the CPO Guidance'**) recognises that the anxiety of owners and occupiers of land proposed to be compulsory purchase can be reduced if the acquiring authority engages constructively with affected parties, including offering advice and assistance to affected occupiers in respect of their relocation and providing details of available relocation properties where appropriate. It is considered that such assistance would be of benefit to affected businesses given the majority are independent traders who may have limited experience of sourcing, negotiating and securing commercial accommodation and/or relocating a business to alternative premises.
- 2.5 This Framework Relocation Strategy is intended to outline how local businesses and occupiers will be supported in successfully relocating to alternative premises. It is appreciated that such a strategy cannot guarantee a successful relocation, but it is believed that this assistance will give affected businesses the opportunity to successfully relocate through the identification of potentially suitable premises and guidance/support in the process of securing and moving to alternative premises, thereby helping to mitigate the impact of the displacement of businesses redevelopment.
- 2.6 The Spray Street Masterplan SPD recognises the opportunities presented by the development opportunity, with the following objectives identified at Section 2.1:

- Contribute to Woolwich's growth into a Metropolitan Town Centre;
- Create a landmark high quality mixed use development, which will help integrate the Royal Arsenal and Crossrail station into the town centre;
- Increase and diversify housing development;
- Improve the built and environmental quality and create a gateway to the town centre;
- Expand and improve the cultural and leisure offer to create a destination;
- Increase permeability and connections to the town centre; and
- Attract and retain people within Woolwich Town Centre.

2.7 Realising the full potential of the Site requires comprehensive development and this necessitates the displacement of all of the existing occupiers. The purpose of the Framework Relocation Strategy is to identify measures that will be put in place to help minimise the impact on existing occupiers and in turn, the local community that utilise the services that those businesses and organisations provide.

3 RELOCATION STRATEGY – BUSINESS

3.1 A proactive approach to engaging property occupiers has been adopted. Affected businesses have been identified through:

- Undertaking site inspections to record the occupation of premises;
- Issuing questionnaires to all property owners and occupiers to obtain details about the occupation of properties, their anticipated future requirements, and contact details for all parties who own or occupy accommodation within the Site;
- Meeting with property occupiers: the Council's business engagement team, Newsteer and the Developer's appointed business support consultants, Retail Revival, have visited properties to introduce themselves to business occupiers and understand occupation arrangements and who should be contacted.

3.2 Since February 2018 work has been undertaken to inform the Relocation Strategy and provide assistance to businesses. Through a combination of discussions with business owners

and the completion of business surveys, an understanding of the different requirements of the businesses operating at the Site has been developed. The business surveys capture information about the current and future accommodation requirements of each business, the use to which the accommodation is put and their criteria for replacement accommodation (location, rental levels, etc.). These surveys were first undertaken in 2018 with further engagement in early 2020. They will be updated again as the development progresses so to ensure that occupiers requirements are understood and incorporated as appropriate into future iterations of the relocation strategy.

3.3 The Framework Relocation Strategy is focussed on proactive engagement, financial and business relocation support, and clear communication. These themes are explored in detail below.

3.4 **Engagement and Financial support**

3.4.1 Where a business engages, Newsteer will meet with the business proprietors to discuss the scheme, the CPO process, the compensation regime and answer any queries. In accordance with the CPO Guidance, compensation will be offered in accordance with the 'compulsory purchase compensation code' in advance of the CPO being confirmed. Accordingly, where a business qualifies for compensation, financial support will be provided to effect the relocation of a business.

3.4.2 Reasonable efforts will be made to purchase all interests in commercial property by agreement. In some instances this will be based on an outright purchase, but it is expected that the majority of agreements will be in the form of an option or other form of conditional contractual agreement, e.g. agreeing a purchase price that allows the occupier to vacate at an agreed time or on a specific event such as the confirmation of the CPO or the freehold of the property being acquired by the Council / Developer. Such an agreement can also cover minimum notice periods, the phased draw down of compensation and other matters which provide greater certainty on relocating.

3.4.3 The suitability of an outright purchase will be informed by the ownership of the property which the business occupies. The Council and Developer do not own the majority of the properties within the development site and this will limit their ability to enter into outright purchases where the occupier is a leaseholder, as the flexibility in altering or surrendering

leases that comes with being the landlord of the property does not exist. Where an outright purchase is not possible, a clear explanation will be provided and a form of conditional agreement offered.

- 3.4.4 It is acknowledged that the restricted ability of the Council and Developer to make outright purchases may affect the ability of business occupiers to secure alternative accommodation which becomes available allowing them to secure relocation. Where suitable accommodation has been found by a business who lease their accommodation and the owner of the property is not the Council or Developer, Newsteer will work with the business and the freehold owner where appropriate, to establish whether a suitable form of agreement can be reached that allows the relocation to progress. For example, this may be suitable where an occupier is happy to trade from two locations for a period of time to allow for a smooth transition of trade.
- 3.4.5 Where an interest is to be acquired, financial assistance may be available to occupiers through the release of option fees or via early acquisitions. However, as per the compensation code, this type of relocation assistance and the payment of compensation will depend on the nature of the interest that the business holds and the ownership of the property occupied Irrespective of whether a business qualifies for financial assistance, all occupiers will be provided general advice and support in the relocation process.
- 3.4.6 There may be opportunities for businesses to continue occupying their existing property for a period of time during which their business is established in its new premises. The Developer and Council will be open to exploring this with affected parties to assist with continuity of trade.
- 3.4.7 On receipt of the occupier's lease/occupational details and establishment of the compensation rights of the business occupier, a fee undertaking to an initial capped amount will be provided to the occupier's selected consultant so as to allow occupiers to obtain professional CPO advice at no financial cost. Fee undertakings will only be provided to RICS qualified surveyors who are experienced in providing compulsory purchase advice. For professional fees to be recovered, a fee undertaking must be agreed in advance of any appointment. On request, a list of suitably qualified surveyors will be made available to owners and occupiers who want some direction as to potentially suitable advisors. This list will not act to limit who an affected party may instruct.

3.5 **Assistance with Relocation**

- 3.5.1 The Council and Developer have appointed Retail Revival, a specialist consultancy which works with businesses that need to relocate due to the redevelopment of an area to provide support and assistance to all businesses within the Site. The scope of Retail Revival's expertise is broad, covering all stages of business relocation planning; they will however not provide advice in respect of the assessment of compensation – this will be undertaken by Newsteer and the business's owner or appointed CPO advisor.
- 3.5.2 Retail Revival have held a series of one-to-one meetings with affected businesses to explore how the relocation of the business can be managed, and what opportunities or actions can be taken improve the business and strengthen the success of any relocation. Whilst funded by the Council and Developer, Retail Revival will provide independent advice to affected business occupiers and the correspondence between Retail Revival and businesses will be confidential, save as to the business surveys being conducted which will be shared with those parties named in the survey (as per GDPR requirements). With the exception of providing Newsteer and the Council/Developer details of the accommodation requirements of the business in an agreed form of questionnaire, Retail Revival will only provide to the Council/Developer high-level updates relating solely to the level of engagement with businesses for the purposes of monitoring.
- 3.5.3 In addition to this Retail Revival is also providing broader support in respect of business advice. Drop-in sessions and workshops have been held but reflecting the limited take-up, the focus of relocation and business support has been on a one-to-one basis. Group workshops are expected to be limited to specific subjects where there is significant interest from a number of occupiers.
- 3.5.4 To assist in the relocation process, Newsteer and the Council/Developer will prepare and maintain a register of potentially suitable properties which are available. The register will include properties both in and outside of the Council's ownership and detail the address of the property, relevant letting details (asking rent, property size, etc.) and the contact details of local agents so to ensure that occupiers know who they can approach to register their accommodation requirements and for assistance. The register will focus primarily on properties within the Royal Borough of Greenwich but will also include potentially suitable properties in neighbouring boroughs, reflecting the relocation requirements of businesses

and that there may be limited availability of properties in specific use classes within the borough. The register will be made available to those who wish to review it via the Development's website with hard copies made available on request.

- 3.5.5 Where a business occupier has provided their accommodation requirements to Newsteer (either directly or via Retail Revival through the completion of the business relocation questionnaire), Newsteer will notify the affected business when a potentially suitable relocation property is identified. In addition to property searches, Newsteer will be happy to direct occupiers to professional advisors or, where appropriate, directly answer queries in respect of business rates relief, use class changes, negotiations on lease terms, etc.
- 3.5.6 The majority of the new units within the scheme will be openly marketed and businesses will be able to register their interest through the appointed marketing agent of the Developer and will have the opportunity to view these in advance of it being generally marketed. The Council and Developer are exploring the provision of suitably sized units at appropriate rental levels for those existing occupiers who are interested in relocating within the scheme and are able to demonstrate a sustainable offer and business. Identification of businesses will be advanced through the work undertaken by Retail Revival.
- 3.5.7 The Council is also exploring whether it will be able to deliver alternative business accommodation within Woolwich Town Centre; whilst this will not be suitable for all businesses it may meet the accommodation requirements of some of those affected. Details of any viable temporary relocation scheme will be presented to occupiers if further design and planning work demonstrates that a scheme is feasible but the Council and Developer are exploring (amongst others) the following options:
- (i) The provision of kiosks along Plumstead Road, either as a temporary or permanent feature;
 - (ii) Engaging directly with British Land, a landlord with a significant portfolio of assets in Woolwich as to any opportunities within their estate;
 - (iii) Improvements to the existing outdoor market at Beresford Square to establish whether additional pitches can be formed which may be suitable for some businesses within Spray Street.

3.5.8 It is recognised that businesses may need support before, during and after their relocation into alternative accommodation. Retail Revival will be available to work with businesses at all stages of the process including in the immediate period after any relocation. The ambition of Retail Revival is to forge good relationships with those businesses who want support and to work with them through the relocation process, assisting in addressing concerns, and flagging queries with the Council, Developer or consultancy team to respond to.

3.6 Communication

3.6.1 The Council and Developer will maintain a continuing dialogue with all parties holding an interest or occupying a property which falls within the boundary of the Site. Reasonable efforts will be made to engage with property owners and occupiers directly for the acquisition of their interest in land, with general updates as to the progress of the scheme (such as the securing of planning permission and updates as to the delivery programme) provided in regular newsletters issued by the Developer via its communication advisor, Camargue.

3.6.2 The project has a number of consultants, many of which will need to write directly to business owners and property occupiers. It is appreciated that the number of different advisers and series of correspondence issued can lead to some confusion on the part of the affected businesses. The Council/Developer will ensure that all correspondence issued is proportionate to the requirements of the scheme and the relevant legislation. The roles of the key consultants are explained below:

Consultant	Role
Camargue	Camargue is a communications agency employed by Spray Street Quarter LLP (the developer) to provide general updates to local property owners and occupiers as to the progress of the scheme and to arrange public consultation events in relation to the planning application.
Newsteer	Newsteer is appointed by the Council and Developer to provide compulsory purchase advice and lead on negotiations with property

	owners and occupiers within the development site for the acquisition of their interest.
Lichfields	Lichfields is the Developer's planning consultant who led the pre-application stakeholder engagement with SSQLLP and their advisors, the preparation and submission on the planning application documents and discussions on the submitted application with RBG and stakeholders.
Persona Associates / Gately Hamer	Persona Associates has been appointed by the Council to establish who owns and occupies properties within the proposed development site. They are responsible for compiling the CPO schedule and in order to undertake this work accurately they have written to each owner and occupier asking them to complete and return a questionnaire. It is very important that this questionnaire is completed and returned as it will ensure that owners and occupiers are kept up to date with the CPO process.
Retail Revival	Retail Revival has been appointed by the Council and Developer to provide independent business relocation advice to businesses affected by the proposed redevelopment and compulsory purchase of property. Whilst funded by the Council/Developer, their role is to work with affected businesses on a confidential basis.

3.6.3 If a CPO is confirmed, the lead-in times in respect of the acquisition of land will as long as possible to allow businesses sufficient time to plan and organise their business relocation. Occupiers will be kept informed of the expected dates of when vacant possession of a property is required, enabling them to plan.

4 RELOCATION STRATEGY – COMMUNITY USES

4.1 It is recognised that there are a number of community groups located within the Site, with the majority of these being religious groups. It is recognised that the relocation requirements of these groups may be different to those of businesses: in some respects the requirements may be more flexible (such as not needing dedicated space of their own or only requiring a space to meet at certain times in a week) and in others more specific (for example, in respect of property which has an appropriate planning use class or a change of use could be secured). The Framework Relocation Strategy recognises this and has been prepared to reflect these requirements.

4.2 **Engagement and Financial Support**

- 4.2.1 As occupiers of non-residential property, all community and religious organisations which occupy accommodation within the Site have been contacted by both Newsteer and Retail Revival. A number of organisations have engaged with meetings taking place to discuss the proposed development, the compulsory purchase process and their relocation requirements. This engagement process will continue and where occupiers lawfully occupy their accommodation for the use to which they put the premises, and qualify for compensation, this will be offered in accordance with the 'compulsory purchase compensation code' in advance of the CPO being confirmed.
- 4.2.2 Reasonable efforts will be made to purchase all interests by agreement. In some instances this will be based on an outright purchase, but it is expected that the majority of agreements will be in the form of an option or other form of conditional contractual agreement, e.g. agreeing a purchase price that allows the occupier to vacate at an agreed time or on a specific event such as the confirmation of the CPO or the freehold of the property being acquired by the Council / Developer. Such an agreement can also cover minimum notice periods, the phased draw down of compensation and other matters which provide greater certainty on relocating.
- 4.2.3 The suitability of an outright purchase will be informed by the ownership of the property which the organisation occupies. The Council and Developer do not own the majority of the properties within the development site and this will limit their ability to enter into outright purchases where the occupier is a leaseholder, as the flexibility in altering or surrendering leases that comes with being the landlord of the property does not exist. Where an outright purchase is not possible, a clear explanation will be provided and a form of conditional agreement offered.
- 4.2.4 It is acknowledged that the restricted ability of the Council and Developer to make outright purchases may affect the ability of occupiers to secure alternative accommodation which becomes available allowing them to secure relocation. Where suitable accommodation has been found by an organisation who lease their accommodation and the owner of the property is not the Council or Developer, Newsteer will work with the occupier and the freehold owner where appropriate, to establish whether a suitable form of agreement can be reached that allows the relocation to progress.

- 4.2.5 Where an interest is to be acquired, financial assistance may be available to occupiers through the release of option fees or via early acquisitions. However, as per the compensation code, this type of relocation assistance and the payment of compensation will depend on the nature of the interest that the organisation holds, the lawful use of that property, and the ownership of the property occupied.
- 4.2.6 There may be opportunities for organisations to continue occupying their existing property for a period of time during which their function is established in its new premises. The Developer and Council will be open to exploring this with affected parties to assist with continuity of operation.
- 4.2.7 On receipt of the occupier's lease/occupational details and establishment of the compensation rights of the occupier, a fee undertaking to an initial capped amount will be provided to the occupier's selected consultant so as to allow occupiers to obtain professional CPO advice at no financial cost. Fee undertakings will only be provided to RICS qualified surveyors who are experienced in providing compulsory purchase advice. For professional fees to be recovered, a fee undertaking must be agreed in advance of any appointment. On request, a list of suitably qualified surveyors will be made available to occupiers who want some direction as to potentially suitable advisors. This list will not act to limit who an affected party may instruct.

4.3 **Assistance with Relocation**

- 4.3.1 Community groups and organisations will be able to call on the assistance of both Newsteer and Retail Revival in respect of obtaining advice and support in the relocation process. These occupiers will also be offered one-to-one meetings to discuss relocation requirements and address queries in respect of the compulsory purchase process.
- 4.3.2 To assist in the relocation process, Newsteer and the Council/Developer will prepare and maintain a register of potentially suitable properties which are available. The register will include properties both in and outside of the Council's ownership and detail the address of the property, relevant letting details (asking rent, property size, etc.) and the contact details of local agents so to ensure that occupiers know who they can approach to register their accommodation requirements and for assistance. The register will focus primarily on properties within the Royal Borough of Greenwich but will also include potentially suitable

properties in neighbouring boroughs, reflecting the relocation requirements of businesses and that there may be limited availability of properties in specific use classes within the borough. The register will be made available to those who wish to review it via the Development's website with hard copies made available on request.

- 4.3.3 Where an occupier has provided their accommodation requirements to Newsteer (either directly or via Retail Revival through the completion of the relocation questionnaire), Newsteer will notify the affected organisation when a potentially suitable relocation property is identified. In addition to property searches, Newsteer will be happy to direct occupiers to professional advisors or, where appropriate, directly answer queries in respect of business rates relief, use class changes, negotiations on lease terms, etc.
- 4.3.4 It is recognised that one of the challenges with religious groups securing alternative accommodation is securing properties with the appropriate planning use class or securing consent for a change of use. The property register will highlight those properties which have an existing Class F1(f) use and will also highlight those which may have the potential for securing this alternative use. Newsteer will be able to provide initial planning advice to occupiers as to the process that needs to be followed for a change of use and the relevant planning policy relating to this process, including the likelihood of success.
- 4.3.5 The Woolwich Exchange development will include a provision of community space. The planning application provides flexibility to deliver uses falling within Class F1(f) - places of public worship, and Class F2(b) - Halls or meeting places for the principal use of the local community. The ambition of the scheme is to create a vibrant and active development and aligned to this vision the intention is to make any community accommodation delivered within the scheme available for a variety of uses and users, including church groups, rather than limiting the use of the space to a single organisation. Whilst it is acknowledged that some church groups will want their own dedicated space, the availability of community space suitable for religious activities will be discussed with existing community groups and offered as a potential means of maintaining the existing community functions that exist within the Site.
- 4.3.6 The Cinema being delivered within the scheme also offers the opportunity for religious activities to be held. Whilst discussions will need to be progressed with the Cinema operator, a number of cinema operators make their auditoriums available for meetings and events,

and there is a realistic expectation that the cinema accommodation within the Woolwich Exchange development will offer similar opportunities.

- 4.3.7 Furthermore, for those church and community groups who do not need dedicated accommodation to fulfil their functions (i.e. accommodation which they own or let and have exclusive possession to at all times) the Council will also include details of accommodation which will be available on short term hires, such as school buildings and other community facilities which can be rented for periods of time in evenings and weekends.

4.4 **Communication**

- 4.4.1 The communication strategy as detailed in under section 3.6 will be followed as it applies equally to residential occupiers.

5 **RELOCATION STRATEGY – RESIDENTIAL**

- 5.1 Research undertaken on behalf of the Council suggests that the majority of residential properties within the Site are occupied by tenants on ASTs from a private landlord. A relatively small number of residential accommodation is occupied alongside ground floor retail accommodation. It is acknowledged that the occupational nature of the residential accommodation can change and accordingly the Relocation Strategy takes into consideration the potential for residential property to be owner occupied.

5.2 **Negotiations**

- 5.2.1 All residential property occupiers have been written to directly introducing Newsteer and providing an explanation as to the CPO process and a CPO FAQ sheet which provides responses to typical questions raised.
- 5.2.2 A tenant who occupies a property under an AST has a short term interest in land and it is expected that the majority of these will be brought to an end without the need to use the Council's compulsory purchase powers. Where an interest of a residential tenant is acquired under a CPO, they may be entitled to receive compensation but as the process for securing vacant possession of properties will not be established until after the CPO is confirmed, discussions as to any entitlement to compensation cannot be advanced until after this date.

Despite this, Newsteer is available to answer any questions that a residential tenant may have and are keen to engage with tenants so to ensure that they are kept fully informed as to progress.

- 5.2.3 If a residential property is owner occupied, Newsteer will advance negotiations for the acquisition of the interest. In accordance with the CPO Guidance, compensation will be offered in accordance with the 'compulsory purchase compensation code' in advance of the CPO being confirmed.
- 5.2.4 Reasonable efforts will be made to purchase a freehold or long leasehold interest in a residential property by agreement. In some instances this will be based on an outright purchase, others in the form of an option or other form of conditional contractual agreement, e.g. agreeing a purchase price that allows the occupier to vacate at an agreed time or on a specific event such as the confirmation of the CPO. Agreements will be structured to reflect that an owner will need both time and price certainty to secure a suitable alternative property.
- 5.2.5 On receipt of the owner's ownership and details of the occupation of the residential property, a fee undertaking to an initial capped amount will be provided to the owner's selected consultant so to allow owners to obtain professional CPO and valuation advice at no financial cost. Fee undertakings will only be provided to RICS qualified surveyors who are experienced in providing compulsory purchase advice. For professional fees to be recovered, a fee undertaking must be agreed in advance of any appointment.

5.3 **Assistance with Relocation**

- 5.3.1 The majority of residential tenants and property owners will be familiar with the process of securing new accommodation. However, for those who are not familiar or need assistance, Newsteer or the appointed consultant will be able to assist in the process of identifying suitable accommodation, negotiating terms for the purchase or renting of accommodation and the appointment of conveyancers to progress the purchase of a property.

5.4 **Communication**

- 5.4.1 The communication strategy as detailed in under section 3.6 will be followed as it applies equally to residential occupiers.

6 NEXT STEPS

- 6.1 The relocation strategy will evolve as more information is obtained on individual businesses requirements and needs, both in respect of accommodation and support – the purpose of this document is to establish the framework in which the relocation strategy will work within. However, the key objectives of proactive engagement, financial and relocation support and clear communication will sit at the core of the strategy.
- 6.2 All occupiers being displaced by the Development will continue to be offered support through the compulsory purchase and land assembly process. They will be regularly updated as to progress so they can make informed decisions regarding the occupation of their property.
- 6.3 The Council and Developer will engage with key agencies, stakeholders, landowners and other London boroughs to enable the successful delivery of the Framework Relocation Strategy's objectives.
- 6.4 The Council and SSQLLP will monitor the functioning and effectiveness of the Framework Relocation Strategy and future strategies on a quarterly basis through formal review meetings. In advance of these meetings a report will be produced summarising the level of engagement and progress made with businesses. It is acknowledged that the strategy will develop through the engagement process. Feedback received from affected occupiers, either directly in respect of the strategy or through the engagement exercise advanced by Retail Revival and Newsteer, will be reviewed and where appropriate changes will be incorporated into updated versions of the strategy to respond to points raised.