

**Written submissions received for the London Assembly's  
Housing Committee investigation into Social Housing Estate  
Regeneration**

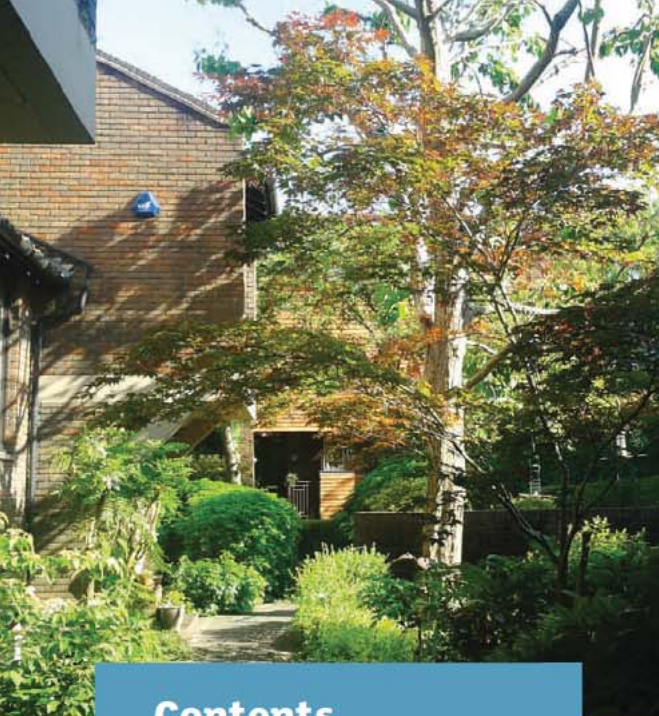
**Volume 1 of 4**

<b>Ref</b>	<b>Organisation</b>	<b>Position/Title</b>
Sub-001	Campaign to Protect Rural England	<i>John Croxen- CPRE London branch chairman</i>
Sub-002	Elephant Amenity Network	<i>Jerry Flynn</i>
Sub-003	LowCarbon KnowHow	<i>Chit Chong</i>
Sub-004	London Borough of Croydon	<i>Dave Morris- Housing Strategy Manager</i>
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# Towards a Liveable London







# Towards a Liveable London

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## Foreword

The founder of CPRE, Sir Patrick Abercrombie, left an incredible legacy to this country. He was one of the prime movers behind the creation of national parks, the green belts around our cities, and the passing of the 1947 Planning Act.

As we move into the 21st century we face new challenges. The population of our small island is growing, we drive around in 31 million cars, and our climate is changing. Yet we need to continue to protect our countryside and our green spaces. Some answers lie in how we build our cities in the future.

CPRE London continues to campaign against inappropriate developments in the London green belt and on Metropolitan Open Land. When we found ourselves the fortunate recipient of a significant legacy we decided to commission research into how London could best meet the challenge of growth with as little impact as possible on green spaces.

This report presents some of these options and invites all of us to get involved in making London more liveable now and in the future.

John Croxen, CPRE London branch chairman



# Key messages

## London must meet its housing challenges to become a more liveable city

London is a global city contributing over a fifth of the UK's annual GDP. It attracts capital and people to live and work throughout Greater London and the South East. But while it is a place of diversity and vibrancy, London is also a place of growing social pressures. London's population is predicted to exceed 10 million people in the next 20 years, as compared to 8.3 million today. This is creating a growing requirement for new homes. House prices in May 2014 were 14 times the average annual wage of a Londoner.

Simply providing more homes, will not guarantee a liveable and sustainable city. Residential buildings need to be better knitted into existing neighbourhoods and services, to ensure good quality of life and well-being. A liveable neighbourhood is one that affords good everyday experiences and long-term quality of life. CPRE London is calling on all housing stakeholders to recognise and respond to the following five challenges, in order to create a more Liveable London.

### 1. To deliver more affordable homes

Planning authorities should prioritise social and affordable housing, encourage long-term investment, and provide further incentives for brownfield development.

### 2. To manage higher densities

Stakeholders should work together to supply more homes with a better mix of tenure, use and access to transport and amenities.

### 3. To integrate neighbourhood design

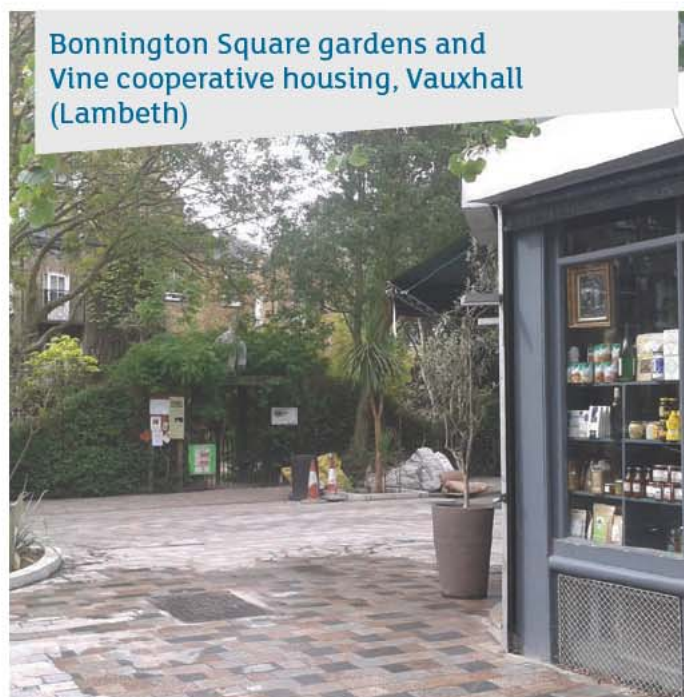
Developers should commission interprofessional teams to create more liveable and sustainable communities.

### 4. To diversify housing developments

Planning authorities should encourage diversity in housing supply and more opportunities for alternative housing models, e.g. co-housing and cooperatives.

### 5. To foster place-keeping

All housing stakeholders should invest in communities to build a greater sense of pride in their neighbourhoods.



Several interest groups need to raise their game in responding to these challenges. Citizens need to learn how to play their part in shared planning, place-making and place-keeping. Developers and landlords must invest in long term management of their sites. Finally, local government, housing associations and built environment leaders must promote better interprofessional collaboration and create more meaningful engagement with local communities.



# The Liveable Cities project

CPRE London was created in 1986 and has a record of influencing London planning and practice. Our core aims are to promote London's green belt and green spaces, and encourage the development of a well-planned London. In 2001 CPRE London produced a report called 'Compact Sustainable Communities' which highlighted how relatively high-density communities can be designed in a more sustainable way, without having to compromise on green spaces and design quality. The report (updated in 2006) defined compact communities as:

*"well-designed, higher density, medium rise and mixed-use developments focused on town and local centres and other public transport hubs, large enough to offer a range of social and economic amenities within walking distances of people's homes" (CPRE London, 2006).*

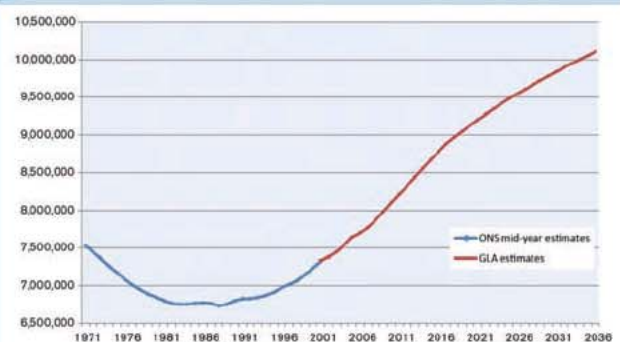
The 2014 London Plan states that London's population will exceed 10 million people by 2036. Housing supply is a long way short of meeting London's housing needs. This is resulting in growing council waiting lists, overcrowding and a shift to rented housing of varying standards. In the face of the current housing situation CPRE London decided it was necessary to revisit the housing question by conducting the Liveable Cities research project.

CPRE London conducted the project during 2013 and 2014, to explore how London can better meet its housing needs. The project identified good practice and policy options to encourage better provision of homes in the future using a number of research methods. A literature review and two sounding board events were undertaken to better define liveability and develop the framework for subsequent interviews, site surveys, and citizen engagement.

The literature review examined questions of urban liveability, London housing, compact communities and affordability. The review highlighted three issues:

- **Defining neighbourhood liveability** – a liveable neighbourhood is one that affords good everyday experiences and long-term quality of life.
- **Linking formal and informal processes** – the delivery of liveable neighbourhoods should better link policy and practice with community initiatives.
- **Future research needs** – there is a need to better understand the complex relationships between the various stakeholders who have a role in enhancing liveability in the city.

London's projected population growth, 1971 to 2036



(DATA SOURCE: OFFICE OF NATIONAL STATISTICS)

Contributors at the two sounding board events highlighted a need for greater resident or 'user' assessment of housing developments once sites are finished to better understand and improve the relationship of homes with their surrounding neighbourhoods. To consider this issue further, CPRE London developed a 'neighbourhood liveability' site survey tool for the built environment which examined eight different aspects of liveability, based on results of our consultations and literature review.

The survey tool was applied at 12 housing developments across London. It provided a framework to examine the developments and their relationship to the surrounding place, using the eight liveability factors. It is important to note the site surveys offer a snapshot in time.

## Research question, objectives and activities

### RESEARCH QUESTION

How can planning authorities, developers, designers and builders – in partnership with ordinary citizens – best contribute to making compact, liveable neighbourhoods that meet household needs and support a rich mix of community activities in a sustainable way?

**OBJECTIVE 1:** To identify dimensions of a more compact, liveable London



**ACTIVITY 1:** Literature review  
**ACTIVITY 2:** Sounding board event 1

**OBJECTIVE 2:** To capture the main categories of neighbourhood scale developments in London boroughs and evaluate a number of these in terms of liveability



**ACTIVITY 3:** Site surveys and expert consultation

**OBJECTIVE 3:** To identify how practitioners and policy makers perceive what has worked well and what could be done differently in the planning and design of London neighbourhoods



**ACTIVITY 4:** Semi-structured interviews

**OBJECTIVE 4:** To examine what built environment practitioners and policy makers can learn from individuals and communities in making their neighbourhoods more liveable



**ACTIVITY 5:** Sounding board event 2  
**ACTIVITY 6:** Commonplace liveability tool

**OBJECTIVE 5:** To develop policy, practitioner and developer guidance and a liveable London tool for London's citizens.



**ACTIVITIES 1-6 ABOVE**

### Dimensions of neighbourhood liveability for site survey

ACCESSIBILITY	Proximity to transport and services, road and path maintenance
TENURE MIX	Diversity of tenure types; 'affordable' units
BIKEABILITY	Cycle safety; road surface; storage
HOUSING	Diversity of housing types; family housing; privacy, building standards
OUTDOOR SPACE	Use and activities; links; aesthetics, green infrastructure quality
SPACIOUSNESS	Space standards; massing
WAYFINDING	Urban layout of edges; landmarks; nodes; barriers; signposting
WALKABILITY	Footpaths; signage; maintenance; personal security; traffic



## Neighbourhood liveability site surveys

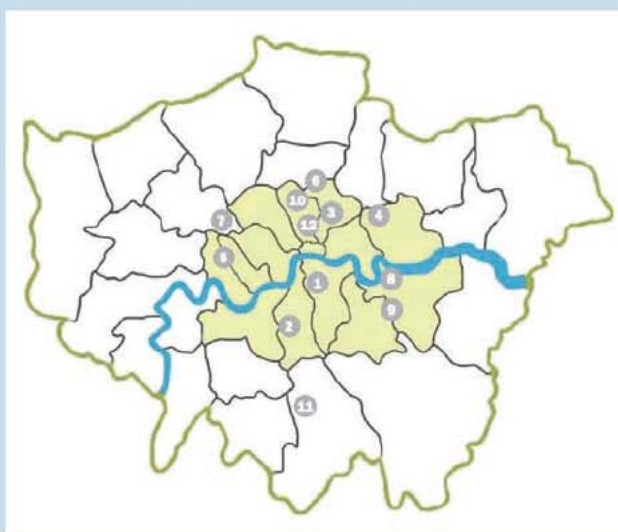
DEVELOPER-LED LARGE SCALE MASTER PLAN	STRONG URBAN CENTRES AND INFILL	WELL-ESTABLISHED ESTATES (INCL. PARTIAL REBUILD/ RETROFIT)
East Village (Newham)	Dalston Square (Hackney)	Brandon Estate (Southwark)
Greenwich Millennium Village (Greenwich)	Granville New Homes (Brent)	Clapham Park Estate (Lambeth)
Kidbrooke Village (Greenwich)	Packington Estate (Islington)	Edward Woods Estate (Hammersmith & Fulham)
Woodberry Down (Hackney)	Waddon (Croydon)	Golden Lane Estate (City of London)

A large contribution to the study's findings was provided by our consultations with approximately 20 housing practitioners: urban designers, developers, housing associations, planners, local councils, and community leaders. Their input was crucial to improving our understanding of design, planning, finance, and governance in the housing sector.

Resident views and experiences are a vital addition to more fully understand experiences of neighbourhood liveability. To examine this further, we applied a prototype online community tool called 'Commonplace' at three of the case study sites within each category (Large scale master plan: Greenwich Millennium Village; Highstreet: Dalston Square; Established estate: Edward Woods) to capture some user experiences and ideas for enhancing 'place' – both the housing and wider neighbourhood.

The Commonplace community survey received varying levels of response. This may in part be a result of the limited resources and time (one month) to promote the tool – which essentially involved one on-site launch event, promotional flyers, some promotion by local business and community/ resident group coordinators, plus social media promotion for each site. A real-time community survey by a developer, local authority or neighbourhood group, would require proper investment in promoting the resource locally, to build awareness and buy-in to encourage greater responses. It did however elicit some valuable anecdotal insights into life in and around the development and further lessons which we discuss further below.

### Map of Liveable London site surveys



- 1 Brandon Estate, Southwark
- 2 Clapham Park, Lambeth
- 3 Dalston High Street, Hackney
- 4 East Village, Newham
- 5 Edward Woods Estate, Hammersmith & Fulham
- 6 Golden Lane Estate, Islington
- 7 Granville New Homes, Brent
- 8 Greenwich Millennium Village, Greenwich
- 9 Kidbrooke Village, Greenwich
- 10 Packington Estate, Islington
- 11 Waddon, Croydon
- 12 Woodberry Down, Hackney



## SITE SURVEY Kidbrooke Village



This site has doubled the number of dwellings as compared to the old Ferrier Estate that it replaces. The homes on Boyd Street are still built to the original space standards. Homes are an equal number of affordable, private sale and private rented. Halton Court provides shared ownership for senior residents, although it is somewhat isolated from the rest of the estate. The green space provides multiple functions in terms of amenity and biodiversity, but the balance of public open spaces with the buildings and private outdoor space could be better. The site is still under development and the developer has commissioned a social sustainability impact assessment of the site.

NO. OF UNITS: 830 DENSITY: 130 DPH (WITHOUT PARK)  
DEVELOPER: BERKELEY HOMES  
LOCAL AUTHORITY: ROYAL BOROUGH OF GREENWICH

### LIVEABLE LONDON: KIDBROOKE VILLAGE

Accessibility	● ● ● ◐
Tenure mix	● ● ● ● ●
Bikeability	● ● ●
Housing	● ● ● ● ●
Outdoor space	● ● ● ● ◐
Spaciousness	● ● ● ● ◐
Wayfinding	● ● ● ◐
Walkability	● ● ● ● ◐

## SITE SURVEY Granville New Homes



The master plan's new perimeter block typology creates a new hierarchy of outdoor spaces. There is an area of landscaped communal gardens leading to private patios, roof terraces, balconies and window boxes. The three acre site's storage could be better catered for in the private outdoor areas. It includes a variety of spacious building types of six or seven - 7 storeys of various heights. Three-quarters of the units are social rented. There is generous glazing overlooking internal open space and streets. Although the adjacent pocket park is somewhat disconnected from the development, the internal courtyard is well overlooked and visible from the foyer area. The site is integrated into local community facilities and cultural activities.

NUMBER OF UNITS: 110 DENSITY: 90.6 DPH  
DEVELOPER AND LOCAL AUTHORITY: LONDON BOROUGH OF BRENT

### LIVEABLE LONDON: GRANVILLE NEW HOMES

Accessibility	● ● ●
Tenure mix	● ● ● ◐
Bikeability	● ●
Housing	● ● ● ● ●
Outdoor space	● ● ●
Spaciousness	● ● ● ● ●
Wayfinding	● ● ●
Walkability	● ● ●



# Improving liveability

## CPRE London would like London to be much more ambitious, working towards making our capital one of the most liveable cities in the world

The use of the term 'liveability' has changed over time from one that focused on the quality of the local environment (e.g. levels of traffic, graffiti) to becoming a broader term that talks about the role of planning and design to enhance the everyday quality of urban life, both now and in the future. The idea of neighbourhood liveability recognises that buildings need to work within the context of their physical surroundings and the needs of residents and local users.

As a result of the research project we have identified five challenges that need to be addressed to improve the liveability of London's neighbourhoods.

In the following section we discuss each of these challenges in turn, considering what needs to be done and by whom.

### 1. Affordable housing

### 2. Managing higher densities

### 3. Integrated neighbourhood design

### 4. Diversifying housing developments

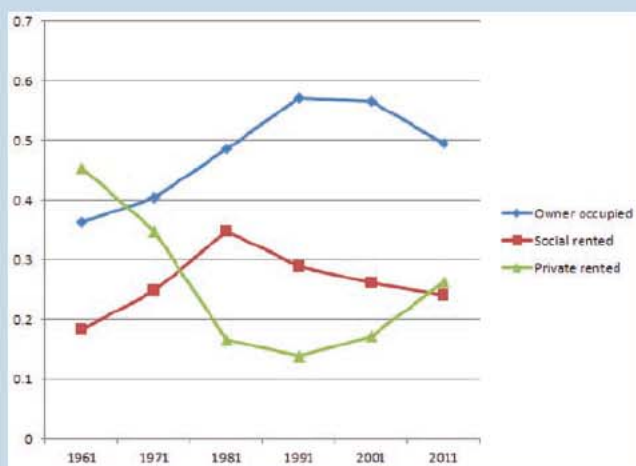
### 5. Place-keeping – neighbourhoods for life

## 1. Affordable housing

The scarcity of homes at a price that people can afford is an escalating problem. Private home ownership is declining in London as prices continue to rise. In May 2014 the average London house price was 14 times higher than average annual salary, although there is variation between London boroughs – an East London home is around £316k compared to £807k for homes in West London. The shift towards more people in the private rental sector (PRS) raises questions about how to ensure good-quality accommodation for tenants, especially families.

There has been a drop in the number of council homes in London in recent years and there are now over 30,000 people living in overcrowded accommodation, 800,000 people on London housing waiting lists, and 57,000 people are in temporary accommodation.

Trend in household tenures, London 1961 – 2011



COMPILED BY GLA FROM ONS CENSUS DATA



A study examining new housing in 15 London developments found that the majority of sites only produced 16% or fewer units which were classified as affordable homes, and only one of the developers delivered more than 30% affordable units (Bureau of Investigative Journalism, 2013). Other studies have also shown that some developers are not building on sites when there is planning permission from local councils, with an estimated 110,000 stalled development sites in London in 2012 (GLA, 2013, Centre for Cities, 2013).

Developers and other housing providers need further incentives and upfront finance, both to start building more homes, and to build a much greater number of homes at the affordable, shared ownership and social housing end of the market. The government, the GLA and London boroughs need to take the lead. Local government in particular needs a stronger negotiating position as regards meeting affordable homes targets.

**Land supply:** The five-year land supply surveys of London boroughs should be reviewed and carried out in greater depth, to include on-site inspection and dialogue with developers. Furthermore, the GLA's 'London Land and Property' database currently reports on GLA, Met Police, London Fire Brigade and Transport for London (TfL) owned land. The database should be extended to include London borough owned land, as well as developable private sites.

**Brownfield first:** In London, "almost half of the projected new homes that the city requires by 2030 could be met by brownfield sites" (NLP, 2014), and if this is the case CPRE London supports the 2014 London Plan recommendation to provide further incentives for brownfield development. This includes reducing the VAT imposed on these sites and underwriting some of the initial costs. We also welcome the London Plan's recommendation for developers to provide appraisals "demonstrating that each scheme maximises affordable housing output" (para 3.71). Further solutions could include linking planning consent to time-bound delivery targets with a 'use it or lose it' policy.

**Private rental quality:** The GLA has indicated it is introducing a new voluntary standard scheme for PRS landlords. While this is welcome, there should be further incentives to ensure good-

quality rental accommodation for tenants, such as through increasing the length of tenancies in order to reduce churn and provide greater security of tenure, particularly for families.

**Local government resources:** In 2014 the Department for Communities and Local Government (DCLG) and the Treasury are reviewing the capacity of local authorities to support the further supply of affordable housing and how councils are using their own land to support bringing surplus or redundant land into productive use. A number of our interviewees have said London boroughs should take a stronger lead in social and affordable housing. Authorities such as the London Borough of Brent have been developing capacity in their regeneration departments through additional training in housing finance and project management. Others, such as Hackney and Islington, are seeking alternative funding mechanisms to get more affordable homes on the market, including through land receipts, shared ownership and rental income (see Hackney case study below).

The DCLG and Treasury's review should address the need to increase the GLA and local government housing capacity and resources. The additional £300m HCA funds, whilst welcome, is merely 'scratching the surface' of what is required. The London Finance Commission made a number of proposals, including the removal of the borrowing cap on the Treasury's Housing Revenue Account (HRA), as well as devolving property taxes (London Finance Commission, 2013). This would free up councils to stimulate development and underwrite some of the initial costs of delivering affordable homes. Boroughs should also work more collaboratively to efficiently manage their resources and stimulate the supply of new homes.

**Housing associations:** Housing associations are playing an increasingly important role in leading affordable homes delivery, particularly in partnership with boroughs and developers. This forging of new partnerships between public and private sectors was strongly supported in the recent Farrell Review of Architecture and the Built Environment (2014) to ensure a better balance of housing aims are delivered in practice. Housing associations need to be supported to ensure they are fully equipped to move into private sector partnerships without compromising their social housing objectives.

## Affordability recommendations

ISSUE	ACTION
Stimulating supply	<ul style="list-style-type: none"> <li>DCLG and Treasury should remove HCA borrowing cap and devolve property taxes</li> <li>GLA should extend the 'London Land and Property' database to include London borough land</li> <li>London boroughs should incentivise brownfield development, e.g. reducing VAT charges, link time-bound commitments with planning consent, and adopt cross-borough collaboration</li> </ul>
Social housing resources	<ul style="list-style-type: none"> <li>The London housing bank should increase its support to London borough and housing association capacity building</li> </ul>
PRS quality	<ul style="list-style-type: none"> <li>Landlords should adopt longer-term leases to help incentivise a better quality of service and tenancy</li> </ul>



## Case study: Hackney

### Financing affordable homes

Over the next 12 years, the borough will build 2,300 homes for social renting at target rents, shared ownership and private sale on 15 separate sites. There will be a government grant through the 2011–15 affordable homes programme (circa £4 million) but the majority of the programme (£400 million) will be funded through three income streams:

**Land receipts:** all new proposed schemes will be designed by architects for the council and residents. Land areas earmarked for private sale homes will either be offered directly to the market with detailed planning permission, or with a developer combined within a land sale/construction partnership.

**Rental income:** rents from social rented homes and on the unpurchased equity element of shared ownership will enable Hackney to borrow further funds against these net incomes. In addition, with the reallocation of debt amongst authorities, Hackney now has extra initial borrowing capacity.

**Shared ownership:** in addition to the rental stream, the council will raise funds from the initial sale purchases by part buyers. Council shared ownership properties offer potential residents an opportunity to step onto the housing ladder. (JRF, 2013).

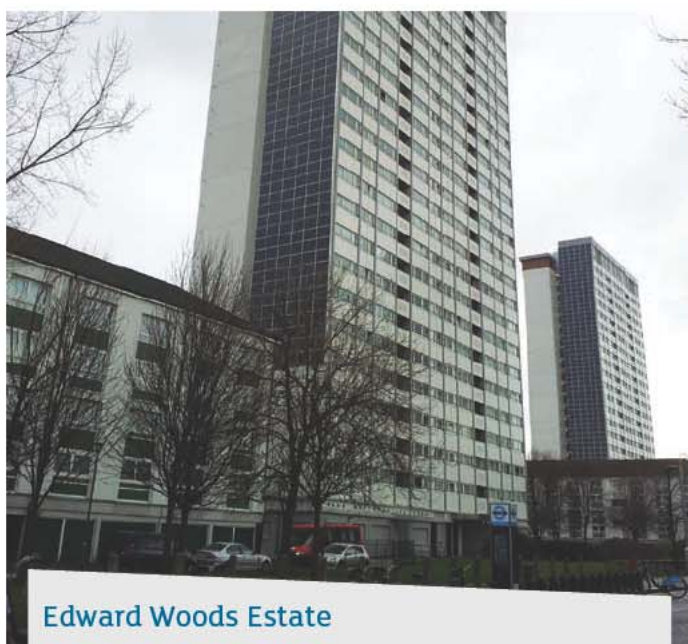
## 2. Managing higher densities

Noting there is some uncertainty in London population growth projections (i.e. as to whether the population will follow a steady growth path or adopt a 'cyclical pattern' with a drop-off at some point with numbers falling back), CPRE London maintains there is sufficient capacity within the Mayor's housing targets to provide for London housing needs by 2036. We have looked the Mayor's housing targets and proposals for high street and estate regeneration, Opportunity Areas and Intensification Areas, housing zones and 'new garden suburbs'. Taking these proposals into account, along with release of stalled sites (with planning permission), empty properties, conversion of suitable empty retail and office spaces, we argue that London has sufficient opportunity to meet the projected 2031 targets within the boundaries of Greater London, without having to incur losses to precious green infrastructure.

**High street and transport nodes:** The literature review underlines the importance of linking housing and transport nodes to facilitate land in coming forward for additional development, e.g. Old Oak Common, Hammersmith & Fulham (CPRE London, 2014). An intensification strategy must incorporate pedestrian and cycle friendly routes and good access to public transport, thereby reducing car dependency and promoting well-being and the benefits of active transit. Transport planners must work with planners and designers from the outset (Farrell Review 2014: 21–22). Some research has already been carried out regarding high streets in London (Carmona, 2010), including in certain boroughs such as Lewisham. Further analysis needs to be carried out, however, regarding failing high streets and the creation of new high street centres (e.g. Earls Court) to assess the liveability impact change of retail to other uses. For example, the site survey at Edward Woods and the Commonplace responses showed that the Westfield London Shopping Centre dominates retail in the area, undermining the smaller independent retail units adjacent to the estate. At the same time residents pointed to the need for more locally accessible facilities. It is clear the balance of small and larger shops, office and residential space needs to be considered carefully in future developments.

**Mid-rise vs high-rise?** A number of groups including Create Streets, the Prince's Foundation and Save the Skyline coalition are calling for greater scrutiny and control over building height in London, including for residential and mixed-use sites. Our expert interviewees also called for a height limit of (around seven storeys) in relation to affordable family housing. This is because high-rise blocks cost more and take longer to build and carry greater maintenance costs, making them more suitable for higher earners and the prime housing market. The Mayor's proposed housing zones, Intensification and Opportunity Areas, open up questions about the appropriate massing of buildings and there needs to be greater specification for how this will be approached. CPRE London calls for a clear map of outlining zones that are more suitable for high-rise, as well as further guidance on appropriate building heights.

**Redefining density:** CPRE London's research has identified a need to re-examine density (e.g. Boyko and Cooper, 2011). Our interviewees also believed that density is more than simply about buildings. This was affirmed by our interviewees, who believed that density should be seen as something more



Edward Woods Estate



than just dwellings, and needs to take into account of various dimensions of density as they relate to design, quality of life in a neighbourhood, social and spatial crowding, accessibility to work and amenities.

**Upfront investment:** The 'neighbourhood liveability' site survey carried out at 12 London sites highlights a mixed experience in terms of undoing the intensification and regeneration of old council estates. For example the Clapham Park Estate (Lambeth) is undergoing a drawn-out process of housing regeneration. Back in 2000 the rundown housing estate was given a boost by the New Deal programme supporting a resident visioning and master planning process. However, by 2010 the funding had largely dried up. Half of the site has been refurbished and regenerated while the rest – a set of poor-quality post-war blocks due to be demolished and replaced – still stand. Metropolitan Homes (based in Nottingham) now manage the site and are seeking to raise funds to complete the Master Plan, in partnership with a private sector developer.

This lengthy process contrasts with Kidbrooke Village, where four new neighbourhoods are being built to replace Ferrier Estate. The developers (Berkeley Group) sequenced the construction to deliver the more affordable (sub-market value) homes, for families and older people, upfront and they are now working on the higher market end. This was possible due to significant government grants being made available in advance, through the HCA and English Partnerships, with the specific aim of ensuring a certain proportion of the affordable homes were delivered upfront.

**Suburban intensification:** There are a number of solutions that may better support successful urban intensification and avoiding urban sprawl. This includes the intensification and repurposing of London suburbs, intensification of residential development around public transport nodes (e.g. London Borough of Fulham, and Waddon in Croydon), and a focus on high street redevelopment linked to public transport nodes along with targeted proposals for areas such as Croydon, Brent Cross, Hounslow and Ilford.

Any proposals to intensify outer London boroughs needs to draw together spatial and growth strategies. As one of our interviewees discussed, new housing mechanisms such as 'intensification cooperatives' or co-housing groups could be examined – with a view to retrofitting 1930's street housing to provide greater efficiencies of design (including density and energy efficiency), as well as to create more communal and shared spaces. Any intensification of outer suburbs must ensure a sensitivity to, and examination of, the public/private interface (Lyndsay et al. 2010), quality of landscape design and impacts to social infrastructure and transport.

CPRE London is not supportive of the 'New Garden Suburb' proposals currently proposed in the London housing strategy and revised London Plan (Policy 45), if they mean low-density and inefficient housing developments that promote car dependency and are disconnected from amenities and surrounding neighbourhoods. Rather we would like to see investment in the repurposing of existing suburbs – areas that vitally need investment to enhance their high streets, compact design and liveability – and ensuring that sufficient infrastructure and amenities are in place well ahead of new developments.

**Evaluating change of use:** Other suggested intensification strategies include the conversion of offices to schools (and not just residential homes) to enhance services, the conversion of certain (older) types of indoor London shopping centres to senior residential development in conjunction with high street redevelopment, and redevelopment of old industrial sites (e.g. Matchbox Factory, Hackney). Recent office conversions (as a result of the government's new 'permitted development rights') remain a fairly limited source, as not all residential sites are suitable for a residential conversion. A review by one borough suggested around a third of their empty office spaces could be suitable for residential conversion. A wider evaluation of this change of use is necessary to examine its potential contribution to housing supply as well as neighbourhood liveability.

## Intensification recommendations

ISSUE	ACTION
Managing scale	<ul style="list-style-type: none"> <li>The GLA and boroughs should provide guidance and support for mid-rise affordable housing developments for families</li> <li>The GLA, with boroughs, architects and urban designers, should examine and map the potential impact of high-rise to surrounding neighbourhoods and communities, and establish clear guidance for appropriate massing of buildings at a human scale</li> </ul>
Suburban intensification	<ul style="list-style-type: none"> <li>The GLA needs to invest and work with outer London boroughs and TfL to intensify housing in existing suburbs around transport nodes and high streets</li> <li>The GLA and outer London boroughs need to assess the impact of intensification on privacy, the public/private interface and change of use</li> <li>Borough and London-wide intensification strategies need to incorporate integrated design principles and good landscaping</li> </ul>



## SITE SURVEY Clapham Park Estate (West), old blocks and new 'secure courtyards'



The Clapham Park Estate is a 36 hectare stretch of land. Regeneration of the estate involves the refurbishment of 960 homes and the replacement of 1037 flats with 2479 new flats. Clapham Park West is a 15 hectare site with 881 units. There are pedestrian paths across the site but little cycling provision. The site affords a good deal of communal space and despite being adjacent to the main road the green space and tree provision do ensure some privacy to residential blocks. In terms of family housing provision, communal areas are well maintained and overlooked with large entrance foyers that are clearly differentiated from the street. Wayfinding and walkability are hampered by inadequate lighting and sight lines. In terms of amenities there are local primary schools, on site play areas, shops, health care, a community centre and good bus routes.

NUMBER OF UNITS: 881 HOMES DENSITY: 57 DPH  
DEVELOPER: CLAPHAM PARK HOMES  
LOCAL AUTHORITY: LAMBETH



### LIVEABLE LONDON: CLAPHAM PARK ESTATE (WEST)

Accessibility	● ● ● ●
Tenure mix	● ● ● ● ●
Bikeability	● ● ●
Housing	● ● ● ● ●
Outdoor space	● ● ●
Spaciousness	● ● ●
Wayfinding	● ●
Walkability	● ● ●

## SITE SURVEY Suburban intensification, Waddon (Croydon)

A total of 187 homes are being built on a 2.83 hectare site (66 dwellings/ha) around a shared courtyard and leisure centre. Started in 2010, the £15 million development, designed by Levitt Bernstein and managed by John Laing, was one of the first schemes to be delivered through Croydon Council's Urban Regeneration Vehicle joint venture. It comprises family houses, and one, two and three bedroom apartments, providing 57 affordable rented (Hyde Housing), 30 shared ownership and 100 private dwellings. The scheme is designed to achieve Code for Sustainable Homes Level 4 with a combined heat and power (CHP) energy centre serving the entire site. Renewable energy is generated by photovoltaics and all homes are Lifetime Homes compliant. Residents have highlighted some early problems with this site, including overcharging by the energy provider, as well as family design issues such as insufficient storage space and young children accessing security and heating switches. The site has prioritised car access over walkability and landscaping – 10 parking spaces initially proposed were increased to 38 spaces to allow spaces for the leisure centre. It is connected to a children's education centre, local shops and is close to major public transport links but missed an opportunity to provide direct access to a health centre immediately behind the site. It does however offer an example for difficult semi-suburban sites, where new neighbourhoods can be designed sensitively adjacent to low-rise existing homes and yet achieve medium to high densities.

NUMBER OF UNITS: 187  
DENSITY: 66 UNITS/HA  
DEVELOPER: JOHN LAING  
LOCAL AUTHORITY: CROYDON

### LIVEABLE LONDON: WADDON, PURLEY WAY

Accessibility	● ● ● ●
Tenure mix	● ● ● ● ●
Bikeability	●
Housing	● ● ● ● ●
Outdoor space	● ● ● ●
Spaciousness	● ● ● ● ●
Wayfinding	● ●
Walkability	● ● ● ●



### 3. Integrated neighbourhood design

It is clear London has to provide more homes at greater densities, and that quality as well as quantity of housing is key to ensuring long-term liveability. As the GLA's London Housing Strategy states, we need to avoid repeating the mistakes of the past and not simply focus on a 'numbers game'. This means a process of identifying who the new homes are for, where they are best placed and how they will best contribute to 'neighbourhood liveability'. The starting point for designing more liveable homes is to connect housing to the fabric around it. This requires greater thinking about the public/private spaces in housing, as well as the interface between internal and external spaces. The 12 site surveys highlighted some key design issues.

- **Public/private interface:** Most of the sites seek to find a balance between privacy (for personal comfort) with areas that are overlooked, dual aspect and open (for safety and social integration). Various tools were applied to support this, such as enclosed and intimate boundaries – typified in Golden Lane Estate, and careful design of public private interface (e.g. Packington Estate), and the generous use of balconies (Dalston Square and Granville New Homes).
- **Spaciousness:** Newer sites, both private and social rented, have failed to meet 1960s Parker Morris space standards. As the Edward Woods Estate exemplifies, generous space standards still provide popular homes.
- **Location:** Those sites close to major roads (e.g. Waddon, Croydon) were affected in terms of their walkability, bikeability and accessibility to outdoor spaces. Main road sites can still have good access to public transport, however.

- **Relating building to outdoor space:** The layering of open space landscapes and design features, e.g. water features, park areas and, walkways, needs to be better connected to the residential buildings.

**Internal/external balance:** Our research suggests that the provision of internal housing space and outdoor private gardens is decreasing, with negative implications for quality of life. This will necessitate a better quality of communal outdoor space to compensate. Our 12 site surveys showed weakest scores on the provision of outdoor and indoor space, as well as cycle routes.

Packington Estate



#### Site Surveys – neighbourhood liveability scores

SITE	Access	Tenure mix	Bike-ability	Housing	Outdoor space	Spaciousness	Way-finding	Walk-ability
East Village	5	4.5	5	4	3.5	3.5	5	3
Greenwich Millennium Village	4	4.5	4.5	4.5	2.5	2.5	3	4
Kidbrooke Village	3.5	5	3	5	4.5	4.5	3.5	4.5
Woodbury Down	4.5	4.5	4.5	3.5	4	4	3	4.5
Dalston Square	4	4.5	2.5	3	3	3	4.5	4.5
Granville Homes	3	3.5	2	4	3	3	3	3
Packington Estate	3	4.5	3	5	3	3	3	4
Waddon	2.5	4	1	4	3	4	2	3
Brandon Estate	4	4	1	2	3	3	3	3
Clapham Park	3.5	4.5	2.5	4	2.5	2.5	2	2.5
Edward Woods	4	4.5	3	3	3	3	3	3
Golden Lane	4.5	5	3.5	4	3.5	3.5	5	5
<b>Average score (out of 5)</b>	<b>3.79</b>	<b>4.42</b>	<b>2.96</b>	<b>3.83</b>	<b>3.21</b>	<b>3.29</b>	<b>3.33</b>	<b>3.67</b>



## SITE SURVEY Public/private interface: Golden Lane Estate (City of London)



This estate contains a mix of commercial, residential and community uses in an effort to make the estate self-contained and sustainable. The architects of this estate, (Chamberlin, Powell and Bon) were as interested in the design of the spaces between the buildings as the buildings themselves. As a result, the hard landscaping in different levels responds to different forms and uses of the surrounding buildings. Entrance doors are screened from the public but visible from kitchen windows and the gradation of privacy is achieved without walls, gates or railings. Space is maximised by sliding partitions between living rooms and bedrooms in Great Arthur House and by staircases in the living rooms of maisonettes.

NUMBER OF UNITS: 500 DENSITY: 200 DPH  
DEVELOPER AND LOCAL AUTHORITY:  
CITY OF LONDON CORPORATION

### LIVEABLE LONDON: GOLDEN LANE ESTATE

Accessibility	● ● ● ● ●
Tenure mix	● ● ● ● ●
Bikeability	● ● ● ● ●
Housing	● ● ● ● ●
Outdoor space	● ● ● ● ●
Spaciousness	● ● ● ● ●
Wayfinding	● ● ● ● ●
Walkability	● ● ● ● ●

**Multifunctional landscape design:** Well planned and designed green (and blue) infrastructure can provide a range of services, e.g. flood defence, improving air quality, reducing the heat island effect, biodiversity corridors, as well as amenity, health and well-being benefits. The provision of well-designed outdoor green spaces was the only built environment feature that was highlighted by residents at all three of the Commonplace community surveys. They also commented on the value of children's outdoor play spaces, as well as community gardens in enhancing the quality of where they live, for example:

*“Dalston Eastern Curve Garden is a wonderful magical space where people of all ages and walks of life are welcome. Everyone who comes here thrives and blossoms in this inspiring environment. Its value is immeasurable”* (Dalston resident, Hackney)

**Linking design with transport planning:** A number of residents (via Commonplace) talked about design and planning issues, such as the value of wayfinding, access and transport, for example:

*“Good open space, fantastic public transport connections, however this estate is hidden away as all signage is for Westfield [shopping centre] therefore visitors have a hard time finding it. Also not enough ordinary cycle parking facilities”* (Edward Woods Estate resident, Hammersmith & Fulham)

Neighbourhood design should actively encourage use of public transport, walking and cycling, tackle car dependency and the associated health costs of poor air quality and obesity. Such ‘intelligent’ design requires more integrated systems thinking, as well as actively addressing issues like car dependency and air pollution by linking neighbourhood design and transport planning (Farrell Review, 2014: 21-22).

**Integrated bidding and pooling resources:** Boroughs need to be supported in adopting integrated approaches to place-making, e.g. allowing the right to bid across different sectors and boroughs to pool budgets and policy targets in a complementary way. For example, the North Lewisham Links Strategy establishes good pedestrian and cycle routes to connect possible new housing sites with community facilities such as schools and colleges, town centres, parks and public open spaces. Finsbury Park has also involved three boroughs coordinating an area action plan for neighbourhood improvement.

**Designing family, special needs and older people's homes:** Interviewees talked about the need to catalogue different approaches required for well-designed family housing – recognising that each borough has different demographics and therefore should set its own targets and design recommendations. There is a lack of clarity about ‘how to do a lifetime home’ from the GLA or London boroughs. More research needs to be carried out, along with improved guidance, regarding the effective adoption of ‘lifetime homes’ and ‘lifetime neighbourhoods’ in practice.

**Health impact:** The interviewees noted that the relationship between density, building height and massing needs to be further explored. One interviewee recommended that funding for health-related residential projects, in neighbourhoods of



low IMD (Index of Multiple Deprivation), could be directly supported by the NHS. Cross-disciplinary tools akin to Health Impact Assessments (HIA's) could also be developed to better monitor built environment and quality of life concerns at the neighbourhood level.

**Housing quality through co-design:** Supporting early and ongoing 'user' engagement about community needs and preferences should be a central objective of new housing developments. CPRE London argues that this approach needs to be applied effectively and consistently, to promote a shift from 'NIMBY' protest towards community partnership and cooperation in housing delivery. The aim should be to seek joint solutions for delivering good-quality well-designed homes that integrate well with surrounding neighbourhoods.

On the Packington Estate (Islington) a community consultation to develop a site regeneration plan resulted in the affordable units being located closer to the more picturesque water area which otherwise might have been prioritised solely for private units. Residents at the Andover Estate (also Islington) are working towards adopting a Community Land Trust model for social housing and they have a wealth of ideas to enhance and improve the public areas around the estate, e.g. community food production and new community-owned recreational facilities. In Barking and Dagenham a 'Residents Design Panel' was recruited by the borough's Planning Department. It provides additional pre-planning design review based on the views of 12 local residents. The panel received initial training and are supported with professional advice. Some of the key elements of the new Barking Riverside mixed-use master plan were influenced by the resident panel.

**Neighbourhood design literacy:** The expert interviews point to a niche role for urban designers to understand the neighbourhood level and have the skills to proactively engage with both built environment practitioners and residents. The GLA's Supplementary Housing Guidance (SPG) refers to internal layout of family homes but not the external design and layout. Good landscaping and external



lighting have also been shown to enhance the well-being of older people who may spend more time in their homes. Our research is also clear that the accessibility of neighbourhood services (social infrastructure) has a direct impact on resident satisfaction and well-being in London (LSE Cities, 2004; CPRE, 2008). Housing for families, people with a range of disabilities, and the elderly will require further research, design guidance and associated innovative design practice for external as well as internal spaces. Potentially this will include looking overseas, as well as learning from previous examples, to examine successful approaches, e.g. the courtyard design.

## Integrated design recommendations

ISSUE	ACTION
Integrated design, planning and wellbeing	<ul style="list-style-type: none"> <li>The GLA, boroughs and housing associations should invest additional resources to enhance landscapes around housing area, as well as bikeable and walkable routes</li> <li>Assess and promote health benefits through impact assessments and consider NHS resourcing of housing/regeneration projects in high IMD areas</li> </ul>
Bedding-in design quality	<ul style="list-style-type: none"> <li>Boroughs, developers and housing associations should support a participatory co-design culture involving local actors in early and on-going dialogue and design review.</li> <li>The GLA and councils should invest in greater design control and clarity over local design priorities for family homes and lifetime neighbourhoods</li> </ul>

## 4. Diversifying housing developments

The expert interviewees identified a ‘developer dominant’ housing system in London resulting in a more homogenous high-priced housing market. This is due, in part, to larger developers being able to afford to underwrite the cost of development. In the best European examples (Vauban, Germany), local planning authorities have helped secure a wide variety of home design and space for self-managing community groups and smaller developers by encouraging developers into co-building projects with new communities. We need to examine why this works in Germany, the Netherlands and Sweden but London still has relatively few examples (three sites).

**Housing mix:** Our site surveys and interviews have highlighted that there remains a shortage of housing for key groups, notably; families, the elderly and the under-30s. This finding is broadly supported by the three Commonplace community surveys, where on average resident respondents lived in two-bedroom flats that they rented, with one or no children, were aged between 30 and 39 years and earned between £30 and 60k a year. As one resident commented:

*“Dalston will not be affordable much longer, [there are] not enough affordable 3+ bedroom flats/homes to rent in the area”*

**Local government leadership:** There was broad agreement from those we consulted that there needs to be a much stronger emphasis on affordable housing supply, as well as on the re-skilling and freeing up of the local government sector to help deliver a more diverse housing market (see challenge 1 above). This will require more active support for

‘alternative’ housing models. This should not just include support for self-build but also co-housing, cooperatives and increased tenant governance in housing. For example the Vine Housing Cooperative in Bonnington Square, Vauxhall emerged from squatter activists in the 1970s and 1980s and has successfully maintained the cooperative model for over 40 years. Similar spaces could be encouraged to support community ownership.

**Parcelling up land:** In one of our 12 case study sites the sponsors, the Olympic Delivery Authority (\*now London Legacy Corporation), with central government backing, ensured some varied housing styles were offered by 16 different contributors to the East Village development. They devolved the lead role for each block to a different designer while allowing the overall developer and land-owner to oversee the whole ensemble. This seems like a strong strategy, although the very tight design brief is thought to have undermined some of opportunities for more creative approaches from each design team. London boroughs and the GLA should encourage a further opening up of the market to smaller builders / developers, community groups and self-build opportunities, as demonstrated in Vauban, Germany (see case study).

The further widening of the market for smaller developers and innovative partnership models between housing partners would help provide a more balanced approach to both housing finance and resultant housing form and type. A number of approaches and mechanisms need to be in place in order to diversify the market, at a number of different scales.

### Diversifying housing recommendations

ISSUE	ACTION
Resourcing diversity	<ul style="list-style-type: none"> <li>The GLA and boroughs should offer better market conditions for small and medium developers and community groups, e.g. reduced VAT, particularly to incentivise affordable family housing</li> <li>London boroughs should identify and allocate infill and sites (within larger projects) for smaller builders and community groups and could grant licences for communities to set up cooperative, CLT or self-build</li> <li>Housing associations require further resources and finance (e.g. 20% of scheme) from the government to forge new partnerships in housing delivery</li> </ul>
Strengthening community assets	<ul style="list-style-type: none"> <li>The GLA and boroughs should help map housing and community resources, resource partnerships and joint bids to help open up the market to smaller and community-led housing initiatives</li> <li>The GLA, cooperative and co-housing groups should provide training and support for alternative housing models</li> </ul>



## Case study: Vauban, Freiburg



In Vauban District (Freiburg, Germany) the City Council insisted a large site (an old army base) be divided into plots of varied size and character.

It resulted in a site with 2,000 homes of medium density (50 dwellings per ha) with high environmental standards. The land was sold to resident-led 'construction communities' and small builder/developers. Each plot was fairly small (usually 10 – 20 homes in an apartment block or terrace) and sometimes there were stipulations on the sort of homes that should be built, e.g. homes for families or apartments for older people. Two thirds of the homes were built by construction communities/cooperatives and a third by private builders/residential developers. The overall costs for construction were lower than with private developers – typically about 25% cheaper. This enabled people on lower incomes to become home owners. The financial risks were shared by all the members of each construction community, but they also shared the financial benefits. About 10% of the 25% cost saving was the profit that a large developer would normally make on a project like this.



## SITE SURVEY Mixed housing tenure and design, East Village (Newham)



Of the 2,818 homes in East Village, 1,379 are in the social landlord sector, while the remaining 1,439 are for market rent homes. Homes range from one bedroom apartments to four bedroom townhouses, built to Code for Sustainable Homes Level 4. There are 11 individually designed areas, each providing a varied neighbourhood character. The fringes of East Village give way to the Lee Valley Regional Park (and 27 miles of cycle routes). Just south of the site is London's largest transport hub (outside the CAZ). For family homes, private open space is limited and communal public space is limited.

NUMBER OF UNITS: 2818 DENSITY: 104U/HA  
DEVELOPER: TRIATHLON AND QATARI DIAR AND DELANCEY  
LOCAL AUTHORITY: NEWHAM

### LIVEABLE LONDON: EAST VILLAGE

Accessibility	● ● ● ● ●
Tenure mix	● ● ● ● ●
Bikeability	● ● ● ● ●
Housing	● ● ● ● ●
Outdoor space	● ● ● ● ●
Spaciousness	● ● ● ● ●
Wayfinding	● ● ● ● ●
Walkability	● ● ●



## 5. Place-keeping – neighbourhoods for life

'Our study and the Farrell Review highlighted there is a need for much stronger focus on interprofessional working and place-making, as well as for greater community involvement in the built environment. Place-making is defined as:

*"Placemaking is .... a multi-faceted approach to the planning, design and management of public spaces. It capitalizes on a local community's assets, inspiration, and potential, ultimately creating good public spaces that promote people's health, happiness, and well being"*  
Wikipedia

**From place-making to place-keeping:** There is a need to go beyond simply the creation of a place (place-making) to ensuring lasting quality and liveability of neighbourhoods over time. Place-keeping involves longer-term buy-in from all stakeholders and working across professions. At an early stage housing providers need to be realistic during consultation and engagement processes to ensure people feel involved in the co-production of place and promote lasting custodianship. Place-keeping should happen incrementally, in small steps, rather than by investment of huge sums of money, either too early or at a late stage in the development process.

**Longer-term developer commitment to place:** Both expert interviewees and CPRE London (2014b) pointed to the need for long-term commitment and continuity of vision by developers in development schemes, which may be 20 years or more in their development. As developers and investors shift

## Case study: igloo Regeneration Fund

The igloo Regeneration Fund is a partnership of pension, life and charity funds managed by Aviva Investors, which invests in sustainable urban regeneration across the UK, either directly or via joint venture vehicles.

Igloo invests in mixed-use real estate through sustainable place-making in partnership with the public sector and local communities. All of igloo's investments are screened with its pioneering Sustainable Investment Policy Footprint® to promote well-designed, environmentally sustainable, regeneration investments across the UK. For example a partnership with Southwark Council in Bermondsey Square (London) established a mix of shops, homes, hotel, restaurant and independent cinema around a landscaped town square in consultation with local residents. It adds to the vibrancy of the local area by hosting a farmers market, antiques market, exhibitions and other outdoor events.

Link: [www.igloo.uk.net](http://www.igloo.uk.net)

### Coin Street housing cooperative and garden





into these longer-term investment models, e.g. Lendlease, Berkeleys, igloo Regeneration, they should also have greater vested interest in neighbourhood quality. This should be supported and reviewed using tools such as Commonplace to assess neighbourhood liveability and user post-occupancy experience. Some developers are beginning to build a better understanding of how to adopt this approach, e.g. Berkeley's social sustainability assessment tool. Urban designers could further encourage developers to keep design alive throughout the development process and liaise with the community involved.

#### **Investing in community assets and shared**

**governance:** The expert interviewees point to concern about the current adversarial nature of urban development. They point to the benefit of 'live' and collaborative planning, supporting local buy-in and responsiveness to local interests. Numerous housing cooperatives across London, e.g. Vine Housing Co-operative (Lambeth) and Coin Street (crossing Lambeth and Southwark) show that lasting neighbourhood liveability can be achieved through greater community ownership. Housing cooperatives tend to remain fairly small-scale but perhaps that is part of their strength, and could be further encouraged. Co-housing and Community Land Trusts, like the St Clements Hospital site (Tower Hamlets), are still in the early stages of development in London. However, they also offer opportunities for greater tenant ownership and control.

Neighbourhood forums are on the rise in London, particularly where a London borough actively supports such groups, e.g. Camden and Hackney. Significantly they can often focus on the public realm and the interface with the built environment, provision of amenities and infrastructure. There remains, however, a considerable need to increase awareness and capacity to help groups engage with the planning system and take a positive and proactive role in local housing.

London boroughs are taking a varied approach to responding to their Localism Act (2011) obligations as regards to the monitoring and support of Community Asset Transfer (CAT), including housing. For example Camden and Lewisham keep a public record of CATs, whilst others like LB Tower Hamlets and Newham currently do not. Councils need to adopt a more consistent approach to monitoring and support of CAT, including in community housing. The 'Homes for London' board might support boroughs in this area through reviewing ways to promote wider uptake within different boroughs.

**Participatory approaches:** A number of participatory tools can be used to enhance community ownership and well-being outcomes. This includes community participatory budgeting, which although still in its infancy in the UK has been applied effectively. The Participatory Budgeting Unit (PBU) refers to the steady (albeit small-

Strawberry Vale housing and landscape, designed and managed using Eric Lyons, SPAN concept





scale) take-up of this approach by housing associations in partnership with Arm's Length Management Organisations (ALMOs):

*“Given that tenants will now be responsible for paying rent directly, involving them in decisions about their homes and estates is even more important – [participatory budgeting] is ideal in making the connections between rent paid and quality of service on estates, and encouraging regular rent payments.”*

Barking and Dagenham’s resident-led design review panels support the idea that residents have much to offer in the creation of new homes. Boroughs should place greater confidence in local people in contributing to place-making and longer term place-keeping. A small-scale London example is at Hackney Homes, where they offer an ‘Environmental Improvement Budget (EIB) for tenant and resident associations to improve communal areas such as site and ground maintenance, signage, electrical work and for play areas (grants are worked out by the number of properties multiplied by £25.25). These initiatives suggest there is wider scope for projects in which local residents manage part of the housing budget. Such initiatives could happen at a much wider level in housing associations, neighbourhood forums, etc.

**Balancing interests:** Housing associations are shifting towards partnerships with the private sector to fund the delivery of affordable social housing alongside private rental and ownership schemes. It can be a tricky balance of interests, especially during drawn-out development and regeneration processes. It is vital that housing associations listen, learn and respond to their residents. Poplar Harcar (Tower Hamlets) offers an idea of what is possible. For example their Youth Empowerment Board gives those aged 16 to 25 a forum to present their views about the neighbourhood, as well as training and personal development courses to help residents engage.

**Ongoing engagement:** There is clearly an issue of getting people involved initially and then keeping them involved. This could include agreeing a realistic maintenance schedule included in pre-planning stage, and reviewing its progress. This could include more systematic post-occupancy evaluation (Dempsey et al. 2014). There is also a need to engage young people in place-making and place-keeping. The use of social media tools, such as the ‘Commonplace’ tool may better target this group. In our three pilots the majority of respondents fell in the nto the 30 to 39 age group tentatively supporting this theory. Tools like Commonplace may offer an effective means to widen participation. Where the information is live and openly shared, they can help highlight ongoing maintenance issues and create a more positive space for ideas for improvement.

There are numerous examples of good site management and maintenance (e.g. Golden Lane Estate) and there is a need to learn from these and other effective models. For example architect Eric Lyons’ SPAN housing system, where all residents join a management committee to ensure the effective maintenance of communal buildings and spaces on the site. A suite of such examples should be compiled to demonstrate and promote good practice.

Place-keeping recommendations	
ISSUE	ACTION
Resourcing	<ul style="list-style-type: none"><li>Boroughs and housing providers should ensure a maintenance schedule is agreed at the pre-planning stage and monitored in terms of delivery</li><li>The GLA, boroughs and housing providers should create opportunities for residents, including younger people, in place-making and place-keeping, e.g. participatory budgeting, design review panels, and post-occupancy evaluation</li></ul>
Monitoring	<ul style="list-style-type: none"><li>Boroughs should support mapping of cultural assets, tracking Community Asset Transfer (CAT) and identifying possible opportunities for supporting further community-led housing bids</li><li>The ‘Homes for London’ board should review CAT uptake especially in housing across London boroughs</li></ul>



# Building partnerships for liveable neighbourhoods

**Our research has focused on ways to promote liveability in London, but it may also offer some lessons for other English cities. Three cross-cutting areas have emerged, where new initiatives are needed.**

Kidbrooke Village signpost





## 1. Strategic planning, stronger local powers

The government should concentrate on improving the supply side conditions in the housing sector, including through enhancing the incentives for good-quality affordable homes. The government has sought to consolidate housing standards and building regulations, and the industry is about to adopt these, along with design guidance in London from the Mayor and some boroughs. However, these regimes downplay the importance of the 'human scale' and 'amenity'.

To help enhance the potential quality and quantity of new housing and regeneration projects, the government should seek to encourage greater policy coordination within and between each of the government departments that have built environment within their portfolio (Farrell Review, 2014: 32) They also need to devolve local powers to allow a more targeted response to meet London's housing need (see section 1).

At a far more fundamental and strategic level, there are limits to even 'smart' growth in any city. The government needs to be more active in prioritising economic growth, employment and the consequent housing need beyond London and the South East. This should include working with the eight core cities to support their vision for delivering our whole country's full potential.

## 2. Better leadership and interprofessional working

Local government is at the nexus of bringing high-level planning and policy objectives together with local priorities and need. This includes mapping local housing resources and maximising strategic links, including high street, transport and social infrastructure capacity. Planners are typically split between development control and plan-making. This results in boroughs being inconsistent in their approaches towards the built environment and neighbourhoods.

London boroughs should provide a strategic integrated vision in their Local Plans and identify ways to pool policies and resources for housing and place-keeping. Strong local leaders will be needed to support both place-making and place-keeping. Local government planners and policy-makers must therefore better mediate between top-down policies and projects with locally specific neighbourhood interests.

Different professional actors also need to work more effectively together and support more shared responsibilities between professionals, politicians and communities (Farrell Review, 2014). Such shared responsibility would help to ensure that new projects better address multiple facets of liveability, including people's concerns about safety, comfort and amenity (CPRE London, 2014).

## 3. Putting citizens at the centre of development

The expert interviews and our research have consistently pointed to the need for a more proactive, articulate and democratic planning system. As a part of the process of defining what should happen next, we call for the greater involvement of local stakeholders to help create liveable neighbourhoods that last.

CPRE London would like to see ordinary citizens at the centre of new housing development and place-making. New projects should involve residents, businesses and neighbourhood groups in the processes of planning, design, and long-term management.

Encouraging citizens to make their neighbourhoods a more liveable is a transformative process. It challenges all interested parties to find new ways of working together, and to reconcile differences of interest and commitment, in working towards shared design and management of neighbourhoods that will sustain and improve people's quality of life over the long term.

Seeking a balance of internal and external spaces, Kidbrooke Village (Greenwich)





# Looking forward – the Campaign for a Liveable London

Over the next year CPRE London will be working to encourage further discussion and debate on promoting liveable neighbourhoods in London. CPRE London wishes to provide guidance and tools to enable citizens to engage more positively in the design, construction and management of new developments, and promote their own neighbourhood-level housing initiatives, as well as borough-wide Local Plans. We also want to encourage interprofessional working within and between London boroughs, urban designers, planners, housing associations, developers and investors.

**The Campaign for a Liveable London will be focused on the following activities:**

## **Citizen's toolkit –**

in response to one of our own recommendations we will develop an online toolkit for citizens active in their local areas to promote positive engagement in neighbourhood housing design, development and management.

## **'Better builders' award scheme –**

we plan to develop an award scheme in London and with CPRE branches in the South East to encourage and recognise the best developers, working with and for local communities, to create truly liveable, affordable and compact communities.

## **Liveable cities outreach –**

Beyond London we are also looking to encourage a similar approach to liveable cities in the rest of England and will be working with national CPRE and county branches to promote these principles.

## **Future research –**

there is more research required regarding various issues, including change of use, community engagement, and intensification of the suburbs.

**We invite other organisations and groups to join us in working to make London one of the most liveable cities in the world.**

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## Glossary

CAT - Community Asset Transfer

CIL – Community Infrastructure Levy

CPRE – Campaign to Protect Rural England

DCLG - Department for Communities  
and Local Government

DCMS – Department for Culture, Media  
and Sport

GLA – Greater London Authority

HCA – Homes and Communities Agency

HIA – Health Impact Assessments

HRA – Housing Revenue Account  
(self financing)

IMD – Index of multiple deprivation

NPPF – National Planning Policy Framework  
(2011)

PDL - Previously Developed Land or  
'brownfield sites' including both land  
and derelict buildings

PTAL – Public Transport Accessibility Level

S106 – Section 106 agreement for social  
infrastructure

# Notes



## Definitions

**Affordable housing** – policy term used to describe rented housing that is priced at 80% of the local market rate or less.

**Amenity** – any benefits on or around a property, especially those that increase its attractiveness or value or that contribute to its comfort or convenience, e.g. good Wi-Fi access, landscape design, parks, good schools, sports facilities, health care, shops, theatres, pubs and restaurants, bike paths, faith and community centres, low crime rate.

**Co-housing** – a type of residential community composed of private homes supplemented by shared facilities. The community is planned, owned and managed by the residents – who also share activities, e.g. cooking, dining, childcare, gardening, and governance of the community.

**Co-production** – delivering public services (in this case housing) in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours (Source: New Economics Foundation).

**Community Asset Transfer (CAT)** – community assets are land and buildings owned or managed by community organisations e.g. town halls, community centres, sports facilities, affordable housing and libraries.

**Compact community** – well-designed, high-density, medium-rise and mixed-use developments focused on town and local centres and other public transport hubs, large enough to offer a range of social and economic amenities within walking distances of people's homes.

**Community Infrastructure Levy (CIL)** – a tax which a planning authority may impose on a developer to help pay for the essential infrastructure needed to support the proposed project. CIL is different to S106 in that it is levied on a wider range of developments and according to a published tariff schedule. A number of London boroughs are looking to implement CIL and once implemented, a borough will still be able to negotiate for a S106 agreement, but restricted to site-specific measures and affordable housing. Significantly, the government has said that 'a meaningful proportion' of any borough's CIL will in future be passed to local communities to spend as they see fit. The Mayor also levies his own CIL to pay for Crossrail, although London Councils are lobbying to ensure this Crossrail charge does not undermine the viability of local developments.

**Housing Revenue Account (HRA)** (self financing). – since 2012 local councils keep their council housing rental income and use it to fund their housing stock.

**Index of Multiple Deprivation (IMD)** – system ranks every neighbourhood according to the extent of disadvantages experienced by residents.

**Intensification Areas** – London's ten Intensification Areas are built-up sites with good existing or potential public transport links and can support redevelopment (for homes, etc.) at higher densities but at a level below that which can be achieved in Opportunity Areas.

**Lifetime Homes standard** – is a set of 16 design criteria that provide a model for building accessible and adaptable homes.

**Master plan** – most commonly, a plan with 3D diagrams that describes and maps an overall development concept, including present and future land use, urban design and landscaping, built form, infrastructure, circulation and service provision.

**Massing** – in architecture 'massing' refers to the general shape and size of a building and how it relates to the surrounding place.

**Mixed tenure** – refers to the combination of different types of housing tenure, i.e. owned, rented, or shared ownership (part owned and part rented). Mixed tenure housing includes two or more different types of housing tenures in properties from the same development.

**Mixed use** – developments that include any combination of residential housing with retail shops, office space and other uses.

**Neighbourhood liveability** – a neighbourhood that provides a good quality of urban living, through well-designed and high-quality built environment, a mix of tenure and use, access to amenities and good-quality public realm.

**Opportunity Areas** – are 33 large-scale brownfield sites identified by the GLA as carrying significant capacity for new housing, commercial and other development linked to existing or potential improvements to public transport accessibility.

**Public Transport Accessibility Levels (PTALs)** – refer to the distance from any point to the nearest public transport stop (bus, train, tube), and the service frequency at those stops.

**Permeability** – a term used by urban designers and transport planners, referring to 'the extent to which urban forms (buildings and structures) permit or restrict the movement of people or vehicles in different directions.

**Permitted development rights** – a national grant of planning permission allowing certain building works and changes of use to be carried out (e.g. offices converted to housing) without having to make a planning application. Permitted development rights are subject to conditions and limitations to control impact and to protect local amenities.


**Place-making** – defined by Wikipedia as "a multi-faceted approach to the planning, design and management of public spaces. Place making capitalizes on a local community's assets, inspiration, and potential, ultimately creating good public spaces that promote people's health, happiness, and well-being".

**Section 106** – through S106 a developer pays a contribution to the local authority to pay for additional infrastructure that will be required, e.g. new schools, health clinics, affordable housing. However only 7% of developments attract S106 agreement. S106 levels are negotiated between boroughs and developers and they can be reduced or cut altogether if there is evidence the extra cost will threaten the economic viability of a development.

**Shared ownership housing** – housing that the occupier part rents and part owns.

**Typology** – the classification of (usually physical) characteristics commonly found in buildings and places, e.g. low, mid and high density homes; low-rise, mid-rise and high-rise; family, older people, and single occupier housing.





*“A liveable neighbourhood is one that affords good everyday experiences and long-term quality of life. It supports new opportunities for local creativity and ownership.”*

For over 30 years, CPRE and CPRE London have campaigned for well-planned and good-quality homes in urban, as well as rural areas. We recognise the pressures on London and the surrounding region are greater than ever. The Campaign for a Liveable London seeks to:

- **Promote a liveable city approach to the London Plan, encouraging compact, affordable and sustainable solutions to London's increasing housing and infrastructure needs**
- **Promulgate community-led planning and human-scale developments to improve the quality of life for Londoners**
- **Provide recommendations and guidance to help citizens, developers and officials to better design and implement new housing developments**

This report is a summary of the findings from a year-long research project examining the contribution of London's homes to the liveability of the city. It provides the basis for the future work of the CPRE London campaign.

CPRE London is a registered charity Number 802622



Dear Sir/Madam

We hope to attend the housing committee meeting 10<sup>th</sup> July 2pm and take the opportunity to speak about 'Demolition and refurbishment of London's social housing estates' and our experiences of the Heygate estate redevelopment; however work commitments may not allow it, in which case we hope a representative from Just Space will say a brief word on our behalf. We also give our answers below to the key questions put by Darren Johnson, Chair of the Committee, in his letter of 20 June 2014. This is not ideal, but we trust the committee will nonetheless give due consideration to the lessons learnt from the Heygate redevelopment, as we see them.

Regards  
Jerry Flynn

- What is the purpose of regeneration programmes and who benefits?

The Heygate estate was a council estate of 1200 homes, built in the early 70's. It has been demolished as part of the wider regeneration of the Elephant and Castle opportunity area. The residents were promised new homes but in the event only 45 tenants have moved to such new homes while the rest have moved to current council housing stock, where they are likely to stay (evidence CPO enquiry 2013). Most of the Heygate tenants have remained in Southwark, but leaseholders have been obliged to move much further afield, because the level of compensation was too low to allow the purchase a local home <http://affordable.herokuapp.com/blog/2013/06/08/the-heygate-diaspora/>; promises of advantageous purchase schemes were not kept. There were also a significant number of non-secure tenants removed from the estate – 283 (Jan 2008 decant report). Southwark Council cannot provide any collated information of where they moved to; those who had a housing entitlement would have moved to current council housing stock, but it is unlikely that many moved to new homes.

The Heygate is now almost demolished and it will be replaced by about 2,500 new homes, only 79 of which will be social rented, a net loss of about a thousand social rented units. This huge loss of social rented housing is mitigated somewhat by about 600 new units elsewhere in the opportunity area, including replacement housing for the Heygate, but it still means a net loss of about 600 social rented units (figures from planning applications and CPO evidence). There will also be about 800 intermediate units and 200 affordable rent units, but these are demonstrably not affordable to those in most housing need, as successive housing need surveys carried out by Southwark Council have shown.

On the other hand there will be a very large increase in free-market housing, 2000 on the Heygate, about a 1000 elsewhere in the opportunity area. A one-bed property on the first

phase of the Heygate redevelopment, Trafalgar Place, is currently advertised at £435K <http://www.primelocation.com/for-sale/property/london/rodney-road/trafalgar-place/>

It is therefore quite clear who benefits from the Heygate redevelopment and the wider regeneration of the Elephant, in terms of housing – private developers and those who can afford the homes they build. It is equally clear that those who do not benefit are sitting council tenants, insecure tenants and current leaseholders. Those on Southwark's housing waiting list who lost housing opportunities, as a consequence of the need to rehouse those displaced by regenerations, should also be mentioned. There is some opportunity for home ownership for those who can afford intermediate housing, but this is far outweighed by the net loss of desperately needed social housing in Southwark.

- Which factors are considered in the decision to refurbish or demolish and rebuild?

The Elephant & Castle regeneration process began in 1997 and in essence seeks to 'overcome the barriers that have constrained growth and release the area's potential' (CPO evidence). This was to be done by taking advantage of the Elephant's favourable geographic position and its excellent transport links. In parallel Southwark commissioned a stock condition survey of the Heygate as part of an options appraisal under the Southwark Estates Initiative, a government funded programme. This identified 'partial demolition and refurbishment' as the preferred option. This conclusion was based on physical factors – eg the state of repair of the estate, the costs of the various options and comparisons with other estates. However a further factor was also considered – the value of the land; the demolition of the site 'would release the value of this strategically placed site' (CPO evidence). This was the deciding factor in the decision to demolish. The estate was removed from the SEI in 2000 and 'from that point the Heygate Estate became a key component of the wider vision for the E&C area' (CPO evidence).

It is also worth mentioning some *ex post facto* factors. The estate gained an undeservedly bad reputation for violence and anti-social behaviour, largely from 2007 onwards, which was fostered by its continual use as a film and TV set for 'gritty dramas', such as *The Bill*. This served to justify the estate's demolition in the public eye and to excuse the local authority's broken promises to the residents.

- How are tenants and leaseholders involved or consulted and at which stages?

There have been two major phases to the redevelopment of the Heygate – 1997-2002; 2002 – to date. The first phase failed, when relations between the developer and Southwark Council broke down; however this phase was characterised by a formal 'tripartite' relationship between the local community, the Council and the developer. The local community was represented by funded organisations and the development plans could only move forward with the agreement of all three parties. The second phase of the development abandoned this approach and instead drafted a vision for the area (the 2004 E&C Framework SPD), for which Southwark then sought a developer partner, which was eventually to be Lend Lease.

During both phases of the development the tenants and leaseholders were consulted through the TRA, and by other usual means – meetings, leaflets, surveys and exhibitions. The consultations were conducted for Southwark or the developers by various organisations. The consultation process has given rise to many issues – the use of the consultation results, the range



of samples polled, the representativeness of poll results, the choice of topics consulted on, the omission of other topics, the independence of the consulting organisations.

Two noteworthy points about the Heygate consultation give good reason for scepticism about its value - the desire of 63% of residents to return to a council home on the estate, reflected by MORI poll 1999, has not been realised, while the Heygate Action Plan of 2007, which decanted the estate before replacement homes were built, was adopted by the Council with no consultation of residents whatsoever.

- How does the regeneration work and, in particular, what are the key problems for estate residents during the process? How are these best managed and resolved?

There are multiple problems for the residents during a regeneration process; the first is retaining confidence that the local authority is acting in their interests, rather than a developers – we believe that this has decidedly not been the case at the Heygate. The process itself is long and inevitably has its ups-and-downs; in our case every problem seemed to be solved at the expense of the residents eg the delay in building the replacement housing was met by decanting into current council housing stock. Changes of plan also cause confusion (we must acknowledge that with the best will in the world it is hard to keep an estate of 1200 households, not just informed, but fully engaged). We also do not think that Southwark took sufficient account of the impact of the regeneration on the different life circumstances of people eg on the elderly and families with school-age children.

The decant was a particularly fraught process. Secure tenants had to find their own rehousing through the choice-based allocations system, ‘Homesearch’, with the possibility of eviction proceedings should they fail; leaseholders had to find what they could with inadequate compensation; insecure tenants, who could have been living on the estate for several years, were rehoused according to their individual circumstances with no guarantees of a secure tenancy. All-in all the regeneration and its uncertainties were a constant in people’s lives and experienced by them as a decade long act of attrition.

On the practical side the upkeep of the estate declined over the period. Southwark made a commitment to maintain the estate throughout the whole regeneration process, and indeed had an obligation to do so, and it should be noted that it spent a significant amount repairing the hot water system during this period. However, the council stopped issuing secure tenancies in Jan 2001, instead using voids as temporary accommodation. This began the process of emptying the estate and gave it a much more transient atmosphere, as people lost old neighbours and only gained new ones for a short period of time, before they too moved on. This accelerated after 2007, when the decant proper began and perhaps inevitably, the estate became a much less pleasant place to live. The final days of the last residents became particularly difficult when central supplies of hot water and heating were cut off and they definitely perceived this as an attempt to force them from the estate.

Southwark Council ostensibly had the means to manage and resolve these issues; for instance it put in place a dedicated team of officers to assist tenants with the decant, installed a security team to patrol the estate and kept the estate’s public space fully lit for most of the time. However this was often not experienced by the residents as a help to them, more as a means of removing them from the estate as efficiently as possible. We would argue that whatever means

are used, they will not work unless the local authority retains the full confidence of the residents, and that they in turn can see a tangible benefit from the regeneration, one that justifies the disruption to their lives.

- What more could the Mayor do to support effective regeneration whilst maintaining mixed communities?

We understand that the circumstances for the demolition of a council estate have to be fully warranted according to the London Plan. We believe that whatever the conditions in the Plan it has failed in this instance to provide better housing for Heygate residents or anyone in Southwark who is most in housing need. Not only should the Plan itself set higher hurdles before an estate is demolished, the Mayor should use his or her powers to ensure it is not circumvented by local authorities acting in the better interests of developers.

There is a big imbalance of power between the local community, councils and developers. This needs to be addressed if regenerations, which are inevitably disruptive, are to be of benefit of the sitting local community. The community must be able to organise itself independently and be able to pay for its own expert help and opinions. There must be a free flow of information, including financial information between all parties. This should be recognised as a legitimate cost of the development and could be recouped from developer profits.

The rehousing options for tenants and leaseholders are too loosely protected and should be strengthened. Local authorities should be required to continue issuing secure tenancies throughout a regeneration process. Compensation for leaseholders should be sufficient for outright ownership of a new property in the regeneration.

‘Maintaining mixed communities’ seems a worthy goal, but unfortunately in our case it proved to be a euphemism, not just for getting rid of council houses, but for ejecting from the area leaseholders who could no longer afford to stay after losing their homes. This ambition can only be achieved by making the priority of any regeneration the provision of truly affordable housing, not just housing labelled as such; in Southwark’s case, and in the case of many London boroughs, this means building more social rented housing.

END



Dear Tom & Lorraine,

Attached is my presentation on the option of building on top of existing walk up blocks of flats.

As we discussed, the costs of retrofit of existing dwellings in conjunction with upwards extension will be lower than for replacement of the block and additional floors because so much of the building fabric especially foundations are retained.

The implications of their retention is also that the embodied carbon is significantly reduced. In comparison, the embodied carbon of an equivalent knock down and rebuild will be much higher. This means that the embodied carbon emissions could represent about 100 years of its annual carbon emissions as the emissions of the new building will be much lower than the houses they replaced. That being the case, the embodied carbon must be taken into account in comparing the environmental benefits of knock-down estate regeneration versus build high and retrofit approach to regeneration.

Regards

Chit



# **Build Higher and Retrofit**

## **to cutting carbon and building low energy homes**

July 2014 Chit Chong LowCarbon KnowHow



# Stuff we all know



- Half of UK emissions are from energy used in buildings – 28% just from housing
- 4.4 million homes built before 1919 and much of that built up to the 1970s are not much better.
- 120,000 new homes built /year 0.5% /yr of stock
- 250,000 new homes required – 42,000 in London
- Low energy retrofit rate – low hundreds/year.

# Build Higher and Retrofit



- Add an extra two storeys to the 3 to 5 storey walk-up blocks.
- Ring fence sale profits to retrofit existing dwellings
- 5,000 flats in walk-up blocks in LB Camden housing stock.
- Potential for about 1,000 new dwellings and 2,000 low energy retrofits in Camden housing stock.



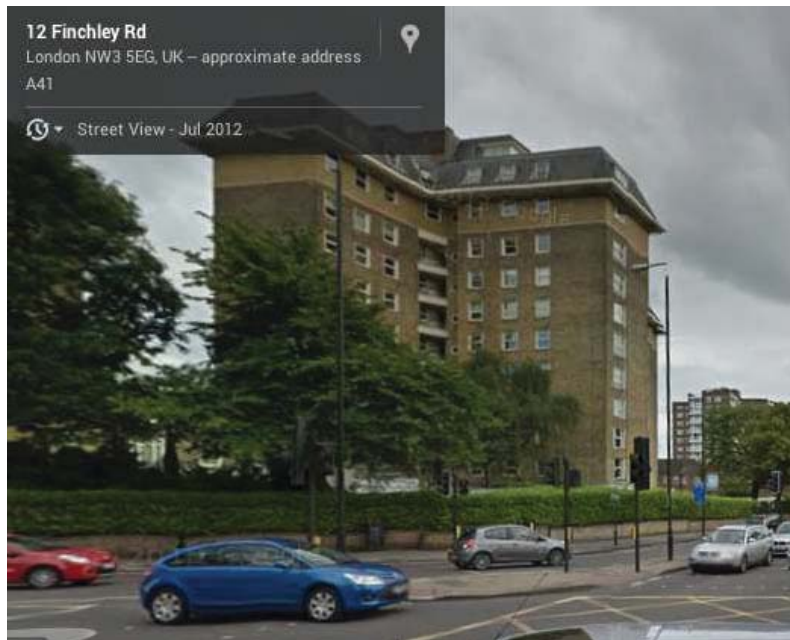
# Reference projects



Building higher  
on existing  
foundations:

Clifton House  
Euston Road  
70s build

# Reference projects



Tale of two estates: Ex GLC type blocks in Swiss Cottage  
one extended (private sector) one not (private sector) 1950s



# Reference projects



Du Cane Road : Building High & Retrofit in action

# Reference projects



Knock down and  
rebuild hubris:

Kings Crescent  
Estate. 514 homes  
to be replaced by  
880 in 2002 now  
just given  
permission for 765  
– part demolished  
since 2002



# Build High vs Knock Down



<i>Based on 30x 2 bed flats increased to 45</i>	<b>Knock Down &amp; Rebuild</b>	<b>Build High &amp; Retrofit</b> (based on market price of £230K -10% profit)
Cost (estimate) per low energy dwelling	£150K new foundations and dwellings	£70K foundations retained refurbishment at £26K/dwelling
Embodied Energy based on RICS data	250% more than Build High	Retained foundation and lower floors
Consultation	Very Difficult due to high level of rolling decant	Difficult due to disruption and noise

# How to get it under way



- Private sector route by supporting developer partnerships
- Public sector route by funding research and project development to identify, secure funding to instigate pilot projects with RSLs.
- Mainstream by promoting Planning Guidance in favour of Build High & Retrofit.
- Increase geographical spread by ringfencing any proceeds of sales from high value areas to others within boroughs and beyond.



# Role of LowCarbon KnowHow



- Discussing with local authorities
- Linking with contractors and developers
- Bid to TSB for project development funding
- Looking at procurement implications.
- Open to public sector funding and support to do this.

Dear Mr Johnson,

Thank you for your letter of 20 June 2014 concerning demolition and refurbishment of social housing estates. I apologise for the fact that this response on behalf of Croydon is not fuller, however, we do not have any developed plans for the demolition of any of our housing estates at the moment. Our programme of works is based on the condition of the buildings in question, historic investment decisions and our responsibilities with respect to the decent homes standard. Obviously, we consult with leaseholders as required and in addition consult with tenants and leaseholders representatives on the detail of our annual housing investment programme.

We are currently planning to commission a borough-wide estate appraisal with the aim of identifying opportunities for addressing a range of issues impacting our tenants and leaseholders, such as tackling anti-social behaviour, improving the energy efficiency of hard-to-heat properties which might combine well with overcladding to modernise the appearance of unattractive blocks, improving estate accessibility and linking up to wider regeneration programmes (eg transport infrastructure) and increasing housing supply. In terms of new supply, we will be looking for scope for replacement of some existing housing with homes at a higher density, or which better meet local housing need, or which make for better communities, as well as adding to our current list of small infill sites and redundant garage sites for new-build.

We are therefore very interested in the findings of the LA's investigation as they may be relevant to Croydon in future and provide some useful lessons. It would be very helpful to be kept informed of the progress of the call for evidence and any work that emerges from it as a result.

Best regards.

**Dave Morris**

Housing Strategy Manager

Department of adult services, health and housing  
Housing strategy, commissioning and standards division  
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## **London Assembly Housing committee - Demolition and refurbishment of London's social housing estates - Enfield Councils Response**

Enfield Council welcomes the opportunity to respond to the London Assembly Housing Committee Investigation into the demolition and refurbishment of London's Social Housing Estates using experience gained over the last 5 years.

What is the purpose of regeneration programme and who benefits.

- a) Over the last 5 years Enfield Council has embarked on an ambitious programme of estate renewal and new build programmes.

Our projects, which include Ladderswood, Highmead, Alma and New Avenue, all have a different approach to the procurement process but all suffer from the same or similar issues around condition of the blocks. Decision to demolish and rebuild poor performing estates has primarily been based on cost of improving stock which has a limited shelf life, poor construction methods and potential health and safety issues. However residents have always been involved in the ultimate decision on whether to demolish or refurbish blocks and many of their reasons include amongst others anti-social behaviour issues and crime levels.

- b) In the context of our estate renewal projects we believe that extensive consultation and communication is undertaken with tenants, leaseholders, other residents and local businesses during the whole process from inception to completion. Resident Panels have been set up or extended to engage residents in the process and we have appointed ITLA's for each project to manage community expectations for the redevelopment. We hold regular meetings with residents provide information, translation and play workers when required. Design panels to influence design of new homes are held once a developer is appointed and on two of the four projects residents have prepared a Residents Aspirations document that will influence developers design pre planning.
- c) What are the key problems for estate residents during the process and how are they best resolved.

There are many so I have bullet pointed them below;

- Residents expectations in terms of timescales for scheme completion
- Lack of resident understanding in terms of financial viability
- Desire to remain secure tenants
- Objections to RSL involvement – fear of being an RSL tenant
- Continuity of estate improvement works and repairs over the life of the redevelopment by the ALMO
- Selection of new homes and where they will live once the homes have completed.

- Offer to Leaseholders re affordability and availability of new homes on the estate, specifically those living in low value tower block homes.

All issues raised by residents and the local community are addressed either via the residents panel, one to one meetings or separate consultation events held and managed by the team.

What could the Mayor do to support effective regeneration whilst maintaining mixed communities?

- d) Additionality is very difficult to achieve on estates that are in parts of the borough where transport links are poor and subsequently suffers from poor PTAL ratings. More funding towards infrastructure for these areas would be a good intervention in the estate regeneration process.
- e) The council are looking at finalising the criteria for shortlisting future estate renewal schemes and currently looking at the following process as mechanism for selecting estate renewal opportunities over the next 30years.

### **Proposed Shortlisting Criteria**

A two stage assessment firstly considers quantitative data to determine the condition, investment needs, energy efficiency and the extent to which tenants want to live on an estate to provide a ranking of the worst estates in the borough.

#### **Stage One Criteria:**

Income and expenditure

SAP rating

Structural condition

Number of choice based letting bids on or off an estate

The second stage takes forward the stage one work but adds qualitative data in order to prioritise estates most suitable for redevelopment.

#### **Stage Two Criteria:**

Worst estates (stage one results)

Indices of multiple deprivation

Decanting Opportunities

Financial viability

Residential uplift potential

These sets of criteria, once weighted, will enable a shortlist of estates to be identified which can then be grouped into short, medium and long-term priorities.



### **Tenant & Leaseholder Issues**

- There have been many good examples of collaborative working with residents and residents associations on our schemes including developing a local lettings plan, amending and changing assured tenancy agreements to support the transfer from a council tenant to an RSL.
- Breaking up of the community on our largest estate has been a consideration but many who live in tower blocks have seen moving as an opportunity to access existing council housing stock that they would not normally be an option which may include a house or flats in low rise blocks in the west of the borough.
- Our largest estate renewal scheme has an estate based office which has been key to the success of the project. The residents are able to access staff Monday to Friday and we open late on a Wednesday to catch those that are working.
- Positively we have involved resident associations in part of the developer shortlisting which ensures transparency and empowers residents in the selection process.

### **Housing Providers**

- The local authority are always clear on the options available to residents when discussing the project and promises are only made where there is a level of certainty of delivery, if we can offer secure tenancies and lower rent levels than we will but always ensure they are aware that ultimately financial viability is key to delivery.
- Stock transfer has not been considered but these could be an option in the future to support our Business Plan.
- In the past we have provided several options before procuring developers as it enables residents to view indicative designs, possible height increases and increased numbers to make schemes viable for redevelopment.
- We have not undertaken any carbon lifecycle or footprint analysis for renewal projects although our Development Management Document includes very strong policies on sustainable development so these issues are addressed at the planning stage.

I hope you find these comments useful and if there is any further information please feel free to contact me.

Sarah Carter, Head of Development & Estate Renewal, London Borough of Enfield **Redacted**