

MAYOR OF LONDON

London Housing Strategy

CONSULTATION REPORT

May 2018



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1. Introduction and background

Purpose and structure of this report

- 1.1 This report on the public consultation on the Mayor's draft London Housing Strategy (the 'draft strategy') is intended to provide an accurate summary of responses to the consultation and enable the Mayor to consider the issues raised by respondents before determining the text of the proposed revised strategy.
 - 1.2 To this end, this report summarises views expressed by respondents, and makes recommendations to the Mayor to respond to them. It either explains why no change is recommended in response to concerns, or sets out proposed changes.
 - 1.3 Views of respondents are summarised because many of the responses to this consultation (especially, but not limited to, written responses submitted by organisations) contained a large amount of detail, including on technical aspects of the proposed policies. It is not practical to fully reflect this detail in this report, nor to summarise each individual response.
 - 1.4 The charts in Chapters 3 to 8 of this report indicate the numbers of respondents who, in written responses, supported, partly supported or opposed different policies and proposals within the draft strategy. For references to respondents' views on policies and proposals elsewhere in this document, the following terminology is used:
 - a) Where a view is attributed to a "majority of respondents", this means that more than half of those who commented on a policy or proposal expressed that view.
 - b) Where a view is attributed to "respondents" or "some respondents", this means that more than one respondent but fewer than half of respondents who commented on a policy or proposal expressed that view.
 - c) Where a view is attributed to "a respondent", this means that a single respondent who commented on a policy or proposal expressed that view.
 - 1.5 It is important to note that the views of consultation respondents described in this report cannot be generalised to the wider population. While anyone could submit their views in response to the consultation, individuals and organisations with a keen interest in a topic and the capacity to respond are more likely to respond to consultations than those without.
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- 1.6 All reports and datasets relating to the consultation are available on the London Datastore: <https://data.london.gov.uk/dataset/london-housing-strategy-consultation-2018>.

The Mayor's statutory powers and duties

- 1.7 The statutory framework for the draft strategy is contained in section 333A of the Greater London Authority Act 1999 (GLA Act). This determines that the Mayor must prepare and publish a London Housing Strategy, containing the following elements:
- (a) the Mayor's assessment of housing conditions in Greater London and of the needs of Greater London with respect to the provision of further housing accommodation;
 - (b) any proposals or policies of the Mayor to promote the improvement of those conditions and the meeting of those needs;
 - (c) a statement of the measures which other persons or bodies are to be encouraged by the Mayor to take for the purpose of improving those conditions and meeting those needs;
 - (d) a statement of the Mayor's spending recommendations for the relevant period.

Impact Assessment

- 1.8 A draft Impact Assessment was published alongside the draft strategy, also for consultation. The draft Impact Assessment considers the impact of the strategy and policies within on equalities, health and health inequalities, and crime and disorder, in line with the Mayor's legal duties to do so. It will be amended to reflect not just changes to the strategy, but also comments received on the assessment itself. A final version will be published alongside the revised version of the strategy.

2. Consultation process

Introduction

- 2.1 The draft strategy, which sets out the Mayor's vision for housing in the capital, was published in September 2017.
- 2.2 The Mayor publicly consulted on the draft strategy for 12 weeks, between 6 September and 7 December 2017.

Publicising the consultation

- 2.3 The consultation was publicised in different ways. These included emails from the Greater London Authority (GLA), posts using the Mayor's Facebook account, tweets from the Mayor's and GLA's Twitter accounts, and information on Talk London's webpage, as outlined below. One of the Mayor's Tweets about the draft strategy included a short video offering an overview of key themes and directing viewers to further information about the consultation.
- 2.4 To encourage engagement with and responses to the consultation, an Executive Summary and an easy read version of the draft strategy were published alongside the full document.
- 2.5 Individual members of the public were encouraged to engage with the draft strategy through the Talk London webpage, the contents of which are described below.
- 2.6 Organisations were encouraged to respond to the draft strategy in writing. GLA staff encouraged the wide range of organisations with an interest in housing in London, with which they have contact, to participate in the consultation. These organisations included local authorities, housing associations, housing developers, industry bodies, think tanks and academic institutions, and voluntary and community sector groups.
- 2.7 Over the period of the consultation, GLA staff attended 57 different meetings and events with representatives of these organisations. Some of these were regular meetings and others were organised specifically for the purpose of the consultation. At these meetings, GLA staff spoke about and responded to questions and comments on the draft strategy. This was intended to help those organisations to respond in writing to the consultation. A full list of the meetings and events is listed at Appendix 5.

- 2.8 GLA also organised events that provided opportunities for representatives of organisations to hear about and comment on the draft strategy, as follows:
- a) Two identical events were advertised as part of information about the draft strategy on the GLA's website and promoted by GLA staff in their contact with organisations about the consultation. 144 attendees from the organisations listed at Appendix 6, attended these events. Attendees were able to take part in three of ten different discussions on themes from across the draft strategy.
 - b) GLA worked with Homeless Link, the membership body for organisations involved in tackling homelessness and rough sleeping, to plan an event for representatives Homeless Link member organisations that work in London. Approximately 80 representatives from the organisations listed at Appendix 6 attended.
- 2.9 At these events, GLA staff took notes on discussions. These notes are available at london.gov.uk

The reach of publicity about the consultation

- 2.10 The following data gives a picture of the number of people who saw information about the draft strategy through different channels.
- 2.11 In addition to publicising the draft strategy through the GLA website, Talk London was used to directly engage with the public. Talk London is an online community designed to put Londoners at the centre of GLA strategies and plans, by involving them in sustained and meaningful consultations that generate insights, feedback and actions to improve London.

Webpage statistics

- 2.12 The statistics in Table 2.1 relate to use of the [Draft London Housing Strategy pages](#) on the GLA's website, and the Talk London draft London Housing Strategy consultation pages.

Channel	Engagement
London Housing Strategy consultation page	Viewed 18,190 times. 8,065 unique individuals accessed via the GLA website and 4,392 unique individuals accessed via the Talk London website ¹ .
Draft London Housing Strategy executive summary document	Viewed 1,913 times by 1,613 unique individuals ²
Draft London Housing Strategy document	Viewed 2,702 times by 2,454 unique individuals
Draft Housing Strategy consultation response submission page, accessed via the Housing strategy page and through which organisations could submit written responses to the consultation	Viewed 1,853 times by 1,548 unique individuals
City Hall blog on the draft Housing Strategy	viewed 2,958 times by 2,752 unique individuals

Table 2.1: *engagement with draft London Housing Strategy via GLA website*

Marketing

2.13 The statistics in Table 2.2 relate to traffic to different forms of marketing used by the Mayor to share information about the draft London Housing strategy.

¹ Some individuals accessed the page more than once

Channel	Engagement
Email from the Mayor to 24,198 subscribers	33% of recipients opened this email
Email to 714 organisations known to the Mayor that have an interest in housing	40% of recipients opened this email
Four emails sent to Talk London members	35% of recipients opened these messages (averaged across the four emails sent)
Tweets from @MayorofLondon, who has 3.12 million followers	27 tweets, which appeared an average of 78,777 times in followers' feeds
Tweets from @LDN_gov, which has 29,500 followers	Seven tweets, which appeared an average of 21,616 times in followers' feeds
20 tweets from @LDN_talk, which has 3,300 followers	These showed up in 6,935 Twitter users' feeds
Posts on the Mayor of London's Facebook page, which has 102,871 followers	16 posts, which appeared an average of 8,809 times in followers' timelines
Short video about the draft Housing Strategy directing viewers to Talk London, tweeted by the Mayor	15,500 views

Table 2.2: *engagement with draft London Housing Strategy via media channels*

Consulting with individual members of the public

2.14 This section describes the methods used to consult with individual members of the public and provides information on the number and profile of respondents, and specifically:

- a) Two quantitative surveys carried out prior to the consultation on the draft strategy;
- b) Engagement through the Talk London website during the consultation period, including a further quantitative survey and an online discussion; and
- c) Correspondence received directly from the public.

Quantitative surveys

- 2.15 GLA commissioned a polling provider to conduct a survey prior to the consultation period. Although the survey was conducted before the draft strategy was published, it covered a number of the themes reflected in the draft strategy and was used as the basis for a further quantitative survey carried out during the consultation period, as set out below. The results of this survey are therefore considered relevant to the findings of this report. This survey formed part of research GLA regularly undertakes with representative samples of Londoners, to ensure its work is informed by the views of citizens from all sections of the community.
- 2.16 Survey topics included private renting, building new homes, and helping people sleeping rough. The survey questions are set out in Appendix 1 of this report. Interviews were conducted with a total of approximately 2,000 London residents. These were conducted over the two following periods, with around 1,000 different people interviewed during each:
- a) 19 to 22 December 2016, with a response of 1,000
 - b) 21 to 24 August 2017, with a response of 1,051
- 2.17 Results were weighted to be representative of all Londoners aged 18 or over.

Talk London survey and discussions

- 2.18 Invitations to 'have your say' were made across GLA's digital channels. These directed people towards a Housing Strategy landing page on Talk London. This page contained a survey with the same content as commissioned by the GLA prior to the consultation period (as described above, and presented in Appendix 1). Those accessing the page were invited to complete the survey.
- 2.19 The survey was available from 6 September to 7 December 2017. Because the survey was completed by self-selecting respondents, rather than conducted with a sample intended to be representative, the results have not been weighted. Therefore, they cannot be said to be representative of the views of London's population. A total of 1,960 individuals responded to the survey. Their characteristics are detailed in the Table 2.3 below.

Gender	Age	Ethnicity
<ul style="list-style-type: none"> • Male: 52% • Female: 39% • Other: 1% • No response: 8% 	<ul style="list-style-type: none"> • 18-24: 3% • 25-34: 18% • 35-44: 16% • 45-54: 15% • 55-64: 13% • 65+: 10% • No response/DoB not valid: 24% • 	<ul style="list-style-type: none"> • White – 79% • Mixed – 4% • Black – 3% • Asian – 4% • Other: 2% • No response: 8%
Tenure	Working status	Education
<ul style="list-style-type: none"> • Owned with a mortgage: 26% • Owned outright: 23% • Private renter: 28% • Housing association tenant: 5% • Local authority tenant: 3% • Other: 6% • No response: 8% 	<p>Working</p> <ul style="list-style-type: none"> • Full time: 56% • Part time: 10% <p>Not working:</p> <ul style="list-style-type: none"> • Retired: 12% • Caring: 2% • Unemployed: 2% <p>Student:</p> <ul style="list-style-type: none"> • Part time working: 1% • Not working: 2% <ul style="list-style-type: none"> • Other: 5% • No response: 8% 	<ul style="list-style-type: none"> • Degree or higher: 79% • A levels or equivalent: 8% • GCSE/O Level grade A*-C or equivalent: 4% • Other qualifications: 2% • No qualifications: 1% • Prefer not to say: 5%
Religion	Sexuality	Disability
<ul style="list-style-type: none"> • Christian: 26% • Jewish: 2% • Muslim: 1% • Buddhist: 1% • Hindu: 1% • Sikh: 0.4% • No religion: 51% • Prefer not to say: 7% • No response: 8% 	<ul style="list-style-type: none"> • Heterosexual/ straight: 71% • Gay, lesbian or bisexual: 11% • Other: 1% • Prefer not to say: 10% • No response: 7% 	<ul style="list-style-type: none"> • No: 79% • Yes: 13% • Prefer not to say: 3% • No response: 5%

Table 2.3: characteristics of respondents to Talk London survey. Note that categories may not sum to 100% due to rounding.

2.20 People accessing the draft strategy page on Talk London were also invited to take part in discussion threads there. There were six discussions covering a variety of themes from the draft strategy, as detailed in Appendix 2. Respondents made 344 comments across these discussions.

Correspondence

2.21 The GLA received a total of 31 emails from members of the public expressing specific points of view in relation to the draft strategy.

Consultation with organisations

2.22 This section provides information on the number and type of organisations who submitted written responses to consultation and on the scope of responses. A list of organisation categories used throughout this report is presented in Appendix 3.

2.23 GLA received a total of 209 written responses to the consultation from organisations. A breakdown of responses by organisation type is set out in Table 2.4 below. Appendix 4 presents a full list of organisations responding to the consultation.

Organisation type	Number of responses
Central Government	4
Consultancy	7
Councillor or MP	4
Housing association	22
Housing developer	9
Local authority	36
Think tank or academic institution	4
Trade association or industry body	24
Voluntary / community sector (campaign / research / representation)	51
Voluntary / community sector (front-line services)	22
Other	22
Total	209

Table 2.4: *organisations responding to the consultation, by category of organisation*

- 2.24 Of these responses from organisations, 114 were submitted via the GLA’s website, 94 emailed to an email address specific to the consultation and one sent by post.
- 2.25 The number of these responses that contained comments on each chapter of the draft strategy is set out in Table 2.5 below.

Chapter	Number of responses
2 Housing in London and the Mayor’s vision	33
3 Building homes for Londoners	158
4 Delivering genuinely affordable homes	157
5 High quality homes and inclusive neighbourhoods	153
6 A fairer deal for private renters and leaseholders	115
7 Tackling homelessness and helping rough sleepers	94

Table 2.5: *responses on draft strategy, by chapter. Note that respondents may have commented on more than one chapter.*

Processing consultation responses

- 2.26 Different elements of the consultation yielded different outputs, as described below.

Surveys

- 2.27 The results of both the online survey completed by a polling company prior to the consultation period and the survey hosted on Talk London were analysed to provide summaries of the views expressed by respondents.

Talk London discussion threads

- 2.28 The discussions that took place on Talk London were analysed to provide summaries of the views expressed by respondents.

Written responses

- 2.29 Because the written responses to the consultation submitted by organisations often included considerable detail, they were analysed as follows:
- Every comment within each response was recorded against the policy or proposal from the draft strategy to which it related.

- b) Every comment was then flagged as supporting that policy or proposal, partly supporting it or supporting it with caveats, or not supporting it.
- c) Where comments related to another Mayoral strategy and/or to the draft strategy Impact Assessment, this was flagged.

2.30 This approach yielded data on the extent to which organisations who submitted written consultation responses agreed or disagreed with different policies or proposals outlined in the draft strategy. It also meant that comments suggesting changes to other Mayoral strategies and/or the draft strategy Impact Assessment could be readily identified.

2.31 The written responses to the consultation submitted by individuals, which were typically much shorter than those submitted by organisations, were analysed to provide summaries of the views expressed.

Meetings and events

2.32 Notes recording the comments made at meetings where GLA staff spoke about the draft strategy were reviewed and comments were grouped by strategy chapter.

2.33 Notes on discussions held at the events GLA organised for representatives from organisations to hear about and comment on the draft strategy, were grouped by strategy policy and proposal.

2.34 These outputs, elements of which are presented in the following chapters of this report, were used to assess what changes should be recommended to the Mayor in response to consultation findings.

2.35 All comments and messages received during the consultation were logged and analysed. In reviewing consultation outputs to identify the key messages emerging from the consultation, GLA staff identified recurring themes, particularly those expressed by multiple consultation respondents. They also assessed the extent to which changes recommended by consultation respondents were compatible with the Mayor's powers and responsibilities in relation to housing. They also highlighted a number of suggestions that were not necessarily voiced by a large number of consultation respondents but which recommended clear enhancements to policies or proposals contained in the draft strategy.

2.36 Very technical or detailed comments, particularly those where the draft strategy contained a factual error, were taken into account as part of the redrafting of the strategy. Comments that are not about housing were shared with other teams. Neither are included in this summary report.

2.37 As well as being used as the basis for considering what changes should be made to the draft strategy, the outputs described above were shared with the teams responsible for developing other Mayoral strategies. This was done so that they

were able to consider issues of relevance to those strategies raised by those who participated in the consultation on the draft strategy.

Presentation of consultation responses

- 2.38 Chapters 3 – 8 set out responses received to issues raised about different themes in the draft strategy. These are presented as follows:
- a) A summary of public responses is set out at the start of each Chapter. Comments made about specific policies in the draft strategy are summarised in the analyses of those specific policies. For clarity, the source of this data is identified at the start of each Chapter.
 - b) A summary of organisation responses is set out at the start of each Chapter. As organisations also provided extensive commentary on individual policies in the draft strategy, a summary of their responses is also provided for the policies in each chapter.
- 2.39 Most comments are derived from responses by organisations. Where comments were made by public respondents this has been made explicit.

3. Chapter 3: Building homes for Londoners

- 3.1 Chapter 3 of the draft strategy sets out the Mayor's plans to address the housing crisis in the capital by building more homes for Londoners. Specifically, the draft strategy sets out the Mayor's plans for:
- a) increasing the supply of land for new homes (Policy 3.1);
 - b) investing in homes and infrastructure (Policy 3.2);
 - c) diversifying the homebuilding industry (Policy 3.3); and
 - d) increasing the capacity of the industry (Policy 3.4)

Overview of public responses to Chapter 3

Who responded

- 3.2 Surveys were carried out with a representative sample of the London population, aged 18 years or older, on 19 to 22 December 2016 (with 1,000 respondents) and 21 to 24 August 2017 (with 1,051 respondents). A parallel survey ran from 6 September to 7 December 2017 on Talk London. There were 1,960 respondents to this survey.
- 3.3 One discussion thread on 'Building homes for Londoners' ran from 6 September to 7 December 2017 on the Talk London community, attracting 52 comments. In addition, the GLA received a total of 31 emails from members of the public writing in to express a specific point of view.

Public support for policies in Chapter 3

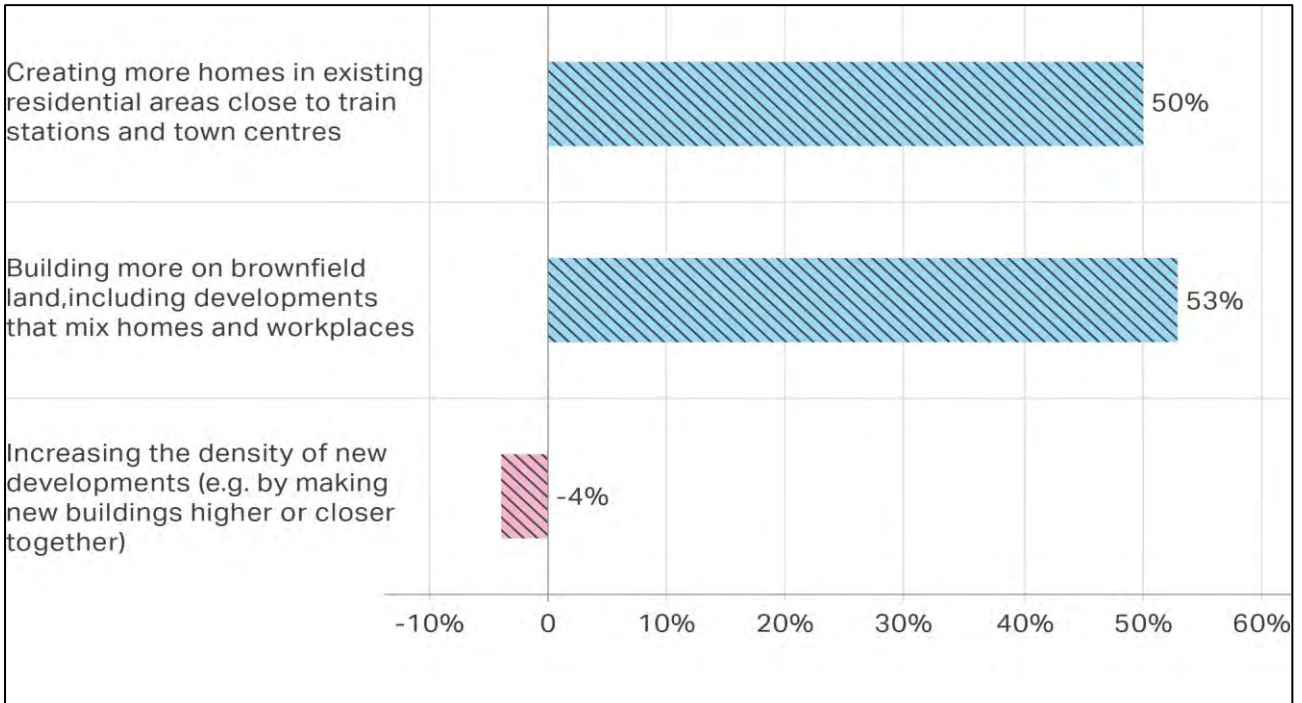


Figure 3.1: net public support for possible housing policies in London (based on survey in December 2016 and August 2017)

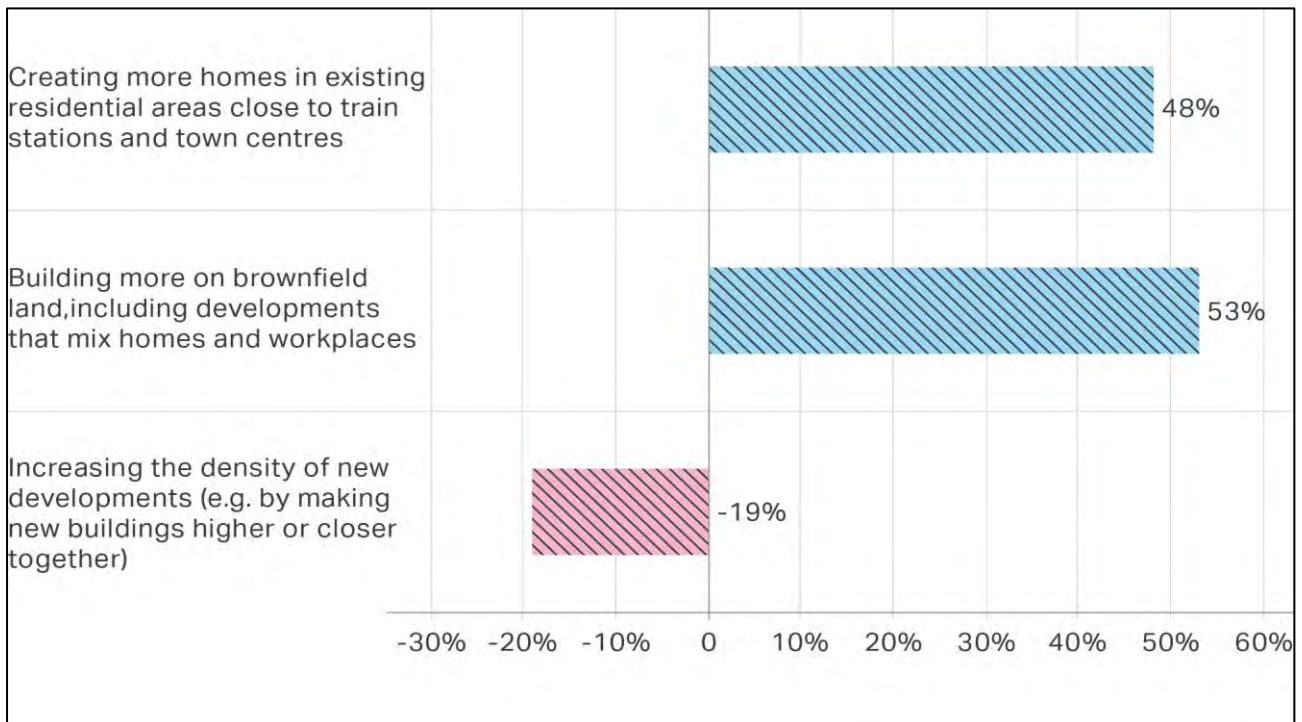


Figure 3.2: net public support for possible housing policies in London (based on survey in December 2016 and August 2017)

3.4
3.5
3.6

3.7 Figure 3.1 and
3.8
3.9

3.10 Figure **3.2** show net support (approval minus disapproval) for possible housing policies related to building more homes for Londoners, first when applied across London as a whole and secondly in the respondent's home borough.

3.11 When asked whether they would support these policies, all policies, bar increasing housing density, were supported. Concern about housing density increases when respondents are asked to think about their borough.

- 3.12 There was generally more support for these measures from renters than home owners – a notable exception is increasing the density of new developments which renters were also opposed to on net.
- 3.13 The Talk London discussions and emails to the GLA indicated support for the Mayor’s proposals not to develop on the Green Belt, and for new homes to be well connected to infrastructure. There was also public support for precision manufacture of London’s homes.

Overview of organisation responses to Chapter 3

Who responded

- 3.14 In total, 158 organisations (76 per cent) responded to the policies in Chapter 3. Further information on the category of organisation responding to each policy is set out below.

Support for policies in Chapter 3 from responding organisations

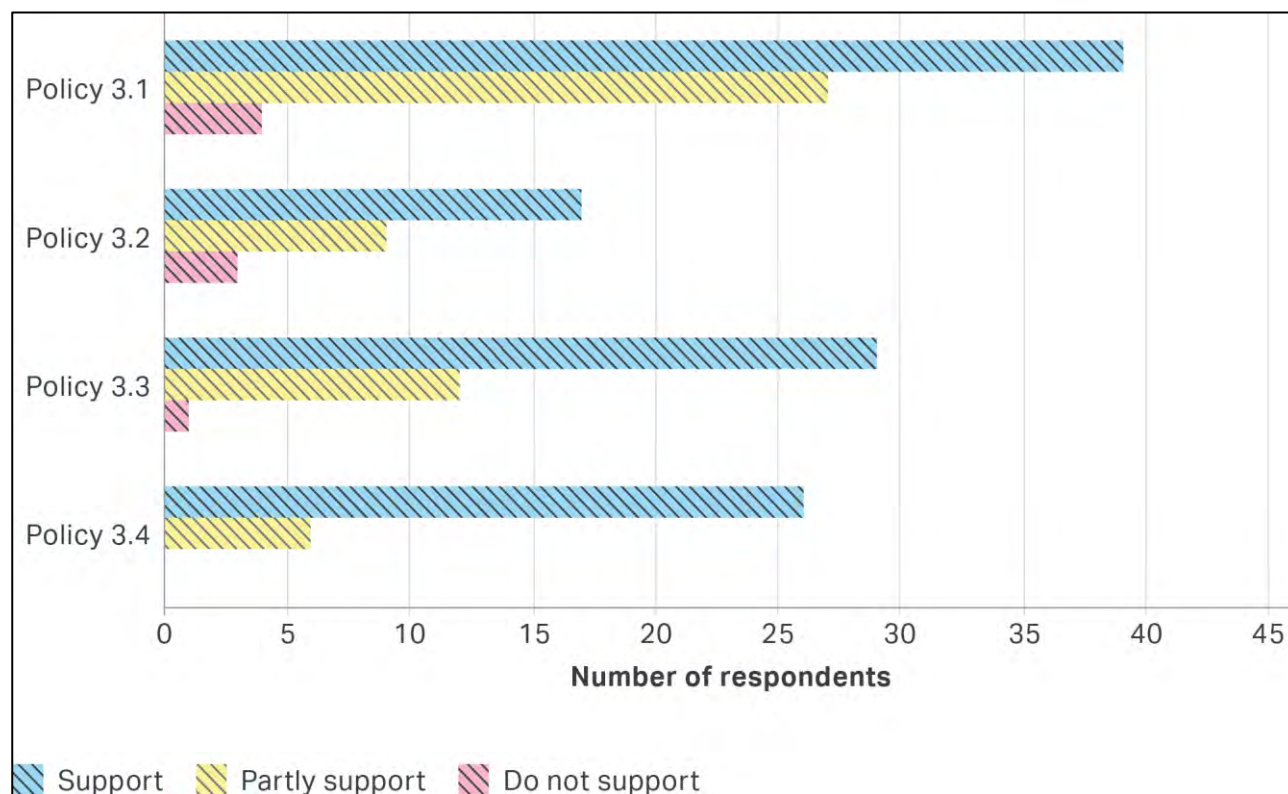


Figure 3.3: organisations' support for policies in Chapter 3

3.15 There was support from organisations for the policies in Chapter 3 of the draft strategy. The most comments were received on the policy to increase the supply of land for new homes (Policy 3.1); while most respondents supported this policy, a high proportion of respondents made suggestions for change. There was particularly strong support for the Mayor's plans to diversify and increase the capacity of the homebuilding industry, as set out in Policies 3.3 and 3.4.

Policy 3.1: Increasing the supply of land for new homes

3.16 This policy sets out how the supply of land for housing should be increased through greater intensification, higher densities and co-location of different uses. Planning policies to achieve this are set out in the draft London Plan, which was published subsequent to the draft strategy. Policy 3.1 also sets out how the Mayor will support housing delivery on public land, and, beyond his planning powers, proactively intervene to unlock land for housing.

Summary of organisations' support for Policy 3.1

3.17 A total of 133 organisations (64 per cent) commented on Policy 3.1 or any of the four proposals sitting underneath it. Table 3.1 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 3.1 or proposals in Policy 3.1
Central government and statutory agencies	4
Consultancy	3
Councillor, Assembly Member or MP	6
Housing association	13
Housing developer	7
Local government	33
Other	11
Think tank or academic institution	3
Trade association or industry body	17
Voluntary / comm sector (campaign / research / representation)	28
Voluntary / comm sector (front-line services)	8
Grand Total	133

Table 3.1: organisations commenting on Policy 3.1 or proposals in Policy 3.1, by organisation category

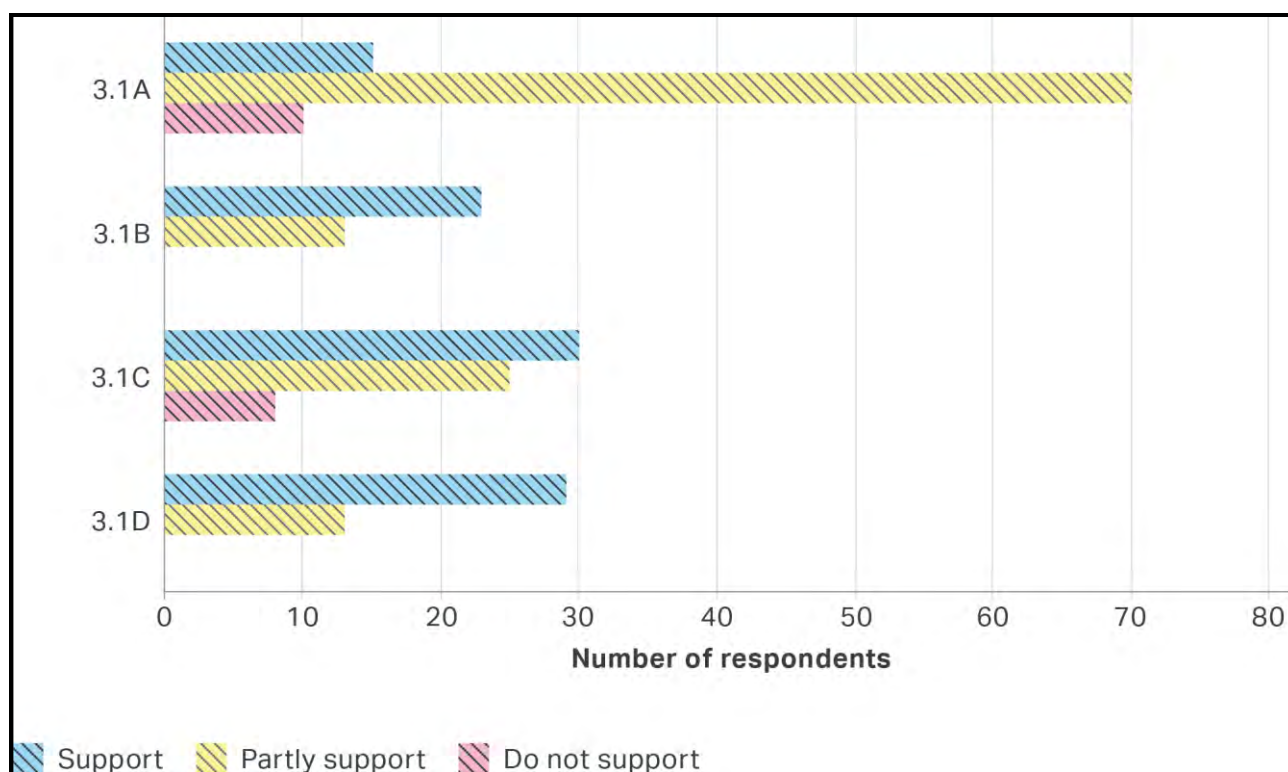


Figure 3.4: organisations' support for proposals in Policy 3.1

3.18

3.19

3.20

3.21 Figure 3.1 sets out organisations' support for proposals in Policy 3.1. The majority of respondents indicated that they partly supported plans to increase the supply of land to support additional housing (3.1A), generally making suggestions for changes in some areas. There was support for a more proactive public-sector approach to bring forward land for housing (3.1B) including through use of compulsory purchase (3.1D) and development on public land (3.1C).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Intensifying land use and building at higher densities: Respondents were concerned about the risk of land use intensification being unsustainable locally. Respondents felt that intensification should:</p> <ul style="list-style-type: none"> • deliver high-quality, affordable homes; • be matched by infrastructure improvements; and/or • should not impact on local character, existing residents, green space or wildlife. 	<p>No change:</p> <p>The Strategic Housing Market Assessment, which was published alongside the London Plan, demonstrated that London needs 66,000 new homes each year. The Mayor is determined to meet this need.</p> <p>The draft strategy was clear that building at higher densities should be managed carefully to ensure it is sustainable. The draft strategy set out the Mayor's plans to maintain quality requirements for new homes (Policy 5.1) and strengthen requirements for affordable housing (Policy 4.2). It also set out the Mayor's desire to see new homes</p>

<p>Some public respondents opposed the delivery of more homes in London, and expressed concerns about the impact of new homes on existing infrastructure and local character.</p>	<p>matched by infrastructure improvements (Policies 3.2 and 5.3). These commitments have been retained in the proposed revised strategy.</p> <p>Clarification:</p> <p>The draft London Plan sets out further detail of the Mayor’s policies for promoting land use intensification. This includes a design-led approach to higher densities that takes into account the surrounding context, the capacity for growth (including local infrastructure) and housing tenure. These policies are subject to a separate consultation. The policies will be supported by new design guidance, including on optimising density, design codes for the development of small sites in local areas and how different typologies can successfully achieve high density in a range of settings.</p> <p>The draft London Plan is also clear that the character of some of London’s neighbourhoods has changed and will continue to change over time, but that mitigations (such as those designed to minimise privacy or biodiversity impacts of new developments) can and should be put in place. One example of this is the small sites policy in the draft London Plan.</p>
<p>Industrial land: Respondents were concerned that proposals to develop industrial land would lead to a loss of valuable industrial sites across the capital. Respondents (including trade associations or industry bodies, voluntary / community groups and local government) expressed concern that co-location of residential and industrial development on one site may undermine industrial operations.</p>	<p>Clarification:</p> <p>The proposed revised strategy has been updated to reflect policies in the draft London Plan to ensure that there is no net loss of floorspace on designated industrial sites. The proposed revised strategy also clarifies that the Mayor will provide further planning guidance and support to bring forward effective co-location of housing on industrial land.</p> <p>The draft London Plan also embeds the ‘Agent of Change’ principle, whereby the costs associated with placing new residential development with or</p>

	<p>near other uses (such as soundproofing) should be picked up by the developer.</p>
<p>Green Belt: Respondents were concerned about the Mayor's proposal to protect in full Green Belt and Metropolitan Open Land. They believed this would make the Mayor's housing targets more challenging to deliver. Respondents (in particular local government) set out options for releasing Green Belt sites to deliver homes, including where sites are of poor environmental quality and have little social value.</p> <p>Some public respondents who commented on this proposal also called for the Mayor to consider Green Belt development.</p>	<p>No change:</p> <p>The Mayor's policy to protect the Green Belt is a manifesto commitment. It has also been considered as part of the consultation on the draft London Plan. The draft London Plan, and accompanying Strategic Housing Land Availability Assessment, identifies capacity to meet London's housing need without building on the Green Belt. In particular, the Mayor envisages a significant increase in the number of new homes built on small sites in London. No change has been made to the proposed revised strategy.</p>
<p>Council housebuilding targets: Respondents from local government felt that housebuilding targets would be difficult or impossible to achieve without further investment, and raised concerns that the methodology for the small sites target was unclear.</p>	<p>Change:</p> <p>The new housebuilding targets for councils are a significant delivery challenge. Through other parts of the draft strategy, the Mayor proposed a package of support to help local authorities, and he is making the case to Government for additional powers and resources. This is set out in more detail in the new Chapter 8 of the proposed revised strategy.</p> <p>Clarification:</p> <p>The proposed revised strategy clarifies that the Mayor's expanded Homes for Londoners team will work with councils to achieve their housebuilding targets, for example by supporting them to acquire land and invest in infrastructure. The proposed revised strategy includes further information about how small sites targets were derived.</p>

<p>Proactive approach to unlocking land for housing: Respondents requested more information on the Mayor's proactive approach. Respondents from local government felt that the Mayor's intervention should not interfere with local planning processes.</p> <p>Respondents supported reform of land assembly legislation (including rules around compulsory purchase) to enable an increase in and acceleration of public sector land acquisition in London, and to capture more of the increase in land values that result from development.</p>	<p>Clarification:</p> <p>The Mayor's proactive approach will seek to work with councils to identify and bring forward land for housing. Given the scale of housing need in London, where necessary the Mayor will use his own powers to ensure land is brought forward for housing, and the proposed revised strategy includes proposals for how statutory land assembly powers could be reformed to support the delivery of more homes.</p> <p>The proposed revised strategy includes detail of the Mayor's £250 million land fund that will underpin his proactive approach, and will be invested in buying and preparing land for affordable housing.</p> <p>The proposed revised strategy also clarifies the Mayor's call on Government to reform compulsory purchase powers and introduce new land assembly mechanisms and resources, with the objective of bringing forward land for new homes quickly and efficiently, and capturing more of the value increase and reinvesting it in infrastructure and genuinely affordable homes.</p>
<p>Public land: Respondents felt that the delivery of homes on public land should be balanced against other public interests, including for new health facilities and schools. Respondents, and particularly voluntary / community sector groups, raised concerns that land would be sold to developers with limited public benefit.</p>	<p>Clarification:</p> <p>The Mayor agrees that the goal of building more homes needs to be balanced against other public interests when deciding what to do with surplus public land. The Mayor's draft London Plan sets out a policy framework for balancing these interests and determining how land should be used to meet local need.</p> <p>The proposed revised strategy clarifies that the Mayor will work with public landowners to explore a range of options to develop sites, including by retaining ownership of the land through leasing arrangements.</p>

<p>Planning for additional homes: Public respondents made a range of suggestions to increase the supply of homes in London, including:</p> <ul style="list-style-type: none"> • Incrementally removing house building restrictions on land that is within 15 minutes' walk of a train station, unless it is a publicly accessible park or area of outstanding natural beauty. Other public respondents disagreed with this, saying they did not want to see any loss of common land as a result of new homes being built • Lessen height restrictions in inner London • Build over railway lines and roads • Allow granny flats/studios to be built in rear gardens. • Reform and speed up the planning system • Rezone empty office buildings for residential use 	<p>No change:</p> <p>These suggestions relate to planning measures, and have therefore been fed into the consultation on the Mayor's draft London Plan. The draft London Housing Strategy set out the Mayor's support for making the best use of available land in London to deliver homes, including by through more intensive use of land in existing built-up areas and close to transport hubs.</p>
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Policy 3.2: Investment to support housing delivery

3.22 Policy 3.2 focusses on how public investment should be increased and better-targeted to deliver more homes. This includes investment to accelerate and de-risk housing regeneration, and to fund transport infrastructure improvements that have potential to unlock new housing delivery.

Summary of organisations' support for Policy 3.2

3.23 A total of 67 organisations (32 per cent) commented on Policy 3.2 or either of the two proposals sitting underneath it. Table 3.2 presents the number of responses by organisation category.

Type of organisation	Number of respondents to Policy 3.2 or proposals in Policy 3.2
Central government and statutory agencies	2
Consultancy	2
Councillor, Assembly Member or MP	2
Housing association	5

Housing developer	5
Local government	20
Other	4
Think tank or academic institution	1
Trade association or industry body	10
Voluntary / comm sector (campaign / research / representation)	13
Voluntary / comm sector (front-line services)	3
Grand Total	67

Table 3.2: organisation responses to Proposal 3.2 or proposals in Policy 3.2, by organisation category

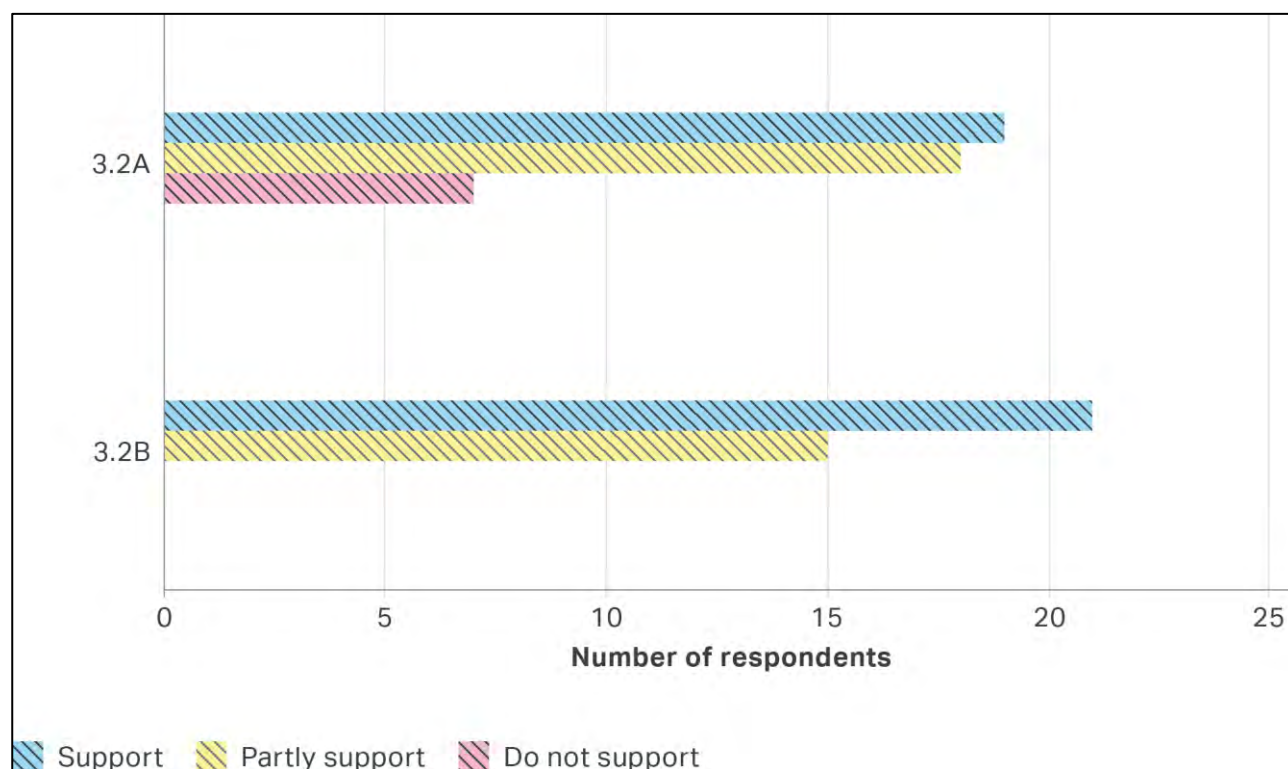


Figure 3.5: organisations' support for proposals in Policy 3.2

3.24 Figure 3.5 shows that a greater number of respondents supported plans to increase public investment to support housing delivery than opposed it (3.2A), while almost as many respondents partly supported it. Similarly, a greater number of respondents supported plans to increase investment in transport infrastructure to support housing delivery (3.2B) than partly supported it. None opposed it.

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Investment in housing delivery: Respondents expressed concern that investing in private-sector housing delivery was not a good use of public subsidy, and could instead be used to support public housebuilding</p>	<p>No change:</p> <p>While public investment should be targeted to support the delivery of affordable homes, sometimes this will be achieved through investing in private-sector led housing delivery. For example, investing in infrastructure to unlock a private sector led housing scheme may lead to the building of significant numbers of new affordable homes. No changes have been made to the proposed revised strategy.</p>
<p>Housing Zones: The draft strategy set out that the Mayor would focus more resources on the “strongest” Housing Zones. Respondents called for more clarity about how “strong” will be defined in this context.</p>	<p>Clarification:</p> <p>The proposed revised strategy clarifies that additional resources will be concentrated in the Housing Zones with the greatest delivery potential, based on the Mayor’s recent review of the programme.</p>
<p>Help to Buy: Respondents (predominantly local government, housing associations and voluntary / community sector groups) were concerned that the Help to Buy scheme inflates demand, fails to serve Inner London and is a poor use of Government funding.</p> <p>Some public respondents also raised concerns that Help to Buy was contributing to high house prices.</p>	<p>Clarification:</p> <p>The proposed revised strategy clarifies that the Help to Buy programme, while being important to maintain housing delivery in the short term, is not a sustainable programme in the long term due to the cost of the scheme and the risk it creates of inflating prices. However, the scheme plays an important role in supporting housing delivery in the short term.</p>

<p>Investment in transport infrastructure: Local government respondents called for increased levels of investment in local infrastructure.</p>	<p>No change:</p> <p>The processes and criteria adopted by the Mayor to allocate transport funding are set out in the Mayor’s Transport Strategy and other associated documents. The Mayor will continue to call for a step change in investment in new and improved public transport, as set out in the draft strategy.</p>
<p>New funding models for future transport schemes: Housing developer and trade association or industry body respondents called for funding models for future transport schemes to be developed with the industry to ensure they are fair and effective.</p>	<p>No change:</p> <p>The Mayor is engaging with Government on new funding models for transport schemes. The development of these models will be largely dependent on the support of Government. If any are taken forward, the Mayor would consult with a wide group of stakeholders. No changes have been made to the proposed revised strategy.</p>

Policy 3.3: Diversifying the homebuilding industry

3.25 Policy 3.3 sets out the Mayor’s plans to diversify the homebuilding industry in order to increase capacity and speed of delivery. It includes proposals to support the purpose-built private rented (Build to Rent) sector, small- and medium-sized builders, councils and housing associations.

Summary of organisations’ support for Policy 3.3

3.26 A total of 109 organisations (52 per cent) commented on Policy 3.3 or the three proposals sitting underneath it. Table 3.3 presents the number of responses by organisation category

Type of organisation	Number of respondents to Policy 3.3 or proposals in Policy 3.3
Central government and statutory agencies	2
Consultancy	3
Councillor, Assembly Member or MP	4

Housing association	16
Housing developer	5
Local government	27
Other	10
Think tank or academic institution	3
Trade association or industry body	15
Voluntary / comm sector (campaign / research / representation)	17
Voluntary / comm sector (front-line services)	7
Grand Total	109

Table 3.3: organisation responses to Policy 3.3 or proposals underneath Policy 3.3, by organisation category

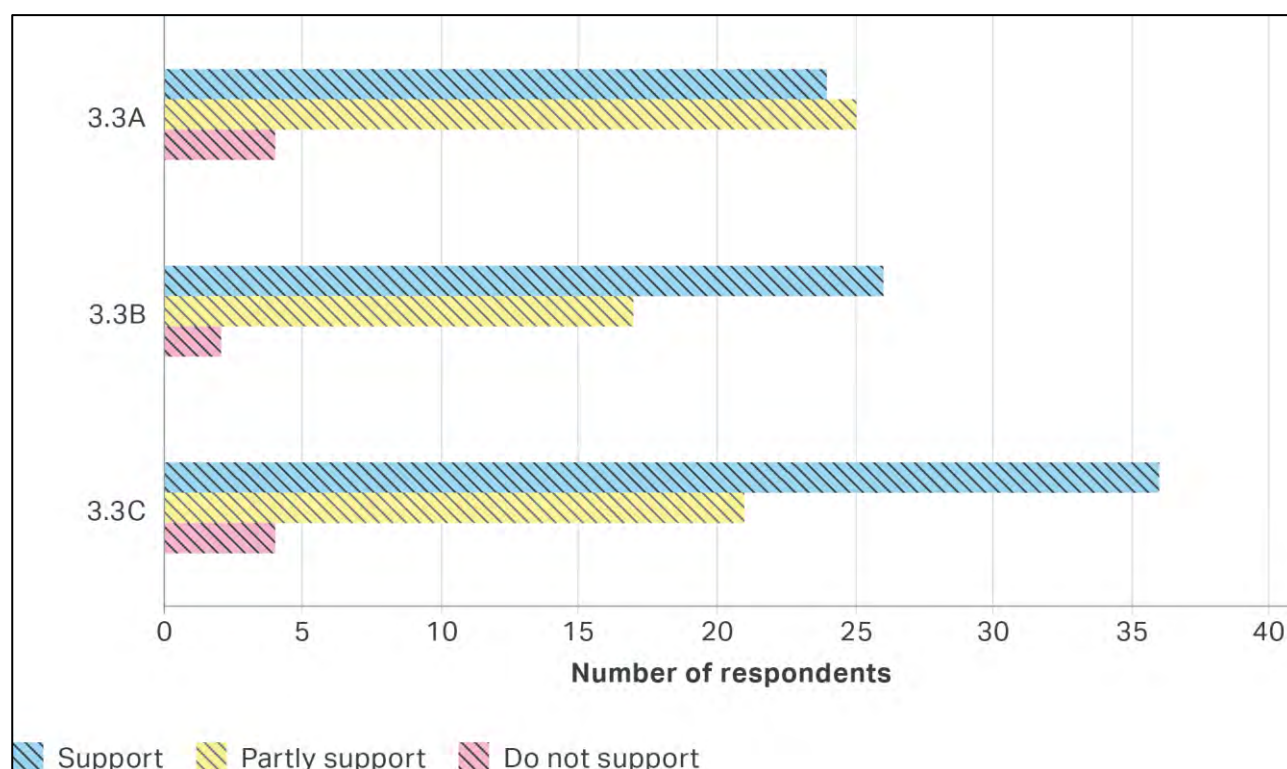


Figure 3.6: organisations' support for proposals in Policy 3.3

3.27 Figure 3.6 sets out organisations' support for proposals in Policy 3.3. Most respondents supported or partly supported the proposal to provide a package of support for the Build to Rent sector (3.3A). More respondents supported, rather than partly supported or opposed, a package of support for small- and medium-sized builders (3.3B) and the same was true for Mayor's plans to work with councils and housing associations to significantly increase the number of new homes they deliver (3.3C).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Build to Rent: Respondents (particularly those in the local government and housing associations categories) felt that new Build to Rent homes should be more affordable, or expressed concerns that supporting Build to Rent would have a detrimental impact on the delivery of affordable homes.</p>	<p>Change:</p> <p>The proposed revised strategy retains the draft strategy’s promotion of Build to Rent schemes that deliver more genuinely affordable homes, including those at London Living Rent levels, and more private homes affordable to those on median incomes. The draft London Plan also sets an expectation that Build to Rent schemes should deliver a minimum of 35 per cent affordable housing, which is in line with the Mayor’s proposals for other private sector led housing developments.</p> <p>The proposed revised strategy also commits to explore how rents of Build to Rent homes can be monitored over time, recognising that consistent data on affordability of new Build to Rent homes is currently unavailable. It also sets out the Mayor’s expectation that future Build to Rent developments will need to become more affordable to Londoners on median incomes.</p>
<p>Smaller builders: Respondents called for clarity on how small builders were defined by the Mayor. Respondents also called for further support, including by upskilling small builders, improving access to finance and land, and reviewing planning processes.</p>	<p>Clarification:</p> <p>The proposed revised strategy clarifies what is encompassed within the Mayor’s definition of small builders, and specifically small housing delivery organisations, including housing associations, private sector builders and contractors, community-led housing organisations, and self-builders</p> <p>No change:</p> <p>The draft strategy, along with the draft London Plan, already set out an ambitious set of proposals designed to support smaller builders.</p>

	<p>These include new planning policies (Policy 3.1), financial support for public sector land owners through Small Sites, Small Builders (Policy 3.3), a change to the Mayoral Community Infrastructure Levy instalments policy (Policy 3.3), and interventions designed to improve the construction skills landscape (Policy 3.4). All of these have been retained in the proposed revised strategy. The proposed revised strategy also highlights the potential of Government funding to provide greater access to finance for smaller builders.</p> <p>Change:</p> <p>Beyond this, the proposed revised strategy also says that the Mayor will consider further support to assist smaller builders if this is considered necessary.</p>
<p>Council housing delivery: Respondents commented on the potential to increase council housing delivery with additional investment, including through grant, joint ventures and through Local Housing Companies.</p>	<p>Change:</p> <p>The proposed revised strategy sets out the Mayor's commitment to investigating the long-term potential, with national Government support, of a large-scale municipal housebuilding programme in London. It also signals the Mayor's desire to support a bespoke package of City Hall support for council housing delivery, which will be developed in partnership with councils. These commitments, alongside others that were in the draft strategy, will be grouped under a new Proposal 3.3D.</p> <p>Clarification:</p> <p>The proposed revised strategy also clarifies the Mayor's view that Local Housing Companies have the potential to deliver an increase in homes, but should be accountable to local people. It calls on Government to confirm that Right to Buy will not be extended to homes delivered through Local Housing Companies.</p>

<p>Housing association development: Respondents felt that the role of medium-sized and larger housing associations who were not Strategic Partners had not been appreciated under the Mayor’s proposals, and that the GLA should consider sharing risk with housing associations to support housing delivery. Housing association respondents called for specific support for smaller housing associations.</p>	<p>Clarification:</p> <p>The proposed revised strategy clarifies that the Mayor will use his powers flexibly to support housing associations, including smaller organisations, providing their delivery plans are ambitious. It will also clarify that the expanded Homes for Londoners team will support housing associations to access development opportunities.</p>
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Policy 3.4 – Increasing the capacity of the industry

3.28 This policy outlines how the Mayor will work to address the construction skills gap. He will provide leadership and coordination to improve the image of construction. He will also improve London’s construction skills training system, and support the industry through the risks posed by Brexit. A shift to more of the components of London’s homes being precision manufactured, including in factories, will also be supported.

Summary of organisations’ support for Policy 3.4

3.29 A total of 109 organisations (52 per cent) commented on Policy 3.4 or the three proposals sitting underneath it. Table 3.4 presents the number of responses by organisation category.

Type of organisation	Number of respondents to Policy 3.4 or proposals in Policy 3.4
Central government and statutory agencies	2
Consultancy	3
Councillor, Assembly Member or MP	4
Housing association	16
Housing developer	5
Local government	27
Other	10
Think tank or academic institution	3
Trade association or industry body	15
Voluntary / comm sector (campaign / research / representation)	17
Voluntary / comm sector (front-line services)	7
Grand Total	109

Table 3.4: *organisation responses to Policy 3.4 or proposals in Policy 3.4, by organisation category*

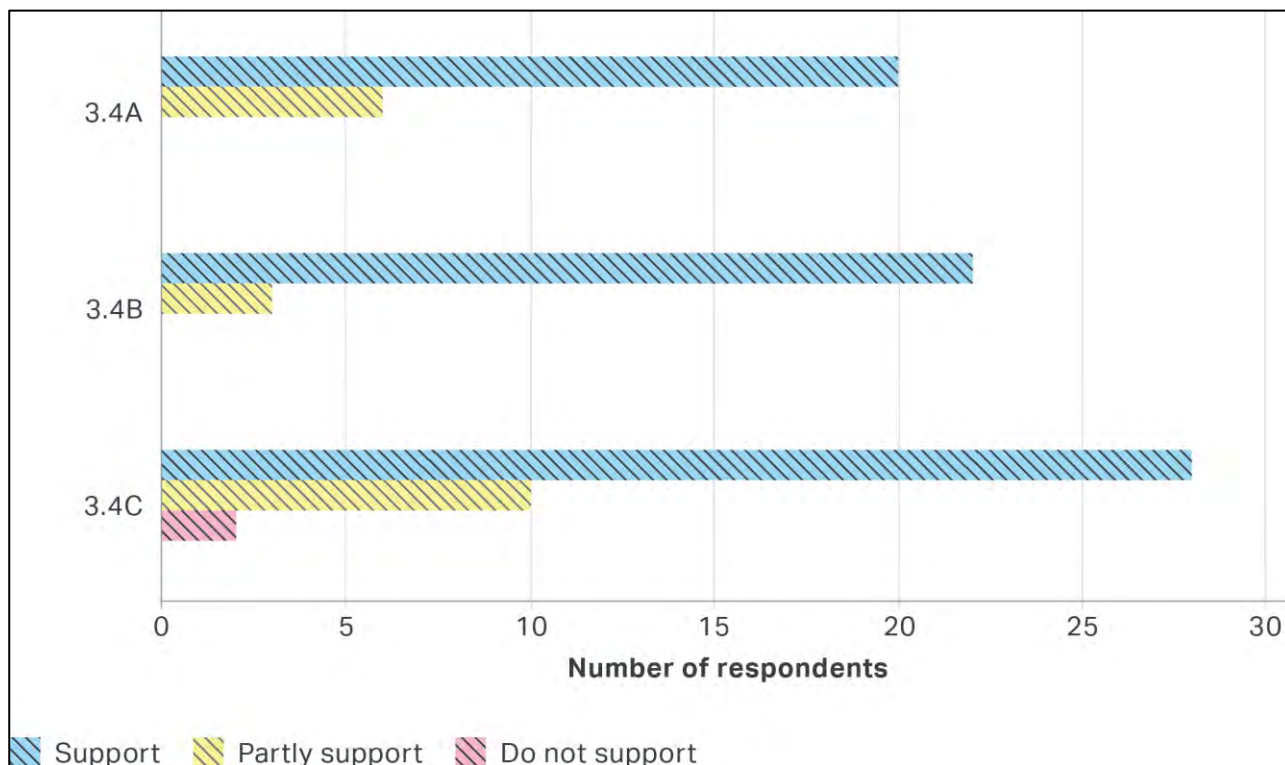


Figure 3.7: *organisations' support for proposals in Policy 3.4*

3.30 As set out in Figure 3.7, the majority of respondents supported the Mayor’s proposals to encourage more Londoners to take up a career in construction (3.4A), to improve the construction skills training system (3.4B), and to support and promote precision manufacturing (3.4C). Few respondents opposed these proposals.

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Improving London’s construction skills training system: Respondents made several comments about the breadth of construction skills that London’s training system should deliver, including pre-development skills like land assembly, constructing</p>	<p>Clarification: The proposed revised strategy emphasises the need for London’s skills training system to deliver the wide range of skills needed to build new homes, including those required to deliver precision manufactured homes at scale. This will</p>

<p>specialist and adapted housing and deconstruction.</p> <p>Respondents said that there should be a particular focus on providing training for people with the skills required for building precision manufactured homes and that this could increase the number of people who would be attracted into a career in construction.</p>	<p>be supported through the Mayor's Construction Academy Scheme.</p>
<p>Mayor's Construction Academy Scheme: Respondents made suggestions for ways that other organisations could be involved in delivering the Mayor's Construction Academy Scheme, including involving universities to increase the adoption of degree apprenticeships, involving local authorities and working with developers to create training programmes.</p>	<p>No change:</p> <p>The Mayor agrees that a wide range of organisations need to be involved in the Scheme and the draft strategy already made this point.</p>
<p>New approach to local labour requirements: Respondents said that a more flexible approach to local labour requirements should not lead to a reduction in opportunities for local people. All of these respondents were from the local government organisation category.</p> <p>Additionally, a number of other individual suggestions were made for an improved pan-London approach to local labour requirements, including: providing a brokerage service to match people with the right opportunities, establishing an accreditation scheme so trainees could work across a number of sites, adopting</p>	<p>No change:</p> <p>Existing language in the draft strategy, stating that local residents should be able to benefit directly from development in their local area, will be retained in the proposed revised strategy. This approach is supported by the recommendations of the Homes for Londoners Construction Skills sub-group.</p> <p>Change:</p> <p>In addition, the proposed revised strategy also highlights that a new approach to local labour requirements should ensure better coordination and brokerage of high quality training and employment opportunities.</p>

<p>targets across London and promoting more consistent local labour policies by councils. All of these respondents were from the local government organisation category.</p>	
<p>Brexit: One respondent said that the Mayor’s lobbying on Brexit should include asking for certainty about skills funding currently provided through the European Social Fund.</p>	<p>Change:</p> <p>The proposed revised strategy includes a commitment to lobby for greater certainty on skills funding.</p>
<p>Encouraging more Londoners to take up a career in construction: Respondents said that the Mayor should complement work to attract Londoners to a career in construction with efforts to ensure construction workers get decent pay and conditions. One respondent said the Mayor should commit to getting construction employers to sign up to the Good Work Standard.</p>	<p>Change:</p> <p>The proposed revised strategy includes a commitment to promote the Good Work Standard to construction employers once it is operational. The Mayor wants the Good Work Standard to tackle low pay, improve workplace conditions, and boost diversity across London’s employers.</p>
<p>Precision manufactured homes (PMH): Respondents said that there is still a great deal of work to be done to fully realise the potential of PMH, including by increasing direct investment by the public sector, using public sector land for PMH, reprofiling grant for affordable PMH, getting greater standardisation in the industry, aggregating demand, and addressing issues around quality and public perception.</p> <p>Respondents also made comments about the sites most suitable for PMH, including meanwhile sites, larger sites where economies of</p>	<p>Change:</p> <p>The proposed revised strategy commits to promote standardisation of PMH and its components. This includes commissioning work to develop a common framework for delivering precision manufactured homes at scale in London, which will involve research into the opportunity for standardisation in PMH and the development of a digital toolkit to identify how different PMH systems could be used on specific sites. This will enable more consistency across the industry and support the aggregation of demand for PMH components.</p> <p>No change:</p>

<p>scale could be secured, and sites that are in heavily developed areas.</p>	<p>Existing language in the draft strategy will be retained, committing Mayoral funding, from the Innovation Fund, to support PMH projects.</p> <p>To help ensure that all residential developments are of a good quality, including PMH, the draft London Plan applies minimum quality and space standards.</p>
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4. Chapter 4: Delivering genuinely affordable homes

- 4.1 Chapter 4 of the draft strategy focusses on making more homes affordable to Londoners on low and middle incomes. The draft strategy sets out the Mayor's plans for:
- a) Delivering genuinely affordable homes (Policy 4.1)
 - b) Increasing delivery of affordable homes (Policy 4.2)
 - c) Protecting London's affordable homes (Policy 4.3)

Overview of public responses to Chapter 4

Who responded

- 4.2 Surveys were carried out with a representative sample of the London population, aged 18 years or older, on 19 to 22 December 2016 (with 1,000 respondents) and 21 to 24 August 2017 (with 1,051 respondents). A parallel survey ran from 6 September to 7 December 2017 on Talk London.
- 4.3 One discussion thread ran on Talk London from 6 September to 7 December 2017, attracting 69 comments. Some relevant topics were also covered in the surveys referenced under chapter 3. Thirty-one emails were received from members of the public

Public support for policies in Chapter 4

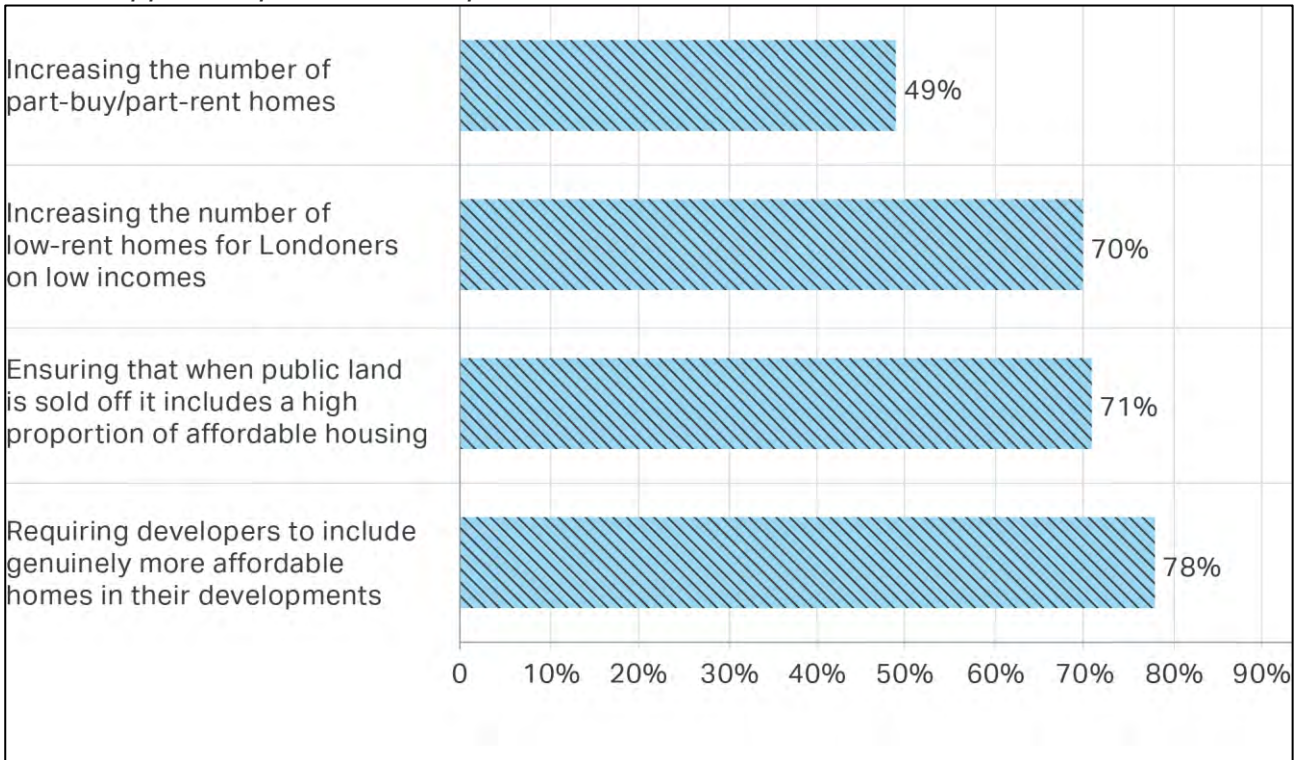


Figure 4.1: net public support for possible housing policies in London (based on survey in December 2016 and August 2017)

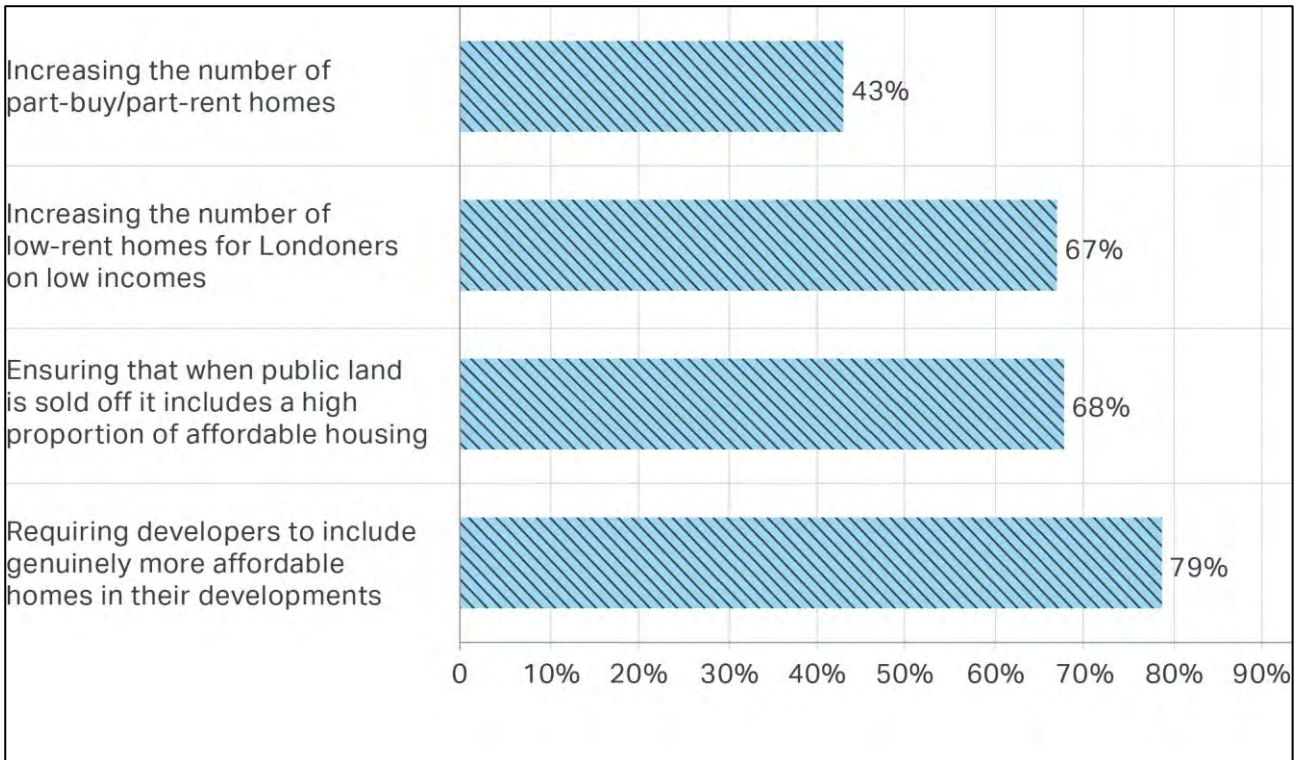


Figure 4.2: net public support for possible housing policies in London (based on survey in December 2016 and August 2017)

Figure 4.1

- 3.31 Figure 3.1 and Figure 4.2 show net support (approval minus disapproval) for possible housing policies related to delivering genuinely affordable homes, first when applied across London as a whole and secondly in the respondent's home borough.
- 3.32 When asked whether they would support these policies in their borough, all policies were supported. There was net support for requiring developers to include more genuinely affordable homes in their development, with 78 per cent of participants in support of this in both surveys. There was also support for ensuring that, if public land is sold off, it includes a high proportion of affordable housing, and for increasing the number of low-rent homes for Londoners on low incomes.

Overview of organisation responses to Chapter 4

Who responded

- 4.4 In total, 157 organisations (75 per cent) responded to the policies and proposals in Chapter 4. Further information on the category of organisation responding to each policy is set out below.

Support for policies in Chapter 4 from responding organisations

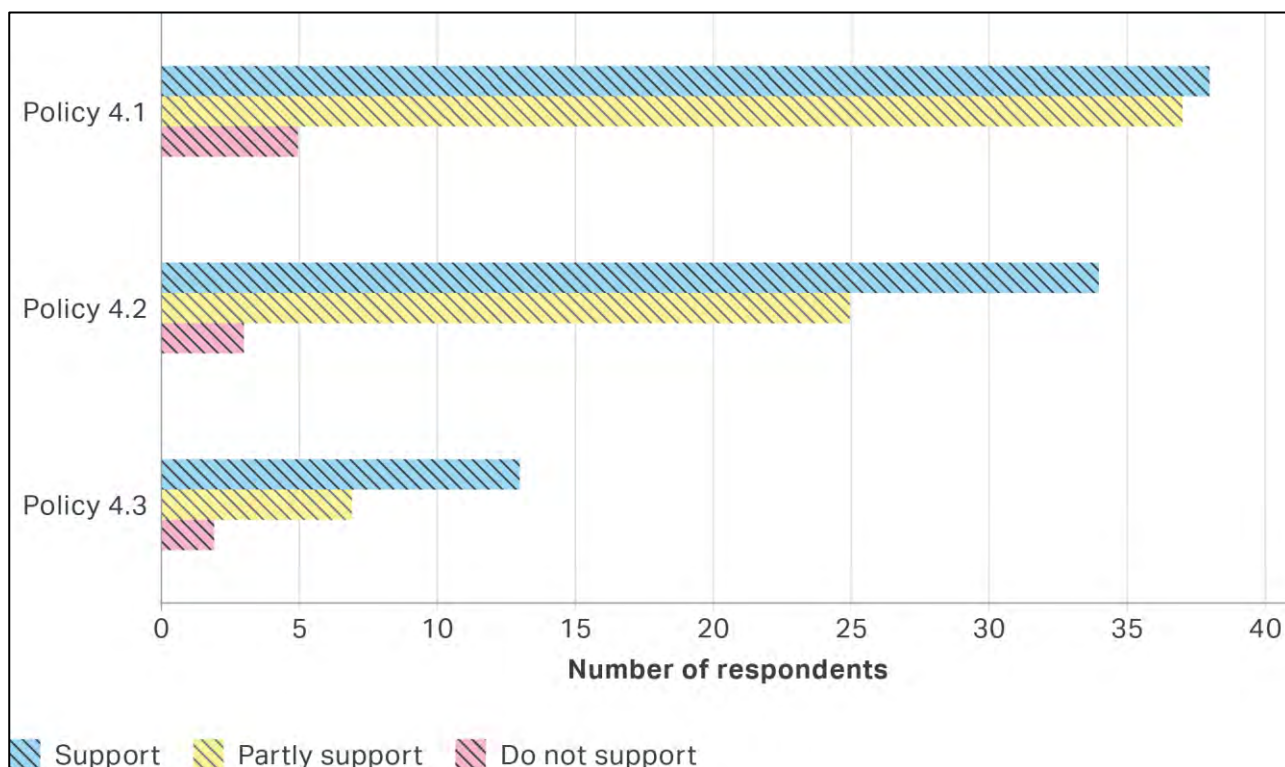


Figure 4.3: organisations' support for policies in Chapter 4

4.5 There was support from organisations for all of the policies in Chapter 4 of the draft strategy. The most comments were received on the policy to deliver genuinely affordable homes (Policy 4.1); while a large number of respondents supported this policy, a high proportion of respondents made suggestions for change when compared with the other policies. Relatively few respondents opposed any of the policies.

Policy 4.1: Genuinely Affordable Homes

4.6 Policy 4.1 details what the Mayor considers to be genuinely affordable housing, primarily comprising three main tenures: London Affordable Rent, intended for low-income Londoners in need; London Living Rent, for middle-income households trying to save up to buy a home; and London Shared Ownership. The policy also sets out the Mayor's approach to other types of affordable housing, and to resisting those that are not genuinely affordable to the Londoners they are supposed to serve.

Summary of organisations' support for Policy 4.1

4.7 A total of 120 organisations (57 per cent) commented on Policy 4.1 or any of the three proposals sitting underneath it. Table 4.1 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 4.1 or proposals in Policy 4.1
Central government and statutory agencies	2

Consultancy	2
Councillor, Assembly Member or MP	6
Housing association	17
Housing developer	5
Local government	26
Other	7
Think tank or academic institution	2
Trade association or industry body	11
Voluntary / comm sector (campaign / research / representation)	28
Voluntary / comm sector (front-line services)	14
Grand Total	120

Table 4.1: organisations commenting on Policy 4.1 or proposals in Policy 4.1, by organisation category

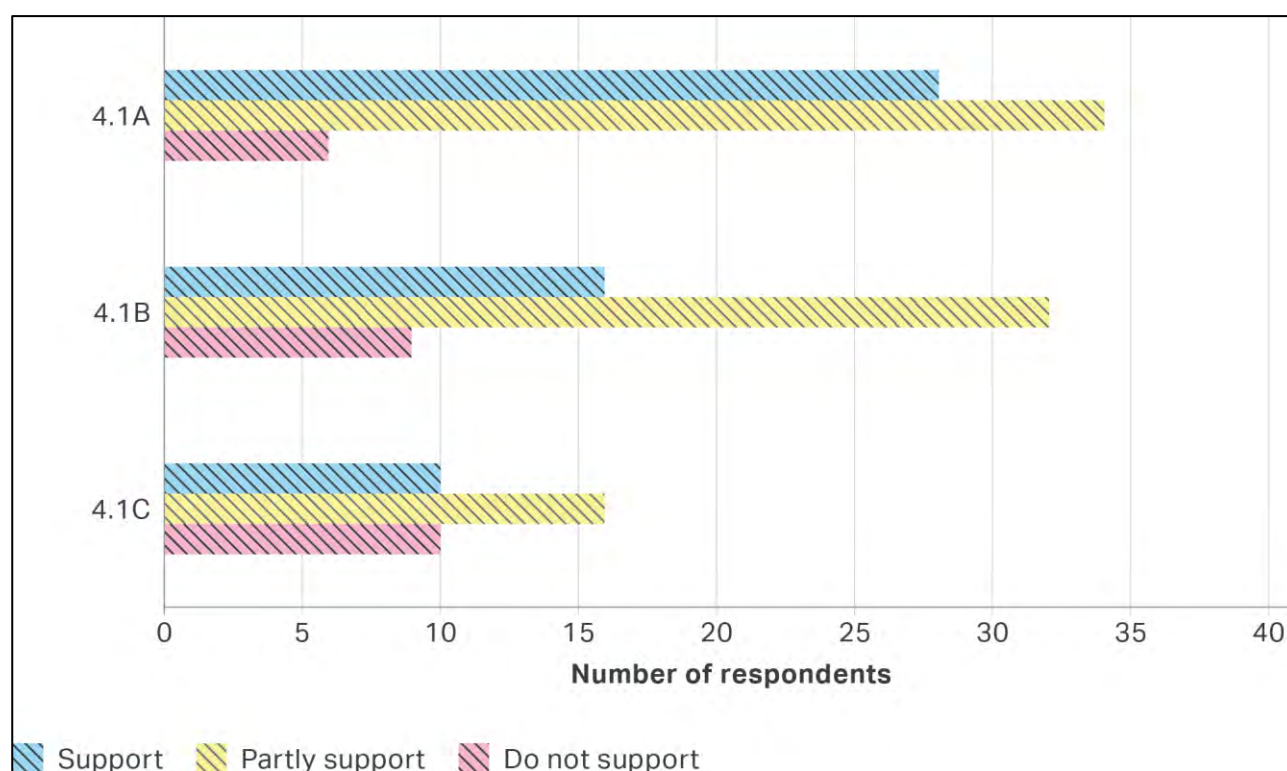


Figure 4.4: organisations' support for proposals in Policy 4.1

- 4.8 Most organisations supported or partly supported the Mayor's plans to deliver low-cost rented homes (4.1A), as illustrated by Figure 4.4. The majority of respondents indicated that they partly supported plans to deliver intermediate rented homes (4.1B). Fewer respondents commented on the proposal to deliver shared ownership homes (4.1C), but a greater number of respondents supported or partly supported these plans than opposed them.

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Factors driving affordability issues in London: Public respondents suggested a range of potential factors that are contributing to the lack of affordable accommodation in London. These include:</p> <ul style="list-style-type: none"> • London’s status as a city that attracts wealth • Reduction in council housing • Not enough housing being built • Housing that is being built overly concentrated at the luxury end of the market • Low interest rates • Foreign ownership and empty properties • London property being used as an investment vehicle • Stamp duty threshold affecting most London properties 	<p>No change:</p> <p>The draft strategy includes an evidence-based analysis of the factors that drive affordability issues in London. The strategy sets out the Mayor’s proposals to address these issues, where evidence supports that they are contributing to a lack of affordable accommodation in the capital.</p>
<p>Principle and definition of genuinely affordable housing: Respondents asked for more clarity around the definition of ‘genuinely affordable’ and the expected mix of different types of affordable housing within new housing supply.</p>	<p>No change:</p> <p>The definition of ‘genuinely affordable’ contained in the draft strategy (Policy 4.1) has been retained in the proposed revised strategy, as has the Mayor’s preferred affordable housing products. In addition, the tenure split of the Mayor’s affordable housing investment programmes was set out in an appendix to the draft strategy and has been updated in the proposed revised strategy.</p> <p>The expected mix of different types of affordable housing within new housing supply (rather than solely through the Mayor’s</p>

	affordable housing investment programmes) is set out in the draft London Plan.
<p>Affordable Rent conversions: Some respondents in the housing association organisation category noted that ending conversions of social rent properties to Affordable Rent would require more funding for new housing supply to come from other sources.</p>	<p>No change:</p> <p>The financial impact of ending conversions on providers was taken into account when determining grant rates in the Mayor's 2016-21 Affordable Homes Programme and the level of interest expressed in that Programme by housing associations is evidence that the ending of Affordable Rent conversions is unlikely to have a significant financial impact. Where it does, the Mayor considers that this is outweighed by the benefits of retaining social housing. Consequently, no change has been made in the proposed revised strategy.</p>
<p>London Affordable Rent and social rent: Some respondents (all from the trade association or industry body and voluntary / community sector organisation categories) did not support London Affordable Rent because its rent levels are above those of social rent. These respondents favoured much higher investment in social rent at the expense of other affordable housing products.</p> <p>There was also some support for social housing expressed by public respondents.</p>	<p>Change:</p> <p>The consultation revealed strong support for genuinely affordable housing in London, including homes at based on social rent levels. Since the consultation closed, the Mayor has negotiated with Government an additional £1.67 billion investment to start 26,000 additional genuinely affordable homes in London by 2022. At least two thirds of these will be based on social rent levels, including a mixture of London Affordable Rent and social rent homes. The proposed revised strategy has been updated to reflect this new settlement.</p> <p>Clarification:</p> <p>The draft strategy was clear that the Mayor does not consider homes let at 80 per cent of market rent to be genuinely affordable in most parts of London. The proposed revised strategy has been amended to make clear that London Affordable Rent has been developed</p>

	<p>as a tenure to enable the Mayor to access national 'Affordable Rent' funding for homes based on social rent levels. The Mayor considers that London Affordable Rent is a genuinely affordable tenure for Londoners on low incomes. For example, the 2017/18 London Affordable Rent maximum benchmark for a first let property is £153 a week. This is 45 per cent of the median private rent in London for the same-sized home.</p> <p>The Mayor will continue to lobby Government for increased funding for affordable homes, and is clear that any such funding should be balanced towards new homes based on social rent levels.</p> <p>However, the Mayor also believes that affordable homes should be available for Londoners on middle incomes since affordability pressures affect this group as well as those on low incomes.</p>
<p>Affordability of shared ownership: Some respondents criticised shared ownership on the basis that it is unaffordable to most Londoners (particularly in high-price areas). These respondents often argued that shared ownership should be deprioritised and/or not considered a type of genuinely affordable housing.</p> <p>Public respondents also criticised shared ownership on the basis that it is, in their view, unaffordable. This included criticisms of above-inflation rent increases. Other public respondents felt that lack of affordable housing particularly affects first time buyers</p>	<p>No change:</p> <p>The Mayor recognises that shared ownership is not appropriate in all parts of London, and it is targeted at those Londoners who cannot afford to buy on the open market. There is therefore flexibility within the Mayor's investment programme to provide other types of affordable housing, including London Living Rent, as set out in the draft strategy. Furthermore, the draft strategy included the Mayor's commitment to standardisation of service charges for shared owners to improve transparency and affordability.</p> <p>Clarification:</p> <p>The proposed revised strategy has been clarified to state that shared ownership gives London households earning an average of £41,000 per annum an opportunity to access</p>

	<p>the first step of housing ladder. It is therefore an important part of the package of affordable housing options available to Londoners. Shared ownership has been successful with both Londoners and affordable housing providers, and the Mayor wishes to continue this success through providing further investment. He has therefore agreed an ambitious target for shared ownership as part of the funding settlement with Government.</p>
<p>London Living Rent costs: Some respondents (generally those in the voluntary/community sector organisation category) argued that London Living Rent should be made more affordable to lower-income households. Conversely, some respondents (including those in the local government and housing associations organisation categories) wanted the flexibility to allocate Living Rent homes to households on incomes higher than £60,000.</p>	<p>No change:</p> <p>London Living Rent costs reflect the Mayor's manifesto commitment to link rents to one third of average incomes. The Mayor believes these rent levels strike a balance between affordability and financial viability for providers. The draft strategy was clear that London Living Rent is aimed at middle-income Londoners, rather than Londoners on low incomes.</p> <p>Conversely, given that London Living Rent is designed to be affordable to Londoners on median household incomes, the Mayor considers that a higher household income cap would be inappropriate.</p>
<p>London Living Rent implementation: Respondents in the local government and housing associations organisation categories questioned how London Living Rent homes would be allocated, and whether tenants would be able to save up for a deposit to buy.</p>	<p>No change:</p> <p>The Mayor has provided guidance for councils and housing providers regarding the maximum income level for households allocated London Living Rent homes, some pan-London eligibility criteria, and the intention for London Living Rent homes to provide tenants with a</p>

	<p>route to homeownership through saving for a deposit³.</p> <p>Clarification:</p> <p>Within this policy framework, individual councils and housing providers are best-placed to decide how to manage London Living Rent homes, in accordance with their organisational aims and objectives. The proposed revised strategy clarifies that London Living Rent is a new, innovative product, and the GLA will seek feedback from providers and councils as it develops, revising guidance where necessary.</p>
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Policy 4.2: Increasing Delivery of Affordable Homes

- 4.9 Policy 4.2 aims to increase the delivery of new affordable housing, working towards the Mayor's long-term strategic target of half of all new homes being genuinely affordable. Key proposals include planning reforms to increase the number of affordable homes provided by private developers on mixed-tenure schemes, increasing public investment in affordable homes (notably through the Mayor's £4.82 billion grant programme), and prioritising the delivery of affordable housing on publicly-owned land (including at least 50 per cent affordable housing on land brought forward by Mayoral organisations).

Summary of organisations' support for Policy 4.2

- 4.10 A total of 119 organisations (57 per cent) commented on Policy 4.2 or any of the three proposals sitting underneath it. Table 4.2 presents the number of responses by organisation category.

³ <https://www.london.gov.uk/file/11941201>

Type of organisation	Number of respondents commenting on Policy 4.2 or proposals in Policy 4.2
Central government and statutory agencies	3
Consultancy	3
Councillor, Assembly Member or MP	5
Housing association	14
Housing developer	7
Local government	30
Other	6
Think tank or academic institution	3
Trade association or industry body	13
Voluntary / comm sector (campaign / research / representation)	24
Voluntary / comm sector (front-line services)	11
Grand Total	119

Table 4.2: organisations commenting on Policy 4.2 or proposals in Policy 4.2, by organisation category

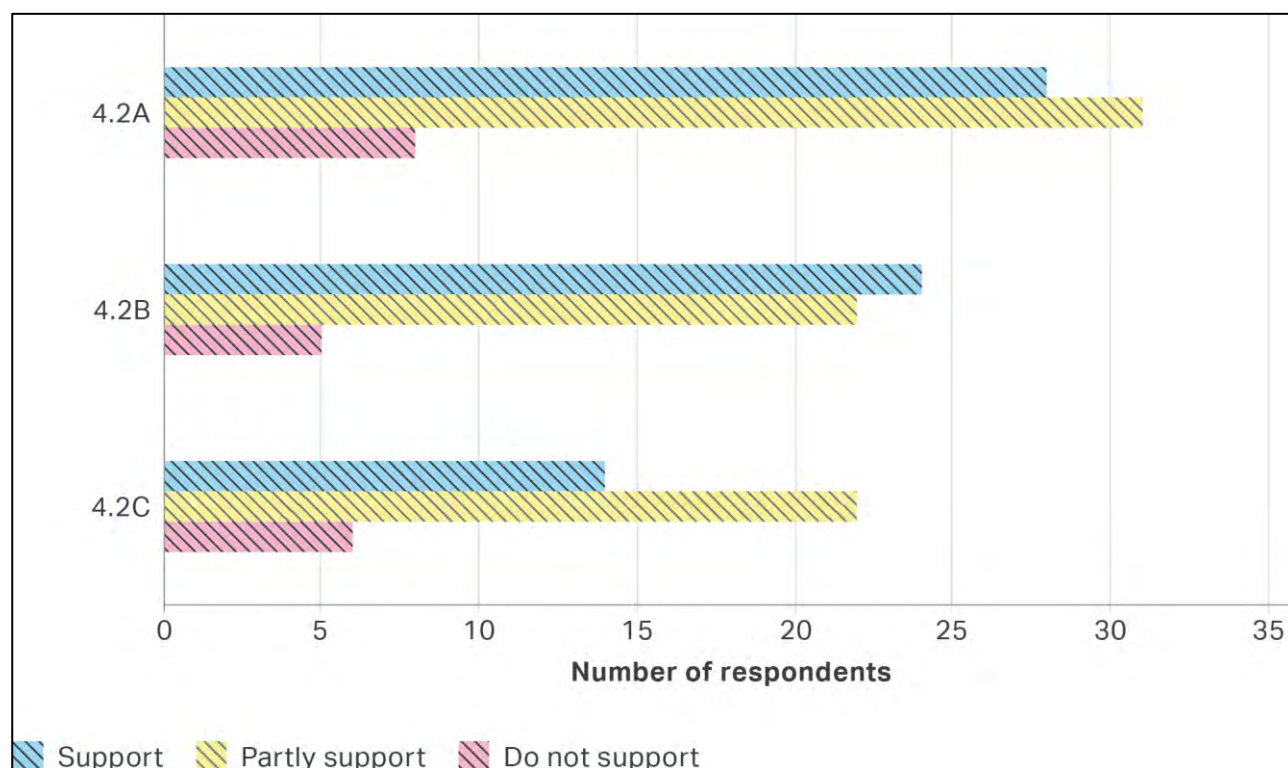


Figure 4.5: organisations' support for proposals in Policy 4.2

- 4.11 Figure 4.5 sets out that most organisations supported or partly supported the Mayor's plans to increase the number of genuinely affordable homes in London (4.2A), including through delivery on public-owned land (4.2C). A larger number of

respondents supported, rather than partly supported or opposed, plans to work with housing associations, councils, investors and Government to increase investment in affordable homes (4.2B).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Tenure split of affordable housing: Respondents asked for clarification about the Mayor's preferred tenure split of affordable housing within his affordable homes programme and on individual schemes.</p>	<p>No change:</p> <p>See response to issue raised under Policy 4.1</p>
<p>Reform of financial viability appraisals for new developments: Respondents made a range of suggestions to achieve reform of the viability process, including reforming the Land Compensation Act 1961 and limiting use of site-level viability assessments to specific circumstances.</p>	<p>No change:</p> <p>The proposed revised strategy reflects the approach to viability assessments set out in the draft London Plan.</p> <p>The Mayor's introduction of greater scrutiny of viability assessments and clear review mechanisms for sites not meeting the threshold aim to make the viability process significantly more robust. The Mayor is also prepared to use his powers to 'call-in' schemes of over 150 new homes where he believes greater numbers of affordable homes can be provided.</p> <p>The draft strategy included the Mayor's commitment to call for Government to improve national planning policy which underpins the viability appraisal process. The Mayor will respond to specific Government proposals as they emerge, including proposed planning practice guidance on viability.</p>

	<p>Change:</p> <p>The Mayor supports Government reform of land assembly rules to enable more of the value from development to be captured and reinvested in infrastructure and genuinely affordable homes. This has been included in the new Chapter 8 of the proposed revised strategy.</p>
<p>Funding for new affordable housing: Respondents referenced the need for substantially more funding to adequately meet London's need for affordable housing.</p>	<p>Clarification:</p> <p>The Mayor has been clear that the affordable housing settlement with Government is a welcome start, but not enough to meet London's housing needs. The proposed revised strategy includes further details on the additional funding that is likely to be required to meet London's housing needs.</p>
<p>Threshold of 50% affordable housing on public land to access Fast Track Route to planning permission: Some respondents called for a higher or lower proportion of homes on public land to be affordable in order for schemes to benefit from the Fast Track Route.</p> <p>Those respondents that believed 50 per cent was too high were predominantly from the local government, private developer, and statutory agencies/national government organisation categories. Those respondents that</p>	<p>No change:</p> <p>The Mayor believes that the public sector should lead by example when it comes to encouraging higher levels of affordable housing in new development. Consequently, the Mayor has enshrined the 50 per cent threshold for public sector agencies that he controls. He wants to strongly encourage other public landowners to prioritise the delivery of affordable homes on surplus or under-utilised sites.</p> <p>The 50 per cent threshold is considered to strike the right balance between ambition and financial viability for public landowners. It has also been subject to the London Plan viability review⁴.</p>

⁴ <https://www.london.gov.uk/what-we-do/planning/london-plan/new-london-plan/evidence-base>.

believed 50 per cent was not ambitious enough were predominantly from the voluntary/community sector organisations.	No changes have been made to the proposed revised strategy.
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Policy 4.3: Protecting London's affordable homes

This policy outlines how the Mayor will work to protect London's existing affordable homes and ensure they are used as efficiently as possible. He will do this by ensuring that tenants of London's affordable homes who wish to move are able to do so, as well as ensuring that public investment in affordable homes is protected and lobbying Government for reforms to ensure that homes bought under Right to Buy can be replaced on a like for like basis. He will also act to ensure that affordable homes demolished for development are replaced on a like for like basis.

Summary of organisations' support for Policy 4.3

A total of 82 organisations (39 per cent) commented on Policy 4.3 or any of the four proposals sitting underneath it. Table 4.3 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 4.3 or proposals in Policy 4.3
Central government and statutory agencies	2
Consultancy	3
Councillor, Assembly Member or MP	4
Housing association	7
Housing developer	2
Local government	30
Other	5
Think tank or academic institution	1
Trade association or industry body	9
Voluntary / comm sector (campaign / research / representation)	14
Voluntary / comm sector (front-line services)	5
Grand Total	82

Table 4.3: *organisations commenting on Policy 4.3 or proposals in Policy 4.3, by organisation category*

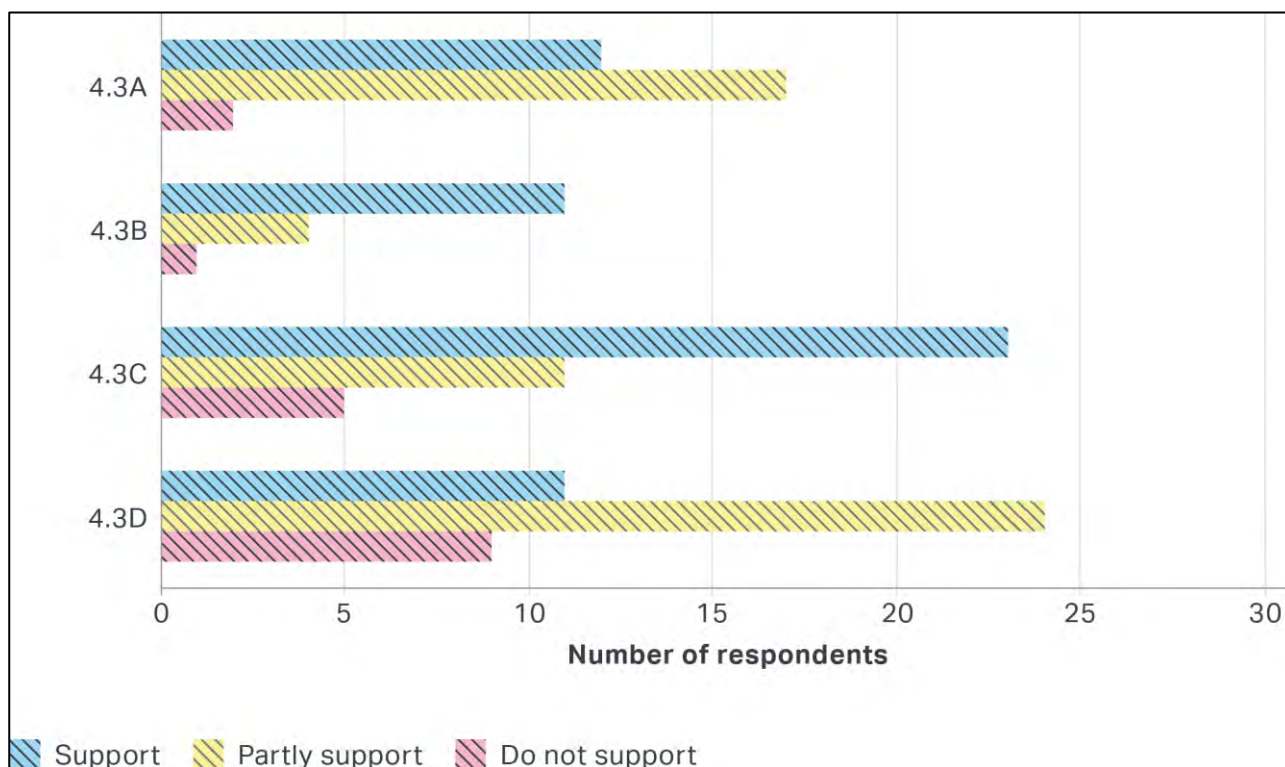


Figure 4.6: organisations' support for proposals in Policy 4.3

4.12 Figure 4.6 sets out organisations' support for proposals in Policy 4.3. The majority of respondents supported or partly supported proposals to support social housing tenants to move, where they wish to do so (4.3A). The majority of respondents supported the Mayor's proposals to protect public investment in affordable homes (4.3B) and to lobby Government to ensure homes purchased under the Right to Buy scheme are replaced (4.3C). Most respondents partly supported the proposal to ensure affordable homes that are demolished are replaced like for like (4.3D).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Mayor's mobility schemes: Respondents wanted to see the existing Housing Moves and Seaside & Country Home Schemes expanded or enhanced. Suggestions included increasing the total size of the schemes, building more homes in London specifically for movers, including supported</p>	<p>No change: While the Mayor supports in principle the idea of expanding these schemes, there are significant barriers to doing so (including acquiring more properties outside of London, and taking away nomination rights for affordable homes from local authorities). For these reasons, the proposed</p>

<p>housing in the scheme for victims of domestic violence and sexual abuse and including more Home Counties homes in the schemes.</p>	<p>revised strategy does not commit to expanding the schemes.</p>
<p>Pan-London housing allocations: Some respondents were sceptical of the proposal to require a proportion of new affordable homes delivered through Mayoral investment to be available on a pan-London basis. These respondents opposed any reduction in borough discretion over allocations. All of these respondents were from the local government organisation category.</p> <p>Additionally, one respondent asked for clarification about whether this requirement would apply in the case of estate regeneration schemes, as they said the homes would be needed for rehousing.</p>	<p>No change:</p> <p>Boroughs' Housing Moves quotas represent a modest proportion of homes for each borough, but offer an important housing option for London social tenants. The proposed revised strategy retains the Mayor's commitments to pan-London housing allocations.</p> <p>Clarification:</p> <p>The proposed revised strategy clarifies that new affordable homes funded through the Mayor's investment programme that are replacing homes that have been demolished as part of estate regeneration schemes will not be subject to allocation on a pan-London basis.</p>
<p>Tenant downsizing: Respondents expressed some concern that efforts to help people downsize shouldn't push people, in particular older people, to move without consideration of the impact. Respondents raised a range of related issues, including that there should be no assumption that under-occupying older people should move and that health impacts and access to services and</p>	<p>No change:</p> <p>The proposed revised strategy retains the reference to the Mayor's opposition to the 'Bedroom Tax', along with his commitment to working with Government and councils to develop alternative and effective approaches to encouraging social tenants to downsize. This work will take into account the comments raised by respondents.</p>

<p>support networks should be considered if they do.</p>	
<p>Respecting councils' and housing associations' independence: One respondent said that implementing Pay to Stay should be left to local discretion.</p> <p>Another respondent said that any new conditions on affordable housing grant to protect public investment in affordable homes should not be inconsistent with the deregulation clauses of the Housing and Planning Act.</p>	<p>No change:</p> <p>The Mayor believes that the Pay to Stay policy may have a damaging impact on working social tenants and disincentivise getting into better employment. The proposed revised strategy will retain the Mayor's commitment to strongly opposing the Pay to Stay policy, including using his powers to introduce disincentives if landlords begin to implement the policy.</p> <p>The Mayor will act to protect the public investment in affordable homes, but will not go beyond his statutory powers.</p>
<p>Right to Buy: Respondents (generally those in the local government organisation category) said that the current restrictions on how Right to Buy receipts can be spent is making it difficult to replace homes that are sold under the policy and wanted greater flexibility.</p> <p>Some respondents from tenant and community groups felt that the Mayor should take a more oppositional position on Right to Buy, either by calling for councils to have the power to opt out, for a temporary pause on the policy, reform of the policy, review of the policy or full reversal of the policy.</p>	<p>No change:</p> <p>The proposed revised strategy retains the Mayor's commitment to working with Government and councils to ensure that homes bought under Right to Buy are replaced locally and on a like for like basis.</p> <p>Clarification:</p> <p>The Mayor does not have the power to change the law on Right to Buy. However, the proposed revised strategy has been amended to include more details of the particular reforms to the policy that the Mayor is lobbying for.</p>
<p>Like for like replacement of affordable homes in estate regeneration: A range of views were expressed on like for like replacement of affordable homes as part of regeneration schemes.</p>	<p>Change:</p> <p>The proposed revised strategy reflects the principles of <i>Better Homes for Local People</i>, the Mayor's final Good Practice Guide to Estate Regeneration.</p>

<p>Some respondents asked for greater clarity about what like for like replacement meant in practice, for example whether it was meant in terms of number of units or habitable space.</p> <p>Other respondents said that it should mean that social rented units should be replaced with homes of the same tenure, rather than another form of affordable housing. Additionally, some respondents said that it should encapsulate other aspects of the home, like landlord, property size, rent level, tenancy and area.</p> <p>Other respondents were more sceptical of like for like replacement. They said that like for like replacement was too inflexible and that discretion was needed at a local or scheme level. The reasons given for this included the assertion that like-for-like replacement would threaten the viability of schemes, make it harder to build mixed communities or make it more difficult to tailor schemes to local needs (e.g. need for more family-sized accommodation). These respondents included local councils, builders and housing associations.</p> <p>Some respondents, including trade bodies, housing associations and councils, said that a commitment to it would require additional funding.</p>	<p>The Guide contains details on the like for like replacement requirements for estate regeneration scheme – that any homes demolished should be replaced with equivalent levels of floor space at rent levels based on the homes that have been lost. Reference to this policy has been retained in the proposed revised strategy. The Guide also reflects policies in the Mayor’s draft London Plan which require estate regeneration schemes to maximise additional affordable housing, and at least to include no net loss of affordable homes.</p>
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Demolition of homes as part of estate regeneration projects:

Respondents expressed views on the conditions that should be met before any regeneration scheme should be able to proceed. These included that demolition should only happen as a last result, that no demolition of affordable homes should take place without a binding ballot of residents and that any scheme involving demolition should require a net increase in affordable homes.

Change:

The proposed revised strategy reflects the principles of *Better Homes for Local People*, the Mayor's final Good Practice Guide to Estate Regeneration.

In the Guide, the Mayor sets out his intention to promote the use of resident ballots in estate regeneration schemes where affordable homes are being demolished. This will give residents the ultimate say before a regeneration scheme is able to proceed.

The Guide also reflects policies in the Mayor's draft London Plan which require estate regeneration schemes to maximise additional affordable housing, and at least to include no net loss of affordable homes.

5. Chapter 5: High quality homes and inclusive neighbourhoods

- 5.1 Chapter 5 of the draft strategy sets out the Mayor's plans to ensure homes are safe, well-designed, environmentally sustainable and delivered in partnership with Londoners to meet their diverse need. It considers the following issues:
- a) Well-designed, safe and good quality homes (Policy 5.1)
 - b) Meeting London's diverse housing needs (Policy 5.2)
 - c) Community support for homebuilding (Policy 5.3)

Overview of public responses to Chapter 5

Who responded

- 5.2 Surveys were carried out with a representative sample of the London population, aged 18 years or older, on 19 to 22 December 2016 (with 1,000 respondents) and 21 to 24 August 2017 (with 1,051 respondents). A parallel survey ran from 6 September to 7 December 2017 on Talk London.
- 5.3 One discussion thread on the proposed Commissioner for social housing ran on Talk London from 6 September to 7 December 2017, attracting 48 comments. Another thread on 'first dibs' for Londoners ran simultaneously, also attracting 48 comments. 31 emails were received from members of the public

Public support for policies in Chapter 5

- 5.4 The survey of Londoners revealed net support for ensuring that all new homes worth up to £350,000 are available to Londoners first, with nearly 80 per cent of participants supporting this. There was particular support from those aged 65+.

Overview of organisation responses to Chapter 5

Who responded

- 5.5 In total, 153 organisations (73 per cent) responded to the policies in Chapter 5. Further information on the category of organisation responding to each policy is set out below.

Support for policies in Chapter 5 from responding organisations

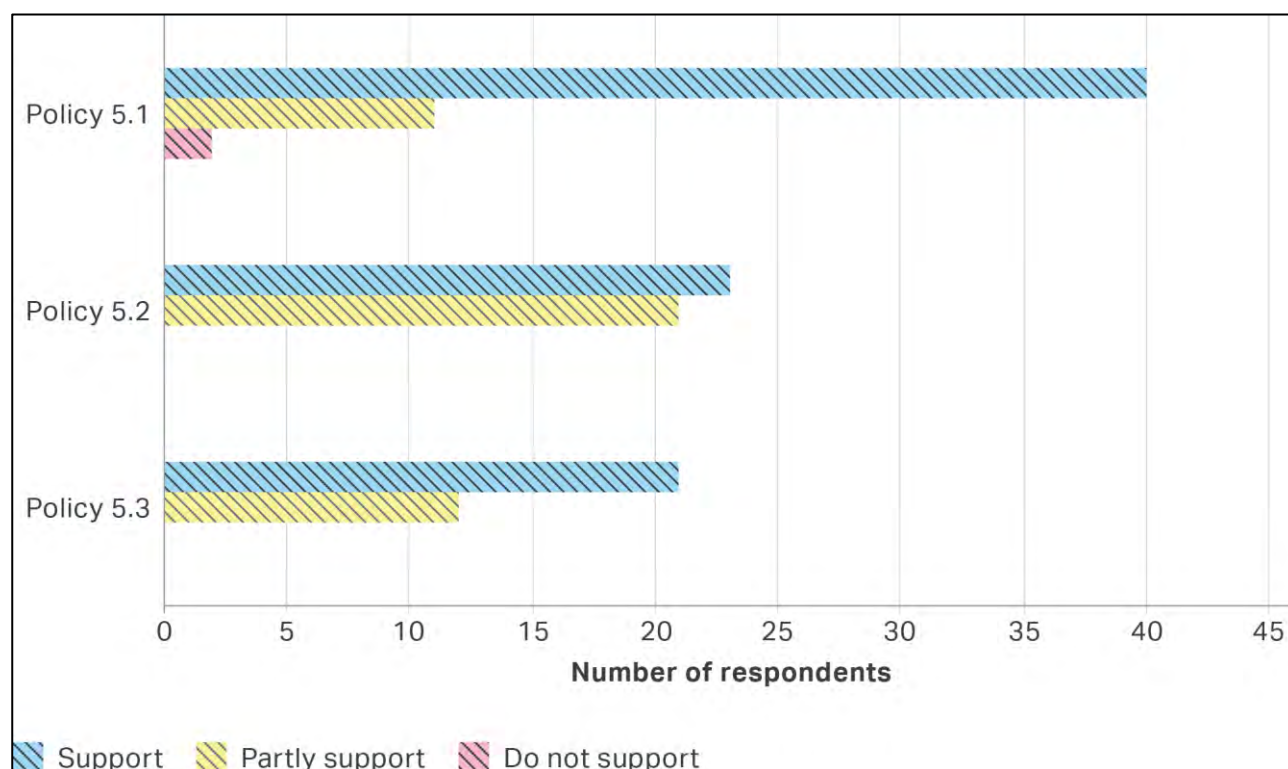


Figure 5.1: organisations' support for policies in Chapter 5

5.6 There was support from organisations for the policies in Chapter 5 of the draft strategy. The most comments, and the greatest support, were received on the policy to deliver well-designed, safe and good quality homes (Policy 5.1). A high proportion of respondents to Policy 5.2 (relating to how London's diverse housing needs can best be met) made suggestions for change. However, no respondents opposed this policy, nor the Mayor's policy to increase community support for homebuilding (Policy 5.3).

Policy 5.1: Well-designed, safe, and good quality homes

5.7 Policy 5.1 details the Mayor's policies to ensure that London's new and existing homes and neighbourhoods are well-designed, safe, good quality and environmentally sustainable. It sets out his ambition for the system of Building Regulations to be effective and his plans to consolidate London's housing design standards into a single new planning document. It also sets out his proposals for Design Advocates and his 'Public Practice' scheme to increase the quality of building design. Finally, it sets out the Mayor's priorities in relation to ensuring that existing homes are fire safe and to improve the environmental performance of existing homes.

Summary of organisations' support for Policy 5.1

5.8 A total of 109 organisations (52 per cent) commented on Policy 5.1 or the two proposals sitting underneath it. Table 5.1 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 5.1 or proposals in Policy 5.1
Central government and statutory agencies	5
Consultancy	2
Councillor, Assembly Member or MP	5
Housing association	14
Housing developer	7
Local government	27
Other	6
Think tank or academic institution	3
Trade association or industry body	12
Voluntary / comm sector (campaign / research / representation)	22
Voluntary / comm sector (front-line services)	6
Grand Total	109

Table 5.1: organisations commenting on Policy 5.1 or proposals in Policy 5.1, by organisation category

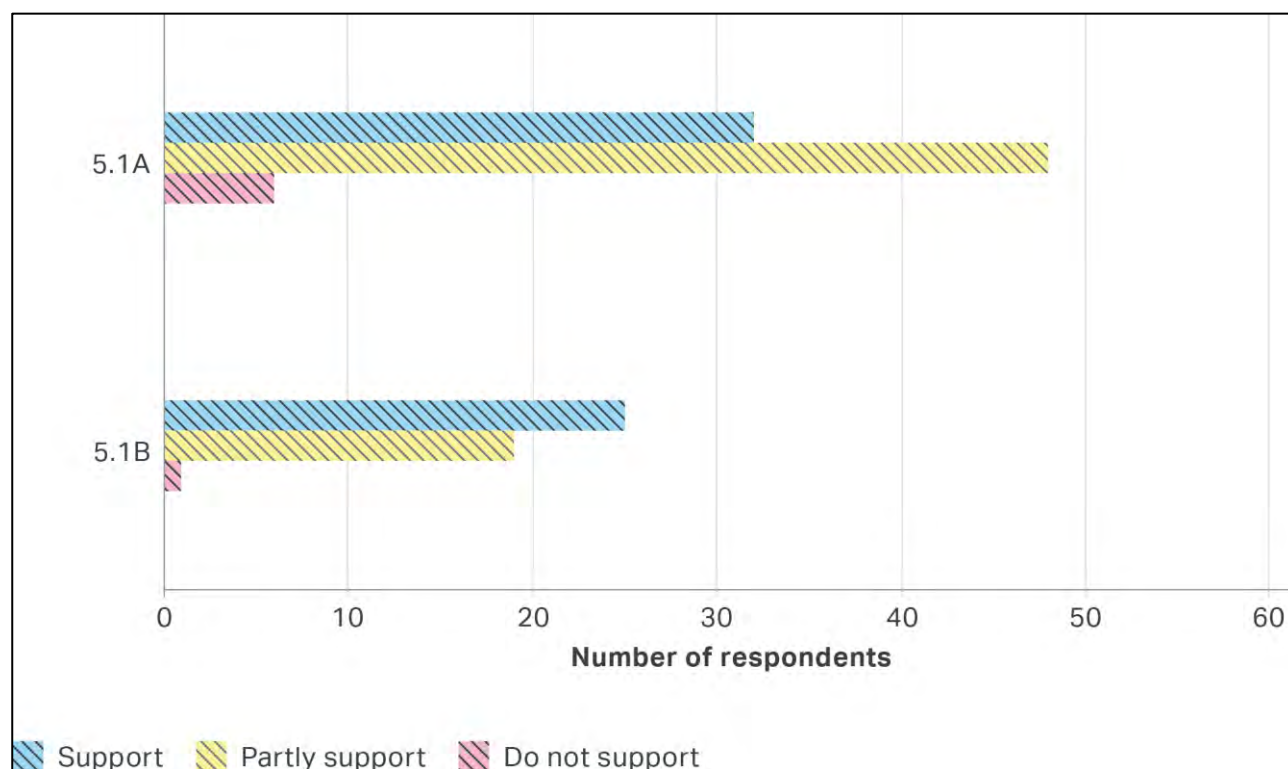


Figure 5.2: organisations' support for proposals in Policy 5.1

5.9 Most organisations supported the Mayor's plans to support well-designed, safe, good quality and environmentally sustainable new homes (5.1A), as demonstrated

by Figure 5.2. Few respondents opposed plans to improve the quality and standards of London's existing homes (5.1B).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Design quality of new homes: Respondents (all private developers) sought flexibility on design requirements where these requirements impact on the financial viability of development.</p>	<p>No change:</p> <p>The Mayor considers that higher levels of housing delivery, as envisaged by the draft strategy, must go hand in hand with strong policies to ensure good quality and design of new homes. This is retained in the proposed revised strategy. The Mayor has set out what constitutes good design of buildings and communities through his draft London Plan. This will be supplemented through further guidance.</p> <p>The development viability of these policies, along with other policies in the draft London Plan, has been tested and the results published⁵.</p>
<p>Space standards: Responses from private developers and housing associations sought more flexibility in the application of space standards, for example in specific housing typologies such as Build to Rent. Other respondents wanted space standards to be larger.</p>	<p>No change:</p> <p>The Mayor's intention is that good minimum space standards for new homes must be maintained and this policy has been retained in the proposed revised strategy. The minimum space standards are based on published evidence: smaller standards could negatively harm the sustainability and lived experience of new housing developments, while larger minimum standards could make new development unviable.</p> <p>Clarification:</p>

⁵ <https://www.london.gov.uk/what-we-do/planning/london-plan/new-london-plan/evidence-base>.

	<p>The proposed revised strategy clarifies that minimum space standards for new homes and rooms have been set out in the draft London Plan, and that further guidance on applying these standards will be published shortly.</p>
<p>Fire Safety: Tenant groups sought a requirement for greater engagement between landlords and social housing residents, both generally and specifically in relation to fire safety measures.</p> <p>This issue was also raised by public respondents, some of whom questioned whether existing social housing blocks are safe.</p>	<p>Clarification:</p> <p>The proposed revised strategy makes explicit the link between improving the fire safety of social housing blocks and the Mayor’s desire to see an increased role for social housing residents, set out by the Mayor in Policy 5.3.</p> <p>The proposed revised strategy has also been updated to reflect the fire safety policy in the draft new London Plan.</p> <p>More generally, the Mayor will respond to Government’s Green Paper on the future of social housing once it is published.</p>
<p>Energy efficiency measures in new homes: Respondents made a range of specific recommendations for energy efficiency measures, including the following:</p> <ul style="list-style-type: none"> • The Mayor should promote greater use of carbon offsetting in retrofitting projects • Poor energy efficiency standards in new homes contribution to wider issues of poor construction quality • The Mayor’s zero carbon development policies should be considered a tax and therefore seen in context of other obligations, such as affordable housing and community infrastructure levy (CIL) • All developments over which the GLA has influence should require zero carbon standards 	<p>No change:</p> <p>The draft strategy outlined the Mayor’s ambitions to deliver energy efficient new homes. The Mayor’s draft London Plan proposes an energy efficiency target for new developments. Detailed policies and proposals for improving the environment, including those relating to energy efficiency of homes, are set out in the London Environment strategy. No changes have been made to the proposed revised housing strategy.</p>

<ul style="list-style-type: none"> • The Mayor’s environmental commitments should include commitments to reduce the embodied carbon within the construction industry • The ‘Greenness index’ should be used as a criterion for quality of development 	
<p>Application of zero carbon policy to new housing developments: Respondents sought greater transparency in the use of carbon offsetting funds, which are operated by boroughs and consist of funds paid by developers in lieu of on-site measures to achieve the Mayor’s zero carbon policy.</p>	<p>Change:</p> <p>The proposed revised strategy commits the Mayor to regularly monitor how his zero carbon policy, including offsetting funds, is being implemented. The Mayor will also issue offsetting guidance to boroughs, which will provide further information on how offsetting funds could be most effectively used.</p>
<p>Combined heat and power plants in new housing developments: One respondent raised concerns about combined heat and power plants, questioning their effectiveness in mitigating CO₂ emissions given the decarbonisation of the energy grid. Another respondent called for their use to be reviewed.</p>	<p>Clarification:</p> <p>To date, combustion-based Combined Heat and Power (CHP) systems, predominantly gas engine CHP, have been used in new development in London as a cost-effective way of producing low carbon heat. However, the Mayor recognises that carbon savings from gas engine CHP are now declining as a result of the national grid electricity decarbonising, and there is increasing evidence of adverse air quality impacts.</p> <p>The proposed revised strategy refers to the proposed ‘heating hierarchy’ in the draft London Plan, which will promote cleaner heating solutions. This new policy framework was developed following a review of the existing framework. The draft London Plan will promote cleaner heating solutions through a heating hierarchy such as the utilisation of local environmental and waste heat utilising heat pumps where necessary. The Mayor will encourage a similar approach when existing or new plant is being replaced or installed outside the planning system.</p>

<p>Environmental performance of existing homes: Respondents made a number of recommendations for improving energy efficiency, including:</p> <ul style="list-style-type: none"> • Government making all property improvements by landlords tax deductible • Local authorities securing improved energy efficiency in private rented sector homes through a condition in a licence; • GLA investigating the costs and benefits of rolling out other forms of insulation for inefficient homes, e.g. external wall insulation; and • The Mayor advocating for a reasonable cap in the costs that landlords would be expected to pay to fund energy improvements. £5,000 was suggested. <p>Respondents identified a split incentive when making energy efficiency improvements to private rented sector homes, but felt that lower energy bills can make properties more valuable and reduce rent arrears. Respondents also commented that there is a need to safeguard the needs of the most vulnerable Londoners as the push towards implementing Smart Meters continues.</p>	<p>No change:</p> <p>The draft strategy outlined some of the Mayor’s proposals for improving the energy efficiency of homes. The Mayor’s detailed policies for improving the environment, including those relating to energy efficiency of existing homes, are outlined in the London Environment Strategy. No changes have been made to the proposed revised housing strategy.</p>
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Policy 5.2: Meeting London’s diverse housing needs

5.10 Policy 5.2 sets out how the Mayor will meet London’s diverse housing needs. The first part of the policy covers making homes more accessible, improving

opportunities for older homeowners to move to more suitable accommodation, meeting the housing needs of Gypsies and Travellers and of refugees, and the provision of LGBT+ inclusive services by social landlords. The second part covers supported housing, including providing specific Mayoral funding for older and disabled people and lobbying for better arrangements for funding support and housing costs.

Summary of organisations' support for Policy 5.2

5.11 A total of 90 organisations (43 per cent) commented on Policy 5.2 or the two proposals sitting underneath it. Table 5.2 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 5.2 or proposals in Policy 5.2
Central government and statutory agencies	3
Consultancy	3
Councillor, Assembly Member or MP	5
Housing association	12
Housing developer	1
Local government	22
Other	2
Think tank or academic institution	0
Trade association or industry body	8
Voluntary / comm sector (campaign / research / representation)	24
Voluntary / comm sector (front-line services)	10
Grand Total	90

Table 5.2: *organisations commenting on Policy 5.2 or proposals in Policy 5.2, by organisation category*

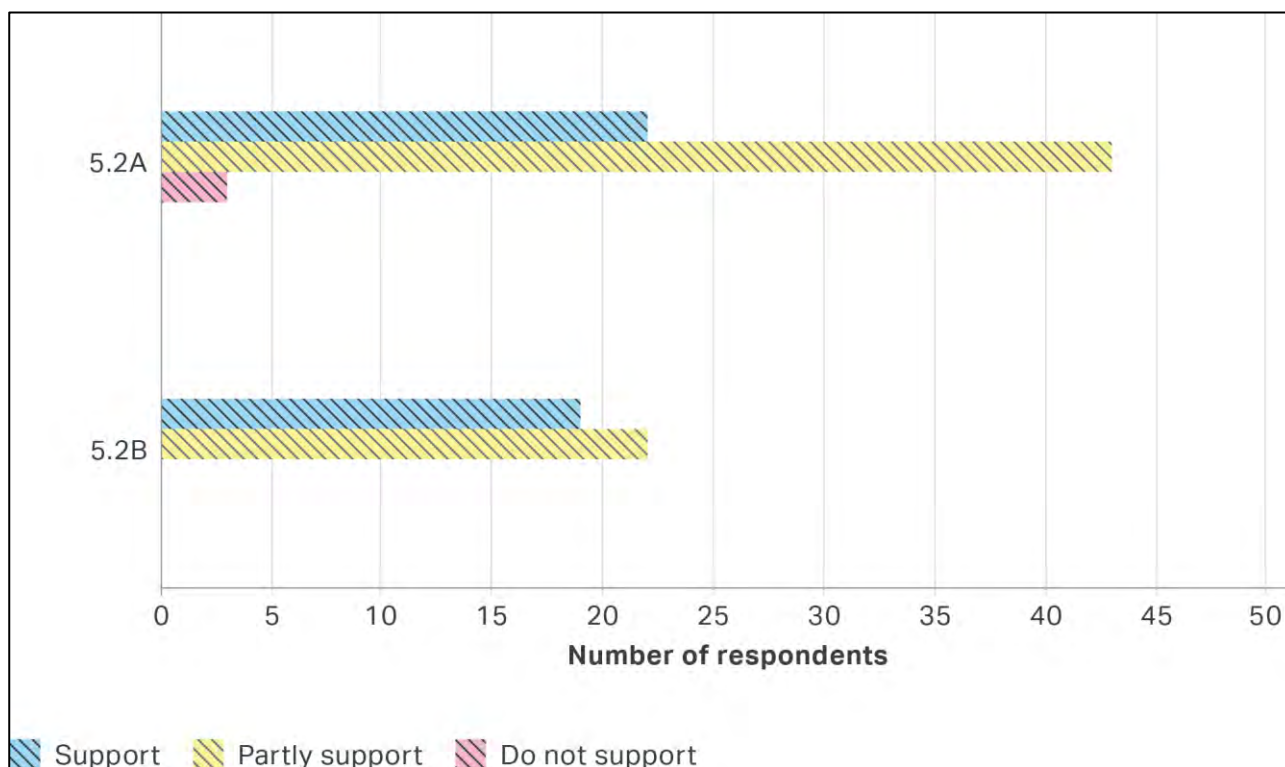


Figure 5.3: organisations’ support for proposals in Policy 5.2

5.12 Figure 5.3 presents organisations’ support for proposals in Policy 5.2. The majority of respondents supported plans to ensure London’s homes and neighbourhoods meet London’s diverse housing needs (5.2A). There were no objections to the proposal to ensure Londoners are provided with the support they need to live independently (5.2B).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Diverse housing need: Respondents from voluntary and community sector and trade bodies wanted the draft strategy to acknowledge a wider range of groups in housing need (for example, ex-offenders, former service personnel, care leavers, and people with sensory and cognitive impairment).</p>	<p>No change: The draft strategy highlighted the groups of Londoners who have distinct housing needs, either under Policy 5.2 or in other relevant sections. It also made it clear that the Mayor is open to supporting proposals from other groups who were not explicitly mentioned. This is retained in the proposed revised strategy.</p>

	<p>Clarification:</p> <p>In describing the context for the Mayor’s proposals in this area, the proposed revised strategy has been clarified to reference a more diverse range of vulnerable groups.</p>
<p>Family-sized homes and overcrowding: Some respondents requested targets for delivering family-sized homes and for reducing overcrowding.</p> <p>Specifically, respondents from local government wanted boroughs to be able to set size mix targets at a borough level.</p>	<p>Clarification:</p> <p>The proposed revised strategy summarises the draft London Plan housing size mix policy. It has also been updated to clearly set out the Mayor’s analysis of overcrowding in London, alongside the role of its policies and proposals, as well as those in the London Plan, in reducing it.</p> <p>On the specific issue of borough size mix targets, the draft London Plan states that boroughs are discouraged from doing this for market and intermediate homes, but encouraged to do so for low cost rent homes. This approach is explained in the draft London Plan and summarised in the proposed revised strategy.</p>
<p>Housing options for older people: Respondents wanted greater recognition of some of the options available to owner occupiers to improve and adapt their homes, such as equity release models.</p>	<p>Clarification:</p> <p>The proposed revised strategy is more explicit about the potential options that exist for older owner occupiers.</p>
<p>Gypsies and Travellers: Respondents made a range of comments, including that the Mayor should:</p> <ul style="list-style-type: none"> • play a leading role in housing for Gypsies and Travellers • be more directive with boroughs • work to identify their housing needs. <p>One respondent felt that the strategy should highlight wherever</p>	<p>Clarification:</p> <p>The draft London Plan provides detail on the Mayor’s proposals for meeting the needs of Gypsies and Travellers. These are reflected in the proposed revised strategy, including the Plan’s proposals for needs assessments. The Mayor considers that the needs of Gypsies and Travelers are best assessed by information being gathered locally by boroughs, rather than a top-down approach.</p>

<p>its policies or proposals could impact on Gypsies and Travellers.</p>	<p>No change:</p> <p>For reasons of brevity, it is not possible to present every policy and proposal in the draft strategy in a way that explicitly addresses specific housing needs of the many groups suggested in consultation responses. The proposed revised strategy therefore does not highlight Gypsy and Traveller issues throughout the document, but provides significant detail within Chapter 5. These issues have been further considered in the impact assessment that accompanied the draft strategy.</p>
<p>Refugees: Respondents from the voluntary and community sectors felt that the draft strategy was too limited in only having proposals relating to refugees from Syria.</p>	<p>Clarification:</p> <p>The proposed revised strategy includes more detail on the Mayor's wider proposals relating to refugees and housing. The specific references made in the draft strategy to refugees from Syria have been retained in the proposed revised strategy due to the specific Government housing and support programme in place to support this group.</p>
<p>Boats on waterway: Respondents, mainly from the voluntary and community sector, wanted the strategy to include Londoners living on waterways.</p>	<p>No change:</p> <p>The number of Londoners with houseboats as their permanent residence is very low and there is limited evidence available about any specific housing needs that this group may have. Therefore the proposed revised strategy does not propose specific interventions to support this group.</p> <p>Clarification:</p> <p>However, it is the case that Londoners living on boats on London's waterways are one of the groups that are served poorly by existing legislation designed to ensure that properties are of a decent standard. The proposed revised strategy has therefore been amended to include this group as an example for why fundamental legislative change in this area is required.</p>

<p>Capital investment in supported housing: Some respondents questioned whether the £75m Care and Support Specialised Housing (CASSH) funding provided a sufficient amount for supported housing for older and disabled people.</p> <p>One respondent from the voluntary and community sector wanted the Mayor to acknowledge the value of and support inter-generational housing.</p>	<p>Change:</p> <p>The proposed revised strategy sets out an increase in funding for CASSH and also makes clear that supported housing for these groups can also be funded from his other programmes.</p> <p>It also references inter-generational housing, which will be addressed in more detail in the Mayor's Social Integration Strategy.</p>
<p>Funding for support and housing costs: Respondents from local government felt that there should be revenue funding linked to the Mayor's capital funding programmes.</p>	<p>Clarification:</p> <p>The proposed revised strategy provides more detail on how links between revenue funding and the Mayor's capital funding programmes could be strengthened.</p>

Policy 5.3: Community support for homebuilding

- 5.13 This policy sets out the Mayor's proposals to increase Londoners' confidence in, and support for, new homebuilding in London. He proposes to do this by supporting community-led housing, increasing transparency in the planning process, making best use of existing homes and increasing Londoners' access to new homes. It also sets out the Mayor's proposals to enhance residents' voices in social housing management and regeneration.

Summary of organisations' support for Policy 5.3

- 5.14 A total of 107 organisations (51 per cent) commented on Policy 5.3 or any of the five proposals sitting underneath it. Table 5.3 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 5.3 or proposals in Policy 5.3
Central government and statutory agencies	1
Consultancy	2
Councillor, Assembly Member or MP	7
Housing association	11
Housing developer	2
Local government	23
Other	8
Think tank or academic institution	2
Trade association or industry body	13
Voluntary / comm sector (campaign / research / representation)	33
Voluntary / comm sector (front-line services)	5
Grand Total	107

Table 5.3: organisations commenting on Policy 5.3 or proposals in Policy 5.3, by organisation category

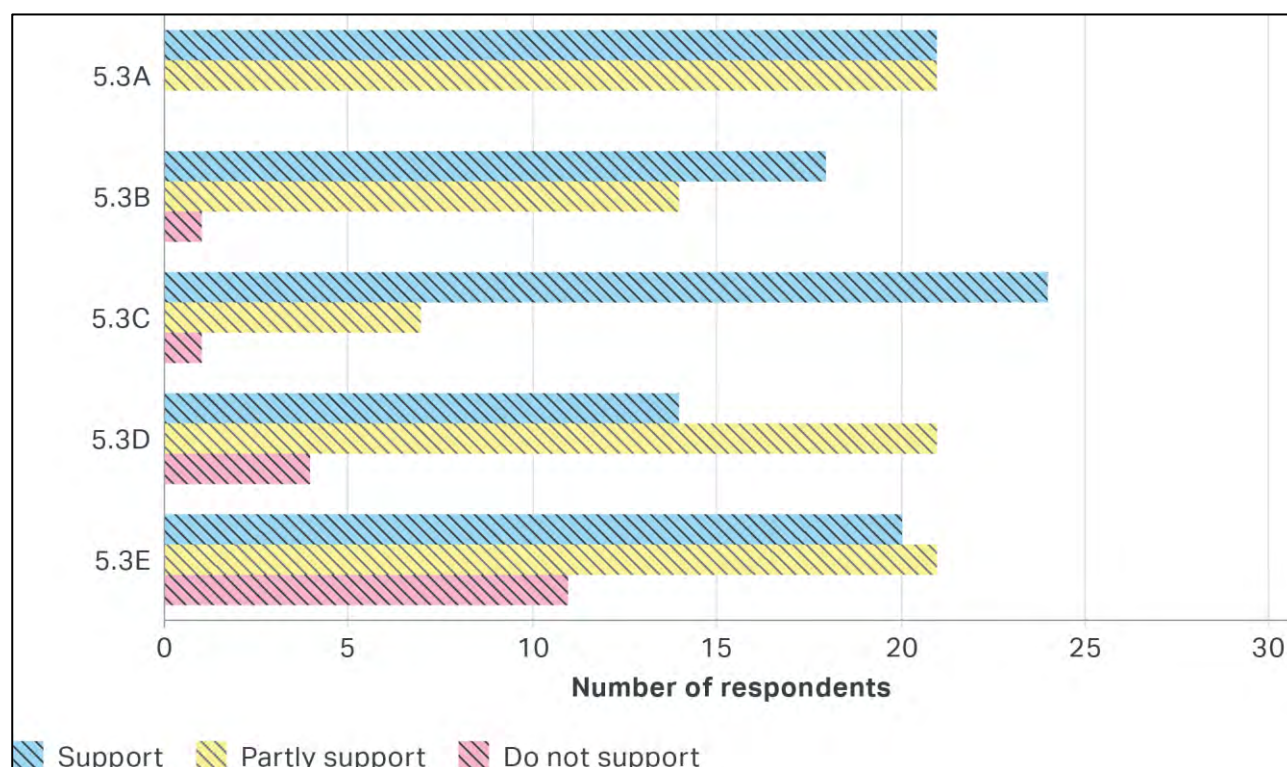


Figure 5.4: organisations' support for proposals in Policy 5.3

- 5.15 Figure 5.4 presents organisations' support for proposals in Policy 5.3. No objections were received to the Mayor's plans to support community-led housing schemes. More respondents supported proposals to ensure housing is matched with the provision of new infrastructure (5.3B), and to make housing delivery more transparent and open (5.3C), than partly supported or opposed these plans. The majority of respondents supported or partly supported plans to address public concerns about empty homes (5.3D) and to improve protections for Londoners living in social housing, including those affected by estate regeneration projects (5.3E)

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Community-led housing target: Respondents sought a target for the number of community-led homes to be delivered in this Mayoral term.</p>	<p>Change:</p> <p>The proposed revised strategy includes a commitment for the Mayor to work with community-led housing organisations to identify a pipeline of schemes by 2021 that have the capacity to deliver at least 1,000 homes.</p>
<p>Community-led Housing Hub: Several tenant groups and community-led housing organisations made detailed suggestions for the Hub's work programme.</p>	<p>No change:</p> <p>The Mayor will ensure that suggestions made by respondents about the work of the London Community-Led Housing Hub are considered as its activities and work programme are developed. For reasons of brevity these have not been included in the proposed revised strategy.</p>
<p>Definition of community-led housing: One respondent suggested an updated definition of community-led housing to align with the latest thinking in the sector.</p>	<p>Change:</p> <p>The proposed revised strategy contains a slightly amended definition of community-led housing to reflect the suggestion made by the respondent.</p>
<p>Provision of social infrastructure: Respondents made suggestions for particular types of social</p>	<p>No change:</p>

<p>infrastructure provision that should be prioritised alongside new housing development, such as social care, play space, shops and green infrastructure.</p>	<p>The Mayor supports all these forms of social infrastructure but the London Housing Strategy is not the correct policy document in which to prioritise some forms over others. No change has been made to the proposed revised strategy.</p> <p>The Mayor's draft London Plan sets out the full range of social infrastructure that is required to support new housing development. In addition, borough local plans set out local priorities for the spending on income from Section 106 agreements and the Community Infrastructure Levy.</p>
<p>Publishing development viability assessments: Respondents (all private developers) asked that the Mayor take into account commercial confidentiality when making decisions about publishing developers' development viability assessments.</p>	<p>No change:</p> <p>The Mayor believes that greater transparency in the planning system will support better decision-making and greater participation and trust amongst Londoners. The proposed revised strategy takes forward the proposals set out in the draft strategy and the Affordable Housing and Viability Supplementary Planning Guidance (SPG)⁶, which addresses cases where some aspects of development viability assessments may be commercially sensitive.</p>
<p>Overseas buyers and empty homes: Respondents requested more details of the measures proposed by the Mayor to enable more new homes to be accessed by Londoners rather than overseas buyers.</p> <p>Public respondents also commented on this proposal. Some public respondents had concerns</p>	<p>Change:</p> <p>The Mayor currently has limited powers over foreign buyers and empty homes. The proposed revised strategy includes the details of a 'first dibs for Londoners' offer made by the homebuilding industry, which the Mayor has welcomed. This addresses the concerns raised by public respondents about how such a proposal would work in practice. The draft strategy set out the Mayor's proposals to</p>

⁶ <https://www.london.gov.uk/what-we-do/planning/implementing-london-plan/supplementary-planning-guidance/affordable-housing-and>.

<p>over the practicality of a ‘first dibs’ policy, questioning how a Londoners would be defined and whether a price limit would distort the housing market. Other public respondents felt that quite radical intervention is needed in the housing market to tackle foreign ownership and empty properties. One respondent suggested that any property left empty for a significant period of time be ‘forfeited’ and sold to a local resident at a reduced price. Others argued that it was not right to meddle in the housing market in this way.</p> <p>The following ideas were suggested by other public respondents:</p> <ul style="list-style-type: none"> • Abolish Stamp Duty for first time buyers, and double it for second homes • Only allow UK residents to buy London property • More transparency over property ownership • All homes for sale built in London should be available for purchase first for three months by existing London residents provided the purchase is for their first and only home • Powers should be sought so that if any home remains empty for more than three months after effective completion, it is made available for short term use by London local authorities or housing associations until a 	<p>address empty homes and increase the transparency of foreign ownership of property.</p> <p>The Mayor does not support banning foreign investment because GLA evidence⁷ shows that it can help get some housing schemes underway. He does not support the compulsory seizure of private property unless in the most exceptional cases, such as through compulsory purchase to facilitate an infrastructure scheme. However, the proposed revised strategy commits to monitoring the effectiveness of the voluntary offer on ‘first dibs for Londoners’, and any action taken by Government to implement the Mayor’s suggestions in relation to empty homes.</p>
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⁷ https://www.london.gov.uk/sites/default/files/08b2_overseas_buyers_homes_for_londoners_sub_group_-_consolidated_research_note.pdf

<p>contract for permanent occupation is agreed.</p>	
<p>Streamlining access to the Housing Ombudsman: Respondents (generally those from housing associations and local government) expressed reservations about the proposal to make it more straightforward for social tenants to take their complaints to the Housing Ombudsman. Some were concerned that this would encourage them to circumvent internal complaints procedures, while one respondent remarked that a 'designated person' can be helpful when the complainant has a vulnerability.</p> <p>The Housing Ombudsman itself noted that only 8 per cent of complaints come from this route, but expressed support for the principle of streamlining access.</p>	<p>Change:</p> <p>The proposed revised strategy has been updated to make it clear that the Mayor's proposal would not circumvent social landlords' internal complaints procedures, which should generally be the initial process that tenants should follow first if they have a complaint. This was not clear in the draft strategy.</p> <p>The proposed revised strategy has also been updated to be clear that a complainant could still choose to complain through a 'designated person' if they wished.</p>
<p>Commissioner for Social Housing Residents: Some respondents wished to reserve their views about the proposal to appoint a national Commissioner for Social Housing Residents until the publication of the social housing Green Paper and the outcome of the Labour Party review of social housing.</p> <p>Other respondents suggested that the respective roles of the Commissioner and the Ombudsman is unclear.</p>	<p>No change:</p> <p>Regardless of the outcomes of the social housing Green Paper or the Labour Party review of social housing, the Mayor believes that social housing residents should have a voice on the national stage. This proposal has therefore been retained in the proposed revised version. The draft strategy stated that the Commissioner's functions should be underpinned by legislation.</p> <p>The Commissioner would be focused on ensuring policy making is inclusive of social housing residents' needs. The Ombudsman would remain focused on dealing with specific</p>

<p>Some respondents called for the Commissioner to be a social housing resident.</p> <p>Public respondents also commented on this proposal. Some expressed concern that it would end up being a symbolic position with a highly paid salary but that would not be backed by legislative powers, while others hoped it would be a vehicle for raising concerns over quality of social housing, maintenance and provision for disabled people. Several public respondents queried what kind of background the Commissioner would have, and many felt that they would need to have had experience of living in social housing in order to be qualified to take on the role.</p>	<p>complaints and disputes between social housing residents and their landlords.</p> <p>Change:</p> <p>A change has been made to the proposed revised strategy to suggest that Government ensures the holder of such a post is a social housing resident.</p>
<p>Estate Regeneration - Good Practice Guide: Respondents (particularly those from the voluntary/community sector) expressed opposition to some of the content of the draft Good Practice Guide to Estate Regeneration, and generally strong support for resident ballots. Respondents also made a series of detailed suggestions for the content of the Guide itself.</p>	<p>Change:</p> <p>The Mayor has published his final Good Practice Guide to Estate Regeneration alongside a further consultation proposing to introduce mandatory resident ballots for some estate regeneration schemes. This is reflected in the proposed revised strategy.</p>

6. Chapter 6: A fairer deal for private renters and leaseholders

- 6.1 Chapter 6 of the draft strategy sets out the Mayor's plans to improve standards for private renters and leaseholders, including by:
- a) Improving standards for private renters (Policy 6.1)
 - b) Improving affordability and security for private renters (Policy 6.2)
 - c) Reforming and improving leasehold (Policy 6.3)

Overview of public responses to Chapter 6

Who responded

- 6.2 Surveys were carried out with a representative sample of the London population aged 18+ on 19 to 22 December 2016 (with 1,000 respondents) and 21 to 24 August 2017 (with 1,051 respondents). A parallel survey ran from 6 September to 7 December 2017 on Talk London. There were 1,960 respondents to this survey.
- 6.3 One discussion thread ran from 6 September to 7 December 2017 on the Talk London community, attracting 84 comments. In addition, the GLA received a total of 31 emails from members of the public writing in to express a specific point of view.

Public support for policies in Chapter 6

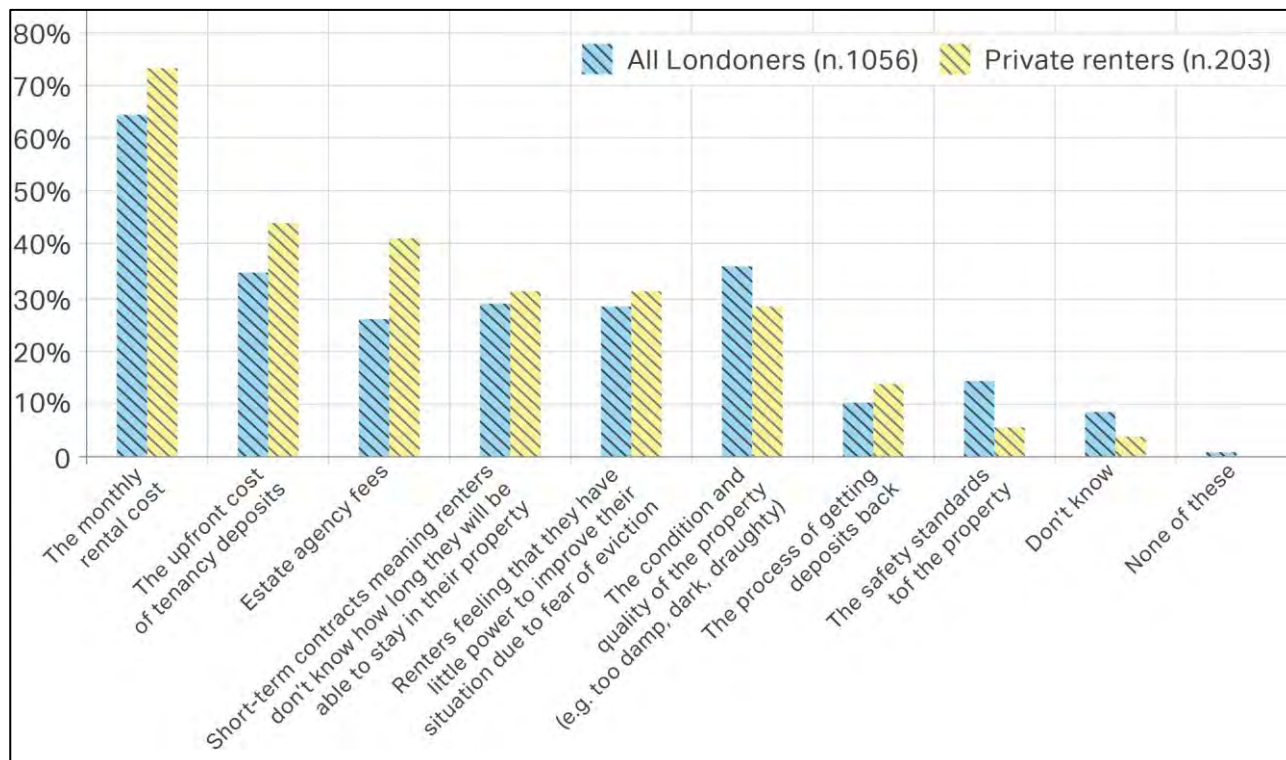


Figure 6.1: *the biggest problems with renting privately in London, as identified by survey of Londoners and private renters*

- 6.4 The survey of Londoners carried about prior to consultation on the draft strategy revealed that more than 70 per cent of public respondents supported improvements in the private rented sector. Figure 6.1 illustrates that, after the high monthly cost (64 per cent), the condition and quality of the property (e.g. too damp, dark, draughty) and the up-front cost of tenancy deposits were seen by Londoners as the biggest problems with private renting. When asking just private renters, the cost of renting was seen as more of a problem (73 per cent), as was the upfront cost of tenancy deposits (44 per cent) and estate agency fees (41 per cent).
- 6.5 When asked what the Mayor should do next to improve private renting in London, the most popular option was to support councils to crack down on criminal landlords and agents locally, with 22 per cent identifying this as the top priority. This was followed by “calling on the Government to review the financial support available for low and middle income renters” and “persuading the Government to introduce landlord licensing and registration schemes”.
- 6.6 Survey respondents were in favour of calling on the Government to review the financial support available for low and middle income renters, and of setting up an

independent London commission to decide how the rental sector should be reformed.

6.7 Private renters were more likely to prioritise calling on the Government to review the financial support available for low and middle income renters.

Overview of organisation responses to Chapter 6

Who responded

6.8 In total, 115 organisations (55 per cent) responded to the policies in Chapter 6. Further information on the category of organisation responding to each policy is set out below.

Support for policies in Chapter 6 from responding organisations

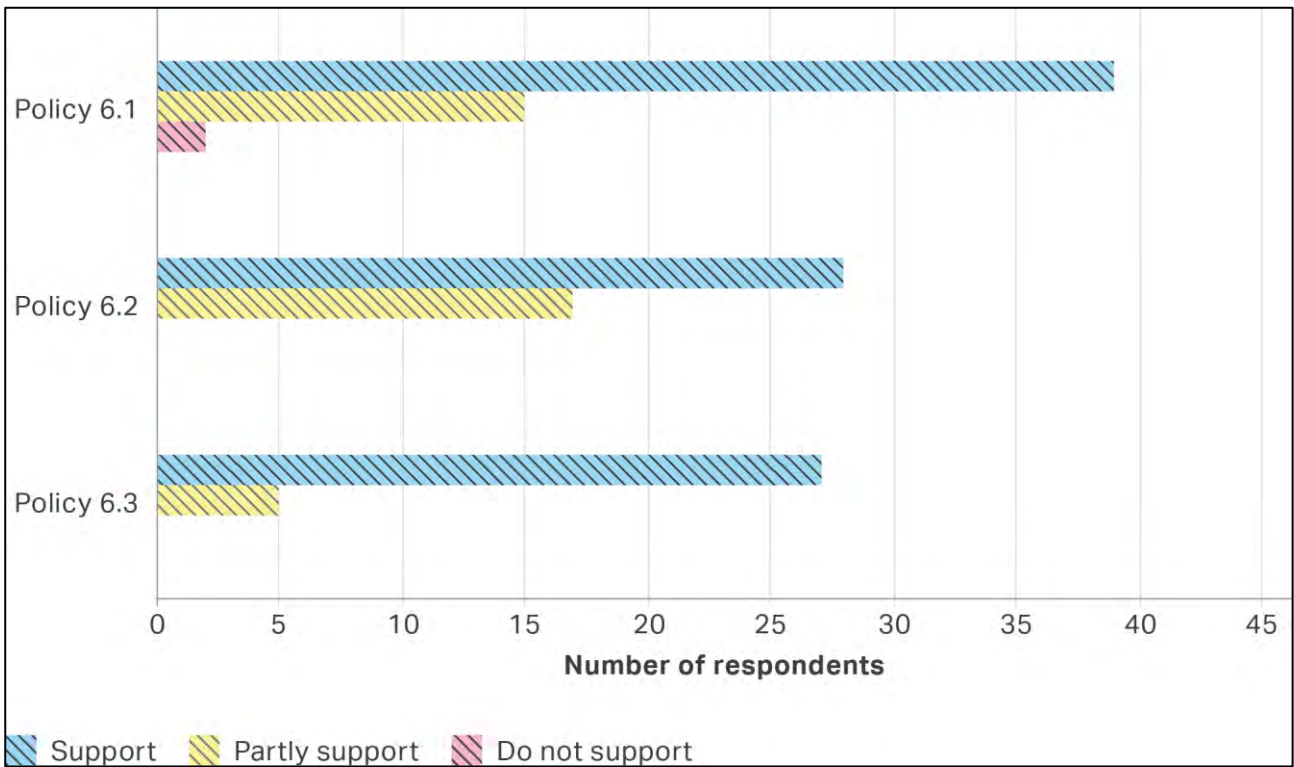


Figure 6.2: organisations’ support for policies in Chapter 6

6.9 Organisations supported the policies in Chapter 6 of the draft strategy. The most comments, and the greatest support, were received on the policy to improve standards for private renters (Policy 6.1). No objections were received to the Mayor’s policies to improve affordability and security for private renters and improve the leasehold tenure (Policies 6.2 and 6.3, respectively).

Policy 6.1: Improving standards for private renters

- 6.10 This policy sets out how the Mayor will tackle poor standards and conditions in the private rented sector (PRS) and improve enforcement by London boroughs. The policy includes the London Boroughs' PRS Partnership, which has been set up to share best practice and make best use of existing powers, and the Rogue Landlord and Agent Checker, which empowers tenants and deters bad practice. Finally, it reiterates the Mayor's support for licensing schemes, as well as calling for a new landlord registration scheme.

Summary of organisations' support for Policy 6.1

- 6.11 A total of 89 organisations (43 per cent) commented on Policy 6.1 or the two proposals sitting underneath it. Table 6.1 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 6.1 or proposals in Policy 6.1
Central government and statutory agencies	1
Consultancy	1
Councillor, Assembly Member or MP	5
Housing association	7
Housing developer	1
Local government	26
Other	3
Think tank or academic institution	2
Trade association or industry body	11
Voluntary / comm sector (campaign / research / representation)	17
Voluntary / comm sector (front-line services)	15
Grand Total	89

Table 6.1: *organisations commenting on Policy 6.1 or proposals in Policy 6.1, by organisation category*

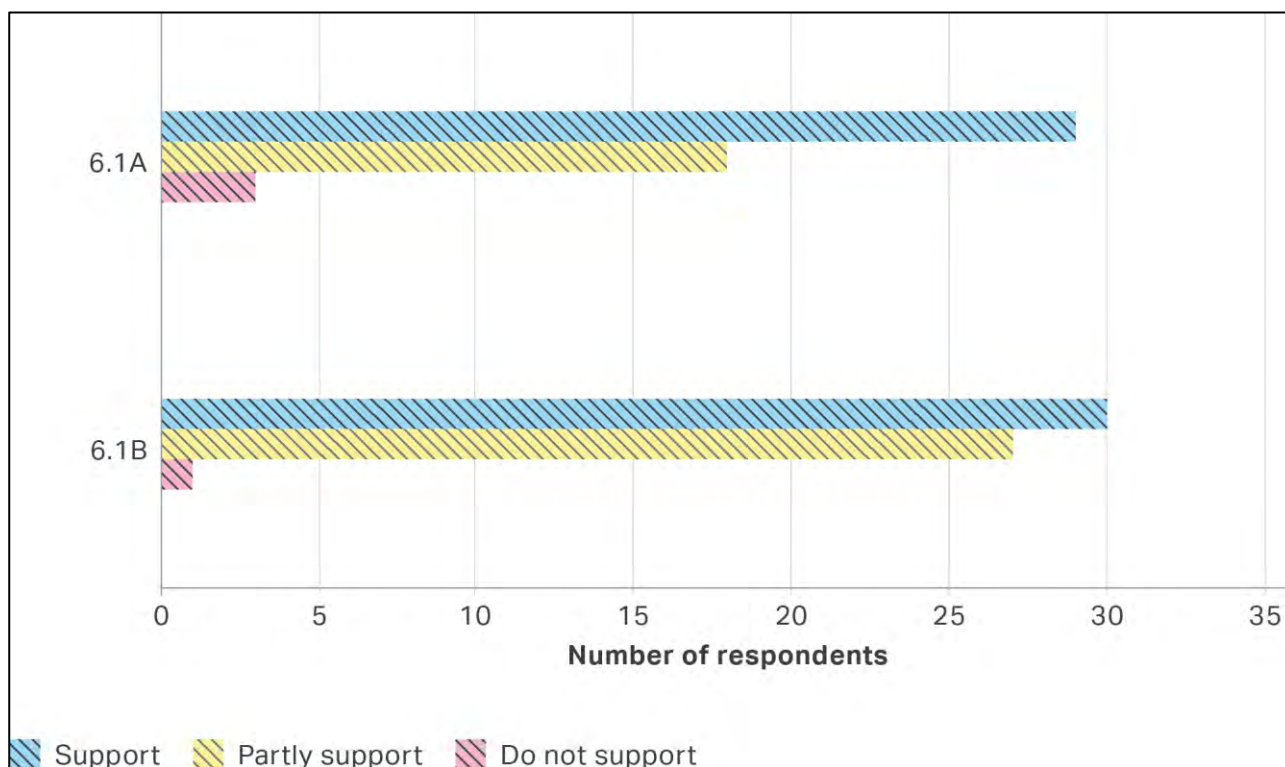


Figure 6.3: organisations' support for proposals in Policy 6.1

6.12 More organisations supported or partly supported plans to work with councils to encourage good standards in London's private rented sector (6.1A), as demonstrated by Figure 6.3. The same was true for plans to support enforcement against the minority of poor quality and criminal landlords (6.1B), including through the Rogue Landlord and Agent Checker.

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Regulation of letting and managing agents: Some respondents asked for more details about the Mayor's position on letting agent regulation.</p> <p>This issue was also the subject of comments from public respondents. Some public respondents suggested that letting agents restrict communication between tenants</p>	<p>Clarification:</p> <p>The Mayor strongly supports further regulation of letting and managing agents, including to address the issues raised by public respondents. The proposed revised strategy contains significantly more detail on his position on this issue, which has been reflected in other GLA documents such as Mayoral responses to Government consultations.</p>

<p>and landlord, resulting in situations where both parties have been charged for the same thing, and some respondents complained about invasion of privacy caused by forced property inspections by letting agents.</p> <p>Some public respondents also expressed dissatisfaction with letting agents, who were seen to encourage landlords to increase rents, while others complained about fees charged by letting agents (e.g. cleaning fees, inspection charges, tenancy agreement fees).</p>	<p>No change:</p> <p>On the specific issue of fees and charges, the draft strategy outlined the Mayor's support for the proposed letting agency fee ban and this has been retained in the proposed revised strategy.</p>
<p>Standard of private rented sector accommodation: Some public respondents complained about the quality of accommodation and the reluctance of landlords to put in energy efficiency measures or do basic repairs. Public respondents felt that tenants have few options available to them when their landlords are not fulfilling their responsibilities. Low awareness of legal rights, and fear of eviction, were seen as key barriers to taking legal action against landlords.</p> <p>On the other hand, some public respondents argued that landlords often have to deal with tenants who do not leave properties in a satisfactory state or who sub-let properties. They also felt that not enough is done to recognise that</p>	<p>No change:</p> <p>The Mayor recognises all of the issues raised by public respondents, including those from landlords and tenants. Many of these were referenced in the draft strategy and these references have been retained in the proposed revised draft.</p> <p>The Mayor wants to see stronger rights for tenants, a streamlined courts system and disputes resolution system to deal with issues when they arise, better enforcement by local authorities, licensing of properties, and registration of landlords. All of these proposals are retained in the proposed revised strategy.</p> <p>The Mayor does not support capping the number of properties owned by landlords. There is no evidence suggesting a link between property standards and the number of properties within a landlord's portfolio.</p>

<p>most landlords treat their tenants fairly and fulfil their responsibilities.</p> <p>Some public respondents also complained about housing associations not maintaining properties to high standards.</p> <p>A range of suggestions were made by public respondents, including</p> <ul style="list-style-type: none"> • Making free legal support available to tenants • Providing a free, high quality legal document for private and social renters that sets out their rights as tenants • Incentivising and celebrating good practice by landlords • Capping how many properties can be owned by one individual • A national body for landlords that requires a qualification and licencing system • Local authorities should have the appropriate funding and staffing to carry out housing inspections to ensure that private landlords meet their legal responsibilities 	
<p>The Fitness for Human Habitation Bill: Respondents called on the Mayor to support the Bill.</p>	<p>Change:</p> <p>The Mayor is keen to explore any measure which will improve standards and conditions in the PRS. He supports this Bill.</p> <p>He would like to work with Government and the wider sector to explore how this opportunity for new legislation on the PRS can be maximised, alongside increased resources for borough enforcement teams. The proposed revised strategy has been amended to reflect this position.</p>

<p>London Boroughs' PRS Partnership: Respondents wanted to see more evidence of the work and achievements of the Partnership.</p>	<p>Clarification:</p> <p>The Mayor recognises the need to evidence the achievements of the Partnership, although this work is a long-term project which is still in its initial stages. The Mayor is committed to keeping partners and the public updated on the progress of the Partnership. The proposed revised strategy has also been updated to reflect the work of the Partnership to date.</p>
<p>Licensing and landlord registration: Respondents felt that the draft strategy was not clear about how the proposed systems of property licensing and landlord registration are intended to work together</p>	<p>Clarification:</p> <p>The proposed revised strategy sets out in more detail how borough licensing schemes and landlord registration are intended to complement one another and work in alignment.</p>

Policy 6.2: Improving affordability and security for private renters

- 6.13 Policy 6.2 explores the issues of affordability and security of tenure in the private rented sector. The key proposal in this section is the development of a London Model of private renting. The London Model will develop proposals to improve security of tenure, reduce discrimination and reform the court system. This policy also sets out a range of ways in which the Mayor is taking action to help tenants immediately with their housing costs, including campaigning for tenancy deposit loans and supporting the letting agent fee ban.

Summary of organisations' support for Policy 6.2

- 6.14 A total of 84 organisations (40 per cent) commented on Policy 6.2 or any of the three proposals sitting underneath it. Table 6.2 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 6.2 or proposals in Policy 6.2
Central government and statutory agencies	0
Consultancy	1
Councillor, Assembly Member or MP	5
Housing association	3
Housing developer	1
Local government	23
Other	5
Think tank or academic institution	3
Trade association or industry body	11
Voluntary / comm sector (campaign / research / representation)	17
Voluntary / comm sector (front-line services)	15
Grand Total	84

Table 6.2: organisations commenting on Policy 6.2 or proposals in Policy 6.2, by organisation category

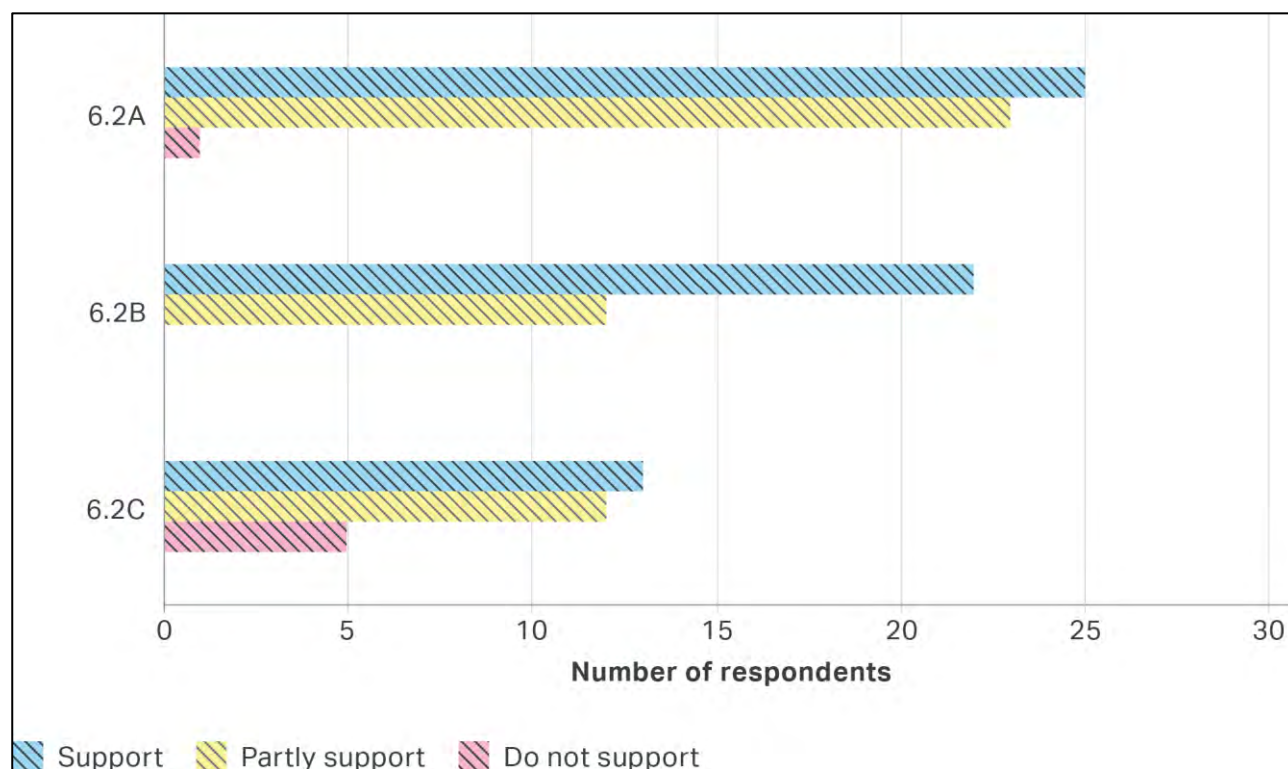


Figure 6.4: organisations' support for proposals in Policy 6.2

- 6.15 Figure 6.4 sets out organisations' support for proposals in Policy 6.2. More stakeholders supported plans to explore a new deal for private renters (6.2A), and to work with Government to improve tenure affordability (6.2C), than partly

supported or opposed these plans. No objections were received to the Mayor's plans to support the proposed ban on letting agent fees and widen access to Tenancy Deposit Loan schemes (6.2B).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Promoting access to the private rented sector: Respondents felt that the draft strategy did not recognise or set out plans to mitigate the specific difficulties vulnerable and homeless renters face in accessing the private rented sector.</p> <p>Some public respondents advocated establishing a lending facility to pay part or all of a deposit and one month's advance rent for certain tenancies.</p>	<p>Clarification:</p> <p>The proposed revised strategy has taken these comments into account and now sets out more clearly the experience of vulnerable households in the private rented sector and how the Mayor's policies will help those renters. It also links Chapter 6 more explicitly with Chapter 7 where the Mayor's proposals to help the most vulnerable Londoners are set out.</p> <p>No change:</p> <p>The level of resources available to the Mayor prevent him from supporting a publicly funded lending facility to pay all or part of a deposit or one month's advance rent. This has not been included in the proposed revised strategy. As an alternative, however, the draft strategy included details of the Mayor's commitment to encouraging employer-funded tenancy deposit loans, and his support for 'passporting' of tenancy deposits (see below).</p>
<p>Fees and charges for renters: Some public respondents remarked that paying a deposit in advance is difficult, especially if there is a delay in recovering a deposit from a previous tenancy. Cleaning bills and agency fees create additional costs.</p> <p>Other public respondents complained that tenants and</p>	<p>No change:</p> <p>The draft strategy included proposals to address these comments (including support for the proposed letting agent fee ban) and these have been retained in the proposed revised strategy.</p>

<p>leaseholders do not have enough say over the level of fees, and that letting agents and management companies have a shared interest in keeping charges high.</p>	
<p>Tenancy Deposit Loans: Some respondents pointed out that the Mayor's proposals to support greater access to Tenancy Deposit Loans through employer schemes would not help renters who are not in work.</p>	<p>No change:</p> <p>The Mayor recognises the situation that many renters on low incomes, or those who are not in work, face.</p> <p>Tenancy Deposit Loans are just one part of the Mayor's approach to reducing the impact of deposits on renters. They do work best for those in work as the employer-employee relationship provides a simple mechanism for repayment.</p> <p>The draft strategy set out other initiatives that will help all renters, including those who are not in work, such as deposit passporting and is urging the Government to lower their proposed cap on deposits and holding deposits.</p> <p>The most important thing that can be done to support non-working households would be a review of welfare reform and increased support to low income households – which the draft strategy called for.</p> <p>Clarification:</p> <p>The proposed revised strategy also outlines the Mayor's plans to include Tenancy Deposit Loans in the Mayor's Good Work Standard.</p>
<p>Rent controls: Some respondents called on the Mayor to support, or undertake research on, rent control or stabilisation measures.</p> <p>Conversely, other respondents warned the Mayor against rent control measures, on the basis that</p>	<p>Change:</p> <p>The draft strategy was clear that the Mayor supports measures to limit rent increases which do not have a negative impact on the supply of private rented sector accommodation. The</p>

<p>these would constrict supply or negatively impact the market for tenants.</p> <p>Public respondents also commented on this issue. Some advocated rent controls, but others felt it could make it more difficult to find private rented accommodation.</p>	<p>available evidence suggests that consequences of such actions need to be considered carefully.</p> <p>The proposed revised strategy clarifies the Mayor's view that rent stabilisation or rent controls need a strong system of security of tenure to underpin them. England and Wales currently lack this, so the Mayor will consider measures to limit rent rises and how they could work for London once the new 'London Model' of private rented sector tenancy reform is complete. As a result, the Mayor is not in a position to declare his support for a specific model of rent stabilisation at present.</p>
<p>London tenants' union: Some respondents called on the Mayor to support and fund the establishment of a tenants' union.</p>	<p>No change:</p> <p>The Mayor is supportive of concept of a tenants' union. However, he has significant concerns about the barriers to success for such a project. The fact that renters are a very disparate and transient group makes it difficult to envision how a renters' union would incentivise membership and deliver real impact. A compelling case has yet to be made, meaning this is not something the Mayor could fund at present. However, the Mayor is open to dialogue with renters' groups as to how these problems could be overcome.</p>
<p>The London Model: Some respondents were unclear about the scope and objectives of the proposed London Model work, while others felt that the proposals were unrealistic. Many wanted the London Model to explore measures to control rents.</p> <p>Some public respondents said that short term tenancies can leave tenants vulnerable to sudden evictions and make it more difficult for properties to feel like 'home'. Some wanted the option of</p>	<p>Clarification:</p> <p>The proposed revised strategy clarifies the scope of the London Model work. It also acknowledges that while the Mayor does not have the powers to implement the outcome of the London Model work, it will be a powerful tool with which to lobby Government for change. The proposed revised strategy also clarifies that, while the detail of the London Model will be developed with the involvement of relevant parties, enhancing renters' security of tenure will be crucial. Finally, the proposed revised strategy clarifies that a strong system of security of tenure would need to underpin any future system of rent stabilisation or</p>

<p>minimum three year tenancies, while others felt this would not suit most people and might make it harder to find short term accommodation.</p> <p>Other public respondents complained that only a limited number of landlords will accept tenants who are on benefits, and that these landlords can charge higher rents for substandard properties.</p>	<p>control. As a result, the Mayor will consider such measures once work on the 'London Model' is complete.</p> <p>No change:</p> <p>The Mayor supports longer tenancies in the private rented sector and wishes to see an end to the use of 'No DSS' clauses. The commitments in the draft strategy to explore options for reforming tenancies to achieve these aims have been retained in the proposed revised strategy.</p>
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Policy 6.3: Reforming and improving leasehold

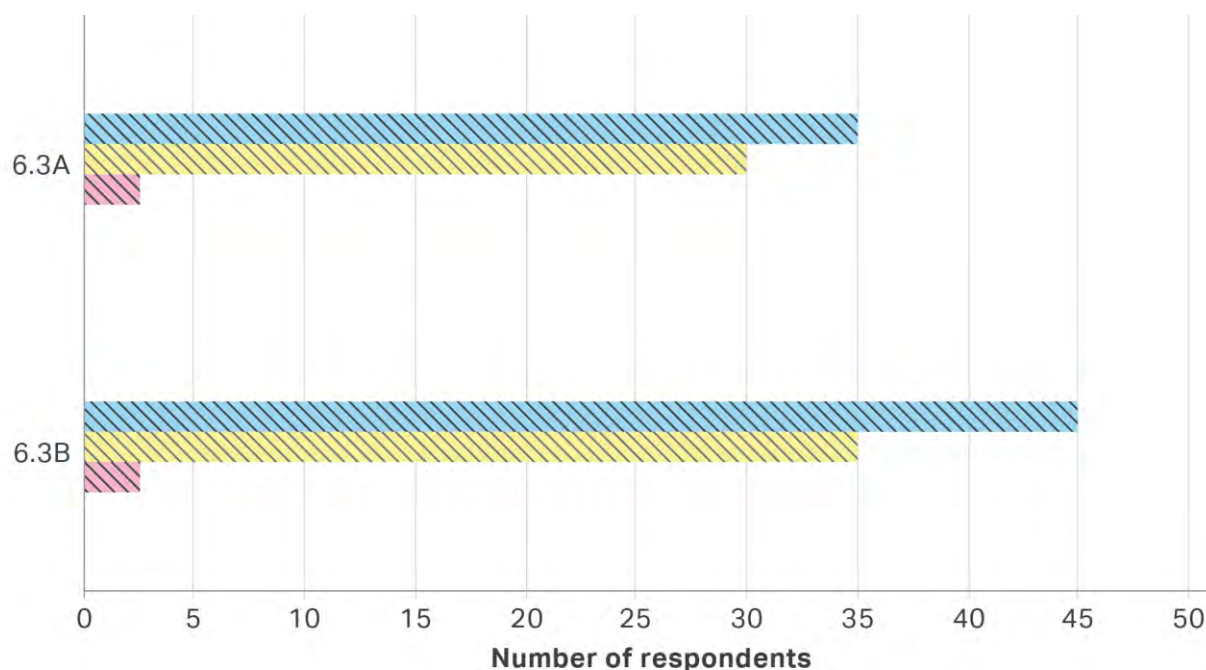
6.16 Through this policy the Mayor will support improvements to the leasehold sector, particularly measures to improve the quality of advice and support available to leaseholders. He will do this by working with Government and others to support reform of leasehold and measures to improve leaseholders' experiences, as well as working with partners to improve the quality of advice and support available to London's leaseholders about their rights and obligations.

Summary of organisations' support for Policy 6.3

6.17 A total of 57 organisations (27 per cent) commented on Policy 6.3 or the two proposals sitting underneath it. Table 6.3 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 6.3 or proposals in Policy 6.3
Central government and statutory agencies	0
Consultancy	1
Councillor, Assembly Member or MP	1
Housing association	9
Housing developer	2
Local government	20
Other	3
Think tank or academic institution	0
Trade association or industry body	7
Voluntary / comm sector (campaign / research / representation)	13
Voluntary / comm sector (front-line services)	1
Grand Total	57

Table 6.3: organisations commenting on Policy 6.3 or proposals in Policy 6.3, by organisation category



Support Partly support Do not support

Figure 6.5: organisations' support for proposals in Policy 6.3

6.18 More organisations supported plans work with Government and others to reform the leasehold tenure (6.3A) than opposed these plans, as demonstrated by Figure

6.5. This was also true for the proposal to improve the quality of advice and support available to London's leaseholders (6.3B).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Leasehold reform and commonhold: Respondents highlighted the importance of the Mayor working with a wide range of stakeholders to ensure the success of any leasehold reform and a move towards fairer tenures such as commonhold.</p> <p>Other respondents suggested that the Mayor should aim to work within the existing leasehold framework rather than wholesale reform, including highlighting the need to focus on enforcing the existing regulatory framework and retaining leasehold as a tenure to support the delivery of specific types of housing, for example retirement housing and community-led homes.</p> <p>One respondent suggested that while the preference should be for schemes that provide freehold homes, the Mayor could support schemes that include good terms and conditions for leaseholders.</p> <p>Respondents requested clarification on how the Mayor's work in this area fits in with Government's wider reform agenda in this area.</p>	<p>No change:</p> <p>The Mayor believes that as a tenure leasehold in its current form is not fit for purpose and given that an increasing number of Londoners are leaseholders, he wants to ensure that he supports them to get a better deal.</p> <p>The proposed revised strategy retains the commitment to support leasehold reform and the move towards fairer tenures such as commonhold.</p> <p>Change:</p> <p>The Mayor is broadly supportive of Government's work to reform leasehold, although recognises that there may be some circumstances in which leasehold currently enables homes to get built that otherwise would not be, for example community-led housing, and for which appropriate alternatives would need to be considered. The proposed revised strategy has been updated to reflect this, and recent changes in Government policy in this area.</p>
<p>Improving advice and support for leaseholders: Respondents</p>	<p>No change:</p>

<p>suggested that improvements in advice and support for leaseholders should focus on the following areas:</p> <ul style="list-style-type: none"> • Support for specific groups, e.g. older people and those requiring adaptations to their properties • Helping people understand their leases and tackle issues with the variation in the quality of legal advice available to leaseholders • Ensuring people understand the implications of leasehold before purchasing a property <p>One respondent suggested that the focus should be on making leases more intelligible overall.</p> <p>One respondent suggested that the Mayor could provide free and impartial advice for London's leaseholders, but emphasised that this will not tackle the fundamental problems with the tenure.</p>	<p>The proposed revised strategy retains a commitment to improving advice and support for leaseholders, including the development of a 'How to Lease Guide' for London leaseholders and a call for Government to ensure that LEASE is fully funded and fit for purpose for a growing sector. Comments made by respondents will be taken into account as this work is developed.</p>
<p>Service charges: Respondents felt that the Mayor should go further in this area, for example by introducing a cap on service charges and annual increases, and in some cases extending this to ground rents.</p> <p>One respondent suggested that the Mayor could make use of his investment powers through the Affordable Homes Programme to support a London-wide approach to service charges through which increases in charges are limited.</p>	<p>Clarification:</p> <p>The Shared Ownership Charter for Service Charges has now been published and the proposed revised strategy provides further detail on the contents of the Charter, as well as making it clearer that the intention is to strengthen and further develop the Charter in the future.</p> <p>The Mayor will continue to review how best to make use of his investment powers to support the priorities in his strategy, including leasehold reform. He does not have powers to limit service charges or ground rents.</p>

<p>Fair deal for leaseholders in estate regeneration: Respondents highlighted that the compensation currently offered to leaseholders in estate regeneration schemes is inadequate. They said it should enable resident leaseholders to remain in their local area and for them to be no worse off as a result.</p> <p>One respondent suggested that the Mayor should lobby Government for funding to support the rehousing of leaseholders locally after estate regeneration schemes, while another suggested that while they support the proposals for compensation or resident leaseholders, they would welcome some flexibility to offer bespoke solutions.</p>	<p>Clarification:</p> <p>The proposed revised strategy reflects the principles of <i>Better Homes for Local People</i>, the Mayor's final Good Practice Guide to Estate Regeneration. The Guide outlines his expectations for how estate regeneration schemes should be delivered, including ensuring that leaseholders get a fair deal.</p>
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7. Chapter 7: Tackling homelessness and helping rough sleepers

- 7.1 Chapter 7 of the draft strategy focusses on homelessness prevention and working closely with partners to help Londoners who have become homeless, or are rough sleeping. It sets out policies aimed at:
- a) Preventing and addressing homelessness (Policy 7.1)
 - b) Supporting rough sleepers off the streets (Policy 7.2)

Overview of public responses to Chapter 7

Who responded

- 7.2 Surveys were carried out with a representative sample of the London population aged 18+ on 19 to 22 December 2016 (with 1,000 respondents) and 21 to 24 August 2017 (with 1,051 respondents). A parallel survey ran from 6 September to 7 December 2017 on Talk London. There were 1,960 respondents to this survey.
- 7.3 One discussion thread on rough sleeping ran from 6 September to 7 December 2017 on the Talk London community, attracting 43 comments. In addition, the GLA received a total of 31 emails from members of the public writing in to express a specific point of view.

Public support for policies in Chapter 7

- 7.4 62 per cent of respondents to the representative survey thought that homelessness in London is increasing, and just 2 per cent thought it is falling. C2DE Londoners are more likely to think homelessness is increasing, as are females, while 18-24 year olds are more likely to think that levels are decreasing.
- 7.5 More people said they give to people begging on the street than to a homelessness charity (27 per cent to 22 per cent respectively). Generally, younger Londoners give money to people begging on the street, whilst older Londoners donate money to charity. Females are more likely to partake in any of these charitable activities (66 per cent) than males (58 per cent).
- 7.6 Half of Londoners (48 per cent) said that rough sleepers who beg use the money for alcohol, tobacco or drugs. This is a view held particularly by older Londoners.
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- 7.7 Of those who give money to rough sleepers, 42 per cent thought that rough sleepers use the money for a hostel bed, whilst 23 per cent were still happy to give money even though they think the recipient will use it for alcohol, tobacco or drugs.
- 7.8 There is no clear consensus on whether people who are begging are homeless or not:
- a) Around a third (30 per cent) of Londoners thought that all/most people begging are homeless
 - b) Another third (30 per cent) think that half of people begging are homeless
 - c) A fifth (19 per cent) think that very few or none are homeless, and the remaining 19 per cent said they didn't know.
- 7.9 Seventy per cent of Londoners supported the Home Office returning EU migrants who are sleeping rough to their country of origin. Although all main demographic groups followed this pattern, support for reconnection came particularly from older white British Londoners, who are slightly more likely to be male than female. Only white and black African Londoners did not support this policy when split by ethnic group.
- 7.10 Londoners said they would be most likely to signpost someone at risk of sleeping rough to local authorities for help (38 per cent), followed by charities (19 per cent) and the Citizens' Advice Bureau (17 per cent). 13 per cent of Londoners said they wouldn't know where to direct someone at risk of sleeping rough, and 2 per cent would direct them to the Mayor / GLA.
- 7.11 Talk London respondents were less supportive of a reconnection policy, with approximately half supporting it compared to 70 per cent of all Londoners. The reasons given for opposing this policy were generally the same, although Talk London respondents were less likely to mention the expense to the tax payer.

Overview of organisation responses to Chapter 7

Who responded

- 7.12 In total, 94 organisations (45 per cent) responded to the policies in Chapter 7. Further information on the category of organisation responding to each policy is set out below.

Support for policies in Chapter 7 from responding organisations

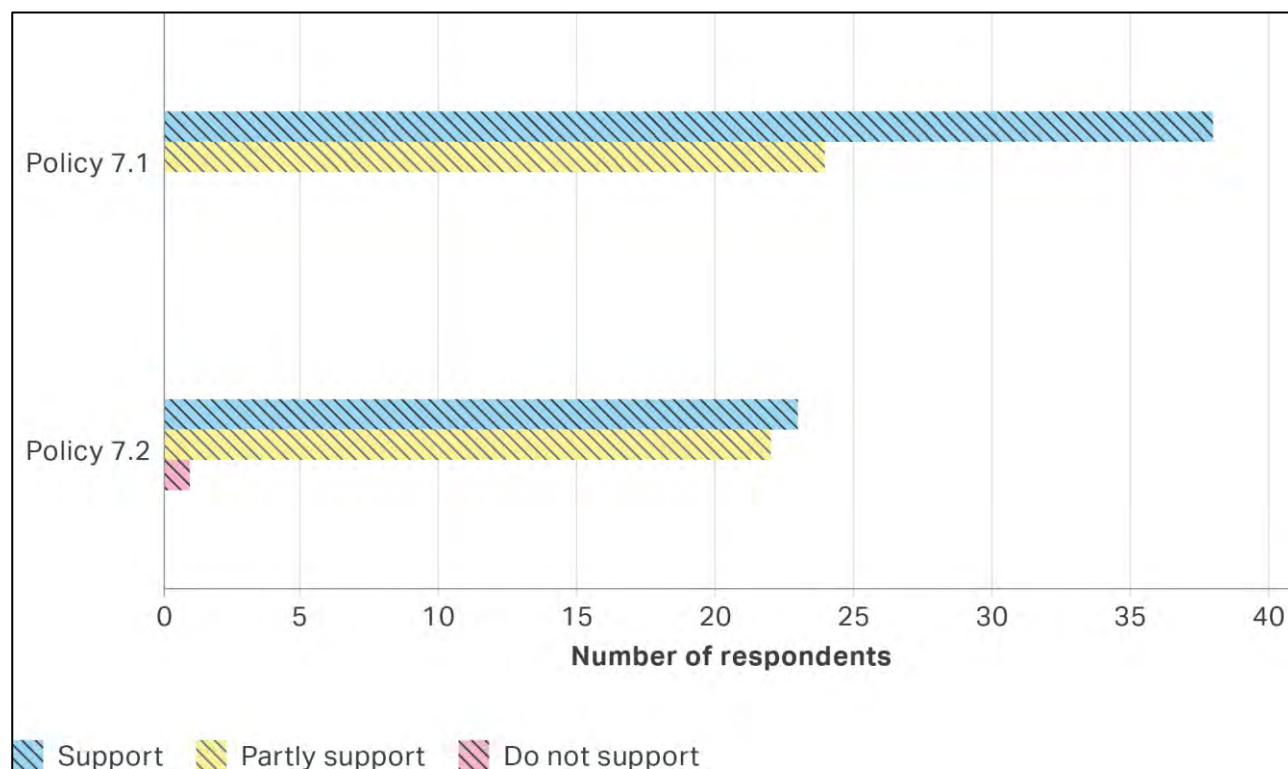


Figure 7.1: organisations' support for policies in Chapter 7

7.13 There was support from organisations for the policies in Chapter 7 of the draft strategy. Policy 7.1, concerning how homelessness can be prevented and addressed, received the most comments and the strongest support. A high proportion of respondents to the Mayor's policy to support rough sleepers off the streets (Policy 7.2) made suggestions for change.

Policy 7.1: Preventing and addressing homelessness

7.14 Through this policy, the Mayor sets out his commitment to working with councils, Government, and charities to address the root causes of homelessness and prevent Londoners becoming homeless wherever possible. He will also work with them to make sure that quality accommodation and support are available for Londoners who do lose their homes.

Summary of organisations' support for Policy 7.1

7.15 A total of 89 organisations (43 per cent) commented on Policy 7.1 or the two proposals sitting underneath it. Table 7.1 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 7.1 or proposals in Policy 7.1
Central government and statutory agencies	2
Consultancy	1
Councillor, Assembly Member or MP	5
Housing association	9
Housing developer	1
Local government	31
Other	3
Think tank or academic institution	0
Trade association or industry body	7
Voluntary / comm sector (campaign / research / representation)	13
Voluntary / comm sector (front-line services)	17
Grand Total	89

Table 7.1: organisations commenting on Policy 7.1 or proposals in Policy 7.1, by organisation category

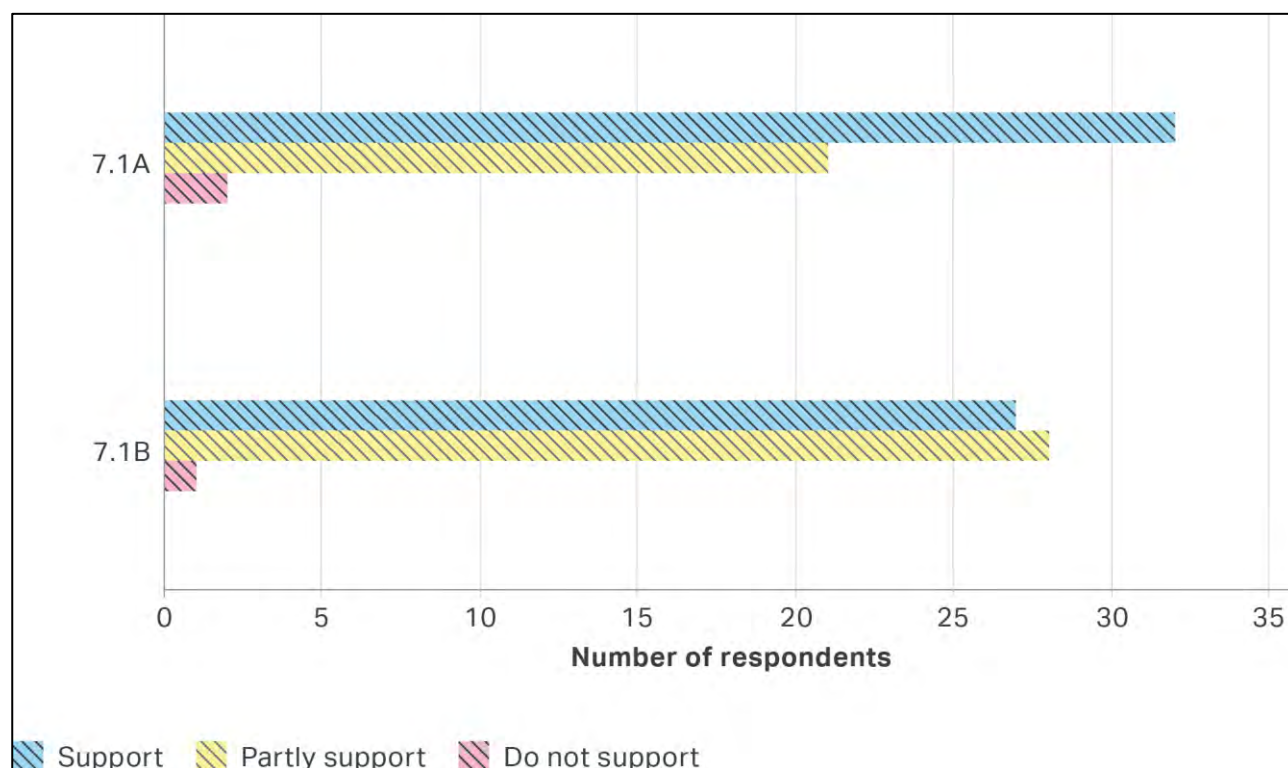


Figure 7.2: organisations' support for proposals in Policy 7.1

7.16 Figure 7.2 presents organisations' support for proposals in Policy 7.1. The majority of respondents supported plans to prevent homelessness (7.1A). Few respondents opposed the Mayor's plan to work with councils and Government to

ensure those who are homeless are supported into sustainable accommodation (7.1B).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Changes to welfare benefits: Respondents highlighted the particular problems welfare reforms have created for young people and those resulting from the nature and operation of Universal Credit. They requested that the Mayor emphasise these in lobbying the Government on welfare reform.</p> <p>Some public respondents also suggested that the roll out of Universal Credit is one factor driving homelessness.</p>	<p>Change:</p> <p>The proposed revised strategy places stronger emphasis on the adverse impacts of welfare reform, including for young people and as a result of Universal Credit.</p>
<p>Funding for local authorities: Some respondents who welcomed the Mayor's commitment to call on the Government to adequately fund boroughs to discharge their new duties under the Homelessness Reduction Act suggested the Mayor should provide a clearer statement that current levels of funding are inadequate.</p> <p>Commenting on the issue of funding for local authority homelessness services more broadly, respondents emphasised the need for Flexible Homelessness Support Grant to be</p>	<p>Clarification:</p> <p>The proposed revised strategy makes clear that funding for implementing the Homelessness Reduction Act falls far short of what boroughs have assessed they need, citing an assessment completed by London Councils.</p> <p>The proposed revised strategy also emphasises the disadvantage at which the allocation methodology for Flexible Homelessness Support Grant places London and the Mayor's commitment to lobby on this.</p>

<p>allocated in a way that is fairer to London.</p>	
<p>Local authority homelessness services: Some respondents who commented on the Homelessness Reduction Act suggested that there was scope for the Mayor to support boroughs with implementing their new duties, above and beyond his commitment to lobby Government to adequately fund boroughs to carry out their new duties. Some identified a particular role for the Mayor in supporting boroughs' partnership working with a range of agencies, such as health services, prisons and services that work with ex-offenders, and drug and alcohol services.</p>	<p>Change:</p> <p>With no formal responsibility for the agencies that respondents identified as important partners in tackling homelessness, there is a risk that Mayoral efforts to guide them and their work with local authority homelessness services could cause confusion. However, the proposed revised strategy has been amended to make clear that the Mayor is willing to work with Government on implementation, including bringing agencies together to assist implementation where he considers this to be helpful.</p>
<p>Violence against women and girls (VAWG): Some respondents noted the need for improved provision for those with specific needs. Examples included those from some ethnic minority groups, those who identify as LGBT+, older people, those with a disability, and those with no recourse to public funds.</p>	<p>Change:</p> <p>The Mayor considers that London's refuges need to better provide for those with such needs. This is one of the drivers for the proposal for a pan-London approach to refuge provision contained in the proposed revised strategy. As outlined in the proposed revised strategy, a pan-London model would make it more feasible to commission the specialist refuge provision that is currently lacking.</p>
<p>Youth homelessness: Some respondents felt the Mayor should go further to ensure that London offers a range of accommodation for young people at risk of homelessness than providing funding through his Platform for Life programme. Others stressed the need for accommodation that can meet specific needs – for example, those young people who are fleeing abuse, who identify as</p>	<p>Change:</p> <p>The proposed revised strategy includes approaches that the Mayor will adopt, in addition to his Platform for Life programme, to help ensure that London has a range of accommodation to meet the different needs of young people at risk of homelessness. These include promoting the Nightstop service and using his wider Affordable Homes Programme to fund different types of accommodation for young people.</p>

LGBT+, or who have complex needs.	
Accommodation for homeless households: Some respondents requested fuller information on the commitment to support local authorities to collaborate more closely in securing accommodation for homeless households and to invest in accommodation for this group	Clarification: The proposed revised strategy includes information on boroughs' plans to establish vehicles for joint procurement of accommodation for homeless households and to make precision manufactured units available to boroughs for use on meanwhile sites, the latter with support from the Mayor's Affordable Homes Programme.
Other root causes of homelessness: Public respondents identified a number of additional reasons for the increase in homelessness, including gentrification and 'social cleansing'; a lack of social housing; a lack of services to treat the causes the homelessness (e.g. mental health services); and the high cost of living in London.	No change: All of these root causes of homelessness were referenced in the draft strategy and these references have been retained in the proposed revised draft.

Policy 7.2: Supporting rough sleepers off the streets

7.17 Through this policy, the Mayor commits to working with councils, Government, charities and other partners to make sure that there is a route off the streets for everyone who sleeps rough in London. He will do this by working to develop new approaches to tackling rough sleeping, funding a range of services to help rough sleepers in the capital, and working to improve the accommodation available for them.

Summary of organisations' support for Policy 7.2

7.18 A total of 63 organisations (30 per cent) commented on Policy 7.2 or any of the three proposals sitting underneath it. Table 7.2 presents the number of responses by organisation category.

Type of organisation	Number of respondents commenting on Policy 7.2 or proposals in Policy 7.2
Central government and statutory agencies	2

Consultancy	2
Councillor, Assembly Member or MP	3
Housing association	6
Housing developer	0
Local government	22
Other	1
Think tank or academic institution	0
Trade association or industry body	5
Voluntary / comm sector (campaign / research / representation)	9
Voluntary / comm sector (front-line services)	13
Grand Total	63

Table 7.2: organisations commenting on Policy 7.2 or proposals in Policy 7.2, by organisation category

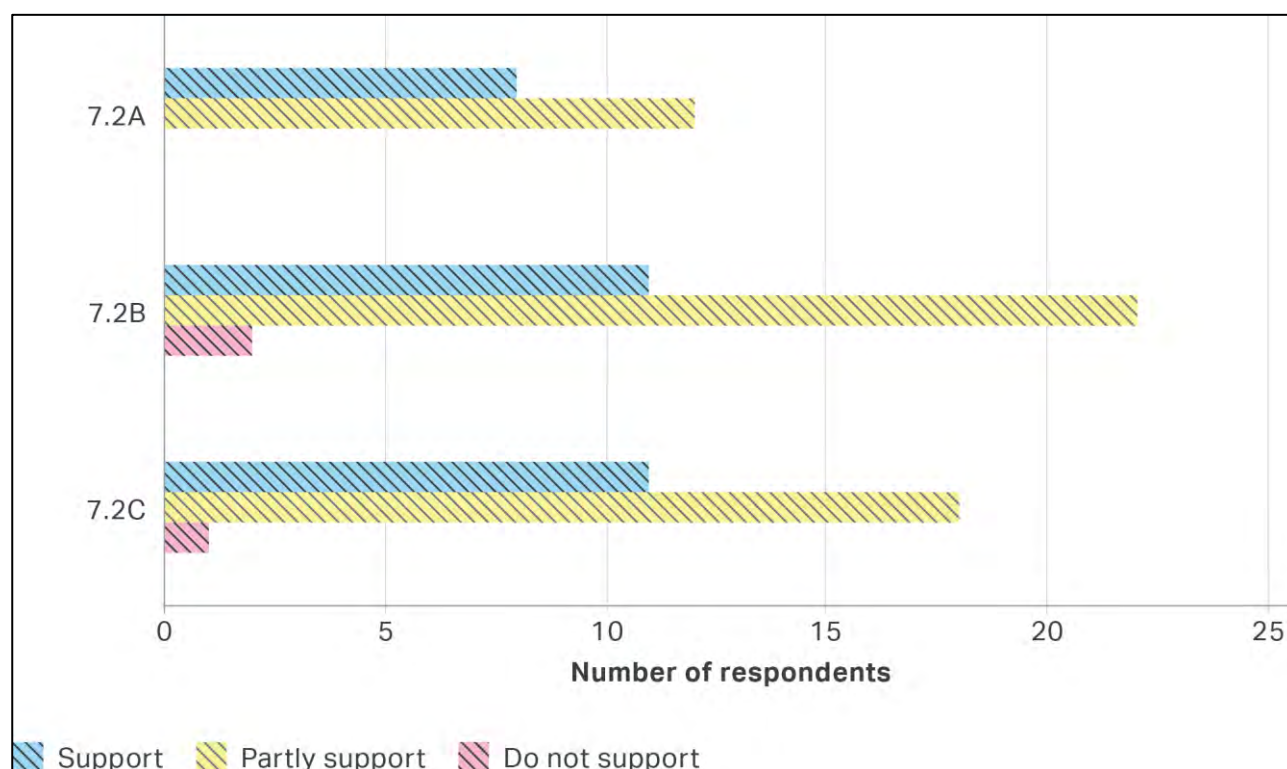


Figure 7.3: organisations' support for proposals in Policy 7.2

7.19 No objection was received from organisations to the Mayor’s plans to bring together partners to support rough sleepers off the street (7.2A), as illustrated by Figure 7.3. The majority of respondents supported or partly supported the Mayor’s plans to deliver pan-London services and initiatives to identify and support rough sleepers (7.2B) and to improve the provision of accommodation for those sleeping rough (7.2C).

Key issues raised by organisations and public respondents, and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Perceptions of homelessness: Public respondents felt that the number of people sleeping rough in London is increasing, with some respondents feeling this is happening at a significant rate. Some also noted that they have seen an increase in the number of people begging on public transport. A common perception of rough sleepers was that they are often struggling with drug or alcohol problems, though respondents felt that it was important to emphasise that reasons for being on the street could be varied and complex.</p>	<p>No change:</p> <p>The Mayor shares these impressions and all of them were referenced in the draft strategy. These have been retained in the proposed revised strategy.</p>
<p>Partnership working and different needs: Respondents highlighted the importance of partnership working in effectively tackling rough sleeping. They stressed the need for efforts coordinated by the Mayor to include services such as health, social and probation services. They noted the importance of such links to meeting the different needs of rough sleepers.</p>	<p>Clarification:</p> <p>The proposed revised strategy emphasises the Mayor's recognition that partnership working is essential to tackling rough sleeping. It explains that he welcomes the opportunities for partnership working that will result from the Homelessness Reduction Act. It also describes work that is taking place with a range of partners, both through the No Nights Sleeping Rough Taskforce and to contribute to the national Rough Sleeping Advisory Panel. This work involves seeking to put in place more effective approaches to particular issues and groups for those not well-served by current provision. The proposed revised strategy also notes how the Mayor is seeking to improve provision for such groups through his Rough Sleeping Innovation Fund and in funding hostel</p>

	and move on accommodation through his Affordable Homes Programme.
<p>Non-UK nationals who sleep rough: Respondents commented that the revised strategy should say more about non-UK nationals sleeping rough, given that they comprise around half of those sleeping rough in London. Most comments to this effect did not suggest specific policies.</p>	<p>Clarification:</p> <p>The proposed revised strategy makes clear that the Mayor opposed Government's removals policy and welcomes the High Court decision that it is unlawful. It explains how, with this change in the national framework, he is seeking Government's support to ensure that non-UK nationals who sleep rough receive the protection and assistance they need.</p>
<p>Hostels: Some respondents who commented on the Mayor's plans to provide capital funding for hostels stressed that this funding should be allocated in line with needs, especially to those groups not well-served by current provision. Some also asked for clarification of the proposal to develop a Hostel Clearing House.</p>	<p>Clarification:</p> <p>The proposed revised strategy makes clear that the Mayor wishes to allocate funding for the development of hostel provision that will meet the needs of those not well-served by current provision. It also explains that the Hostel Clearing House aims to help boroughs swap resources to meet needs for different types of accommodation that are valuable for assisting rough sleepers but not evenly distributed across London.</p>
<p>Move on accommodation: Respondents noted that the pressing need for move on accommodation was most acute for young people, because of the difficulties attached to securing accommodation for this group. They also emphasised the need for revenue funding in order to ensure that such accommodation is viable.</p>	<p>Clarification:</p> <p>The proposed revised strategy recognises that securing move on accommodation for young people is especially difficult. It also highlights that the Mayor is keen to find different types of accommodation for young people through his Affordable Homes Programme.</p> <p>The proposed revised strategy highlights the work that the Mayor is doing to develop Clearing House, which is a valuable source of move on accommodation for rough sleepers. It also explains the scope for the proposed Hostel Clearing House to make available move on accommodation. The proposed revised strategy emphasises the need for revenue funding – something that the Mayor is</p>

	<p>calling on Government to provide – and indicates that, if necessary, the Mayor will consider alternative approaches to increasing the supply of move on accommodation.</p>
<p>Housing First: Respondents suggested that the Mayor do more to support the provision of accommodation using a Housing First approach. They identified its benefits and the scope to scale up provision in London.</p>	<p>Clarification:</p> <p>The proposed revised strategy makes clear that the Mayor recognises the value of the Housing First approach for some rough sleepers. It explains how some of the Mayor’s rough sleeping services use a Housing First approach and reports a decision to fund a Housing First scheme through his Rough Sleeping Innovation Fund taken since the draft Housing strategy was published.</p>
<p>Perceptions of rough sleeping services: Some public respondents were critical of services for rough sleepers, arguing that help is only available to those who can demonstrate that they are from a local area, that certain services (e.g. to address mental health) are overstretched, and that the threshold to get help is set too high.</p>	<p>No change:</p> <p>The Mayor is clear that he will work with partners, including mental health and other services, to ensure that there is a route off the streets for all rough sleepers. The strategy explains that the Mayor welcomes the Homelessness Reduction Act’s aim of making sure that people experiencing different forms of homelessness who have not always been given the support they needed in the past receive help. It also outlines his commitment to lobbying for the additional resources needed to ensure rough sleepers get the help they need through both his No Nights Sleeping Rough Taskforce and the Government’s Rough Sleeping Advisory Panel. In terms of some rough sleepers not being entitled to access local services, the pan-London services the Mayor commissions for rough sleepers are designed to complement local services. Thus, both Safe Connections and Routes Home assist rough sleepers who may not be entitled to help from local services to access the help they need.</p>

8. Other issues raised in the consultation

- 8.1 Organisations made other comments about the draft strategy and the evidence base underpinning it that are not reflected in the chapters above. These are included here.

Key issues raised by organisations and recommended GLA response

Topic and main issues raised during the consultation	GLA recommendation
<p>Role and status of document: Some respondents (all in the local government organisation category) suggested that the draft strategy over-reaches itself by becoming a lobbying strategy instead of performing its statutory role as an investment strategy.</p> <p>A related issue, raised by other respondents, is the reliance of much of the draft strategy on Government reform, devolution and resources.</p>	<p>Clarification:</p> <p>The statutory framework for the London Housing Strategy is clear that the Mayor should use the document to state what he believes other organisations should do to address London's housing issues. It is not solely an investment strategy. The proposed revised strategy incorporates a new chapter bringing together commitments made by the Mayor, and actions he requires of Government and other partners, to address London's housing crisis.</p>
<p>Localism: Some respondents (all in the local government organisation category) were concerned about what they perceived to be an overly centralist draft strategy, stating that local approaches may be preferable in many cases.</p>	<p>No change:</p> <p>The draft strategy set out a clear pan-London framework for addressing what is one of the most significant challenges facing the city. In some areas this framework advocates more certainty through a pan-London approach (e.g. affordable housing and space standards). However, in others the draft strategy leaves significant room for local discretion (e.g. in deciding how affordable homes are allocated).</p>

<p>Validity of evidence base: Respondents complained that the Strategic Housing Land Availability Assessment (SHLAA) and the Strategic Housing Market Assessment (SHMA) were not available during the public consultation period. Some requested that a further consultation be held now these documents are published.</p>	<p>Clarification:</p> <p>The draft strategy envisaged a significant increase in housing supply, even if the precise figures were not publicly available during the majority of the consultation period. The detailed land use policies required to deliver the specific housing targets are open for consultation as part of the draft London Plan consultation.</p> <p>The proposed revised strategy has been clarified to reflect the findings of the SHLAA and the SHMA.</p>
<p>Easy read version of the draft strategy: Respondents stated that the easy-read version of the draft London Housing Strategy was “infantile” and that an accessible version of the draft strategy’s key policies and proposals should be provided.</p>	<p>No change:</p> <p>All GLA statutory strategies are published alongside easy-read versions to assist readers with learning difficulties. The executive summary of the draft strategy performs the function that respondents required.</p>
<p>Reflecting the needs of specific groups: Respondents called for more recognition of the housing needs of particular groups in all areas of the strategy, rather than in isolated parts. Examples include:</p> <ul style="list-style-type: none"> • social tenants • Black and Minority Ethnic (BME) Londoners • Young LGBT Londoners • Gypsies and travellers 	<p>No change:</p> <p>All of the groups mentioned by respondents were referenced in the draft strategy and these references have been retained in the proposed revised strategy. It is not feasible to present every policy and proposal in the draft strategy in a way that explicitly addresses specific housing needs of the many groups suggested in consultation responses. In addition, the impact assessment published alongside the draft strategy sets out how addressing London’s various housing challenges will have positive impacts on these groups.</p>
<p>General conformity: One respondent said the Mayor’s proposals for assessing general</p>	<p>Change:</p>

<p>conformity should be published for consultation.</p>	<p>The Mayor will consult informally with London boroughs before adopting any new proposals for general conformity.</p>
<p>Relationship with wider South East: Respondents highlighted the need for the GLA to work with the wider South East region (and further afield) to ensure a joined-up strategy for meeting regional housing needs. This relates to housing supply, infrastructure, welfare reform, homelessness and affordable housing.</p>	<p>No change:</p> <p>The draft strategy included a short section referring to the importance of working with the wider South East region to support housing delivery. This reflects approach in the draft London Plan and this passage has been retained in the proposed revised strategy.</p>
<p>Links with other policy areas: A wide range of responses called for stronger links between the Mayor's housing policies and his related policies in areas such as environment, climate change, transport, economy, health, and social policy.</p>	<p>No change:</p> <p>Links between housing and other policy areas were made in the draft strategy where relevant and these have been retained in the proposed revised strategy. All Mayoral strategies have been produced in tandem with each other so that policy making is coordinated.</p>
<p>Evidence on welfare reform: Several respondents said that the strategy should discuss cuts to HB/LHA in greater detail, including their impact on displacement</p>	<p>Clarification:</p> <p>The draft strategy discussed the role of welfare reform in worsening affordability, and the proposed revised strategy has been clarified to emphasise the threat caused by affordability problems, exacerbated by welfare reform, to London's communities.</p>
<p>Evidence on house prices: Respondents said the strategy should discuss the role of credit in boosting prices, rather than implying that supply alone is the problem</p>	<p>No change:</p> <p>For reasons of brevity, the proposed revised strategy does not include a full analysis of what is driving price growth in London. It should be noted that much of the affordability problem is caused by rising rents, which are less affected by credit availability. Moreover, the availability of credit has been relatively constrained since the last recession.</p>

<p>Evidence on social housing: Some respondents said that the shrinkage of the social housing stock is a big problem but gets little coverage in the draft strategy.</p>	<p>Clarification: The proposed revised strategy has been clarified to underscore the damaging effects of a declining social housing stock.</p>
<p>Evidence on housing requirements: Respondents said this section should provide clarity on London's housing needs now that the SHMA is published, particularly in the context of Government's assessment of housing needs in London (which produce a different figure than the SHMA).</p>	<p>Change: The proposed revised strategy has been updated to reflect the SHMA findings and Government policy.</p>
<p>Property taxation: Some respondents suggested that there is enough housing space to meet need, but that it is just badly distributed due to factors such as inadequate property taxation.</p>	<p>No change: The evidence of rising housing needs set out in the SHMA shows that there is a shortage of housing in London. To the extent that changes to taxation could help, they were addressed in the section of the draft strategy relating to empty homes.</p> <p>Clarification: Related to this, the draft strategy set out the Mayor's call for progressive land taxation that incentivises landowners to make better use of scarce land and build out planning permissions more quickly. The proposed revised strategy sets this out more explicitly.</p>
<p>Evidence on housing needs of Gypsies and Travellers: One response said chapter 2 of the strategy should acknowledge housing challenges facing Gypsies and Travellers, notably loss of 15 per cent of social rented pitches since 1994 and delivery of only 10 between 2007 and 2017.</p>	<p>No change: The Mayor agrees that Gypsies and Travellers in London face housing challenges and has policies to address these. However, the evidence base section of the draft strategy was not intended to explore in detail the full diversity of London's housing need. This was explored elsewhere in the draft strategy (chapter 5) and in the accompanying impact assessment. No changes</p>

	have been made to the proposed revised strategy.
Health and housing: Responses from public health organisations said the strategy should refer to health impacts (including mental health) of poor quality housing.	Clarification: The draft strategy included multiple references to the links between health and housing and these are retained in the proposed revised draft. In addition, a minor change has been made to chapter 2 of the proposed revised strategy to make the link clearer.

9. Conclusions and recommendations

- 9.1 This report summarises consultation feedback received on the draft London Housing Strategy, and issues contained within it. It presents the GLA's recommendations for the proposed revised strategy to take account of consultation feedback.
- 9.2 The proposed revised strategy is intended to provide a framework for what the Mayor will do over many years to address London's housing challenges, and a call to action for all organisations to work with him towards this goal. It will not operate in isolation and should be read in conjunction with other documents that identify and seek to address housing issues in London. This includes the wider suite of strategies issued by the Mayor, and feedback collected during the consultation on these documents have been shared as appropriate between teams in the GLA Group to inform strategy development.
- 9.3 In considering the issues, and making recommendations to the Mayor, the GLA has been mindful of the statutory requirements regarding the strategy and sought to focus on the issues relevant to the policies and proposals included in it. This document is intended to provide the Mayor with the information he needs in order to understand the range of issues raised by respondents and make a decision on the final text of the strategy for its formal approval and publication. Copies of stakeholder representations have also been made available to the Mayor to support this.
- 9.4 The GLA recommends that the Mayor approve the proposed changes to the draft London Housing Strategy, as set out in Chapters 3 to 8 of this report.

10. Next steps

- 10.1 Following consideration of this report by the Mayor, the London Housing Strategy will be revised to take into account the views of the public and organisations. The revised strategy will then be:
- a) Laid before the Mayor for approval; then
 - b) Debated by the London Assembly. The Assembly has the right to veto the strategy, where a two thirds majority of Assembly Members voting support this motion; then
 - c) Considered by the Secretary of State for Housing, Communities and Local Government. The Secretary of State may direct changes to the Strategy, in which case the Strategy may need to be reconsidered by the Mayor.
- 10.2 It is expected that the final London Housing Strategy will be launched in Summer 2018.
- 10.3 A Delivery Plan, which does not form part of the strategy, will be published alongside the final strategy. It will cover the implementation of the strategy and will include actions of the Mayor and the GLA group to address London's housing challenges, as well as the key commitments of partners. It will also set out how implementation of the strategy will be monitored. The Delivery Plan will be updated annually.
- 10.4 The GLA will seek to use the full range of views expressed during the consultation in other plans and in future engagement with the boroughs and other partners.

11. Glossary

A

Accessible or adaptable homes

Homes which are designed to meet the needs of occupants with differing needs, including some older or disabled people; and to allow adaptation of the dwelling to meet the changing needs of occupants over time.

Affordable home ownership

A category of affordable housing to help those who would struggle to buy on the open market (predominantly would-be first time buyers) to buy a home in full or part.

Affordable homes/affordable housing

Homes for households whose needs are not met by the market. The definition used in this draft strategy is the same as the one set out in the National Planning Policy Framework.

Affordable rent

A type of affordable home. Homes for households who are eligible for social rented housing, generally provided by housing associations and subject to rent controls that require a rent of no more than 80 per cent of the local market rent (including service charges, where applicable).

B

Brownfield land

Normally means previously developed land. Land which is, or was, occupied by a permanent structure.

Build to rent

Accommodation purpose-built for private renting.

C

Community Infrastructure Levy (CIL)

A planning charge on most new building projects used to help deliver infrastructure to support the development of their area.

Compulsory Purchase Order (CPO)

The process that underpins the ability of certain public bodies to purchase land or property without the consent of the owner.

Conversion

The creation of two or more new homes out of one existing home without redeveloping the building.

E

Estate regeneration

The process of physical renewal of social housing estates through a combination of refurbishment, investment, intensification, demolition and rebuilding.

F

Family-sized homes

Homes with three or more bedrooms.

Flexible Homelessness Support Grant

Government funding to councils for assisting households experiencing or facing homelessness.

Freehold

Outright ownership, in perpetuity, of a property and the land on which it is built.

G**GLA functional bodies/GLA group**

GLA functional bodies include the London Fire Commissioner (LFC), Transport for London (TfL), Mayor's Office for Policing and Crime (MOPAC), London Legacy Development Corporation (LLDC), and Old Oak and Park Royal Development Corporation (OPDC). The GLA group includes the functional bodies plus the Greater London Authority (GLA).

Grant

In this document, generally refers to public subsidy provided by the Mayor in the form of a one-off financial transfer.

Greater London Authority (GLA)

The top-tier administrative body for Greater London, consisting of a directly elected executive Mayor of London, and the London Assembly, made up of 25 elected members with scrutiny powers.

Green Belt

A planning policy designation, which places strict limitations on new building primarily to prevent urban areas from sprawling into open countryside.

Ground rent

Rent paid by a leaseholder to a freeholder according to the terms of a lease.

H**Homelessness**

The state of a household being without accommodation that it has the right to occupy and/or that is suitable for their occupation. Homeless households can include those threatened with or experiencing homelessness which have since received help.

Housing association

An independent, not for profit company set up to provide affordable homes for people in housing need.

Housing Benefit

A welfare benefit administered by councils to help renters with no or low incomes cover the costs of their rent.

Housing First

An approach to assisting rough sleepers with multiple and complex needs, whereby they move straight from the streets into independent, stable accommodation.

Housing Zones

The Mayor's programme to accelerate housing development in 30 areas across London with high potential for growth by providing investment that can be used flexibly to unlock sites.

I

Impact assessment

An exercise designed to understand how a policy or strategy will affect various outcomes of interest.

Inclusive neighbourhoods

Neighbourhoods that are welcoming, barrier free and inclusive for everyone, regardless of individuals' characteristics.

Intermediate rent

A type of affordable home. Homes with rents set above those of social housing but below 80 per cent of market rent, and aimed at middle income households.

L**Land assembly**

The process of bringing together land, often held by different owners, generally for the purposes of redevelopment or regeneration.

Landlord

A person who owns and rents out property.

Leasehold

A form of property ownership where a property is leased from a freeholder.

Lettings agent

An individual or business that acts as intermediary between landlords and tenants.

Licensing scheme

A scheme to require private landlords to pay for a license and to adhere to a range of license conditions relating to property conditions and management standards.

Local Housing Allowance

A form of Housing Benefit for private tenants.

London Affordable Rent

A type of affordable home. Introduced by the Mayor, homes aimed at low-income households, with rents based on social rent levels.

London Councils

A cross-party organisation that represents and works on behalf of London's 32 councils and the City of London.

London Fire Commissioner (LFC)

A functional body of the GLA, with the principal purpose of running the London Fire Brigade.

London Legacy Development Corporation (LLDC)

A Mayoral Development Corporation responsible for delivering development in the Queen Elizabeth Olympic Park.

London Living Rent

A type of affordable home. Introduced by the Mayor, homes that offer Londoners on average incomes a below-market rent, enabling them to save for a deposit.

London Plan

The Mayor's Spatial Development Strategy.

London Shared Ownership

A form of affordable housing home. Introduced by the Mayor, homes in which buyers can purchase a share and pay a regulated rent on the remaining, unsold share. There is a particular focus on making service charges for shared owners fairer and more transparent.

M**Mobility**

Moving from one geographical area to another.

Move on

Accommodation, often for a fixed period, for people leaving hostels, refuges and other supported housing, to enable them to live independently.

N**National Planning Policy Framework (NPPF)**

A document setting out Government's planning policies for England and how these are expected to be applied.

O**Old Oak Common and Park Royal Development Corporation (OPDC)**

A Mayoral Development Corporation responsible for delivering development in the Old Oak Common and Park Royal areas.

Overcrowding

When a household does not have enough space or rooms to reasonably accommodate all of its members. There is a variety of measures, the most commonly used of which is the 'bedroom standard' that compares the number of bedrooms available to a household to the number it is calculated to need according to a fixed formula.

P**Precision manufactured homes/housing**

Homes built using a high proportion of components which are produced using modern and technologically-driven methods of manufacture, with this production often taking place offsite and the components then assembled onsite.

Private rented sector

Where homes are owned by companies or individuals and rented out to tenants at market rents.

R**Rent controls**

An umbrella term for a wide range of different forms of limits placed on rents that private landlords may charge tenants.

Right to Buy

The right of most council tenants and some housing association tenants to purchase their home at a discount.

Rough sleeping

Where a person (usually someone who is homeless) is bedded down or preparing to bed down in the open air, or in buildings or other space not designed for habitation, including stairwells, stations, or cars.

S**Service charge**

A fee paid by a leaseholder or a tenant to their landlord to cover the cost of maintaining and servicing a building.

Shared ownership

A type of affordable housing, when a purchaser takes out a mortgage on a share of a new or existing property and pays rent to the landlord on the remaining share.

Social infrastructure

Covers facilities for health, early years, education, community, cultural, recreation and sports, places of worship, policing, criminal justice, play and informal recreation.

Social rent/social housing

A type of affordable home. Low cost rented homes provided to households whose needs are not met by the market, typically by councils and housing associations, with rents set within guidelines issued by the social housing regulator.

Sofa surfing

A form of homelessness, particularly common among younger people, whereby a person stays with family members, friends or others, often moving between different hosts.

Stamp Duty Land Tax (SDLT)

Tax payable to Government when buying a property or land over a certain price in England, Wales and Northern Ireland.

Strategic Housing Land Availability Assessment

An assessment of land that could be developed for housing which informs the London Plan and borough local development documents.

Strategic Housing Market Assessment

An assessment of future housing requirements in an area, typically broken down by tenure and type, carried out to inform the development of housing policies in targets in housing strategies and planning documents.

Supplementary Planning Guidance

Documents providing further guidance on policies in the London Plan that cannot be addressed in sufficient detail in the Plan itself.

Supported housing

Homes where housing, support and sometimes care services are provided to help people to live as independently as possible.

T

Temporary accommodation

Accommodation that a household is only able or expected to occupy for a limited period. In relation to legislation on homelessness, it is used specifically to refer to accommodation that councils provide for households for whom they have a duty to secure accommodation.

Tenancy deposit loans scheme

A scheme where employers offer employees an interest and tax-free loan for a rent deposit, which is then usually paid back in monthly instalments deducted from the employee's salary.

Tenancy deposit scheme

A Government-approved agency with whom landlords are legally obliged to lodge and protect tenants' rent deposits.

Tenancy

Possession of land or property as a tenant. The terms of possession are normally agreed with a landlord in a tenancy agreement.

Tenant

A person who occupies land or property rented from a landlord.

Tenure

The conditions under which land or property are held or occupied. Typically, London's residential housing sector is split into three tenures: social rented, private rented, and owner occupied.

Transport for London (TfL)

A functional body of the GLA with responsibility for delivering an integrated and sustainable transport strategy for London.

U**Universal Credit**

A welfare benefit that replaces a number of other benefits intended to cover living and housing costs, including Housing Benefit.

V**Violence against women and girls (VAWG)**

An umbrella term for a range of crimes, including domestic assault, rape, sexual offences, stalking, human trafficking for sexual exploitation and prostitution. It also includes harmful practices, such as forced marriage, so called 'honour' crimes and Female Genital Mutilation (FGM).

W**Wheelchair accessible or adaptable**

Homes which are designed to be wheelchair accessible, or easily adaptable for residents who are wheelchair users. As defined by the Building Regulations.

Z**Zero Carbon Standard**

A requirement for new developments to release no net greenhouse gas emissions into the atmosphere.

12. Appendices

Appendix 1: Survey questions

Housing policies

- 1. Experts say that around 60,000 homes need to be built across London each year to tackle the housing crisis.**

Given that, to what extent do you support or oppose the following activities in London?

- Increasing the density of new developments (e.g. by making new building higher or closer together)
- Building more homes on brownfield land, including developments that mix homes and workplaces
- Creating more homes in existing residential areas close to train stations and town centres
- Requiring developers to include more genuinely affordable homes in their developments
- Increasing the number of homes that are available for part-buy/part-rent
- Ensuring that when public land is sold off it includes a higher proportion of affordable housing
- Increasing the number of low-rent homes for homeless Londoners
- Improving standards in the private rented sector (e.g. promoting more secure tenancies)
- Ensuring that all new homes worth up to £350,000 are available to Londoners first, ahead of overseas buyers

<1> Strongly support

<2> Tend to support

<3> Neither support not oppose

<4> Tend to oppose

<5> Strongly oppose

<6> Don't know

2. Which two or three, if any, of the following proposals would you MOST like to see happen in London? (Please select up to three)

- Doubling housebuilding to at least 60,000 new homes a year
- Increasing the density of new developments (e.g. by making new building higher or closer together)
- Building more homes on brownfield land, including developments that mix homes and workplaces
- Creating more homes in existing residential areas close to train stations and town centres
- Requiring developers to include more genuinely affordable homes in their developments
- Increasing the number of homes available for part-buy/part-rent
- Ensuring that when public land is sold off it includes a higher proportion of affordable housing
- Increasing the number of low-rent homes for homeless Londoners
- Improving standards in the private rented sector (e.g. promoting more secure tenancies)
- Ensuring that all new homes worth up to £350,000 are available to Londoners first, ahead of overseas buyers
- None of these
- Don't know

3. What do you think are the two or three biggest problems with renting privately in London (please select up to three):

- The monthly rental cost
- The condition and quality of the property (e.g. too damp, dark, draughty)
- The safety standards of the property
- Renters feeling that they have little power to improve their situation due to fear of eviction
- Short-term contracts meaning renters don't know how long they will be able to stay in their property
- The up-front cost of tenancy deposits
- The process of getting deposits back
- Estate agency fees
- Not enough rental properties available
- None of these
- Don't know

4. Which two or three of the following do you think should happen next to improve private renting in London? (Please rank your top three)

- Launch an online database of criminal landlords and agents

- Set up an independent London commission to decide how the rental sector should be reformed
- Support councils to crack down on criminal landlords and agents locally
- Persuade the Government to introduce landlord licensing and registration schemes
- Persuade businesses to offer their employees support with the cost of renting, for instance by offering tenancy deposit loans schemes
- Call on the Government to review the financial support available for low and middle income renters
- Don't know

Homelessness

5. Which of these have you done in the past 12 months? (Please tick all that apply)

- <1> I have given money to a person begging on the street
- <2> I have given money to a homelessness charity
- <3> I have volunteered for a homelessness charity
- <4> I have given money to a cancer charity
- <5> I have volunteered for a cancer charity
- <6> None of these
- <7> Don't know

Thinking about the current level of homelessness in London...

6. Would you say that the number of homeless people is increasing, decreasing or staying the same?

- <1> It is increasing
- <2> It is staying about the same
- <3> It is decreasing
- <4> Don't know

7. Which of the following groups would you consider to be homeless?

- **people sleeping rough**
- **people living in bed and breakfast or hostels**
- **people living in flats or houses on a temporary basis**
- **people staying with friends or family on a temporary basis/sofa surfing**

- <1> I do consider them to be homeless
- <2> I do not consider them to be homeless
- <3> Don't know

And now thinking just about people sleeping rough in London...

8. What proportion of these do you think are:

- **People with mental illness**
- **People with drug or alcohol problems**
- **Young people (under 18)**
- **Migrants from Europe**
- **Migrants from outside Europe**
- **People from other parts of the UK**
- **People who have served in the UK armed forces**
- **People who have spent time in prison**
- **Refugees and asylum seekers**

- **Women**

- <1>Less than 5%
- <2>5-9%
- <3>10-24%
- <4>25-49%
- <5>50-74%
- <6>75% or more
- <7>Don't know

9. If you, or someone you knew, were at risk of sleeping rough, which of the following organisations would you go to first for help or advice?

- <1>Mayor of London
- <2>Local authority/council
- <3>Government
- <4>Charities
- <5>Faith organisation
- <6>Citizens Advice Bureau
- <8>Other [open]
- <9> Not applicable – I wouldn't go to any organisations for help or advice
- <10>Don't know

EU migrants who are sleeping rough can be returned to their country of origin by the Home Office.

10. Generally speaking, do you support or oppose this measure?

- <1> Strongly support
- <2> Tend to support
- <3> Tend to oppose
- <4> Strongly oppose
- <5> Don't know

[To those who said oppose]

11. And which, if any, of the following would you say is the main reason you oppose the measure?

- <1> Because people should not be forced to leave
- <2> Because solutions should be provided here in the UK
- <3> Because the taxpayer should not have to cover the cost of their return home
- <4> Because it could be unsafe for them to return home
- <5> Some other reason [open]
- <6> Don't know

12. Which of these do you think comes closest to the current policy regarding hostels and rough sleepers in London?

- <1> Hostel charges are generally covered by benefits, meaning hostels are free at the point of access for all rough sleepers
- <2> Hostel charges are covered generally by benefits, meaning hostels are free at the point of access for all UK rough sleepers, but there is a charge for migrants who are sleeping rough
- <3> Hostel charges are not covered by benefits, meaning that hostels are never free at the point of access
- <4> Don't know

13. How much help do you think there is available for rough sleepers to...

- ...find somewhere to permanently live
- ...find emergency accommodation
- ...tackle drug or alcohol problems
- ...tackle mental health problems
- ...cope with a tenancy, when they find somewhere to live
- ...find a job or training

- <1> Lots of help available
- <2> Some help available
- <3> Not much help available
- <4> No help available
- <5> Don't know

14. What do you think that the money the public gives to rough sleepers who beg is mostly used for?

- <1> Hostel bed
- <2> Food/non-alcoholic drinks
- <3> Alcohol tobacco or drugs
- <4> Clothes/bedding
- <5> Other
- <6> Don't know

15. And what proportion of people who are begging on the street do you think are sleeping rough?

- <1> Almost all people who are begging on the street are rough sleepers
- <2> Most people who are begging on the street are rough sleepers
- <3> About half of people who are begging on the street are rough sleepers
- <4> Most people who are begging on the street are **not** rough sleepers
- <5> Almost all people who are begging on the street are **not** rough sleepers

Moving on...

16. Which of the following services have you heard of or used?

- **StreetLink**
- **NHS Choices**
- **City Mapper**
- **Trainline**

- <1> I have heard of it and used it
- <2> I have heard of it but have not used it
- <3> I have not heard of it
- <4> Don't know

[If 2-4 in street link]

StreetLink is a service that allows the public to report rough sleepers so that an outreach worker can be sent to help them.

17. How interested, if at all, would you be in using a service like this if you saw a rough sleeper?

- <1> Very interested
- <2> Fairly interested
- <3> Not very interested
- <4> Not interested at all
- <5> Don't know

18. How convenient or inconvenient would you find the following methods of reporting a rough sleeper through StreetLink?

- **App**
- **Email**
- **Phone**

<1> Very convenient

<2> Fairly convenient

<3> Neither convenient nor inconvenient

<4> Fairly inconvenient

<5> Very inconvenient

<6> Don't know

Appendix 2: Housing Strategy Talk London discussion guide

NEW HOMES

Topic	Insight outcome
What trade-offs are Londoners willing to accept to tackle the housing 'crisis'	Insight into what Londoners think new homes will mean for London, and where Londoners think they should be built
Discussion question	
<p>In order to meet the needs of its rapidly growing population, it is estimated that London will need to build new homes at roughly double the current rate over the coming years.</p> <p>What challenges do you think this poses for London? What do you think new homes need to deliver for London?</p> <p>Where should new homes be built to maximise the benefits for Londoners?</p>	
Key steering	
Follow up question	What do you think this will mean for your neighbourhood?
Follow up question	Do you think inner London can support more homes? Why/why not?
Follow up question	Do you think there is space for development in the suburbs? Why/why not?
If don't support new homes in local area	If you don't support new homes being built in your local area, where in London do you think they should be built?
Discussion question	
<p>Thanks for all your ideas so far. The London Housing Strategy includes the following ideas for increasing the rate of housebuilding:</p> <ol style="list-style-type: none"> 1. Increasing the density of new developments (e.g. by making new buildings higher or closer together) 2. Building more homes on brownfield land, including developments that mix homes and workplaces 3. Creating more homes in existing residential areas close to train stations and town centres 	

Do you support these proposals? How effective do you think they will be?	
If support but don't believe that it will be delivered	Why not? What else do you think could be done?
If support but want to know more detail	What would you like to know?
If support but worry about the impact this would have on my area	What kind of area do you live in? What type of proposals would/ wouldn't you support in your area?
If don't support	What concerns do you have?

FIRST DIBS

Topic	Insight outcome
To understand support for a policy that supports Londoners to access new homes for market sale	Insight into what Londoners think of the 'first dibs' for Londoners policy, and what they think will be needed to make sure it works
Discussion question	
One idea to increase the number of homes available to people in London is to ensure that all new homes worth up to £350,000 are available to Londoners first, ahead of overseas buyers	
What do you think of this idea? How effective do you think it would be?	
If support	What do you like about this? Who will this help?
If don't support	What are your concerns?
If need more information	What would you like to know?

AFFORDABILITY

Topic	Insight outcome
To understand how Londoners think about affordability	Insight into how Londoners diagnose the problem, and where they think the responsibility lies
Discussion question	
Affordability of housing is a major issue in London. Why do you think this is? Who does it affect?	
Key steering	
If say not enough housing	What would help with this? Who is responsible for building more homes?
If say housing is too expensive	What help should be available to those who can't afford housing in London? Who should provide this help?
If say foreign ownership	How big a problem do you think this is? What would help with this?
Discussion question	
<p>What do you think needs to be done to tackle this?</p> <p>(Prompts to be used after spontaneous ideas have been fully explored)</p> <ol style="list-style-type: none"> 1. Let private developers build more homes 2. Subsidise the supply of cheap homes for those on low incomes 3. Subsidise shared ownership homes for first-time buyers 4. Lobby the government to increase taxes on the most valuable homes 5. Increase the number of homes available for part buy/ part rent 6. Require developers to include more genuinely affordable homes in their developments 7. Ensure that when public land is sold off it includes a higher proportion of affordable housing 8. Increase the number of low rent homes for homeless Londoners <p>Do you support these proposals? Which do you think will be most effective? Why?</p>	
If support	What do you like about this? Who will this help?
If don't support	What are your concerns?

If need more information	What would you like to know?
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PRIVATE RENTING

Topic	Insight outcome
Gauging concern with different aspects of private renting to inform prioritisation of various Mayoral reform initiatives	Data to show what Londoners think the problems are in the private rental sector
Discussion question	
<p>The high cost of housing means that more and more Londoners are living in private rented accommodation. Apart from high rent levels, what do you think the main problems are with living in a private rental property?</p> <p>(To use as prompts after spontaneous answers have been given):</p> <ul style="list-style-type: none"> • Poor state of repair • Poor safety of the property • The feeling that renters have little power to complain or improve their situation due to fear of eviction • Tenants not knowing how long they will be able to stay in their property because they only have a short-term contract • The high up-front cost of tenancy deposits • Getting their deposit back 	
Key steering	
Follow up question	Which of these is the biggest problem?
Follow up question	What ideas do you have for addressing these problems?
Follow up question	Whose responsibility is it to fix?
Discussion question	
What ideas do you have for addressing these problems?	

(Prompts to be used after spontaneous ideas have been explored)

1. Launching an online database of criminal landlords and agents to help renters avoid the worst criminals and report bad landlords
2. Setting up an independent London commission to decide how the rental sector should be reformed
3. Supporting councils to crack down on criminal landlords and agents locally
4. Persuading the Government to introduce landlord licensing and registration schemes to raise standards
5. Persuading businesses to offer their employees support with the cost of renting, for instance by offering tenancy deposit loans schemes
6. Calling on the Government to review the financial support available for low and middle income renters to help them pay their rent

Do you support these proposals? Which do you think will be most effective?

SOCIAL HOUSING COMMISSIONER

Topic	Insight outcome
Social housing commissioner	Insight into Londoners reactions to the policy
Discussion question	
<p>The Mayor of London has called on the Prime Minister to ensure residents' voices are at the heart of future decision-making about social housing in the aftermath of the Grenfell Tower fire.</p> <p>The Mayor has proposed that the Prime Minister appoint a Commissioner for Social Housing Residents, which he believes should be independent of government with a remit to act as a watchdog. This will help ensure that the voices of social housing residents are heard at national level when policy is being developed.</p> <p>What do you think of this proposal? What impact do you think it will have?</p>	

HOMELESSNESS

Topic	Insight outcome
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Gauging public understanding of homelessness	Data to show how big a problem Londoners think this is, and what they think the causes are
Discussion question	
How big a problem do you think rough sleeping is in London? Has it been getting better or worse?	
Key steering	
Follow up question	What do you think are the causes of rough sleeping? Who does it affect?
Follow up question	Have you done anything to help a rough sleeper recently? What action did you take?
Discussion question	
Do you know what support services exist for rough sleepers in London? How effective do you think those services are?	
Key steering	
Follow up question	Who is responsible for providing services for rough sleepers?
Follow up question	Where can rough sleepers go to find support?
Follow up question	<p>One way in which services try to help rough sleepers is to move them to an area where they have a past connection such as accommodation or social, family and support networks. This is called reconnection.</p> <p>What do you think about reconnection as a tool for helping rough sleepers? Do you think it's effective? Why/why not?</p>

Appendix 3: Categories of respondents used in this report

The following categories were used to group responses from organisations for analysis:

- Central government and statutory agencies
- Consultancy
- Councillor, Assembly Member or MP
- Housing association
- Housing developer
- Local government
- Other
- Think tank or academic institution
- Trade association or industry body
- Voluntary / comm sector (campaign / research / representation)
- Voluntary / comm sector (front-line services)

Appendix 4: List of responses from organisations

Adams Integra	Canal and River Trust
Advice4Renters	Canterbury Council
Age UK	Care and Repair
Airbnb	Caroline Pidgeon AM
Alliance for Childhood	Castle Point Borough Council
AP Redfearn Consultancy Ltd	Centre for Ageing Better
Apex Air Space	Centre for London
ARLA Propertymark	Centrepont
Aspire	Change it! Campaign
Associated Retirement Community Operators	Chartered Institute of Housing
Association for the Conservation of Energy	Church of England - Diocese of London
Association of Directors of Public Health for London	City of London Corporation
Barking and Dagenham CVS	Clarion Housing Group
Barnet Society	Coin Street Community Builders & Coin Street Secondary Housing Co-operative
Bedfont Labour Councillors	Crisis
Berkeley Group	Depaul
British Land	Dolphin Living
Camden Federation of Private Tenants (CFPT)	Drive Forward Foundation
Campaign to Protect Rural England (CPRE)	Earls Court Public Sector Tenants' Association
	East London Housing Partnership

East of England Local Government Association	Healthy London Partnership London Homeless Health Programme
Environment Agency	Hertfordshire County Council
Estuary Housing Association	Hexagon Housing Association
Evolve Housing + Support	Historic England
Federation of Master Builders	Home Builders' Federation
Federation of Private Residents Associations	Home Group
First Port	Homeless Link
Foundations	Hornsey Pensioners Action Group
Fuel Poverty Action	Housing Association Residents Action
g15	Housing Justice
Generation Rent	Housing Law Practitioners' Association
Gladman	Housing Lin
Grant Thornton UK	Housing Ombudsman
Greater London Region of National Pensioners	Inclusion London
Grunberg and Co.	Islington Swifts
Guinness Partnership	JE Consulting
Habinteg Housing Association	Just Space
Hammersmith and Fulham Disability Forum	Justine Greening MP
Hawkstone High Rise Community Association	Kentish Town District Housing Committee
	L&Q
	L8
	Ladywell Society

Laing O'Rourke	London Borough of Tower Hamlets
Leathermarket (Joint Management Board)	London Borough of Waltham Forest
London Assembly Housing Committee	London Borough of Wandsworth
London Assembly Labour Group	London Chamber of Commerce
London Borough of Barnet	London Community Land Trusts
London Borough of Bexley	London Community Neighbourhood Co-operative
London Borough of Brent	London Co-operative Housing Advisory Group
London Borough of Camden	London Councils
London Borough of Croydon	London Federation of Housing Cooperatives
London Borough of Ealing	London First
London Borough of Enfield	London Gypsies & Travellers
London Borough of Hackney	London Heritage Properties
London Borough of Haringey	London Housing Campaign
London Borough of Harrow	London Housing Directors' Group
London Borough of Havering	London National Park City Foundation
London Borough of Hounslow	London Public Health and Housing Network
London Borough of Islington	London School of Economics
London Borough of Lambeth	London Tenants' Federation
London Borough of Lewisham	London Waste and Recycling Board
London Borough of Redbridge	London Wildlife Trust
London Borough of Richmond upon Thames	
London Borough of Sutton	

London YMCA	North River Alliance
London Youth Gateway	Notting Hill Housing
Look Ahead	Octavia Housing
Mary Ward Legal Centre	One Housing Group
Maslow Capital LLP	Orbit Housing Association
Mayor's Cultural Leadership Board	Origin Housing
Merton Park Ward Residents Association	PA Housing
Mill Hill Preservation Society	Pathway
Mind	Peabody
Modern Masonry Alliance	Pepys Community Forum
Mosaic Clubhouse	Phoenix Futures
My Fair London	Places for People
NACRO	Placeshapers
National Approved Letting Scheme (NALS)	Planning Issues Ltd
National Community Land Trust Network, UK Cohousing and CDS Cooperatives	Planning Out & HouseProud
National Grid Property	Port of London Authority
National Housing Federation	Public Health England
National Landlords Association	Publica
Nationwide Foundation	Refuge
New Economics Foundation	Refugee Council
Newham Union of Tenants	Regeneration X
	Retirement Housing Group

Rotherhithe Area Housing Forum Southwark	The British Property Federation
Royal Borough of Greenwich	The House of St Barnabas
Royal Borough of Kensington and Chelsea	The John Innes Society
Royal Borough of Kingston upon Thames	The Riverside Group
Safer London	The Royal British Legion
Sage Housing	The Smith Institute
Savills on behalf of the Crown Estate and Merton College Oxford	Town & Country Planning Association (TCPA)
Shelter	Travis Perkins
Sian Berry AM	Trust for London
Soho Housing	UK Finance
Solace Women's Aid	Unison
South London Partnership	University of West London
Southwark Future Steering Board	Unmortgage
Southwark Group of Tenants' Organisations	Urban Exposure
StART	Virgin Money
Stonewall Housing	Wandle Housing Association
Swift Conservation	West London Alliance
Tarmac	Westminster City Council
Taylor Wimpey	Westminster Property Association
Thames Reach	Women in prison
	Women@thewell
	Woodland Trust

Yellow Brick Road Housing Co-operative

Zacchaeus 2000 Trust

Appendix 5: List of meetings and events at which draft Strategy was presented by the GLA

Meeting or event	Description	Date
Registered provider briefing	regular briefing at City Hall for RPs, boroughs and developer partners, organised by GLA	05/09/2017
British Property Federation skills roundtable	roundtable organised by BPF to discuss Mayor's Construction Academy proposal	07/09/2017
London Association of Directors of Adult Social Services	quarterly board meeting convened by London Councils.	08/09/2017
London Forum of Civic & Amenity Societies	bespoke meeting of London civic societies	11/09/2017
East London Housing Partnership Chief Officers' Group	regular meeting of East London local authority housing leads and East Thames, Swan, One and Shian housing associations	11/09/2017
Broadening London's housing market	London First business event about how to increase diversity of home builders in London	12/09/2017
Old Oak and Park Royal Development Corporation Housing Panel	regular meeting of OPDC housing delivery stakeholders	13/09/2017
Violence Against Women and Girls Board	quarterly board meeting, convened by MOPAC	13/09/2017
UK Finance/Homes and Communities Agency/GLA Liason meeting	quarterly liaison meeting convened by UK Finance, with lenders and the social housing regulator	14/09/2017
London First Infrastructure Summit	annual cross-sector conference organised by London First	14/09/2017
Homes for Older Londoners - What should be in the Mayor's Housing Strategy	bespoke event convened by London Age UK and Positive Ageing in London:	18/09/2017

Meeting or event	Description	Date
West London Housing Partnership Housing Directors' meeting	bi-monthly meeting	19/09/2017
East London Housing Partnership Private Rented Sector group	quarterly meeting of staff from local authorities who lead on private rented sector work form local authorities within the sub-region	20/09/2017
London First breakfast briefing	briefing organised by London First, attended by around 80 of their members	20/09/2017
Local Authority Housing Needs and Homelessness Group	quarterly meeting of managers from London boroughs' housing needs and homelessness services that meets quarterly, hosted by London Councils	22/09/2017
Retirement Housing Group conference 'Planning a better future for older households'	Retirement Housing Group's annual conference	25/09/2017
Southern Housing Group away day	away day for housing association staff	26/09/2017
Housing Ombudsman staff event	bespoke event	26/09/2017
Meeting with Federation of Master Builders	bespoke meeting	28/09/2017
London Public Health and Housing Network	regular meeting of a group from local authority Public Health teams, organised under the auspices of the London group of the Association of London Directors of Public Health	03/10/2017
Meeting with a number of staff from the Mayor's Office for Policing and Crime	bespoke meeting	04/10/2017
Association of London Environmental Health Managers meeting	bi-annual meeting	11/10/2017

Meeting or event	Description	Date
Seminar at Offsite Construction Show	seminar on precision manufactured homes, as part of the Offsite Construction Show	12/10/2017
London Gypsy and Traveller Forum	quarterly meeting attended by organisations who represent Gypsies and Travellers, as well as local authority staff	17/10/2017
Groundswell Homeless Health Peer Advocacy Service Team Meeting	regular team meeting for service volunteers, who have experience of sleeping rough	19/10/2017
Future of London Housing Network	quarterly meeting attended by representatives from local authorities and housing associations	24/10/2017
Meeting with Placeshapers members	bespoke meeting with representatives of Placeshapers, a coalition of mid-sized housing associations	24/10/2017
Meeting with co-chairs of the All Party Parliamentary Group for leasehold reform	meeting with Sir Peter Bottomley MP and Jim Fitzpatrick MP, at their invitation	25/10/2017
East London Housing Partnership Winter Shelters Event	annual event to bring together officers of East London boroughs and organisations that provide commissioned rough sleeping services in the sub-region with those involved in providing winter night shelters	25/10/2017
Home Builders' Federation London members' dinner	James Murray was invited to discuss the draft London Housing Strategy at a regular informal dinner for London members of the HBF	26/10/2017
MHCLG Leasehold Stakeholder Group	quarterly meeting of stakeholders interested in leasehold, including representatives from MHCLG, managing agents, leasehold campaign groups, legal and advice professionals	26/10/2017
London Tenants' Federation and London Co-operatives annual conference	annual conference of groups representing London social tenants, co-operatives and others	28/10/2017

Meeting or event	Description	Date
All Party Parliamentary Group for London's Planning and Built Environment	James Murray invited to speak to the APPG about draft London Housing Strategy	30/10/2017
Local authority rough sleeping leads' group	quarterly meeting of rough sleeping leads from London boroughs that commission their own rough sleeping outreach services, sub-regional homelessness coordinators and a representative from MHCLG's rough sleeping team, convened by GLA	31/10/2017
Confederation of British Industry's London Council	quarterly meeting of CBI London members	01/11/2017
No Nights Sleeping Rough Taskforce	bi-annual meeting of the taskforce, which brings together representatives from London boroughs with the highest levels of rough sleeping, the largest rough sleeping charities/service providers and MHCLG to identify and pursue new approaches to tackling rough sleeping	02/11/2017
Community-led housing sector consultation event	bespoke GLA-organised event for representatives of community housing groups to provide feedback on strategy proposals in this area, held at City Hall	06/11/2017
Construction Leadership Council Demand Working Group	regular meeting of Demand Working Group as part of CLC's innovation workstream, attended by precision manufactured homes suppliers, clients, and designers, as well as Government representatives.	07/11/2017
London Assembly Housing Committee	session dedicated to scrutiny of the draft London Housing Strategy	08/11/2017
Haringey Housing and Regeneration Scrutiny Panel	meeting with the Panel as part of their investigation of issues related to social housing	08/11/2017
Institute for Public Policy Research roundtable	roundtable with thinktanks and other sector stakeholders, organised by IPPR	09/11/2017

Meeting or event	Description	Date
National Housing Federation and GLA bilateral	monthly meeting between GLA staff and NHF policy and external affairs staff	10/11/2017
London Homeless Health Programme Board	board meeting for the NHS's London Homeless Health Programme, which works on pan-London interventions to improve access to health services for homeless people	10/11/2017
GLA Peer Outreach Team	regular meeting of the GLA team of 15 to 25 year olds from diverse backgrounds who work to shape Mayoral priorities and policies, including by engaging other young Londoners	10/11/2017
London School of Economics roundtable	roundtable event with academics from LSE and other academic institutions, as well as and several other London stakeholder organisations, convened by LSE	13/11/2017
London Borough of Waltham Forest Housing Scrutiny Committee	substantive item at regular committee meeting, linked to the borough's work to develop its own housing strategy	15/11/2017
Meeting with members of the 'Change It!' campaign	'Change It!' is a campaign led by children and young people under the auspices of the Children's Rights Alliance England. It is focussed on improving the experiences of children and young people whose families experience homelessness and, often, time in temporary accommodation, including in B&B and other cramped or poor quality accommodation.	15/11/2017
meeting with the National Union of Students and London Student Unions	bespoke meeting convened by a London Citizens representative to engage with the National Union of Students and representatives from a range of London Student Unions	15/11/2017
London Citizens' Housing Assembly	James Murray invited to attend a bespoke public consultation event with 400 London Citizens' members.	15/11/2017
LGBT+ organisations	meeting of LGBT+ organisations convened by GLA	20/11/2017
LGBT+ service users of MetroCharity	service user consultation event convened by MetroCharity, an advice agency for LGBT+ people	20/11/2017

Meeting or event	Description	Date
Home Improvement Agency Managers	quarterly meeting of senior managers from London boroughs who are responsible for delivering Disabled Facilities Grants and other relevant services. convened by Foundations, the organisation appointed by MHCLG to oversee the national network of Home Improvement Agencies and handyperson providers	21/11/2017
London Older People's Strategy Group	meeting of a group of older people convened by the Mayor to input to strategies	28/11/2017
Inclusion London	meeting of a group of disabled people convened by Inclusion London	30/11/2017
Migrant and Refugee Advisory Panel	regular meeting of a Panel organised by the GLA as part of its engagement with migrant and refugee organisations	30/11/2017
London Housing Directors	regular meeting of London boroughs' housing directors, convened by London Councils.	01/12/2017
All Party Parliamentary Group for Leasehold and Commonhold Reform	James Murray invited to outline the Mayor's leasehold policies at a meeting of the APPG	06/12/2017

Appendix 6: List of organisations represented at events on the Housing Strategy organised by GLA

A2 Dominion Housing Group	Harrow Residents' Regeneration Panel
Age UK London	Hayes Community Forum
Association of London Environmental Health Managers	Historic England
Alliance for Childhood	Homeless Link
Arhag Housing Association	Home Builders' Federation
Ark Consultancy Ltd	Home Group
ARLA PropertyMark	Housing Justice
Balfour Street Housing Project	Housing Learning and Improvement Network
Barkantine Estate Tenants' and Residents' Association	Hyde Group
Barratt London	Inquilab Housing Association
Berkeley Group	Islington and Shoreditch Housing Association
Bidwells LLP	Joint Council for the Welfare of Immigrants
Brent Terrace Residents' Association	Just Space
British Property Federation	justMap
Brentford Towers Residents' Association	Laing O'Rourke
Buildeco Offsite Architecture	Lambeth Tenants' Council
Camden Federation of Private Tenants	Legal Literacy
Care and Repair England	Lichfield's Planning and Development Consultancy
Catalyst Housing	London Borough of Barnet
Catalyst Residents' Federation	London Borough of Bexley
Centre for Ageing Better	London Borough of Bexley
City of London Corporation	London Borough of Bromley
Clarion Housing	London Borough of Ealing
Community - Partnership Board member	London Borough of Enfield
Campaign to Protect Rural England London	London Borough of Hackney
Create Streets	London Borough of Haringey
Defence Infrastructure Organisation	London Borough of Harrow
Depaul	London Borough of Hillingdon
Deptford Neighbourhood Action	London Borough of Hounslow
Ealing Fields Residents' Association	London Borough of Islington
Earls Court Public Sector Association	London Borough of Islington
East London Housing Partnership	London Borough of Lambeth
Elements Europe	London Borough of Lewisham
First Base	London Borough of Lewisham
First Home	London Borough of Newham
Gateway Housing Association	London Borough of Redbridge
Generation Rent	London Borough of Southwark
Habinteg	London Borough of Tower Hamlets

London Borough of Waltham Forest	Shelter
London Borough of Wandsworth	Shepherds Bush Housing Group
London Chamber of Commerce and Industry	Solace Women's Aid
London Community Neighbourhood Co-operative	Southern Housing Group
London Councils	Southwark Group of Tenants' Organisations
London Federation of Housing Cooperatives	SpareRoom.co.uk
London First	Spitalfields Housing Association
London Forum of Amenity and Civic Societies	St Mungo's
London Gypsies and Travellers	StART Haringey
London Homeless Health Programme	Stewart Milne Group
London Renters' Union	Stonewall Housing
London Strategic Land	Swan Housing Association
London Tenants' Federation	Tenants and Residents' Association North Peckham
London YIMBY	Unite Housing Workers' Branch
Look Ahead	Unmortgage Ltd
Metropolitan Housing Trust	Urban Design London
Migrants' Rights Network	Victoria Community Association
Ministry of Justice	Vision Modular Systems/Tide Construction
National Approved Letting Scheme	Walworth East Area Housing Forum
Network Homes	Wandle Housing Association
New Economics Foundation	Wards Corner Community Campaign (Seven Sisters/Tottenham)
New Garden Cities Alliance	West Ken and Gibbs Green Community Homes Limited
Newham Union of Tenants	Westminster City Council
Newington and Borough Society	Westminster Resident Domain
Neighbourhoods of Ilford South Engage	Yellow Brick Housing Co-operative
North River Alliance	
Octavia Housing	
One Housing Group	
Paradigm Housing Group	
Poplar HARCA	
Port of London Authority	
QED Sustainable Urban Developments Ltd	
Quintain	
Radical Housing Network	
Royal Borough of Greenwich	
Royal Borough of Kensington and Chelsea	
Royal Borough of Kingston-upon-Thames	
Rydon Group	
Saint-Gobain	
Savills	

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