

Report for: Cabinet - 22 April 2025

Item number: 22

Title: Update on the Council's Housing Delivery Programme

Report

authorised by: Taryn Eves, Corporate Director of Finance and Resource

Lead Officer: Robbie Erbmann, Delivery Director

Ward(s) affected: All

Report for Key/

Non Key Decision: Key Decision

1. Describe the issue under consideration

- 1.1 This report gives members a detailed overview of the Council's progress towards the Borough Plan target to deliver 3,000 Council homes for Council rent by 2031. It focuses on the progress since Cabinet was last updated on the programme (Oct 2023) and requests a number of decisions are made.

2. Cabinet Member Introduction

Haringey Council's housebuilding programme directly responds to a pressing need for affordable and environmentally-sustainable homes that will allow people to put down roots in the borough and thrive. There is a housing emergency across the UK but felt keenly here in London. November last year saw record numbers of people experiencing homelessness, with an estimated 183,000 Londoners homeless and living in temporary accommodation arranged by their local borough. London boroughs are collectively spending £4million daily on temporary accommodation.

Underspending on housing development and programmes like right to buy, which the current government has now ended, have left council housing stock severely depleted at a time when it is needed most. Haringey Council is responding to this crisis with one of the most ambitious housebuilding programmes in the UK. As of March 2025, we have completed 721 new council homes and work is underway on 1,358 homes. We are on track to potentially exceed our target of 3,000 new high-quality council homes by 2031 set out in the Corporate Delivery Plan and the Housing Delivery Strategy. We are also targeting zero-carbon development to meet Haringey's commitment to reach net zero by 2041. This is particularly key as around half our emissions come from buildings.

Since the last update to Cabinet, 522 homes have been completed across 12 sites. These include 85 three- and four-bed homes that address the needs of families experiencing homelessness or living in overcrowded homes. In 2024, the Watts Close scheme, our first net zero scheme, won the Building Development of the Year award from Unlock Net Zero, and the team won the UK Housing's 'Council of the Year' award. Three of the Council's housing schemes have been occupied for over a year and the feedback from residents has been largely positive, including 95% of the residents who responded to our survey in Rosa Luxemburg.

It is challenging finding space for new buildings in the middle of a city. As the programme develops, we will need to think more openly and creatively to find suitable locations for future buildings. I am pleased to recommend the inclusion of eight further sites in the housing programme in under-used carparks and spaces across the borough. These proposals have the potential to turn neglected or empty spaces, which don't fully serve the community and in some cases can be a target for ASB, into potentially over 255 council homes and 5 pitches for Gypsy-Roma-Travellers, a community whose needs are often forgotten or neglected.

I am proud of the work we have done in Haringey to provide for the needs of our most vulnerable residents for generations to come, demonstrating that we are committed to ensuring everyone can have a home in our borough.

3. Recommendations

3.1 It is recommended that Cabinet:

- 3.1.1 Approve the removal of three sites from the programme: 251 Lordship Lane, Avenue Mews (land rear of Muswell Hill library) and Broad Lane. Reasons for this are individual and set out in detail in the report.
- 3.1.2 Note the post-completion reports for the new council homes at Rosa Luxemburg N17, 22-28 Scales Road N17, Romney Close N17 and Mountview Court N15.
- 3.1.3 Note completion since the last update at Nilgun Canver Court (previously known as Chocolate Factory Phase 1), Stainby Rd, Rowan Court (previously known as Remington Rd), Nightingale Lane, St. Mary's Close, Farrant Av., Walter Tull House (previously known as Welbourne Centre), Hale Wharf, Aaron Gayle Court (previously known as 2 – 26 Partridge Way), Hornsey Town Hall, Edith Rd and White Hart Lane.
- 3.1.4 Approve inclusion of the following eight sites in the programme: Land to rear of 165 The Roundway; Brookside Green; Summerland Gardens Car Park; Garman Road Car Park; Westerfield Road Car Park; Stoneleigh Road Car Park - sites A, B and C.
- 3.1.5 Retrospectively approve an overspend on one scheme as detailed in Appendix 3 - Exempt report.
- 3.1.6 Note the continued success of the programme, the achievements to date against targets, and the forecast performance.

4. Reasons for decisions

- 4.1 The Corporate Delivery Plan 2022-24 committed to delivering 3,000 new council homes by 2031 and the subsequent Corporate Delivery Plan 2024-26 reinforced that pledge making a priority to build new, high quality and sustainable social housing. The suite of decisions contained in this report support this commitment through site/project-specific decisions. These decisions ensure that the Council continues to build up a pipeline of new sites to deliver a long-term sustainable Housing Delivery programme.

5. Alternative options considered

- 5.1 This paper is an update paper, hence alternative options have been considered only for recommendations which the Cabinet is asked to approve, rather those Cabinet is being asked to note.
- 5.2 With regards to 3.1.1, the alternative option is that the schemes remain in the programme and more appropriate alternative future options for the sites are explored, resulting in continued spend on sites currently identified as either unviable or unsuitable.
- 5.3 With regards to 3.1.4, the alternative option is not to include the sites into Housing Delivery programme. This decision would limit the delivery of housing schemes in the borough.
- 5.4 With regards to 3.1.5 options discussed in Appendix 3 – Exempt report.

6. Background information

- 6.1 The delivery of high-quality Council homes has now been re-established since 2018 as an integral part of the Council's core business within a delivery programme that is viable in the long term.
- 6.2 The Housing Delivery Programme seeks to transform the lives of thousands of Haringey residents. It will provide new, affordable and secure homes of the right size to Haringey's households.
- 6.3 The Council is using its programme to address the needs of homeless families and families living in overcrowded homes. At least a quarter of the newly built homes under Housing Delivery programme for Council rent by 2025 will have three, four, or more bedrooms – and work is done on every site to try to maximise the number of new larger homes.
- 6.4 10% of the homes delivered through the programme will be fully accessible for wheelchair users. Households with disabilities giving rise to particularly hard-to-meet needs are identified early in the design phase of housing delivery projects to ensure that homes can be designed specifically to meet those needs, as part of the Housing Delivery Programme's 'bespoke homes' workstream.
- 6.5 This report is therefore an update on the programme activities since the last report in October 2023 and provides updates for Cabinet across key programme themes and activities.

7. Update on the Council's Housing Delivery programme

- 7.1 In spite of the multiple challenges experienced across the construction market in the UK, the Council's Housing Delivery Programme is currently on track to deliver 3,000 Council homes at Council rents by 2031.
- 2,192 Council homes currently have planning permission across 56 sites (status by end of December 2024).
 - 2,088 Council homes have commenced construction across 45 sites (status by end of December 2024).
- 7.2 In the financial year 2023/24 we completed and handed over 27 new homes and since April 2024 till end of March 25 we have handed over 499 homes across a range of 12 sites. These are: Nightingale Lane, St. Mary's Close, Nilgun Canver Court (previously known as Chocolate Factory ph1), Stainby Rd, Rowan Court (previously Remington Rd.), Farrant Avenue, Walter Tull House (previously Welbourne Centre), Hale Wharf, Aaron Gayle Court (previously Partridge Way), Hornsey Town Hall, Edith Rd and

White Hart Lane. Since the inception of the programme, there have been 721 Council rent homes completed up to the end of March 2025.

- 7.3 We have started on site on 2,191 homes and successfully claimed £115,950,375 in grant funding from across a range of GLA funding programmes – including their main Affordable Homes Programmes, Building Councils Homes for Londoners 2016-2023, and the Affordable Housing Programme 2021-2026, to support our continued delivery of new council homes.
- 7.4 The GLA funding team audited one scheme delivered in financial year 2023/24, which was successful in evidencing good governance and appropriate record-keeping. The programme also underwent an internal audit in January 2025 carried out by Mazars. The auditors issued an overall ‘green’ status report concluding that there are adequate procedures and controls in place to support the schemes delivery. They were satisfied that schemes financial viability and technical evaluations are assessed during an appraisal process. The report included minor recommendations of improvement.
- 7.5 The majority of the programme is ‘general needs’ housing for Council rent, but our programme also includes self-contained supported housing for vulnerable groups in our borough who need help in their homes for a variety of reasons. For example, we are hoping to develop a scheme that will provide care for vulnerable residents under GLA’s Domestic Abuse Safe Accommodation Programme. Other projects are looking to provide accommodation specifically for young people. With placemaking remaining central to our approach, many of our schemes are designed with welcoming, green communal areas, such as tree lined courtyards and quiet gardens. Offices and facilities for care staff are also provided on-site in some cases to help bring support closer to residents.
- 7.6 Sustainability is key to our programme. We are targeting zero-carbon development (84% reduction on Part L Building Regulations) and applying Passivhaus principles wherever possible. Air source heat pumps, solar panels and green roofs are included on our projects where possible, as well as measures to enhance biodiversity such as improved natural landscaping, tree planting, and bat and bird boxes.
- 7.7 Good progress is being made on many sites. Since April 2024 to March 2025, we have completed 499 homes.
- 7.8 Our Ashley Road depot development in Tottenham Hale is transforming a site previously occupied by a waste facility near Down Lane Park to provide 272 new council homes and 2 commercial spaces. The scheme is progressing well and is estimated to be fully complete in 2026, with the first sectional completion currently forecast for July 2025.
- 7.9 In 2024, our scheme at Watts Close is our first net zero scheme and won the ‘Building/Development of the Year’ award from Unlock Net Zero - an organisation that aims to educate, inform and connect others who wants to adopt a net zero approach in their operations, products and services. The scheme completed in Feb 2024 and created 18 new homes.



of Watts Close development

Image

- 7.10 In addition, in Nov 2024 the team were pleased to accept UK Housing's 'Council of the Year' award, on behalf of all Council colleagues. The award was given in recognition of the Council's holistic successes, and in particular paid homage to the vital work of the Housing Delivery Team.

Removal of sites from the programme

- 7.11 There are three sites for which we are recommending removal from the Council Housing Delivery programme following due diligence, internal consultation and capacity and viability testing. Red line boundary drawings for the following sites to be removed from the programme can be found in appendix 1a.
- 7.12 Cabinet is asked to approve the addition of any new site to the Housing Delivery Programme – if it is deemed appropriate not to continue with plans for Housing Delivery on a given site, Cabinet are again asked to approve the decision for removal.
- 7.13 These sites are:

a) **251 Lordship Lane:**

The site is currently occupied by a Council's depot and the site is held within Housing Revenue Account (HRA). The team had begun to develop plans to build up to 17 new homes on the site. However, due to difficulties in finding another suitable site to which the depot services could be relocated, plans for housing development on this site have been abandoned.

b) **Avenue Mews – land rear of Muswell Hill Library:**

The site is located on Avenue Mews, a narrow road leading from Queens Avenue to Princes Avenue in Muswell Hill. The site is at the rear of Muswell Hill Library, which is a Grade II listed building, and is also within the Muswell Hill Village Conservation Area. The team had begun developing plans to build four houses for social rent and private sale. The site currently sits within General Fund and therefore would have to be appropriated for Housing use. The appropriation cost is prohibitive and combined with other sites constraints makes the scheme financially unviable.

c) **Broad Lane (Victoria Road):**

A housing infill scheme has been proposed on this site which would utilise a car parking area and a small amount of existing green space to provide 13 new homes. The scheme is proving financially unviable and in the context of growing Council budgetary pressures it is recommended to remove this site from the programme and prioritise other, more viable projects.

New sites proposed to be included into the Council Housing Delivery programme

7.14 Some of the below proposed sites are held within General Fund. These sites would need to be appropriated into HRA as a part of any future housing development process. Should we proceed with the development proposals we will return to Cabinet at an appropriate point to ask permission to enact this.

a) **Brookside Green, N17**

The site is currently a grassy area that backs onto the gardens of a neighbouring terrace of homes. Access via vehicle is currently prohibited and a cycle route runs adjacent to the site. The land is council-owned and held within the HRA. We are currently proposing to deliver a provision of three new pitches for Gypsy, Roma and Traveller (GRT) use. The site red line boundary can be found in Appendix 1b.

b) **Land to rear of 165 The Roundway, N17**

Part of the site is currently in use as modular temporary homeless accommodation so shared site access is required. The remainder of the site is a grassy area. The Moselle River runs to the North of the site. Land is council-owned and contained within the HRA. We are currently proposing to deliver a provision of two new pitches for GRT use. The site red line boundary can be found in Appendix 1b.

c) **Summerland Gardens car park, N17**

The site is owned and managed by the Council and sits within the Council's General Fund. It is currently used as a public car park. The site is surrounded by adopted highways, which are maintained and repaired by the Council. We will be reviewing different accommodation options, but it is thought that the site can deliver up to 36 homes whilst retaining some public parking. The site red line boundary can be found in Appendix 1b.

d) **Garman Road car park, N17**

The car park is adopted and managed by Highways and sits within the Council's General Fund. The site is situated within an industrial area and across from the Northumberland Park station. In close proximity are mainly garages and commercial units, in addition to the Marsh Lane allotments and the River Lea. We will be reviewing different accommodation options, but it is currently thought that the site can deliver up to 34 homes. The site red line boundary can be found in Appendix 1b.

e) **Westerfield Road car park, N15**

Westerfield Road Car Park is adopted and managed by Highways and sits within the Council's General Fund. The car park is situated in between Seven Sisters Road and West Green Road and is in close proximity to Brunswick Park - a small local park with a multi-use games area, outdoor gym and playground. The site is within the designated Crossrail 2 area and should we progress with the development we will seek necessary approvals at an appropriate time. We will be reviewing different accommodation options, but it is thought that the site can deliver up to 44 homes. The site red line boundary can be found in Appendix 1b.

f) **Stoneleigh Road Car Park, N17 - site A**

Stoneleigh Road Car Park is adopted and managed by Highways and sits within the Council's General Fund. We will be reviewing different accommodation options, but it is thought that the site can deliver up to 16 homes. The site red line boundary can be found in Appendix 1b.

g) **Stoneleigh Road Car Park, N17 – site B**

Stoneleigh Road Car Park B is adopted and managed by Highways and sits within the Council's General Fund. We will be reviewing different accommodation options, but it is thought that the site can deliver up to 8 homes. The site red line boundary can be found in Appendix 1b.

h) **Stoneleigh Road Car Park, N17 – site C**

Stoneleigh Road Car Park C is adopted and managed by Highways and sits within the Council's General Fund. We will be reviewing different accommodation options, but it is thought that the site can deliver up to 17 homes. The site red line boundary can be found in Appendix 1b.

i) **Northumberland Park ward**

A number of opportunities for estate wide improvements, including some infill sites, have been identified across the Northumberland Park estate. We will be reviewing different accommodation options, but it is thought the sites could release over 100 homes. A red line boundary for the estate can be found in Appendix 1b. More detailed site plans will be presented once further feasibility work has been undertaken.

Post completion project quality review and final accounting (Gateway 5)

7.15 Since the last Cabinet update paper on the Council Housing Delivery Programme, a number of schemes have completed, and residents have moved into their new homes. Three schemes have been occupied for more than a year and these schemes have been reviewed and closed for the purposes of the Housing Delivery Programme. These homes are now considered a standard part of the wider HRA stock, forming part of the 'general needs' portfolio managed by Housing Services. These 'Gateway 5' schemes are Rosa Luxemburg Apartments, N17 (previously known as 1A Ashley Gardens) which created 103 new homes; a combined shop conversion and an element of new built at 22-28 Scales Road, N17, which delivered 4 new homes; and the joint sites at Romney Close N17 and Mountview Court N15, which delivered in total 7 new homes (under one construction contract). Resident surveys were issued to all these homes, and full post-completion review reports (Gateway 5 Reports) for these projects can be found in Appendix 2.

7.16 These schemes originated at the very beginning of the Council Housing Delivery programme, and as such they reflect the scale, skills and experience of the team at the time. There are a number of key lessons learned from the three projects, in particular relating to design and quality standards expected from our programme; processes and suitable authorisation for change control, additional works and cost variations; and the management of defects and aftercare.

7.17 Rosa Luxemburg Apartments completed in March 2021, so residents have now been in occupation for over 3 years. The residents' survey for Rosa Luxemburg had a high return rate (47 households out of 100) and 95% of the residents who responded to survey were satisfied with their homes. Further information can be found in Appendix 3 – Exempt report.



Image of Rosa Luxemburg development

- 7.18 At 22-28 Scales Road, derelict shops have been converted into a one 2-bedroom and one 3-bedroom homes and a newly build element of this project added two 2-bedroom homes - one of which is a wheelchair accessible home. The works completed in August 2022. Three out of 4 new residents at Scales Rd. responded to our survey to say that they were either satisfied or very satisfied with aspects of their new home. The Scales Rd project completed within the approved budget.



Image of the Scales Road development

- 7.19 Romney Close - a new built scheme on an underused and poorly maintained parcel of land that predominantly housed garages, principally used for storage delivered three 2-bedroom flats. The scheme completed in June 2022 and therefore the residents have been in occupation for over 2 years. The customer satisfaction survey can be found in the Appendix 2. The project completed within the approved budget.



Image of Romney Close development

- 7.20 Mountview Court, another new built scheme on an underused and poorly maintained parcel of land, created four 4-bedroom houses. The scheme completed in June 2022 and therefore the residents have been in occupation for over 2 years. All new residents responded to the satisfaction survey and feedback was largely positive. The project completed within the approved budget.



Image of Mountview Court development

- 7.21 During the defects liability period for each of these projects, no major defects were reported, and all minor issues were rectified.
8. **Contribution to the Corporate Delivery Plan 2024-2026 High Level Strategic Outcomes**
- 8.1 The Council's Housing Delivery Programme is playing a crucial role in achieving the outcomes under the CDP theme: 'Homes for the Future'. In particular the targeted

outcomes to achieve 'an increase in the number and variety of high-quality and sustainable homes in the borough' and 'an improvement in the quality of housing and resident services in the social rented sector'.

- 8.2 The programme's target to achieve net zero carbon and Passivhaus standards across the programme is in line with the CDP theme: 'Responding to the Climate Emergency', in particular the outcome to create 'A Low Carbon Place'.
- 8.3 Our resident engagement and co-design activity across the programme reflects the CDP focus on inclusive public participation and collaboration. The outcomes delineated under the CDP Placemaking and Economy, and Safer Borough themes are reflected in the approach the team are taking to design and planning, as well as 'Leveraging Social Value' through our construction and consultancy contracts.

9. Carbon and Climate Change

- 9.1 As detailed in the report above, sustainable development and minimising the carbon generated through the construction and operation of new homes is a key focus of the Council's Housing Delivery programme. All our schemes target zero-carbon development on-site (currently achieving a portfolio wide 84% reduction from Building Regulations Part L) and apply Passivhaus principles wherever possible, targeting Passivhaus Classic standard. A number of our projects are future proofed for possible connections to the Borough's proposed District Energy Network, and all are designed in a 'fabric first' way to reduce the space heating demand, maximising insulation, and building efficiency, thus reducing energy costs for tenants.
- 9.2 We have developed a Carbon Management specification as part of our updates to contract 'Employer's Requirements' to ensure a consistency in the approach to designing for carbon reduction in the use of sustainable materials. Across the programme we are also considering on project by project basis modern methods of construction (ranging from components to full modular systems) to ensure our new homes are more efficiently constructed and reducing the carbon impact of time spent on site.
- 9.3 All of the schemes are also modelled to reduce the risk of overheating. This will ensure that in a changing climate the properties and residents living in them do not overheat.

10. Statutory Officers comments

Finance

- 10.1 The HRA Financial plan approved by Cabinet in February 2024 was developed with the flexibility to add/remove sites in the programme while ensuring that the HRA plan remains viable over a long-term; and this is constantly reviewed.
- 10.2 Removal of 3 sites from the programme would mean a reduction in the capital cost in the plan. The cost incurred to date, circa £0.38m will be expensed leading to further revenue pressure in the HRA.
- 10.3 Approval to add 8 sites, at this stage, to the delivery programme does not guarantee progression of the sites beyond feasibility and capacity study stages.
- 10.4 Each site's viability within the HRA will be appraised and approval sought to progress each site if they are appraised as being viable.
- 10.5 The initial cost of progressing these sites such as feasibility costs e.tc. will be accounted for as part of the cost of delivery of the units if such sites are progressed.

There is a revenue risk where such sites did not progress. Cost will be expensed – as it cannot be capitalised against the scheme.

- 10.6 Some of these sites are in the General Fund. Thus, will need to be appropriated to the HRA on completion. Approval for appropriation of such sites will be sought from Cabinet. Finance will continue to review the HRA modelling assumptions considering macro and micro economic factors (in conjunction with the service) to ensure the long-term viability of the HRA.

Procurement

- 10.7 Strategic Procurement note the contents of this report and confirm there are no procurement related matters preventing Cabinet approving the Recommendations stated in paragraph 3 above.

Assistant Director of Legal & Governance

- 10.8 The Assistant Director of Legal and Governance has been consulted in the preparation of this report.
- 10.9 There are no direct legal implications arising from this report. Regarding Recommendation 3.1.4, the relevant implication for each site will be considered as each site is bought forward for development.
- 10.10 In respect of the sites in the General Fund, if the sites receive planning permission and Cabinet is asked to appoint a contractor to carry out the works, a recommendation will also be sought to appropriate the site for planning purposes to carry out these works, with a further recommendation to appropriate the site from planning purposes to the HRA after practical completion of the works. The Cabinet report will also state the land's value when appropriating from the General Fund to the HRA.
- 10.11 There are no legal reasons preventing Cabinet from approving the recommendations in this report.

Equality

- 10.12 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:
- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
 - Advance equality of opportunity between people who share those protected characteristics and those people who do not
 - Foster good relations between people who share those characteristics and people who do not.
- 10.13 The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty. Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.
- 10.14 The groups most likely to be directly affected by the creation of new homes for council rent provided by the Council's Housing Delivery Programme are Haringey residents living in temporary accommodation and Haringey residents who are at risk of homelessness. Data held by the Council suggests that women, young people and BAME communities are over-represented among those living in temporary accommodation. Individuals with these protected characteristics as well as those who

identify as LGBTQ+ and individuals with disabilities are also known to be vulnerable to homelessness, as detailed in the Equalities Impact Assessment (EqIA) of the Council's Draft new Housing Strategy. As such, it is reasonable to anticipate a positive impact on residents with these protected characteristics.

10.15 In regards to 3.1.1, removing schemes from the development programme is not considered to have an equalities impact as these were at a feasibility stage, with options being explored for the sites.

11. Use of Appendices

Appendix 1 a & b – red line boundary drawings for sites proposed to be removed and added to the programme.

Appendix 2 - Gateway 5 reports for completed schemes.

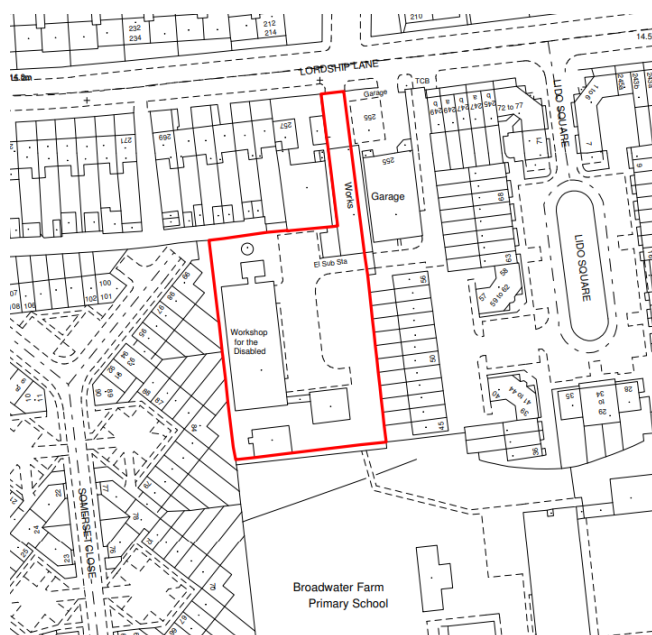
Appendix 3 - Exempt report

12. Local Government (Access to Information) Act 1985

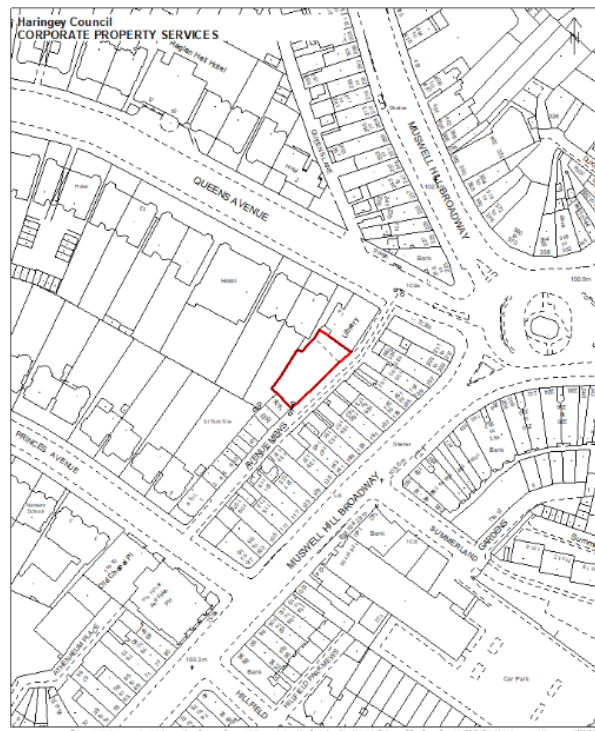
Appendix 3 of this report is NOT FOR PUBLICATION by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972. This appendix is not for publication as it contains information classified as exempt under Schedule 12A of the Local Government Act 1972 in that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information).

Appendix 1a – red line boundary drawings for the sites recommended to be removed from the Council Housing Delivery Programme

1. 251 Lordship Lane



2. Land rear of Muswell Hill library, Avenue Mews – red line boundary



Land rear of Muswell Hill Library
Avenue Mews
Muswell Hill
LONDON
N10

Verdred - rehold disposal

DISPOSAL PLAN

CPM No. 0257

Overlay : Educ - Libraries & Museums

Plan produced by Janice Dabinett on 08/10/2010

Deed document no. : HD864 HD867

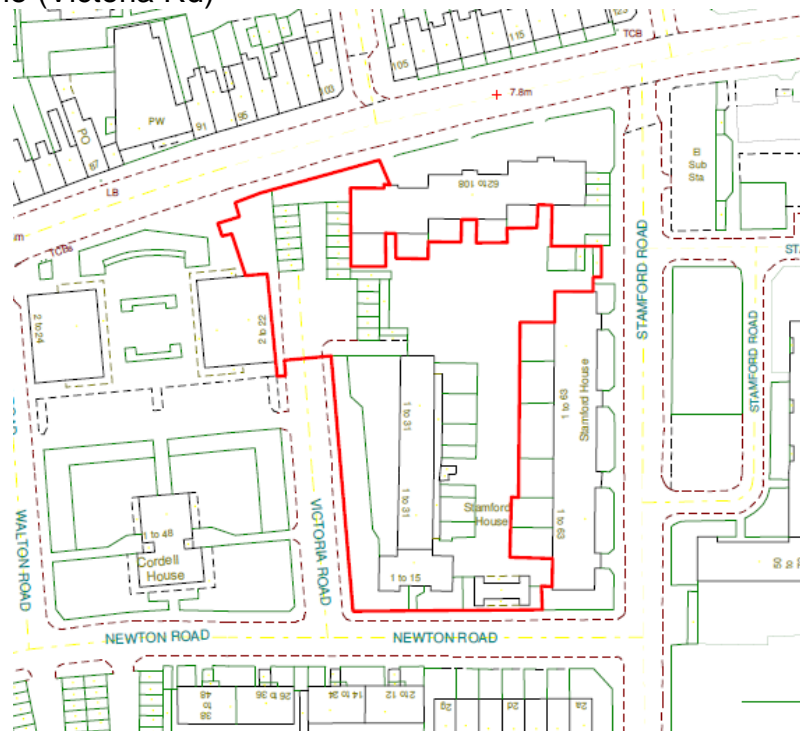
LR title no. : MX251677 MX472441 MX167566
MX35454

Site Area (hectares) : 0.0392 ha

Scale : 1:1250

Drawing No. BVES A4 0575j

3. Broad Lane (Victoria Rd)



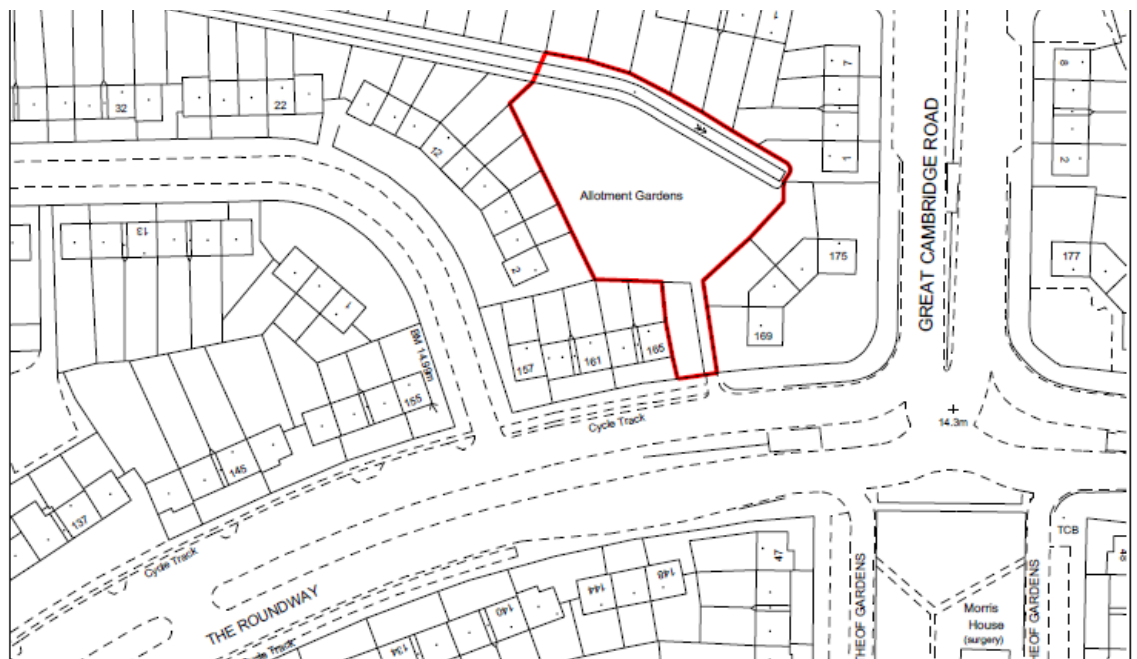
Appendix 1b – red line boundaries drawings for the sites proposed to be included in the Council Housing Delivery Programme.

Please note that no existing homes will be demolished as part of the proposals for each of the following sites.

1. Brookside Green



2. Land rear of 165 The Roundway



Consultation and engagement around the Brookside Green and The Roundway sites

Assuming the council proceeds with proposals to construct new council homes at both the site close to Brookside Green and the site at the Roundway, a formal, public consultation as part of a planning application will be required (this will be the process for all sites which this paper proposes are added to the council housing delivery programme). This will allow local residents to have a full say on any plans for both sites.

As part of Haringey Council's commitment through the Haringey Deal to early discussions with residents about our proposed housing schemes, the council has carried a period of non-statutory engagement with residents about initial proposals for Gypsy, Roma and Traveller (GRT) pitches at both locations. This was designed to elicit feedback at an early stage in each case (a similar process was also carried out for an additional proposed GRT site at Clyde Road in Tottenham Central Ward). Details of these initial proposals can be found online [here](#) and [here](#).

In both cases, the period of community engagement lasted from 20 November to 22 December 2024. More than 300 engagement brochures were circulated in the post to residential households around the Roundway, with over 1,700 circulated to households close to the Brookside Green site (this larger catchment area was to encompass the nearby Broadwater Farm estate). The brochure included options for residents to respond with their views about the proposals either via a return post questionnaire, online, email or by phone. Overall, over 250 responses were received across both sites. A series of drop in events were hosted for each engagement (three for the Roundway and five for Brookside Green) which drew more than 100 residents collectively. The council also spoke with local stakeholder groups and ward members.

The council is currently considering the feedback from this engagement process: this alongside further design work will be taken into consideration when the council decides whether or not to proceed with each site.

3. Summerland Garden car park



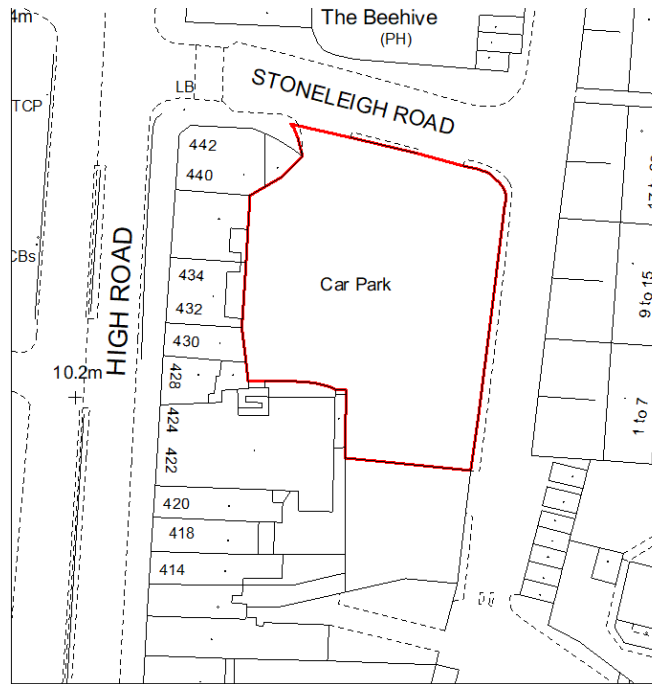
4. Garman Road car park



5. Westerfield Road car park



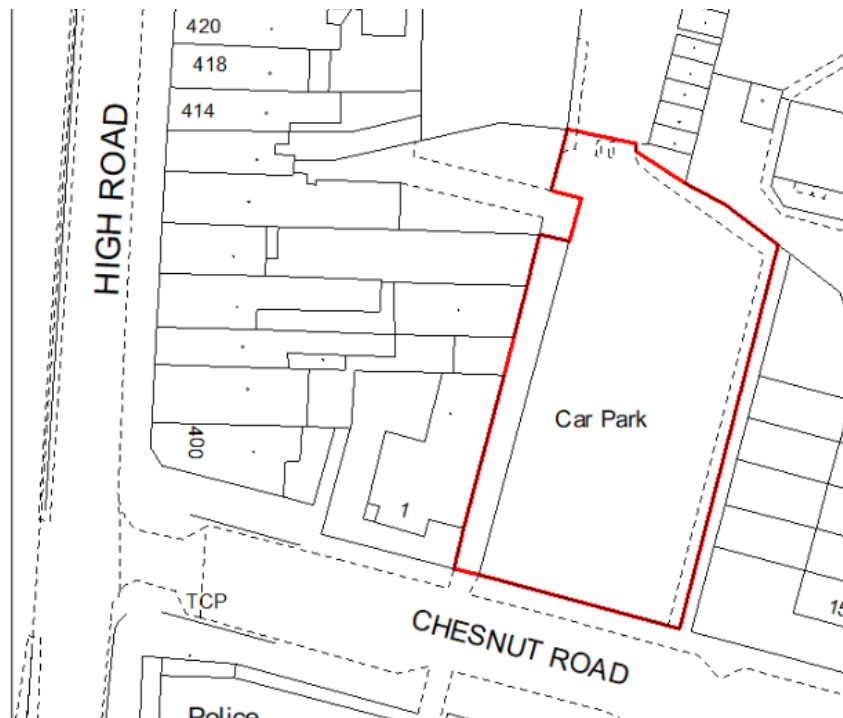
6. Stoneleigh Road car park, N17 – site A



Car Park A
Stoneleigh Road
Tottenham
LONDON
N17

Deed Doc. No. 16kb
LR title no. : Freehold - illeable

7. Stoneleigh Road car park, N17 – site B



Car Park B
Stoneleigh Road
Tottenham
LONDON
N17

Deed Doc. No. 2618, 4574, 2218

8. Stoneleigh Road car park, N17 – site C



9. Northumberland Park ward



GATEWAY 5 REPORT
PRACTICAL COMPLETION UPDATE REPORT

SCHEME NAME, ADDRESS INCLUDING POSTCODE & WARD

Tottenham Hale WARD 1A Ashley Gardens, Rosa Luxemburg Apartments London N17



PURPOSE OF REPORT

This report provides a Gateway 5 update, in line with the Council's Housing Delivery Approval Process regarding the final account and practical completion of the scheme, inclusive of the defects period.

Cabinet is asked to note:

- This scheme, 1 -103 Rosa Luxemburg Apartments N17, 1a Ashley Road has reached GW5 and is now complete from a housing development perspective.
- As this scheme has reached GW5, the key details of this report, are to be reported to Cabinet as part of a wider Housing Delivery Programme update within the coming months (in accordance with the Housing Delivery Development Procedures).
- Cabinet agreed on 10th December 2019 the acquisition of the freehold of the property known as 1A Ashley Gardens for the sum of [Appendix 3 - Exempt]. The acquisition comprised of the development of 108 new build homes and two non-residential units over 10 storeys. During the construction, two flats was merged into one to provide a larger size home for a family with specific needs which left 107 units in total. The Council has let 103 of the apartments as Council homes for Council rent. The remaining four apartments and the two non-residential units were leased back to BSD on a 999-year lease. The acquisition included the provision of nine car spaces for the 16 wheelchair adaptable apartments included in the package deal.
- The final outturn financial position has seen:
 - The total scheme budget has not exceeded the approved scheme budget.

- This scheme is part of the Council's Housing Delivery Programme, and the costs have been contained within the HRA business plan.

1. SUMMARY

On 10th December 2019 Cabinet agreed to the acquisition of the freehold of homes at 1A Ashley Gardens from Berkley Square Developments (BSD) for a purchase price of [Appendix 3 - Exempt]. The acquisition comprised of 108 new build homes, of which 104 were Council homes for Council rent. Four homes and the two non-residential units were leased back to BSD on 999-year leases. Nine parking spaces were allocated for the 16 Wheelchair-adaptable homes as part of the package deal.

The scheme granted planning consent on 8th June 2018 (HGY/2017/2045) comprised of 423 residential units to be constructed on the whole of the site by BSD, as part of the Ashley Road Master plan to deliver 826 new homes and a mix of retail and office space. On 20/12/2019 BSD received planning permission (HGY/2019/3179) for 1A Ashley Gardens for 108 homes and two commercial units.

2. CONTEXT

The purpose for the acquisition of 104 homes formed part of the Council's aspirations to deliver affordable and sustainable homes that will support the need for much needed housing stock in the London Borough of Haringey which contributes to addressing the significant housing demand in the borough. These new homes formed part of the housing programme to deliver 1,000 new council homes by 2022.

London Borough of Haringey entered into a development agreement with Berkeley Square Developments (BSD) Limited relating to the development of land in Ashley Road, Tottenham Hale, London N17 belonging to Cannon Street Jersey Fabrics. The contractual documents that governed the arrangement included an agreement for the acquisition by the Council of freehold land, which was owned by Cannon Street Jersey Fabrics, purchased by Berkeley Square Developments and then sold to the Council and the subsequent development of the freehold land by Berkeley Square. This development included one residential block comprising 104 affordable homes, 4 residential units for sale and 2 commercial units. Both the private units and the commercial units were leased back to Berkeley Square Developments.

The Developer commenced works onsite in May 2020 and achieved practical completion 3rd December 2021. The defects liability period (DLP) ended on 3rd December 2023.

3. SCHEME DESCRIPTION

BSD employed Formation Design and Build to demolish and construct the residential apartments and 2 commercial units over 10 storeys on Ashley Road, Tottenham Hale including all associated external works, landscaping, drainage and mains services and DEN installation and connection works.

The scheme is a car free development due to its location to good transport links and Pta rating 6a. There are nine parking spaces allocated at Rosa Luxemburg to accommodate sixteen wheelchair adaptable homes. As there are insufficient number of wheelchair parking spaces for each of the sixteen wheelchair adaptable homes, allocation of the spaces was assessed through the assistance of Occupational Therapy. Residents of the development also have access to a car club and may join when cars become available in the vicinity of the development for hire on a commercial or part subsidised rate.

4. DESIGN ISSUES

- During the construction phase of the development, we were advised by Occupation Health and Housing Support of a family requiring a 4bed 8 persons accommodation to be fully adapted to meet the needs of a child with autism. The approved designs for block A had a provision to provide 2x2b4p and 1x3b6p at ground floor level. A planning application was made to amalgamate two units to reduce the overall quantum by 1 and a minor change to the unit mix with associated minor internal alternations. Planning was approved under HGY/2021/1170 on 10/08/2021 to provide 1x4b8p and 1x3b6p flat on the ground floor bringing the total number of units to 103 for Council rent (107 in the whole development).
- The development is split into two blocks of 9 and 10 storeys. At the time of construction, the project team was not alerted to the Council's need to provide jack locks to windows over first floor level and above. During the handover of the project all windows were secured using an Allen Key however, during the EOD inspections, the project team observed that some windows were fully openable,

endeavours were made to ensure during every inspection all windows were restricted. In February 2024 during a site inspection a window was fully wide open, the project manager restricted the window on the same day and the tenant in question has since moved on. Matthew Lynch, HRS Team Leader was informed and a full inspection to check that windows are restricted is underway. As of July 2024, 44 properties have been inspected, any windows identified unrestricted were restricted. I await further updates from the windows Team regarding the window review, however, the Windows team have scheduled a window programme to commence at 1a Ashley in 2025 to decide if additional restrictors are to be installed.

- The balustrade has been designed and installed by the Contractor in compliance with the Building Regulations and approved by LBH Building Control, reviewed by the Principal Designer and the independent Design Guardian. All of whom agreed that the detail is compliant with the Regulations and Development Specification. Berkley Square Developments notified LBH that the effect of the upstand in certain situations can give rise to a “step” which reduces the effectiveness of the balustrade and mitigation was considered. Fifteen properties at 1a Ashley were affected by the upstands in question. A post-installation design to increase the height of the balustrade to the affected areas was agreed and completed. Because this was viewed as compliant with regulations it did bring challenges with real world risks for the building owner.
- All properties meet the GLA minimum space standards and Building Regulation requirement M4(2)

5. TOTAL SCHEME COST – covered in Appendix 3 - Exempt.

6. LETTINGS

Several meetings took place between Lettings, Tenancy and Housing Delivery pre handover. Chaired by the former Head of Housing & Rehousing. The purpose of the meetings was to devise a moving in schedule so all 103 apartments to be let within a reasonable period. At the date of handover 1 resident moved into Rosa Luxemburg on 27th December. Between February and May 2022, 98 homes were let. The remaining 4 apartments were let between July 22 – November 2022. Several factors should be taken into account for delays to sign up. The new sign-up team at the time were not using DocuSign and therefore sign-ups were done manually, resource shortage of NTLO, two NTLO to cover the entire borough were both off sick which resulted in untrained staff having to fulfil their duties.

7. PRACTICAL COMPLETION

Practical completion was signed off by Ridge and Partners LLP on 3rd December 2021. All the necessary documents i.e. warranties, insurances, health & safety files, and the O&M manuals were completed. Prior to handover staff demonstrations were held at Rosa with M&E, Lifts Team, Gas, Tenancy and Estate Services. Notice for handover was scheduled with the voids team to take place on 3rd December 2021. On the day of handover, the NTLO should have present to take handover but on one from the voids team attended. All flat apartment keys and all necessary documents were left in apartment 2 at Rosa Luxemburg and handover to Tenancy commenced on 6th December 2021.

A request for a valuation was sent to strategic property in July 2021. This information is needed to set the rents and to secure building insurance for Haringey's new build assets. The valuation was received on 19th November 2021. An email confirmation was received in October 2021 confirming that 1A Ashley would be included in the Council block policy Building Insurance. Delays in receiving the valuation meant that Haringey insurance team had insufficient time to review and comment on the valuation resulting in the scheme not being added to the block policy at handover. Formation Design & Build extended their building insurance until Haringey's insurance was in place. 1a Ashley was included in Haringey block insurance on 13th December 2021.

8. DEFECTS

1A Ashley was acquired through a s106 acquisition and had a two-year DLP, which began in December 2021 and ended in December 2023. During the DLP, the developer, Berkley Square Developments and contractor Formation Design & Build were responsible for addressing any items which were classified as a defect. A defect is defined as a failed component within the warranty period or an item that has not been installed correctly, as per the manufacturer's instructions and aligned with the relevant legislations.

Repairs are items such as broken windows, doors, handsets, or damage to walls which are caused by general use, or residents misuse. These items are actioned by Haringey Repairs Services (HRS), or the relevant maintenance team.

During the Defects liability Period several defects were reported to the After Care Team of broken-down lifts, no heating and hot water. In April 2024, several meetings were held between Haringey Gas Team and Formation Design and Build to investigate possible causes for the volume of breakdown reports with the heating, hot water and lifts.

The DEN feeds Heat Interface Units (HIUs) within each property which effectively boost the temperature for the hot water and heating. Several HIU's became problematic towards eighteen months into the DLP, and this issue was identified as strainers within the HIUs being blocked – the HIU's would historically be added to the maintenance contract of the incumbent contractor within the council. An investigation highlighted that the heating system had not been added to the incumbent's asset list, this was subsequently actioned on 12/04/2024.

Weekly Fire Alarm testing also, on several occasions affected the gas solenoid valve in the plant room, which is part of the cause and affect process. Unfortunately, the Fire Alarm contractor had not considered the impact of the testing in relation to the system configuration with the gas solenoid, resulting in the DEN not producing sufficient heat to the HIUs.

During the defects inspection which commenced In November 2021. 94 homes were inspected during the period of several defects were identified including doors and windows requiring easing and adjusting, broken window handles, and some MVHR filters not cleaned by residents. Communal defects identified were Communal Front door hung loose, running man fire sign hanging off ceiling to communal landings, mag lock at the top of the door with exposed wiring and communal stair doors damaged due to ASB, and riser door intumescent strip hanging off.

In connection with the Practical Completion Notice dated 03.12.21, indicating a Rectification Period expiry on 03.12.23, Formation with the London Borough of Haringey (LBH) and representatives conducted thorough inspections of all residential apartments. As of the Rectification Period's expiration 95 homes was inspected and defects remedied. Due to no access the following units were not inspected during the EOD period: Flat 5, 7, 34, 49, 58, 78, and 90. Additionally, Flat 104 has been identified with a kitchen sink dump drainer issue, inaccessible for inspection. The Housing Manager wrote to residents on several occasions reiterating to residents that they were in breach of their tenancy. We were able to inspect apartments 58 and 78 outside of the EOD inspection period The remaining six apartments were not inspected.

The defects liability period (DLP) expired on 3rd December 2023 as shown in Appendix 3.

9. CUSTOMER SATISFACTION

The Aftercare, Sales and Strategic Engagement Team carried out a resident satisfaction survey with the council tenants at Rosa Luxemburg Apartments between February and March 2024. This was a comprehensive programme of engagement with four paper mailings, face to face drop ins and a series of weekly door knocking sessions. Officers also attended a local Resident Association (RA) meeting and utilised the RA's WhatsApp group to encourage residents to complete the survey (which was also made available online).

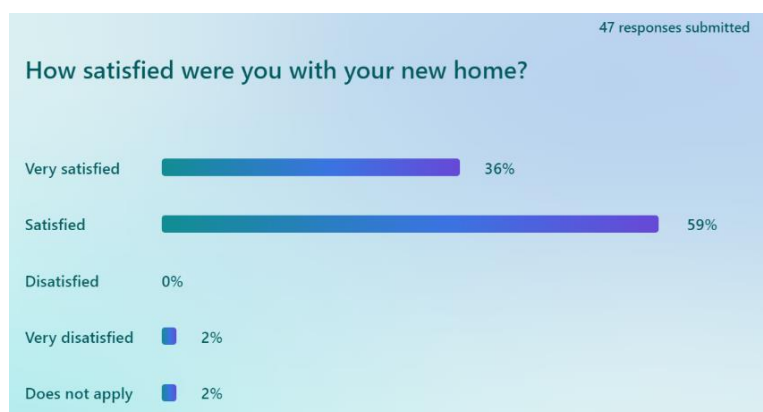
Of RLA's 100 occupied council homes surveyed, 47 responses were collected, an extremely high turnout for a resident satisfaction of this kind.

A full copy of the resident satisfaction survey can be found in Appendix 5.

Overall summary

The standout finding is that over 95% of residents were satisfied with their new home. As one resident explained:

"So happy - thank you to everyone who give it to me. Dream come true. Feel like winning the lottery. Feel like 20 years I was hurting, I feel like a billionaire now. Wasn't happy where I lived, mould, boiler breaking down. I cried when they offered me this place. My daughter so happy. So happy they have their own bedroom now."



There were noticeable high levels of satisfaction with the attitude of staff (83% rated this as satisfied or very satisfied), while there were further strong levels of satisfaction related to the design aspects of the new home (see pages 3-6 from Appendix 5).

Residents did raise a range of problems that could be improved upon. These fell broadly into the following categories:

- The maintenance of the main doors.
- The functioning of the heating system.
- The time taken for completion of repairs and defects reported to the council and the developer.
- The variable pressure and heat from the hot water system (it should be noted this was the primary source of dissatisfaction with 43% of residents dissatisfied with the performance of this system, as opposed to 57% satisfied).

However, these issues did not appear to impact on residents' overall satisfaction with RLA and their new homes. Further, positive net satisfaction scores were recorded for all aspects of the RLA development and services provided before, during and after move-in.

Design and specification of your new home:

Of the 15 questions relating to the "Design and specification of your new home", four had responses over 90% in terms of either being satisfied or very satisfied. Most notably, 96% for of residents surveyed recorded some form of positive satisfaction with their new home. The other three questions recording 90%+ satisfaction levels were:

- Condition on moving in of new property (98%)
- Layout (92%)
- Design and layout of communal areas (92%)

Additionally, residents responded that that they were satisfied with the:

- Quality of new homes (89%)
- Space provided (89%)
- Suitability of the new home for their needs (87%)

The lowest rated "satisfaction" for the Design aspect of the news related to:

- Ease of using technologies in the new home (76%), with 23% dissatisfied
- Safety (74%), with 26% dissatisfied
- Storage Space (72%), with 27% dissatisfied.

Private ground-floor communal garden (69%); against 17% dissatisfied with the garden. Importantly, 15% of residents responded, "did not apply" (DNA) to this question, which was the highest DNA response in the survey.

The lowest net satisfaction scores in the survey were for reporting defects/repairs and for the work being performed. Residents expressed the highest levels of dissatisfaction for the speed for the work being undertaken, the communications about when the work would take place, and ease of reporting repairs.

However, it should be noted that, even with high levels of dissatisfaction, these still recorded net satisfaction scores.

10. PROGRAMME

Table 2 – Project Programme

Programme	Targeted	Actual
Planning		
Start on Site	May 2020	May 2020
PC Granted	3 rd December 2021	3 rd December 2021
End of Defects Period	3 rd December 2023	3 rd December 2023
Gateway 5	March 2024	January 2025
Project Close		

11. LESSONS LEARNT

- The process of arranging viewings requires improvement. This team seemed under resourced (NTLO's) which caused delays to sign-ups. The majority of sign up occurred between the period of February 2022 – May 2022. In addition, the new sign-up team were not using DocuSign and therefore sign-ups were done manually, resource shortage of NTLO, two NTLO to cover the entire borough which resulted in untrained staff having to fulfil their duties.
- The scheme is a Car Free development as per the Planning Permission and advertisement that was launched via Northgate however, some residents accepted the property having full knowledge of the agreement and were parking their vehicles on the Berol Link. This was resolved when the under-croft parking became available in Building 1 and all bays within the confines of Rosa Berol link were moved to the under-croft parking facilities in Block 1. As a result of this, the new sign-up team now use DocuSign and introduced a new agreement that residents complete prior to receiving keys and their tenancies in which the residents agree to the no parking facilities for Car Free developments.
- Prior to handover, snagging was undertaken by the scheme developer's contractor, Ridge Consultancy, Pelling's consultancy, Haringey representatives, Estate Services Mechanical & Electrical, Lifts Team. A demo day was arranged for 25 November 2021 M&E team, tenancy management, repairs, estate services and lift team present. A representative from the repairs team did not attend. Attendance here would help ensure staff are familiar with the products upon handover.
- Several HIU's became problematic towards eighteen months into the DLP, and this issue was identified as strainers within the HIUs being blocked – the HIU's would historically be added to the maintenance contract of the incumbent contractor within the council. An investigation highlighted that the heating system had not been added to the incumbent's asset list, this was subsequently actioned on 12/04/2024. As a lesson learnt, the council's heating team, now proactively add new build sites to contractor's asset list in advance of handover.

12. TOP RISKS/ISSUES

Table 3 – Top Risks

RISKS	DESCRIPTION OF ISSUE	Risk Rating Low, Medium, High	OUTCOMES
Financing Works from start to finish	The proposed deal structure involved the Council taking on some of the development risks. These include financing the works from start to finish and ensuring the building is constructed to the agreed specification and standard.	Medium	Payments were made only for the work undertaken. A retention was held until practical completion.
NMA to accommodate fully adaptable home	Occupation Health and Housing Support requested a fully adaptable 4bed 8 persons	Medium	Careful planning and engagement with resident to ensure that following Design

	<p>accommodation to meet the needs of a child with autism. The approved designs for block A had a provision to provide 2x2b4p and 1x3b6p at ground floor level. A planning application was made to amalgamate two units to reduce the overall quantum by 1.</p>		<p>Changes the property would be accepted by the resident.</p>
--	---	--	--

Romney Close and Mountview Court

GATEWAY 5 REPORT PRACTICAL COMPLETION UPDATE REPORT

SCHEME NAME, ADDRESS INCLUDING POSTCODE & WARD

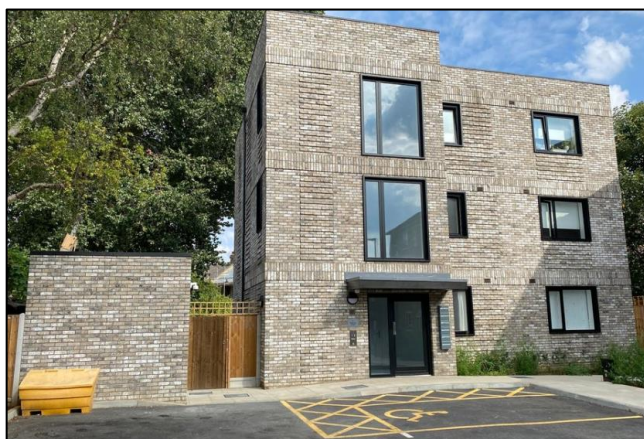
ROMNEY CLOSE: FLATS 1-3, 7 ROMNEY CLOSE, N17 0NT; NORTHUMBERLAND PARK

MOUNTVIEW COURT: 27 - 29a St Margaret's Avenue, N15 3DH; HARINGAY

Mountview Court



Romney Close



PURPOSE OF REPORT

This report provides a Gateway 5 update, in line with the Council's housing delivery approval process regarding the final account and practical completion of the scheme, inclusive of the defects period.

Cabinet is asked to note:

- This paper concerns two housing schemes: 'Romney Close' (Flats 1-3, 7 Romney Close Road N17 ONT) **AND** 'Mountview Court' (27 – 29A St Margaret's Avenue, N15 3DH),
- Both schemes were approved under one Cabinet paper and awarded to NFC Homes Ltd as one contract.
- On 16th June 2020, cabinet agreed the development of Romney Close, three new Council homes, with a works contract budget of [Exempt]. The same Cabinet paper approved the development of Mountview Court, which included four new Council homes with a works contract budget of [Appendix 3 - Exempt].
- The total Cabinet approved costs to complete both sites was [Appendix 3 - Exempt]. This included the combined construction costs for both schemes totalling [Appendix 3 - Exempt], and 'On Costs' of [Appendix 3 - Exempt].

The final outturn financial position has seen:

- The works contract spend remains within the Cabinet authorised construction works budget.
- The Total Scheme Costs (TSC) spend remains within the Cabinet approved budget.
- This scheme is part of the Council's Housing Delivery Programme and the costs have been contained within the HRA business plan.
- The final account and practical completion of both schemes, inclusive of the defects period.
- Both schemes have reached GW5, and the key details of this report, are reported to Cabinet for noting.

1 SUMMARY

On 10th March 2020, Romney Close was granted planning consent for the demolition of existing garages at Romney Close and the erection of three new build flats in a 3-storey block. Accommodation included: one no. 2-bedroom 3-person wheelchair accessible unit, and two no. 2-bedroom 4-person flats. The development included a new bin store, bike store and new turning head for fire and refuse vehicles, with amended parking layout and new landscaping throughout the whole site. The planning permission reference is HGY/2020/0183.

On 13th March 2020 Mountview Court was granted planning consent for the demolition of existing garages off St Margaret's Avenue the erection of 4 X 4-Bed, 6-Person dwellings (3 storeys). The car free development included new bin and bike stores, with revised landscaping to the front and rear of each home. The planning permission reference is HGY/2020/0181.

On 16th June 2020, Cabinet approved the proposal to develop both schemes for a total works contract sum of [Appendix 3- Exempt]. NFC Homes Ltd was appointed as the main contractor to deliver the three flats at Romney Close and four homes at Mountview Court. The breakdown of contract sum for each scheme is shown in table one - [Appendix 3 - Exempt].

2 CONTEXT

The purpose for the delivery of delivering the homes at Romney Close and Mountview Court was to increase the Council's housing stock and provide new affordable homes and help to address the significant housing demand in the borough. These new homes formed part of the housing programme to deliver 1,000 new council homes by 2022.

The site at Romney Close consisted of an underused used and poorly maintained parcel of land that predominantly housed garages, principally used for storage. Informal parking tended to occur in an ad-hoc manner around the general site. East of the site, there was overgrown and rough ground that was prone to

misuse and occasional fly tipping. Therefore, the proposal was to utilise this underused parcel of land, providing a new use and create an improved outlook for adjacent residents. Romney Close also offered an opportunity to provide one wheelchair accessible unit.

The site at Mountview Court is located off St Margaret's Way, a predominantly residential street with traditionally built Victorian houses. The site shares a boundary with homes on St Margaret's Way and to the south a row of properties, which front West Green Road. The site itself was a hard surfaced and poorly maintained parcel of land with garages and a caretaker's office/storage unit. The garages and the caretaker's office belonged to the nearby social housing development at Mountview Court (Green Lanes, N8 0SG). The site presented an opportunity to build much required high-quality family sized homes.

For Romney Close, the contractor NFC Homes Ltd, started on site in January 2021 and achieved practical completion in June 2022. The defects liability period (DLP) ended in June 2023. Mountview Court started onsite in February 2021 and achieved practical completion in June 2022, with DLP completing in June 2023.

3 SCHEME DESCRIPTION

On 16th June 2020, cabinet agreed the development of Romney Close and Mountview Court.

Romney Close sought to deliver three flats in a three-storey block comprising one no. 2-bed 3-person M4(3); and two no. 2-bed 4 person flats. The scheme included a new bin store, bike store and refuse services, which serviced both new build development and existing residents at Romney Close. With an amended parking layout (including provision of one dedicated disabled bay), the scheme included a new turning head for fire and refuse vehicles, and extensive new landscaping scheme over whole site. The development incorporated air source heat pumps and MVHR units.

Mountview Court provided four no. 4-Bed, 6-Person terraced homes, over three storeys. The scheme was a car free development. Bin and bike stores are located at the front of each home. All homes were designed to M4(2) standards with robust landscaping to the front and rear of each home. All the homes include Mechanical Vented Heat Recovery (MVHR) systems and air source heat pumps.

4 DESIGN ISSUES

Romney Close

There were several nearby trees whose root protection zone ran beneath the existing garages. Recommendations from the arboriculturist suggest that the existing foundation of the garages should be utilised where possible for any new structure to avoid any additional impact to the tree's roots.

North-east of the site was a large (category A) Poplar tree, which had an impact on the developable area of the site and was therefore retained. As the garages were to be removed, additional weight was put back in the same location so help stabilise the existing tree roots.

Owing to the site's narrow access and limited development area, two of the original nine parking bays were lost. This allowed the required turning head space for refuse and London Fire Brigade. Of the seven remaining revised parking spaces, six would serve the existing flats and one would be allocated to the ground floor M4(3) of the new development.

Mountview Court

There were no major design issues of note on Mountview Court. The scale and massing of the development is similar to the surrounding buildings and is in character with the neighbourhood. Whilst the scheme is close to neighbouring properties and rear gardens, there were no daylight/sunlight issues arising from the development. The development site benefited from high PTAL rating of 6a and is "car free".

5 TOTAL SCHEME COST - covered in Appendix 3 - Exempt.

6 LETTINGS

Romney Close was handed over to the council on 17th June 2022. Flats were let to residents with tenancies commencing from 27th June 2022.

Mountview Court was handed over to the council on 17th June 2022. Houses were let to residents from 27th June 2022.

The homes were let at Social Rent.

7 PRACTICAL COMPLETION

For both schemes, practical completion was signed off by our Employer's Agent on 17th June. All the necessary documents i.e. warranties, insurances, health & safety files, and the O&M manuals were handed over to the Housing Assets Management team prior to practical completion.

8 DEFECTS

The Defects Liability Period (DLP) for both schemes was 12 months expiring on 16th June 2023.

Baily Garner (Employers Agent) issued the certificate for making goods defects on 26th September 2023.

The principal defects for each site included:

Romney Close

During DLP, ten defects had been reported by residents. These all related to the ground floor flat and principally concerned faulty light sensors and door locks not functioning correctly.

At the end of the defect's liability period, forty defects were recorded by Baily Garner. A significant majority of these defects were considered minor. More significant defects included leaking balconies, which caused damp and staining to the rear wall; and NFC Homes Ltd not maintaining the landscaped areas. All the defects raised at end of DLP were remedied by NFC Home Ltd and signed off by Baily Garner.

Going forward contractors will be monitored by Employers Agent and Clerk of works to ensure that landscaped areas are being regularly maintained. Furthermore, the Council's update Employers Requirements stipulate that it is the contractors responsibility to execute and pay for all service contracts with regards to maintenance of landscaped areas during the DLP.

Mountview Court

During the DLP zero defects were reported by residents. However, at the end of the DLP Baily Garner reported 64 defects. The majority were minor defects, relating to the building settlement. More salient defects included a roof leak on 29A, and signs of damp/ staining observed on ceiling in living room at 27 St Margarets. Again, NFC Homes Ltd, had not maintained the landscaped areas during the DLP period. All the defects raised at end of DLP were remedied by NFC Homes Ltd and signed off by Baily Garner.

9 CUSTOMER SATISFACTION

The Housing Delivery Engagement team carried out a customer satisfaction survey with the residents of Mountview Court and Romney Close between January and February 2024. This included paper mailings and face-to-face conversations with residents including door knocking sessions.

Romney Close

Of the three new homes, only one resident responded to the survey despite several attempts, including door-knocking and speaking to residents in person, no further surveys were completed.

Overall, this resident was 'satisfied' with their home. Many of the positive responses related to the build quality and design of the flat – including space, storage, daylight into the home and ventilation. However, the resident did report being dissatisfied with ease of using flat's ASHP heating system.

Whilst the resident reported being satisfied with overall service to rectify problems, they were dissatisfied with the quality of work and difficulty with reporting defects. Further areas for improvement include guidance on moving in date.

Full details of the resident's response can be found below.

Mountview Court

Representatives from all the homes responded. However, not all residents answered every question. Overall, the feedback was broadly positive: three out of four households said they were either satisfied (one household), or very satisfied (two households) with their new home.

There was particularly positive feedback about the following aspects of the homes where all households recorded, they were either satisfied or very satisfied:

- The suitability of the new homes for their needs.
- Space provided in the new homes, including storage space.
- Daylight coming into the new homes.
- The layout of the homes and the quality of the external and communal areas.
- The safety aspects of the new homes.

Additionally, three out of four residents noted high levels of satisfaction with:

- The condition of their new home when they moved in.
- The layout of their new home.
- The ease of use of the new technologies in the home.
- The quality of defects repairs if it was required.

There was mixed feedback on other areas of the development. Feedback included:

- Two out of four households were dissatisfied with the quality of their new home though didn't provide substantive feedback on why.
- Two out of four households were dissatisfied with the ventilation in their new homes and the heating systems, with one very dissatisfied.
- Two out of four households were dissatisfied with the speed at which repairs were carried out, including the ease of reporting a defect and the communications around rectifying a defect issue.

10 PROGRAMME

Table 2 – Project Programme

Programme: Romney Close	Targeted	Actual
Planning approval	March 2020	March 2020
Start on Site	Nov 2020	Jan 2021
Practical Completion	Jan 2022	June 2022
End of Defects Period	Jan 2023	June 2023
Gateway 5	Feb 2024	March 2025
Project Close	May 2025	TBC

Programme: Mountview Court	Targeted	Actual
Planning approval	March 2020	March 2020
Start on Site	Nov 2020	Jan 2021
PC Granted	Jan 2022	June 2022
End of Defects Period	Jan 2023	June 2023
Gateway 5	Feb 2024	Dec 2024
Project Close	May 2025	TBC

11 LESSONS LEARNT

Item 9 highlight a number of areas for potential improvement in terms of the practical, technical delivery of the borough's new council homes and the operational services delivered to tenants in their new homes.

Since the completion of both projects there have been a series of reforms, both to the Employers Requirements (ERs), which help shape the design of new council homes within the council home building

programme, and the creation of a new aftercare function aimed at delivering targeted services to new build tenants.

Specifically:

- **Introduction of new ERs:** The council has undertaken a lengthy process of reviewing pre-existing ERs (which were used for both Romney Close and Mountview Court) to incorporate latest best practice, improve the tenant experience and ensure all parts of the council are aligned with the technical requirements of the new homes (particularly with regards to ongoing maintenance).

This process was carried out over a 12-month period (2023-24) and included representatives from all relevant internal stakeholders within the council, as well as an extensive external benchmarking process by a leading specialist consultancy. The results from resident satisfaction surveys, such as contained in this paper, and an analysis of broader feedback from residents was also included in this exercise.

For example, the new ERs have resulted in the council adopting improved specifications for Air Source Heat Pumps and other technical systems within new council homes, particularly around heat programmers (which tenant's use to regulate the heat in their homes): this has been aimed at making this core equipment easier to use for tenants and to maintain for our inhouse technical services teams. This was one key issues identified by tenants at Romney Court and Mountview Gardens, and resulted in a number of the defect queries referenced in this report (to note, often the equipment had no technical issues, the defects related to how the systems had been programmed). In addition, the new ERs ensure that our inhouse teams are across fully the new technical requirements of the homes and that any repairs or maintenance regimes take these new systems into account.

- **Creation of a new aftercare function:** In April 2024, the council established an aftercare function for larger new build properties (delivered after May 2024) that combined technical services, tenancy management and engagement staff in one central team.

The rationale for establishing the aftercare function is to expand the resources available across several services to new build tenants. This recognises the unique needs of new tenants, particularly in terms of settling into their new homes (particularly familiarising themselves with new heating systems and other technical elements etc), understanding the defect reporting period and system, and becoming part of new local communities. As part of this new arrangement, the aftercare service has played a more active role in supporting the "move in" process for new tenants. In addition, from April (2025), the aftercare function will also oversee repairs, maintenance and compliance services for new builds through a new, short-term contract aimed at providing additional capacity for our in-house repairs and mechanical and engineering teams.

In terms of particularly learning points noted from the review of Romney Close and Mountview Court:

Improving communications with residents: As part of the revised move in process, new tenants are now provided by the aftercare service with factsheets and A5 cards that provide reminders about how to manage the defect reporting process, as well as repairs, and easy to understand guides to the new technology within the homes (such as heating systems). Officers involved in the move in process, which also include staff from tenancy management, specifically brief tenants on these issues as they accept the keys to their new homes, while technical services staff are on site to explain to tenants how to use their new heating systems and other technology. In addition, post-move in, the dedicated new build housing officer/s also have the time and space to spend more time speaking to residents and addressing their queries as they emerge. This has significantly reduced the number of defects and repairs being reported by tenants.

Defect management and coordination with repairs: The new aftercare service have worked with wider stakeholders within IT, the customer experience team and Haringey Repairs Service (HRS) to review the processes of how residents raise issues such as repairs and defects. This has led to improved training, particularly for call centre staff, on how to identify the difference between a defect and a repair, which has led to quicker and more effective allocation of work to the correct teams within the council. This has practically helped tenants resolve their queries quicker.

In addition, the aftercare service have established their own inbox for defects for new build properties which is being used extensively by new build tenants, and is allowing for defects to be answered quickly, and more directly. Separately, the dedicated housing officer/s for new builds also has a new email inbox and has been able to pass on rapidly defect and repairs queries that come through to the correct departments. The location of technical services and tenancy management for

the new builds within one team has also improved the communication between both functions, which has led to a number of cases being resolved more effectively.

Delivery of repairs to new builds: Further improvements to the repairs and maintenance of the council's new builds will be delivered through a repairs, maintenance and compliance contract will be mobilised in the spring (2025). As noted above, this short-term, two-year, contract will provide additional repairs and maintenance capacity to the council.

Regular reviews of the operation of new build properties: The aftercare service has dedicated officers assigned to track the "performance" of our larger new build properties, including the number of repairs, defects and any outstanding queries, as well as the overall performance of all these elements against the council's broader Key Performance Indicators (KPIs). Tenancy management queries and issues, as well as the progress of settling in visits for new tenants, are also monitored. Every six weeks a review session is held between the aftercare service and key internal stakeholders (such as repairs and mechanical and engineering services) to assess the current key performance metrics for the new builds, with appropriate action plans drawn up to address any fundamental issues or learn from successful best practice. This has resulted in any problems with the new builds being assessed quickly and hopefully resolved more effectively.

The above innovations have resulted in a decline in the misdiagnosis of defects and repairs, as well as improving response time by teams and providing residents with an improved service.

12 TOP RISKS/ISSUES

Top Issues

Issues	DESCRIPTION OF ISSUE	Issue Rating Low, Medium, High	OUTCOMES
Rising build costs	Higher build cost due to current market caused by pandemic	High	NFC looked at VE. EA kept a close eye on this to ensure quality is maintained through the build period to prevent cost overspend.
Stats connections	UKPN & Thames Water connection programme	High	Only when the stats were connected could externals be completed. Delayed handover
Sound test failure	Scheme failed sound test	High	Remedial works undertaken to bedrooms. Delayed handover

Resident Satisfaction Survey and Report

Resident Satisfaction Survey Summary Mountview Court

Scheme details	
Scheme name	Mountview Court, (St. Margarets Avenue N15)
Number of properties and breakdown by tenure (Council)	Four council home properties
Contractor	NFC Homes
Employer's agent	Baily Garner
Architect	Unit One Architects
Survey audience (Note: this was the number of households the survey was sent to)	Four council tenant households

Response rate	100% turnout – feedback was received from all council secure tenants. Not all residents answered every question.
Overall summary	<p>Overall, the feedback was broadly positive: three out of four households said they were either satisfied (one household) or very satisfied (two households) with their new home.</p> <p>There was particularly positive feedback about the following aspects of the homes where all households recorded, they were either satisfied or very satisfied:</p> <ul style="list-style-type: none"> • The suitability of the new homes for their needs. • Space provided in the new homes, including storage space. • Daylight coming into the new homes. • The layout of the homes and the quality of the external and communal areas. • The safety aspects of the new homes. <p>In addition, three out of four residents noted high satisfaction with:</p> <ul style="list-style-type: none"> • The condition of their new home when they moved in. • The layout of their new home. • The ease of use of the new technologies in the home. • The quality of defects repairs if it was required. <p>However, one resident did state they were dissatisfied overall with their new home. The primary reasons for this response, which was reflected in responses to other parts of the survey included:</p> <ul style="list-style-type: none"> • The leak in the bedroom and the time it took for Repairs to deal with the leak. Additionally, during the face-to-face resident satisfaction survey the resident explained that there are two children in the family that have special educational needs, so any repairs outstanding can be very frustrating for the family. <p>In addition, there was mixed feedback on other areas of the development without an explanation, for example:</p> <ul style="list-style-type: none"> • Two out of four households were dissatisfied with the quality of their new home. • Two out for four households were dissatisfied with the ventilation in their new homes and the heating systems, with one very dissatisfied. • Two out of four households were dissatisfied with the speed at which repairs were carried out.

	<ul style="list-style-type: none"> There was mixed to negative feedback about the communications element around the new home: two out of three households were satisfied or very satisfied with most aspects of the communications to them (with three out of four households happy with the scheduling of appointments for example), it was noticeable that two out of the three households appeared dissatisfied, including with the ease of reporting a defect and the communications around rectifying a defect issue. During the face-to-face resident satisfaction survey, two separate households mentioned that there was a leak from the window in the back bedroom shortly after they moved in, which they reported and was repaired. Neither household mentioned this on their survey.
Questionnaire responses - Overall	
New home	Very satisfied 50% Satisfied 25% Dissatisfied 25% Very dissatisfied Does not apply
Quality of new home	Very satisfied 25% Satisfied 25% Dissatisfied 50% Very dissatisfied Does not apply
Condition of home when moved in	Very satisfied 25% Satisfied 50% Dissatisfied 25% Very dissatisfied Does not apply
Space provided	Very satisfied 100% Satisfied Dissatisfied Very dissatisfied Does not apply
Layout of new home	Very satisfied 75% Satisfied Dissatisfied 25% Very dissatisfied Does not apply
Storage space	Very satisfied 100% Satisfied Dissatisfied Very dissatisfied Does not apply
Suitability of home to needs	Very satisfied 75% Satisfied 25% Dissatisfied Very dissatisfied Does not apply
Natural daylight in the property	Very satisfied 75% Satisfied 25% Dissatisfied Very dissatisfied Does not apply

Ventilation provided	Very satisfied 50% Satisfied Dissatisfied 25% Very dissatisfied 25%
Heating system	Very satisfied 50% Satisfied Dissatisfied 25% Very dissatisfied 25% Does not apply
Ease of using the systems/ technology	Very satisfied 25% Satisfied 50% Dissatisfied 25% Very dissatisfied Does not apply
Design and layout of communal areas	Very satisfied 75% Satisfied 25% Dissatisfied Very dissatisfied Does not apply
External areas to the block	Very satisfied 25% Satisfied 50% Dissatisfied Very dissatisfied Does not apply
Feeling of being safe in home	Very satisfied 100% Satisfied Dissatisfied Very dissatisfied Does not apply
Anything that could be improved with the design of home/ communal areas	<i>Awkward shaped ceiling in top bedrooms. In one room you can only walk in the centre/middle of the room.</i>
Communication before moving	Very satisfied 25% Satisfied 25% Dissatisfied 25% Very dissatisfied Does not apply
Support available for guidance on moving in date	Very satisfied 25% Satisfied 25% Dissatisfied 25% Very dissatisfied Does not apply
Attitude of staff before and during move	Very satisfied 25% Satisfied 25% Dissatisfied Very dissatisfied 25% Does not apply
Anything that could be improved with the service and support received during moving into home	<i>No responses</i>
Overall service to rectify problem	Very satisfied 25% Satisfied 25% Dissatisfied 50% Very dissatisfied Does not apply
Ease of reporting defect	Very satisfied 50% Satisfied Dissatisfied Very dissatisfied 50% Does not apply
Being informed when workers will call	Very satisfied 50% Satisfied 25% Dissatisfied Very dissatisfied 25% Does not apply
Speed which the work was completed	Very satisfied 50%

	<p>Satisfied</p> <p>Dissatisfied 25%</p> <p>Very dissatisfied 25%</p> <p>Does not apply</p>
Quality of the work	<p>Very satisfied 50%</p> <p>Satisfied 25%</p> <p>Dissatisfied 25%</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Attitude of workers	<p>Very satisfied 50%</p> <p>Satisfied 50%</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Communications received between reporting defect, and it being resolved	<p>Very satisfied 50%</p> <p>Satisfied</p> <p>Dissatisfied 50%</p> <p>Very dissatisfied</p> <p>Does not apply</p>
What can be improved with the service and support received during the defects period	<p>Very satisfied</p>
Comments about any aspect of home or development	<p>One respondent wrote:</p> <p><i>The property gets damaged very easily. Waiting hours on the phone to the council and not satisfied with the response. We have children with special needs and it affects them. It takes a long time for repairs to be sorted.</i></p>

Resident Satisfaction Survey Summary Romney Close

Scheme details	
Scheme name	Romney Close (Northumberland Park)
Number of properties and breakdown by tenure (Council Home)	3 x 2-bedroom council rent flats
Contractor	NFC Homes
Employer's agent	Baily Garner
Architect	Pinchin Architects
Survey audience (Note: this was the number of households the survey was sent to)	3 households
Response rate Total Council Home household	1 household response
Overall summary	<p>The resident satisfaction survey was posted to all three households and despite several attempts, including door-knocking and speaking to two residents in person, of the three surveys sent to tenants only one survey was completed.</p> <p>The resident that did respond, she is the tenant living at the bespoke home. Adapted specially to meet the needs of her son.</p> <p>The tenant "ticked satisfied" and "very satisfied" for most of the survey questions.</p>

	<p>She was dissatisfied with the quality of the work in some areas, which was not specified. Another dissatisfaction was how easy it was to report a defect.</p> <p>The tenant was very satisfied with the quality and condition of the new home when she moved in.</p> <p>The tenant said she had found Jack Goulde very helpful prior to moving into the property.</p>
Questionnaire responses - Overall	
New home	<p>Very satisfied</p> <p>Satisfied 100%</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Quality of new home	<p>Very satisfied 100%</p> <p>Satisfied</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Condition of home when moved in	<p>Very satisfied 100%</p> <p>Satisfied</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Space provided	<p>Very satisfied 100%</p> <p>Satisfied</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Layout of new home	<p>Very satisfied</p> <p>Satisfied 100%</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Storage space	<p>Very satisfied</p> <p>Satisfied 100%</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Suitability of home to needs	<p>Very satisfied</p> <p>Satisfied 100%</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Natural daylight in the property	<p>Very satisfied</p> <p>Satisfied 100%</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Ventilation provided	<p>Very satisfied</p> <p>Satisfied 100%</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Heating system	<p>Very satisfied</p> <p>Satisfied 100%</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>

Ease of using the systems/ technology	Very satisfied Satisfied Dissatisfied 100% Very dissatisfied Does not apply
Private outside garden and space	Very satisfied Satisfied Dissatisfied Very dissatisfied Does not apply 100%
Design and layout of communal areas	Very satisfied Satisfied 100% Dissatisfied Very dissatisfied Does not apply
External areas to the block	Very satisfied Satisfied 100% Dissatisfied Very dissatisfied Does not apply
Feeling of being safe in home	Very satisfied Satisfied 100% Dissatisfied Very dissatisfied Does not apply
Anything that could be improved with the design of home/ communal areas	<i>The boiler shows an error message "low water" this is still unresolved despite reporting to repairs. Ongoing issue with the balcony. When it rains the water collects on the balcony. The tree by the window is too big and obscures the light. Parking is an issue, as when sons bus arrives it has nowhere to park. Yellow lines are needed.</i>
Communication before moving	Very satisfied 100% Satisfied Dissatisfied Very dissatisfied Does not apply
Support available for guidance on moving in date	Very satisfied Satisfied Dissatisfied 100% Very dissatisfied Does not apply
Attitude of staff before and during move	Very satisfied Satisfied 100% Dissatisfied Very dissatisfied Does not apply
Anything that could be improved with the service and support received during moving into home	<i>Jack is a good man. Before we moved in he was very helpful. Valentina McIntosh, was very strong, very abrupt and not patient.</i>
Overall service to rectify problem	Very satisfied Satisfied 100% Dissatisfied Very dissatisfied Does not apply
Ease of reporting defect	Very satisfied Satisfied Dissatisfied 100% Very dissatisfied Does not apply
Being informed when workers will call	Very satisfied 100% Satisfied Dissatisfied Very dissatisfied Does not apply
Speed which the work was completed	Very satisfied

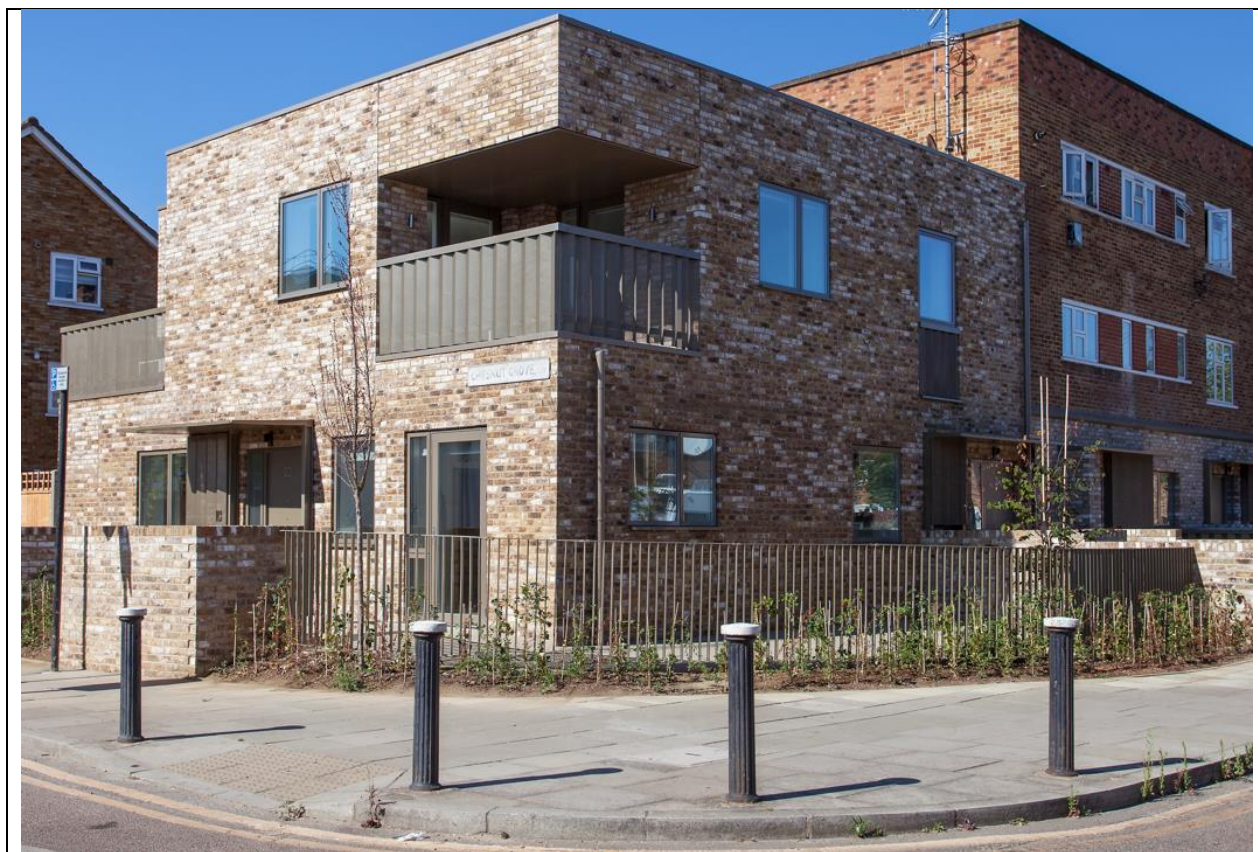
	Satisfied 100% Dissatisfied Very dissatisfied Does not apply
Quality of the work	Very satisfied Satisfied Dissatisfied 100% Very dissatisfied Does not apply
Attitude of workers	Very satisfied Satisfied 100% Dissatisfied Very dissatisfied Does not apply
Communications received between reporting defect and it being resolved	Very satisfied Satisfied 100% Dissatisfied Very dissatisfied Does not apply
What can be improved with the service and support received during the defects period	<i>I am dissatisfied about the water on the balcony when it rains. I am happy with everything else in the house. The tap in the bathroom is too short, cannot reach when son washes his hands.</i>
Comments about any aspect of home or development	<i>The shower tray is too small for showering my son. The shower chair is a problem. I have called the OT, they sent a form which has not arrived. The shower area is too small. The tap needs to be higher and further forward.</i>

GATEWAY 5 REPORT
PRACTICAL COMPLETION UPDATE REPORT

SCHEME NAME, ADDRESS INCLUDING POSTCODE & WARD

22-28 SCALES ROAD N17 9HA, TOTTENHAM HALE WARD

--



PURPOSE OF REPORT

This report provides a Gateway 5 update, in line with the Council's Housing Delivery Approval Process regarding the final account and practical completion of the scheme, inclusive of the defects period.

Cabinet is asked to note:

- This scheme, 22, 24, 26 & 28 Scales Road N17, has reached GW5 and is now complete from a housing development perspective.
- As this scheme has reached GW5, the key details of this report, are reported to Cabinet for noting as part of a wider Housing Delivery Programme update within the coming months (as required by the Housing Delivery Development Procedures).
- Cabinet agreed the development of four new Council homes on 19 January 2021 with a Total Scheme Budget of [Appendix 3 - Exempt].
- The final outturn financial position has seen:
 - The works contract spends remain within the Cabinet authorised works budget plus works contingency envelope.
 - The on cost spend and TSC spend remain within the CHDB revised authorised envelopes for these budgets.

This scheme is part of the Council's Housing Delivery Programme and the costs have been contained within the HRA business plan.

1. SUMMARY

On 29 September 2020, Scales Road was granted planning consent, for the extension and conversion of the existing ground floor retail unit to provide one x 3-bedroom flat, the extension and reconfiguration of the existing residential accommodation on the first floor above to provide one x 2-bedroom flat and the erection of a new 2-storey corner building providing a further two x 2-bedroom flats. The proposal also included the creation of new first floor terrace. The planning reference is HGY/2020/1809.

On 19 January 2021, Cabinet approved the proposal to develop the scheme and Total Scheme Cost (TSC) budget of [Appendix 3 - Exempt]. NFC Homes Ltd was appointed as the main contractor to deliver 4 homes on this site, on HRA land in Tottenham Hale ward.

2. CONTEXT

The purpose for the delivery of these four homes was to increase the council's housing stock and provide new affordable homes and help to address the significant housing demand in the borough. These new homes formed part of the housing programme to deliver 1,000 new council homes by 2022.

The Site consisted of a plot of grass area in a poor condition which was used by dog owners, and it also had some dilapidated pram sheds towards the back of the Site. Behind these pram sheds, there was a gate for residents from the existing block at Scales Road to use to access the rear communal gardens. The secluded area around the pram sheds and access gate has historically attracted anti-social behaviour. The project consisted of the refurbishment and conversion of a vacant retail and residential unit in addition to an infill development. The vacant commercial unit was subject to problems with squatters and attracted other anti-social behaviour.

The contractor NFC Homes Ltd started on site in February 2021 and achieved practical completion in August 2022. The defects liability period (DLP) ended in August 2023.

3. SCHEME DESCRIPTION

The original 22-24 Scales Roads refurbishment scheme was approved at the Housing Delivery Board in October 2019. During the feasibility study for the refurbishment works, it was proposed that two new build homes could be provided on the unused green space adjacent to 22-24 Scales Road on HRA land. The proposed opportunity was presented at the Council Housing Delivery Board in December 2019 for approval.

The new build element of this project added two x 2 - bedroom homes including a ground floor home-wheelchair accessible.

The refurbishment element of the project consists of two retail shop conversions into a one x 2-bedroom and one x 3-bedroom homes.

The appropriation of the land and the subsequent development enabled the Council to implement security measures such as path lighting to the communal gardens to help reduce crime levels but also bring the vacant shop unit back into use as residential housing.

4. DESIGN ISSUES

- The two refurbished homes are both 2-storey dwellings. 26 Scales Road is a 3b 5p unit at 100 sqm which is above GLA minimum space standards for new dwellings, and 28 Scales Road is a 2b4p unit at 79 sqm which meets GLA minimum space standards for new homes.
- Although the two properties meet overall GLA space standards it was not possible to meet Building Regulation requirement M4(2) because of the constraints by the existing structure. In essence, limited circulation space in some areas, door widths etc.
- Two new build units fully meet the GLA London Housing Design Standards.
- There had been a deviation away from the specification provided at tender stage and this had not been flagged up by the contractor. The contractor changed the insulation material in the refurbished homes, this was not in line with the specification detailed at tender stage. The architect inspected the timber frame installation and confirmed with the contractor a solution for the installation of non-combustible material (rockwool) to the external wall, the balcony and condensation risk analysis.

5. TOTAL SCHEME COST - [Appendix 3 - Exempt].

6. LETTINGS

The Council took handover of 22, 24, 26 & 28 Scales Road on 17 August 2022 and, following resident viewings on the same day, all four properties were formally let on 29 August 2022.

The homes were let at Social (aka Target) Rents.

7. PRACTICAL COMPLETION

Practical completion was signed off by Belshaw Building & Project Consultancy on 17 August 2022. All the necessary documents i.e. warranties, insurances, health & safety files, and the O&M manuals were handed over to the Housing Assets Management team prior to practical completion.

The defects liability period (DLP) expired on 17 August 2023, as shown in Appendix 3.

8. DEFECTS

The Defects Liability Period (DLP) expired on the 17 August 2023.

Seventeen defects were raised by the residents across all four properties during the DLP with NFC Homes Ltd. During this DLP the following defects were reported by residents i.e. blind brackets have come away from the wall, balustrade joint to be made good, communal ariel not connected and doorbell not working. These defects were remedied by NFC Homes Ltd during the DLP.

Prior to the end of the DLP inspection (July 2023), with Belshaw Building & Project Consultancy, project manager and the defects team, we identified further defects i.e. shrinkage cracks around doors and windows, kitchen cabinets doors to be adjusted/replaced due to water damage, balustrade joint to be made good, overall, all blinds fittings loose in the wheelchair accessible flat, all MVHR filters to be cleaned.

All defects raised during the inspection were remedied as part of the end of defects works by NFC Homes Ltd and signed off by Belshaw Consultancy

9. CUSTOMER SATISFACTION

The Housing Delivery Engagement team carried out a customer satisfaction survey with the residents of the four homes between September and October 2023, which included paper mailings and face-to-face conversations with residents.

Three of the four new households responded to this survey (a response rate of 75 per cent). Key trends from the feedback process included:

- Overall, the respondents were very positive about their new homes. All the respondents stated that they were “very satisfied” with the design and specification of their new homes.
- All respondents stated they were pleased with the quality and condition of the properties. All agreed that the properties were suitable for their needs.
- All respondents were either satisfied or very satisfied with the customer service they received from the Council around both their move into the new properties and subsequent follow up queries. One resident commented:

“I would like to commend Haringey staff for their excellent customer service. Since I have moved in the team have been professional, helpful, and pleasant to deal with. Especially Yvonne Robinson, who has worked tirelessly to get my adjustments put in place.”

- One respondent raised concerns about the design stage of the build related to their mobility needs following a viewing prior to signing up to the property. As a result of this feedback, the project manager made a referral to the occupational therapist (OT) for a pre-assessment to the wheelchair adapted home. This was carried out in July 2022. The OT made several recommendations during the visit: this included a significant change to the front entrance door with new door access controls automated. All the recommendations were completed in December 2023.
- There was conflicting feedback on the storage provided to tenants, with one tenant stating they were ‘dissatisfied’, whereas the two other respondents stated they were either “satisfied” or “very satisfied”.
- In terms of areas for improvements, respondents outlined varied experiences when reporting defects. Overall, all tenants were satisfied with the service and support received during the defects period. Although, one tenant stated they were dissatisfied with the speed with which the defects were completed and the quality of the defects. But wrote: “*The process to report faults has been easy and reliable. Haringey staff have truly been amazing.*”
- Safety was raised as a matter of concern by two respondents. Both ticked ‘Dissatisfied’ on the survey to the question of feeling safe in your new home: one tenant, in a ground floor adaptable flat, stated that the positioning of the door camera made it difficult for them to see who was at the door.

This was raised with the OT during the pre-assessment. The doorbell was re-located when the new door was fitted by the contractor carrying out the recommendation following the OT report.

See attached resident satisfaction survey

10. PROGRAMME

Table 2 – Project Programme

Programme	Targeted	Actual
Planning	July 2020	September 2020
Start on Site	March 2021	February 2021
PC Granted	February 2022	August 2022
End of Defects Period	August 2023	August 2023
Gateway 5	February 2024	March 2024
Project Close	May 2025	TBC

11. LESSONS LEARNT

- The process of arranging viewings requires improvement. This team seems under resourced (NTLO's). However, on this occasion, the NTLO booked appointments with the successful clients and attended handover and signed up clients to the properties.
- Following signs-up on a previous scheme of 23 residents. The NTLO's had difficulty co-ordinating the sign-up with the residents. If there were sign-up for a larger scheme, then the NTLO would have difficulty signing-up all clients.
- Prior to handover, snagging was undertaken by the scheme architect, Belshaw Consultancy building surveyor and the project manager. A demo day was arranged in May 2022 for M&E team, tenancy management, repairs, estate services and lift team. A representative from the repairs team did not attend although they were invited. Attendance here would help ensure staff are familiar with the products upon handover.
- A viewing was pre-arranged in May 2022 following lettings identified a suitable resident for the wheelchair adapted home. During this viewing the prospective resident mentioned further adaptations will be required to this property. The project manager made a referral to the OT's and a pre- assessment was carried out prior to occupation in July 2022. The OT made several recommendations, and these works were completed outside of the main works contract with another contractor in December 2023 and was funded from the Disabled Facilities Grant (DFG).

12. TOP RISKS/ISSUES

Table 3 – Top Risks

RISKS	DESCRIPTION OF ISSUE	Risk Rating Low, Medium, High	OUTCOMES
Rising build costs	Higher build cost due to current market caused by pandemic	High	NFC looked at VE. EA kept a close eye on this to ensure quality is maintained through the build period to prevent cost overspend.
Brick slip detail,	Potential delay with lead in times	High	Scheme architect has confirmed the revised non-combustible brick slip cladding system and. New supplier identified and not delayed
Structural costs	3x times higher than the provisional sum	High	EA reviewed cost and ask NFC to substantiate their costs which is within budget.

Resident Satisfaction Survey Summary

Scheme details	
Scheme name	22-24 Scales Road
Number of properties and breakdown by tenure	4 new homes for council rent 2x2B/4p 1x2b/4p wheelchair adapted home. 1x 3b/5p
Contractor	NFC Homes
Employer's agent	Belshaw Building & Project Consultancy
Architect	Campbell and Co. Architects
Survey audience	Four households
Response rate	Three out of four households responded. Response - this equates to a response rate of 75%. All households are council tenants.
Overall summary <p>A resident satisfaction survey was sent to all four council tenants that moved into the new homes at 22-28 Scales Road. Three out of the four surveys were completed and returned.</p> <p>Overall, the tenants that returned their survey were very positive about their new homes. Specifically:</p> <ul style="list-style-type: none"> • All respondents stated that they were very satisfied with the design and specification of their new homes, as well as the quality and condition of the properties. • All respondents agreed that the properties were suitable for their needs. • One tenant stated that she was 'dissatisfied' with the storage space provided in her new home. In contrast another tenant said she was 'satisfied' with the amount of storage in the property. The third tenant stated she was 'very satisfied' with storage in the survey. • Safety was raised as a matter of concern by two tenants. Both ticked 'Dissatisfied' on the survey to the question of feeling safe in your new home. One of the new tenants wrote on the survey: <p><i>"The placement of the doorbell camera means I cannot view who is approaching or surrounding my property. As a wheelchair user, I am especially vulnerable to attacks, especially forced entry. So that has made me feel quite uncomfortable".</i></p>	
Communications <p>All tenants that responded to the survey, stated their experience of communications from the council was positive. Specific comments include:</p>	

- All tenants ticked either satisfied or very satisfied on communications.
- Another tenant wrote:

"I would like to commend Haringey staff for their excellent customer service. Since I have moved in the team have been professional, helpful and pleasant to deal with. Especially Yvonne Robinson, who has worked tirelessly to get my adjustments put in place".

- In terms of areas for improvements tenants have varied experiences when reporting repairs. Overall, all tenants were satisfied with the service and support received during the defects period. Although, one tenant stated dissatisfied with the speed with which the repair was completed and the quality of the repair. But wrote: *"The process to report faults has been easy and reliable. Haringey staff have truly been amazing."*
- In terms of what could be improved one tenant wrote:

"Though Haringey staff were very helpful and efficient with the process of reporting faults and the staff were communicative, the contractors themselves weren't very consistent. They left some issues unresolved, cancelled appointments, neglected to report some of the issues reported to them".

- Another tenant said she was very satisfied with the experience of reporting defective work once they had moved into their new home.
- We received valuable feedback from the tenant that has moved into the wheelchair adapted property. She raised concerns about the design stage of the build and felt it would have been more beneficial if she had been consulted during the design stage. She commented:

'Because of being denied the opportunity to state my needs at the point of build, I am still waiting for reasonable adjustments to be made to the property, in order for it to be suitable for me. I think it would have been better if the architects and OT's who design and recommend the accessibility specifications, were to actually assess the individual moving into the property, prior to build'.

Key themes:

- Overall, moving into their new home has been a positive experience for tenants.
- Storage size has been raised as theme, with tenants both satisfied and dissatisfied.
- Communications from the council has been positive, council staff praised for their customer service.
- Experience of reporting defects and repairs has been varied for tenants.

Questionnaire responses - Overall

New home	Very satisfied 66% Satisfied 33% Dissatisfied Very dissatisfied Does not apply
Quality of new home	Very satisfied 66% Satisfied 33% Dissatisfied Very dissatisfied
	Does not apply

Condition of home when moved in	Very satisfied 66% Satisfied 33% Dissatisfied Very dissatisfied Does not apply
Space provided	Very satisfied 66% Satisfied 33% Dissatisfied Very dissatisfied Does not apply
Layout of new home	Very satisfied 66% Satisfied 33% Dissatisfied Very dissatisfied Does not apply
Storage space	Very satisfied 33% Satisfied 33% Dissatisfied Very dissatisfied 33% Does not apply
Suitability of home to needs	Very satisfied 33% Satisfied Dissatisfied 33% Very dissatisfied Does not apply
Natural daylight in the property	Very satisfied 33% Satisfied 33% Dissatisfied Very dissatisfied Does not apply
Ventilation provided	Very satisfied 66% Satisfied 33% Dissatisfied Very dissatisfied Does not apply
Heating system	Very satisfied 66% Satisfied 33% Dissatisfied Very dissatisfied Does not apply
Ease of using the systems/ technology	Very satisfied 66% Satisfied Dissatisfied Very dissatisfied Does not apply
Private outside garden and space	Very satisfied 66% Satisfied Dissatisfied Very dissatisfied Does not apply

Design and layout of communal areas	<p>Very satisfied 66%</p> <p>Satisfied</p> <p>Dissatisfied 33%</p> <p>Very dissatisfied</p> <p>Does not apply</p>
External areas to the block	<p>Very satisfied 66%</p> <p>Satisfied</p> <p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Feeling of being safe in home	<p>Very satisfied 33%</p> <p>Satisfied</p> <p>Dissatisfied 66%</p> <p>Very dissatisfied</p> <p>Does not apply</p>
Anything that could be improved with the design of home/ communal areas	<p>Tenant 1</p> <ul style="list-style-type: none"> • The storage space in the property is negligible. And the private outside space is not sufficient to place outside storage space there. • Not sure if they do accessibility audits on the houses (by actual disabled people) as they are being built/designed. If not, they should. As though I am happy to have outside spaces, the outside communal spaces for my home have very steep slopes (entrance to the front gate, access to the rear garden, access to the road facing garden). This makes it unsafe and challenging to access, especially on days when I am not feeling well. Wheeling to the road-facing garden on the side of the house, is near impossible without assistance, it is extremely steep – it means I am unable to tend to the garden there or really utilise the space effectively. The entrance/exit to the private, rear garden is similarly steep, and requires constant propulsion and control, in order to avoid slipping backwards or flying forwards. • The placement of the doorbell camera means I cannot view who is approaching or surrounding my property. As a wheelchair user, I am especially vulnerable to attacks, especially forced entry. So that has

	<p>made me feel quite uncomfortable. This should be rectified when the work on the house is completed. But I thought I would mention it, so the same mistake isn't made at the houses of other wheelchair users. We need to be able to see who is at our door. We won't usually be using the doorbell, so it is important it is placed near standard height, in order to capture the faces of people approaching the property... not just their groins.</p>
Communication before moving	<p>Very satisfied 33% Satisfied 33% Dissatisfied Very dissatisfied Does not apply</p>
Support available for guidance on moving in date	<p>Very satisfied 33% Satisfied 33% Dissatisfied Very dissatisfied Does not apply</p>
Attitude of staff before and during move	<p>Very satisfied 66% Satisfied Dissatisfied Very dissatisfied Does not apply</p>
Anything that could be improved with the service and support received during moving into home	<p>Tenant 1</p> <ul style="list-style-type: none"> • Prior to the property being finished, I kept requesting to attend with an OT in order to make sure that my specific dimensions would be taken into consideration when fitting the property with sinks, toilets etc. • However, I was told it was unnecessary as Occupational Therapists had done their own assessment (without meeting or speaking to me). There is a popular misconception that all wheelchair users are the same, so standard adjustments will be suitable for everyone. I was trying to avoid that misconception becoming a problem for me and the council. • Because of being denied the opportunity to state my needs at the point of build, I am still waiting for reasonable adjustments to be made to the property, in order for it to be suitable for me. I think it would have

	<p>been better if the architects and OT's who design and recommend the accessibility specifications, were to actually assess the individual moving into the property, prior to build. That would save the council a lot of money, as adjustments would already be built into the property.</p> <ul style="list-style-type: none"> As it stands, the necessary adjustments are being made retroactively, which could have been avoided, by even talking to me. Though I appreciate that it is being done now, had I been in the middle of a relapse, this property would have been unlivable for me. I can't help but think of people with needs that are different to mine and how they would cope.
Overall service to rectify problem	<p>Very satisfied 33% Satisfied 33% Dissatisfied Very dissatisfied Does not apply</p>
Ease of reporting defect	<p>Very satisfied 33% Satisfied 33% Dissatisfied 33% Very dissatisfied Does not apply</p>
Being informed when workers will call	<p>Very satisfied 33% Satisfied 33% Dissatisfied Very dissatisfied Does not apply</p>
Speed which the work was completed	<p>Very satisfied 33% Satisfied Dissatisfied 33% Very dissatisfied Does not apply</p>
Quality of the work	<p>Very satisfied 33% Satisfied Dissatisfied 33% Very dissatisfied Does not apply</p>
Attitude of workers	<p>Very satisfied 33% Satisfied 33% Dissatisfied Very dissatisfied Does not apply</p>
Communications received between reporting a defect and it being resolved	<p>Very satisfied 33% Satisfied 66%</p>

	<p>Dissatisfied</p> <p>Very dissatisfied</p> <p>Does not apply</p>
What can be improved with the service and support received during the defects period	<p>Tenant 1</p> <p>The process to report faults has been easy and reliable. Haringey staff have truly been amazing.</p> <p>Though Haringey staff were very helpful and efficient with the process of reporting faults and the staff were communicative, the contractors themselves weren't very consistent. They left some issues unresolved, cancelled appointments, neglected to report some of the issues reported to them.</p>
Comments about any aspect of home or development	<p>Tenant 1</p> <p>I would like to commend Haringey staff for their excellent customer service. Since I have moved in the team have been professional, helpful and pleasant to deal with. Especially Yvonne Robinson, who has worked tirelessly to get my adjustments put in place.</p> <p>This is in reference to the outer areas of the block: The outer sections of the block, though initially planted with what looked like it was going to be a beautiful garden, have been unkempt since I moved in, and the thorny weeds have grown to be an obstruction for the pavement, and to me, when exiting the home to get to my car. So much so, that folks started fly tipping there.</p> <p>Tenant 2</p> <p>It's been convenient and beneficial to my lifestyle. Once I first moved in it was easy to adapt to. However, there have been a few repairs I have reported. But it is all being repaired and secured. Overall, I love our new home. I can definitely say the kids love it more, especially my son because he get to have his own space.</p>