

HIGH ROAD WEST

Creating a plan for change



Consultation Feedback Report August 2013

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Executive Summary

This report sets out both the qualitative and quantitative feedback received as part of the High Road West Master Plan Options consultation, which took place over an eight week period between the 29th April and the 21st June 2013¹. The consultation sought to determine the **local communities' views on the proposals** for the High Road West area. The objectives of this consultation are summarised below:

- Inform and consult the community on the master plan options for change
- Inform residents about the master plan regeneration proposals and the planning process
- Maximise engagement and establish long term, open and transparent, relationships with key community interest groups and stakeholders who may be affected by any proposals for change.

The consultation was aimed at the three main groups of stakeholders in the High Road West area:

- Love Lane Estate residents
- Residents of the wider area
- Local businesses and services

Various methods were used to publicise the consultation including a website, newsletter, letters, meetings, door knocking and home visits. The consultation was centred around nine drop in sessions where the community had the chance to see the regeneration proposals and speak with Council Officers and representatives from Arup.

The principal method of capturing opinions has been through a feedback form and 524 forms were received. However, only 435 feedback forms have been included in the analysis within this report as:

- Where a respondent was found to have submitted more than one response only one such response was counted;
- Responses were not counted if no information about the respondent was provided;
- There was an active campaign from a local business, whose property is currently included in all three master plan options, objecting to the HRW proposals. Whilst the forms from the business owners themselves have been included in the business respondent category, the 60 forms received from customers, visitors and family members have been categorised separately as a petition to the proposals and can be found at appendix 1.

The Council also received a number of letters, which were attached to feedback forms, two letters that were not and 10 written responses from organisations.

The response rate has been positive, with over 60% of households on the Love Lane Estate responding. This is the highest recorded response rate to any estate consultation in Haringey.

The consultation has made some key findings. These are set out in this report and are summarised below.

Love Lane Residents

- 207 feedback forms have been received and analysed from Love Lane residents

¹ The consultation period was extended for two weeks for residents/businesses to complete their feedback form. All feedback forms received after the consultation deadline were included.

- 177 of the 297 households responded to the consultation.
- 68% of respondents from Love Lane support the inclusion of the whole Love Lane Estate in the regeneration proposals.
- **Preferred option** - Option 3 of the master plan proposals was highlighted as the preferred option amongst Love Lane residents.
- **Affordable homes**- Love Lane residents want more affordable homes and more types of housing including more houses with gardens and supported housing in the area.
- **Council remaining the landlord**- Council tenants want to retain their security of tenure and their existing rent levels and would like the Council to remain their landlord if the regeneration proposals go ahead. These points were captured in the feedback form and were also iterated on many occasions to Officers throughout the consultation period.
- **Community facilities**- Love Lane residents want new community facilities to be provided in the area; there was particular support (158 residents) for the community hub (including library and learning centre) which was proposed in options 2 and 3. There was also considerable support for the new community park, cinema and new sports centre which were also proposed in options 2 and 3.
- **Jobs and Businesses**- 86% of Love Lane residents agree with encouraging new businesses and new jobs to the High Road West area, with many of the residents wanting to see new retail and space for start-up businesses.
- **Crime**- Anti- social behaviour, crime and security within the Love Lane Estate and in the surrounding area was a key issue raised by Love Lane residents, as was the desire for new homes to be secure, for more CCTV to be provided and for a safer environment to be created in the High Road West area.
- **Support for the proposals** - Within the main written comment sections (1,3 and 5) there were 176 comments written that either supported the regeneration proposals, or made preference for one of the three master plan options, whilst there were only 33 written comments advocating that residents did not want change, demolition or preferred renovation as opposed to demolition. This is despite an active campaign (led by people not living on the estate) against regeneration of Love Lane Estate.

Residents of the wider community

- 158 residents of the wider community responded to the consultation, including 22 from the Headcorn, Tenterden, Beaufoy and Gretton Road Estate.
- 67% support moving White Hart Lane Station and creating a new station square.
- **Support for the plans**- There is considerable support amongst residents of the wider community for the new community hub proposed in options 2 and 3 of the master plan proposals. There is also support amongst residents of the wider community for more cultural facilities to be provided in the area such as arts venues and galleries.
- **Preferred option** - Option 3 is the most preferred option.
- **New jobs and businesses**- Residents of the wider area are extremely supportive of the proposals to encourage new businesses and jobs for local people, with 83% agreeing to this proposal. There was particular support amongst residents of the wider area to see new retail in the area, with 106 respondents wanting to encourage small local independent shops and 86 residents wanting to encourage High Street Chains to the area.
- **Parking**- This was an important issue for residents of the wider community. A key point raised by the Headcorn, Tenterden, Beaufoy and Gretton Road Residents' Association was the impact of parking on their estate and what mitigation measures would be put in force to prevent people parking in the area to use the station.
- **Design** – This was an important issue for residents of the wider community. Residents want to see high quality design in the area including well designed accessible spaces and a wheelchair accessible White Hart Lane Station. There was also concern about the impact new buildings would have on the Headcorn and Tenterden Estate which sits directly adjacent to the Love Lane Estate.

Businesses/services

- 70 businesses/services responded to the consultation.
- 33 of the 82 businesses included in the master plan proposals responded. 28 of these were opposed to their inclusion in the plans, 6 were supportive of the plans and 3 had mixed views.
- **Difference of opinion-** There was a polarisation of opinion in the business respondent category with the figures for agree and disagree being closer than the two other respondent categories. Shops along the High Road between 731-759, shops along White Hart Lane and some businesses in the Peacock Industrial Estate have been clear that they do want to be included in the regeneration proposals and have initiated a petition against their inclusion. The petition has not been submitted to the Council, but the businesses state they have 4,000 signatures.
- **Campaign/Petition-** There has been an active campaign by businesses that are currently affected by the plans, these have been treated separately and can be found at appendix 1.
- **New jobs and business-** Businesses are keen for new businesses to come to the area with the most popular business facilities in the area being office space for local companies and space for start-up for local businesses.
- **Housing-**Businesses are supportive of more types of housing being delivered to meet the needs of the community.
- **New facilities-** There was particular support for the new community hub and for a new community park and modern health centre being provided in the area and there was less support for restaurants and bars and a bowling alley.
- 8 businesses attached separate letters or additional notes. The main issues raised within these were frustration at their perceived lack of involvement in the development of the master plan options prior to the consultation, a lack of choice, the consultation process, loss of jobs and lack of support for the business industry.

The High Road West Proposals/Feedback Form:

- **The Initial Plan for Change-** The consultation has shown that there is substantial support for the initial plan for change (moving White Hart Lane Station and providing the new public open space linking to the High Road) and, on the whole, a preference for comprehensive regeneration so as to provide more homes and job opportunities.
- **New Facilities-** There is a clear desire for new facilities in the area. All three respondent categories show a desire for more community based services/facilities. There was particular support for the proposed new library, learning, education and community hub a new health centre and a new community park. There was also particular support for new sports facilities, with respondents being supportive of a new sports centre and suggesting a swimming pool, gym and football pitch be provided in the area. The proposal for a new cinema was popular, especially amongst Love Lane residents and residents of the wider area. The proposed bowling alley received little support from the community.
- **Housing-** Many of the responses highlighted the need for more affordable homes to be provided in the area, specifically affordable homes for young people and first time buyers. There was also a strong desire to see a mix of housing provided, including houses and flats with gardens, supported housing and larger family sized homes. Residents were clear in their distaste of high rise residential blocks, preferring low rise blocks of 3-5 storeys.

Secure Council Tenants have made clear their desire to remain secure Council Tenants if the regeneration goes ahead and replacement homes are provided.

- **New Jobs and Businesses-** The majority of respondents supported proposals to encourage new jobs and businesses to the area. There was particular support for ensuring that local jobs are secured. Respondents were supportive of the concept of having new businesses surrounding the proposed open space linking the new station entrance and the High Road and both Love Lane respondents and respondents from the wider area were keen to see new retail provided in the area; both small independent shops and High Street chain stores. There is also particular support for delivering space for start-up businesses.

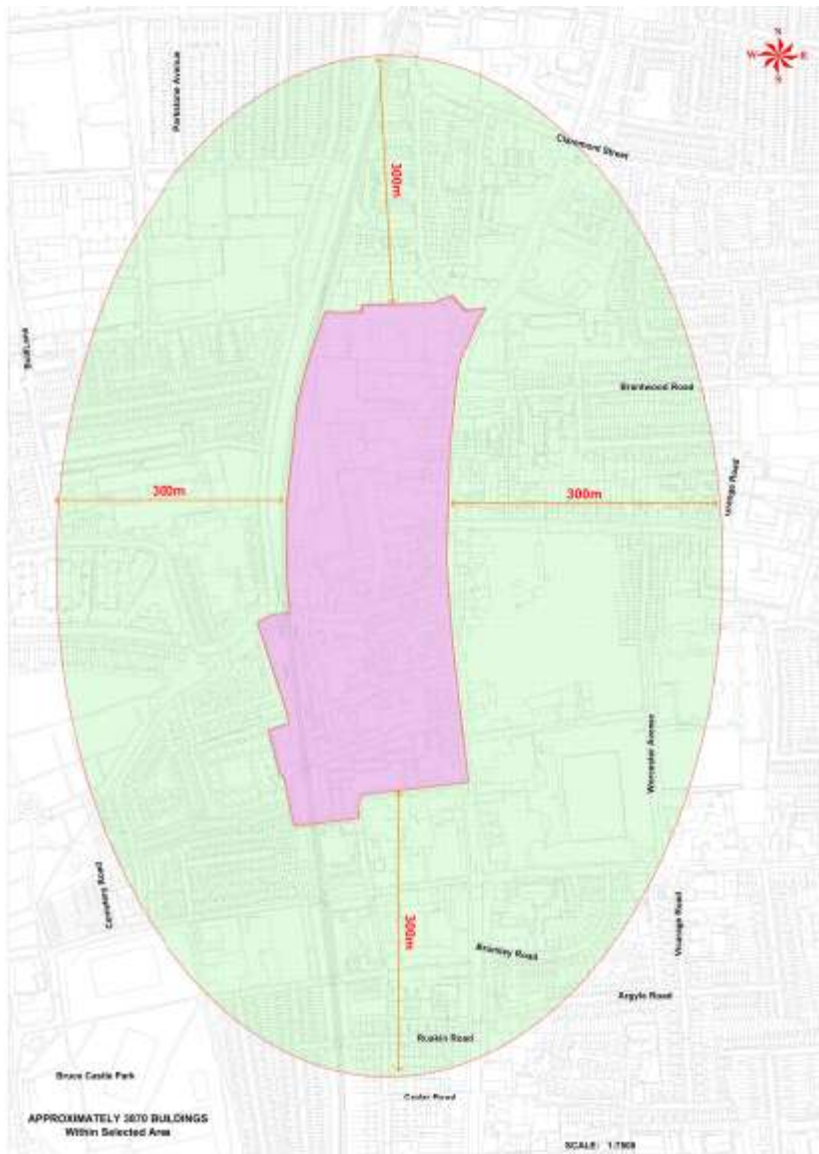
In the other comments section of this part of the feedback form 24 of the 93 comments made expressed support for local businesses and raised concerns about the impact of new businesses on existing business in the area. These respondents either wanted to ensure that existing businesses were not worse off, if the proposals went ahead, or that new businesses and jobs were not created at the detriment of existing residents.

- **Comments on the three options-** Unlike the other sections of the feedback form, this section sought purely qualitative data and asked residents to write their views on the proposals. Whilst the Council did not ask respondents to select a preferred master plan option, in this section of the feedback form 126 respondents did make a preference and 25 stated that they supported all three options. Of the three options, 3 was the most preferred option, option 2 was the second most popular option and option 1 the least.
- A significant number of residents used this section to express their support for the regeneration proposals. Whilst a number of respondents, notably businesses advocated that no change was required.

Section 1

The High Road West Consultation Process

The High Road West Consultation area extended 300m beyond the High Road Master plan area and is shown on the map below. The area includes approximately 4000 properties.



In order to maximise engagement, a number of consultation and engagement methods were utilised by the Council and Homes for Haringey over the eight week consultation period.

The consultation methods have included:

Drop in Events:

The consultation has been based around a series of drop-in events. The Council has held 9 consultation drop-in events over the past seven weeks at various time for various audiences.

This has included:

- 3 Love Lane residents drop in sessions.
- 1 Love Lane women-only drop in session.
- 1 Love Lane Albanian resident drop in session
- 2 business drop in sessions.
- 2 wider community drop in sessions.

At the drop in events, residents, local businesses and the wider community in the High Road West area have had the opportunity to:

- Meet the Consultation Team – lead by the Council with Homes for Haringey and Arup.
- See the three master plan options for change.
- Give us their views on the area and to shape the future.
- Find out how we shall incorporate their views and the next steps for the project.
- Meet the Love Lane Estate Independent Tenant and Leaseholder Advisor (ITLA).
- Speak to either a Turkish or Somali Interpreter

150 households/businesses attended the drop in sessions. The times and dates of the drop in events can be found at appendix 2.

Door knocking and home visits:

To maximise engagement and **understanding of the Council's** proposals, Officers door knocked and attending home visits. The door knocking and home visits allowed Officers to engage with hard-to reach groups such as older, disabled and vulnerable people.

Meetings and briefings sessions:

Officers have met with various businesses that are potentially affected by the plans. They also undertook a door knocking exercise and attended the Tottenham Traders Partnership meeting. Officers have also met with Tottenham Community Sports Centre.

Independent Tenant and Leaseholder Advisor (ITLA):

The Council and the Love Lane Residents Association have worked together to appoint an Advisor who will work with Love Lane Residents throughout the consultation process to ensure they are able to influence the proposals. The ITLA is completing training and capacity building with the Love Lane Residents and holding events to ensure residents are fully engaged.

Love Lane Resident Association Fun Day:

The Council supported the Love Lane Residents **Association's Fun Day**, which took place on the 8th June. The fun day aimed to increase community cohesion and build community spirit whilst also offering the opportunity for residents to have their say **on the Council's proposals**.

Online:

Local people had the opportunity to have their say on the proposals for the area by visiting: www.haringey.gov.uk/highroadwest

Advertising the Consultation

The consultation and consultation events have been advertised through the following methods:

- **Newsletters:**
297 newsletters were hand delivered to households on the Love Lane Estate, 3500 newsletters were distributed to households, businesses and services within 300m of the Love Lane area, 200 newsletters were hand delivered to businesses in the area.

During the consultation period, the Tottenham News newsletter, which is sent to every household in Tottenham also advertised the consultation.

- **Letters:**
Letters were sent to statutory bodies and key stakeholders, such as schools, local Residents' Associations, places of worship and land owners of the consultation.
- **Posters:**
Posters were placed in communal areas on the Love Lane Estate and in Coombes Croft Library.
- **Website:**
The consultation was advertised on the Council's web site. A dedicated High Road West site was also created.

Section 2

Categorisation of the Feedback Forms

Total Feedback Forms Received

The Council has received a total of 524 feedback forms, two letters and nine written responses from organisations (not attached to a feedback form).

131 of the feedback forms received were completed online.

Over the entire consultation area:

- Approximately 4000 households/businesses were informed about the consultation through a newsletter.
- 435 feedback forms were received, which gives an overall response rate of 11%. The average response rate for a consultation of this scale is typically 3%.

On the Love Lane Estate:

- 297 households received the consultation documents
- 207 responses were received from 177 households, giving a response rate of 60% for the Love Lane households.

A breakdown of Love Lane responses by block and street and can found in the table below.

Block/ Street	Total Number of properties	Total feedback forms received	No. of households which responded to the consultation	Percentage of households which responded to the consultation
Ermine House	60	47	39	65%
Charles House	60	40	36	60%
Moselle House	60	35	29	48%
Kathleen Ferrier Court	19	12	11	58%
Whitehall Street	60	48	40	67%
White Hart Lane	16	12	9	56%
Brereton Road	8	6	6	75%
Orchard Place	14	5	5	36%
Address not given	-	2	2	-
Total	297	207	177	60%

The table above demonstrates that there were multiple responses from the same household showing the determination of households to get their views heard. The block/street with the most engaged households was Brereton Road and Whitehall Street however, Ermine House, Charles House and Kathleen Ferrier Court also had high response rates.

Analysis and categorisation of the Feedback Forms

The feedback form asked respondents for their name, address, gender and age and tick boxes allowed people to indicate whether they lived on the Love Lane Estate, in the wider area or were a local business.

The feedback forms were processed as follows:

- Where a respondent was found to have submitted more than one response only one such response was counted.
- Responses were not counted if no information about the respondent was provided;

Active Campaign

There was an active campaign against the High Road West proposals from a local business whose property is currently included in all three master plan options. This business actively encouraged customers, visitors and family members to complete **feedback forms to object to the Council's** proposals and their property being included in the plans.

Whilst the forms from the business owners themselves have been included in the business respondent category, the 60 forms received from customers, visitors and family members have been categorised separately as a petition and are not included in the main feedback detailed below.

The feedback received from the 60 respondents can be found at appendix 1.

This process has reduced the overall total number of responses to 435, which were then used for statistical analysis.

The feedback forms have been grouped into the three main stakeholder groups in the area and their responses will be considered individually in addition to being looked at within the context of the total number of respondents. The respondent categories are:

- Love Lane Estate residents
- Resident of the wider area
- Local business/service

The table below shows the number of feedback forms received from each respondent category:

Category	Number of feedback forms	% of feedback forms
Love Lane Resident	207	48%
Other local Resident	158	36%
Local Business/service	70	16%
Total	435	100%

Analysing the Feedback Forms

The feedback form had 5 sections that asked 5 themed questions on the following:

- **Creating a plan for change**- moving White Hart Lane Station entrance south, creating a new station square and new public square linking the station with the High Road.
- **New facilities**- the type of facilities the local community would like to see in the area
- **Housing** - the type of housing the local community would like to see in the area
- **Jobs and Businesses** - the type of businesses the local community would like to see in the area
- **The three master plan options**- all views on the three options for the area

For each of these themed questions (apart from section 2 and question 12) residents were asked whether they: strongly agreed, **agreed, were unsure/didn't know, disagreed** or strongly disagreed with the statements made.

For the purposes of this report, the strongly agree and agree, and strongly disagree and disagree categories have been grouped. It must be noted that not every question was answered on every feedback form.

Section 1, 3 and 5 allowed respondents to give their views and write any comments they had on that theme. As these were open ended, in many cases more than one point was raised in any one section.

It was also the case that respondents did not always make comments that were relevant to the particular section they were commenting on. For example in section 1, where respondents were asked to comment on the initial plan for change, many respondents made comments about wanting to remain a Council tenant or preferring option 3 to option 1.

Therefore, all of the comments made throughout the three comment sections have been, where applicable, broken down into individual points raised and grouped into themes. Across the three sections 28 themes have been identified. When analysing the comments written for each of the three comment sections, the following themes have been used².

No	Theme	Description
1.	Regeneration is good for the area	This theme covers any comments that were made that stated regeneration of the High Road West area was needed and or, desired by the community. It also picked up any comments where residents said they were in support or excited about the proposals for the area.
2.	Concerns about the effect on the community	The theme covers any comments that made reference to concerns about the impact on the community. This included concerns about the impact on Love Lane residents; where they would be rehoused; whether they would be worse off financially. It also covers concerns about breaking up the community. The comments made in this section were often questions as opposed to opposition to the proposals.
3.	Do not agree with demolition	This theme covers comments made by respondents who expressed opposition to the demolition of properties in the High Road West area.
4.	Concerns about the effect on	This theme covers all responses that raised concerns about the regeneration proposals on existing local businesses. This included

² Officers have used their discretion to group the comment, it is however noted that comments are open to interpretation.

	businesses	statements about how long the businesses had been part of the community, questions relating to how they would be affected and where they would be relocated. This theme also covers support for the local businesses and statements from businesses who do not want to be adversely affected by the proposals.
5.	Other	This section picked up comments made that could not be picked up in the other themes. This included comments on the consultation approach, comments regarding Tottenham Hotspur Football Club and concerns about particular buildings.
6.	Transport/traffic concerns	This section covered any comments made regarding transport and traffic in the area. This included comments on existing public transport and traffic issues, and concerns about the amount of traffic the regeneration could generate.
7.	No change needed	This theme covered all comments where respondents stated that no change was needed to the area, or where residents/businesses stated they did not want to move as they were happy with their existing home/business.
8.	Crime, security and ASB	This theme covered all comments made about existing crime, security and anti-social behaviour issues in the High Road West area and all comments for a safer and more secure area and home in the future.
9.	New jobs and businesses needed	This theme covered all comments made that referred to the need for new businesses, new jobs and employment and training opportunities to be brought to the High Road West area.
10.	Need for open/play space	This theme covered all comments that referred to the need for more parks, open space, more play areas for young people and more public space for people to meet.
11.	Need for parking	This theme covered all comments that made reference to the need for more parking in the area now and more parking provision to be available if the regeneration proposals are taken forward.
12.	New affordable homes	This theme covered all comments made by respondents that referred to the need for more affordable homes to be provided in the area. This covered more affordable homes for residents to purchase and more social rent homes.
13.	Traditional homes with gardens, built to low density	This theme covered all comments made where residents referred to the need for more houses, or low rise properties to be built. As well as all comments that referred to providing gardens.
14.	Council to remain landlord	This theme covered all comments made where respondents expressed a desire for the Council to remain their landlord.
15.	Supported housing	This theme covered all comments where respondents referred to the need for supported housing to be provided in the proposals for older and more vulnerable residents.
16.	No high-rise building should be built	This theme covered all comments where respondents stated that they did not want high rise buildings to be built as part of the regeneration proposals.
17.	Renovation not demolition	This theme covered all comments where respondents expressed a desire to see renovation of the Love Lane properties as opposed to regeneration.
18.	Larger family homes are needed	This theme covered all comments made where respondents stated larger homes were needed, or family sized homes were needed to meet the needs of the community.
20.	Design	This theme covered all comments made by respondents which referred to architecture, design of the new homes, design and accessibility of the proposed new entrance to White Hart Lane and the design of buildings.
21.	Support Option 1	This theme covered all comments where respondents expressed a clear preference to see Option 1 of the master plan options taken forward.
22.	Support Option 2	This theme covered all comments where respondents expressed a clear

		preference to see Option 2 of the master plan options taken forward.
23.	Support Option 3	This theme covered all comments where respondents expressed a clear preference to see Option 3 of the master plan options taken forward.
24.	Support all three options	This theme covered all comments where respondents stated that they supported or liked all three of the master plan options proposed.
25.	Better mix and more types of housing	This theme covered all comments where respondents made reference to the need for higher quality homes, energy efficient homes and a better mix of homes.
26.	New community facilities	This theme covered all comments made by respondents where reference was made about the need for more community facilities, such as community centres, youth clubs etc.
27.	New leisure facilities	This theme covered all comments made by respondents where reference was made about the need for more leisure facilities to be provided in the area, such as cinema, bowling alley, gym etc.
28.	More variety of retail shops	This theme covered all comments where respondents made reference to the need for the area to have a better range and quality of shops and retail. This covered comments where respondents requested more large chain stores such as Marks and Spencer and smaller independent stores.

Section 3

Analysis of the Feedback Forms

Love Lane Residents, Residents of the Wider Community & Businesses

SECTION 1- CREATING A PLAN FOR HIGH ROAD WEST

Below is a breakdown of the feedback received on the three questions relating to the plan for High Road West. Respondents were asked how much they agreed or disagreed with the statements in the far left column.

Question 1

	Capacity in which responding			
		Love Lane Estate Resident	Resident of the wider area	Business/Service
		%	%	%
The plan should create a new public open space linking White Hart Lane Station, Tottenham High Road, the Spurs stadium and new community facilities	Agree	74%	37%	33%
	Not Sure	9%	6%	6%
	Disagree	12%	17%	45%
	No Response	5%	39% ³	16%
	Total	100%	100%	100%

Question 2

	Capacity in which responding			
		Love Lane Estate Resident	Resident of the wider area	Business/Service
		%	%	%
White Hart Lane Station should have a new entrance that forms part of a station square	Agree	76%	67%	46%
	Not Sure	12%	8%	7%
	Disagree	11%	21%	38%
	No Response	2%	4%	9%
	Total	100%	100%	100%

Question 3

³ It is likely that the high levels of no response rate are due to the fact that this question did not work correctly for a period of time on the online feedback form. Residents of the wider area, completed more online forms than any other respondent category. Residents were informed of the error with this question and asked to complete the one question again online or on a feedback form, which had been distributed.

Some homes on the Love Lane Estate should be redeveloped and some modern replacement homes provided.	Capacity in which responding			
		Love Lane Estate Resident	Resident of the wider area	Business/Service
		%	%	%
	Agree	70%	60%	45%
	Not Sure	9%	16%	9%
	Disagree	17%	20%	38%
	No Response	4%	4%	9%
	Total	100%	100%	100%

The three tables show that there is much support from Love Lane residents and residents of the wider area for the plan for change. There is a clear polarisation of opinion in the local business/services category with similar numbers both agreeing and disagreeing with the statements.

Question 4-Creating a Plan for High Road West - Supporting Comments

185 respondents made comments on the initial plan for change. As this section was open ended, in many cases more than one point was raised. The themes are described on page 12 and 14 of this report and the number of comments raised under each theme are detailed below:

	Love Lane Estate Resident	Resident of the wider area	Business/Service	Total
No of respondents making comments. of responses	92	58	36	186
Regeneration is good for the area	35	10	0	45
Concerns about the effect on the community	8	3	4	15
Do not agree with demolition	3	4	3	10
Concerns about the effect on businesses	1	2	12	15
Other	11	8	1	20
Transport/traffic concerns	4	5	2	11
No change needed or wanted	7	4	3	14
Crime, Security and ASB	9	5	1	15
New jobs and businesses needed	2	2	0	4
Need for open/play space	8	1	1	10
Need for parking	3	2	1	6
New affordable homes	1	0	1	2
Traditional homes with gardens, built to low density	4	0	0	4
Council to remain landlord	1	0	0	1
Supported housing	0	0	0	0
No high-rise	1	1	0	2
Renovation not demolition	4	2	9	15
Larger family homes	0	0	0	0
Design	3	9	0	12
Support Option 1	1	0	0	1
Support Option 2	3	1	0	4
Support Option 3	4	1	0	5
Support all three options	1	1	0	2
Better mix and more types of housing	6	0	0	6
New community facilities	0	0	0	0
New leisure facilities	0	0	0	0
Range of quality shops	1	5	0	6
Total	121	66	38	225

SECTION 2- NEW FACILITIES

This section of the feedback form focused on the type of new facilities local people want to see provided in the High Road West area. Respondents were asked to tick what facilities they would like to see. Below is a breakdown of the responses given.

Question 5

	Capacity in which responding				
		Love Lane Estate Resident	Resident of the wider area	Business/ Service	Total
	Number of responses	Count	Count	Count	Count
There is the potential to bring a number of new facilities to the High Road West area. What new facilities would you like to see?	Library, learning, education & community hub	158	96	34	288
	Modern Health Centre	150	88	31	269
	Community park	136	84	32	252
	Cinema	120	92	28	241
	Sports Centre	135	78	28	240
	Cafes and coffee shops	113	93	24	230
	Community centre	135	74	21	230
	Restaurants and bars	108	89	21	218
	Arts venues/galleries	81	76	23	180
	Bowling Alley	89	55	20	164
	Other	61	29	19	110

As multiple responses are common in this question, there are more responses than respondents.

The table clearly demonstrates that the most desired new facility is the library, learning, education & community hub, this has significant support from all three categories of respondent. The second most desired facility is a new modern health centre, which also enjoys significant support from all three respondent categories.

There is also significant support from all three respondent categories for a new community park, sports centre and cinema. These facilities, along with the new community hub, are facilities proposed in options 2 and 3 of the High Road West master plan proposals.

There is support for new cafes and coffee shops to be provided in the area by all three respondent categories, there is however less support for bars and restaurants.

Amongst all three categories of respondent there is very little support for a bowling alley to be provided in the High Road West area.

Section 2- New Facilities- Other facilities

Question 5 also allowed respondents to detail any other facilities, not in the list provided, that they would like to see in the area.

A total of 112 comments identified other choices and issues in this section, many comments crossed multiple themes. A list of the new facilities mentioned is detailed below:

	Love Lane Estate Resident	Resident of the wider area	Business/ Service	Total
No of comments	60	29	23	112
A better mix of retail	15	4	0	19
Sports facilities – gym/swimming pool/football pitch	10	3	1	14
Policing and public safety	6	0	0	6
Educational facilities	6	1	0	7
Community centre/buildings	2	1	0	3
Children’s centre/youth clubs	7	1	1	9
Facilities for disabled people	3	0	0	3
Open/play space	3	0	0	3
Residential housing	2	0	1	3
Health facilities	4	1	0	5
Religious building - mosque	1	0	0	1
Arts/crafts	1	0	0	1
Parking/transport	1	4	6	11
Job loss/business competition	0	0	6	6
Other	15	17	10	42
Total	76	32	25	133

There were only a few comments made in this section, however, from the comments made it is clear there is a desire to see improved retail in the area, especially amongst Love Lane residents. Comments included the desire to see a better mix of retail with residents requesting more high street chain stores and more local, independent and specialist shops.

There is a desire for more sports facilities in the area, comments suggested providing an outdoor gym, a swimming pool, and a football pitch. Respondents mentioned the need for facilities for young people and there **were several suggestions for children’s centres and youth clubs.**

It is clear that the community want to see a safer environment in the High Road West area, particularly Love Lane residents. Residents wanted more police in the area, more CCTV and a safer environment to live and work.

Whilst some cultural facilities are requested by respondents, it is clear that there is a stronger preference for retail, community and leisure facilities in the area.

SECTION 3- HOUSING

This section of the questionnaire focused on the type of housing local people want to see provided in the High Road West area. Respondents were asked how much they agreed or disagreed with the statements in the far left column.

Question 6

There should be more types of housing (such as family housing, maisonettes, courtyard residents blocks, supported housing) built to meet the needs of the community.	Capacity in which responding		
	Love Lane Estate Resident	Resident of the wider area	Business/Service
	%	%	%
Agree	79%	70%	54%
Not Sure	9%	7%	9%
Disagree	10%	18%	29%
No Response	2%	5%	9%
Total	100%	100%	100%

Question 7

All of the properties on the Love Lane Estate should be included in the redevelopment plans.	Capacity in which responding		
	Love Lane Estate Resident	Resident of the wider area	Business/Service
	%	%	%
Agree	68%	54%	29%
Not Sure	12%	22%	17%
Disagree	18%	20%	43%
No Response	3%	4%	10%
Total	100%	100%	100%

Question 8

New homes should be built along traditional street patterns	Capacity in which responding		
	Love Lane Estate Resident	Resident of the wider area	Business/Service
	%	%	%
Agree	63%	56%	41%
Not Sure	17%	25%	22%
Disagree	16%	15%	28%
No Response	4%	4%	10%
Total	100%	100%	100%

The three tables show that there is a strong desire amongst the community for more types of housing in the High Road West area. The tables also show that there is significant support (68%) from Love Lane residents for all properties on the Love Lane Estate to be included in the redevelopment proposals, whilst the majority of businesses did not agree with this proposal.

The proposal to build new homes along street patterns enjoys significant support from both Love Lane Residents and residents of the wider area. Options 2 and 3 of the master plan proposals will offer the most opportunity to deliver new homes to the area. These options will also go further than option one to create a traditional street network in the area and thus more permeability which will facilitate the creation of a safer environment.

Housing- supporting comments

This section gave respondents the opportunity to make any other comments on existing housing or the kind of new housing that should be provided in the area. There were 165 responses to this question. As this section was open ended, in many cases more than one point was raised. The themes are described on pages 12 and 14 of this report and the number of comments raised under each theme are detailed below:

	Love Lane Estate Resident	Resident of the wider area	Business/ Service	Total
No of respondents making comments	90	53	22	165
Regeneration is good for the area	10	2	1	13
Concerns about the effect on the community	4	2	3	9
Do not agree with demolition	2	3	0	5
Concerns about the effect on businesses	0	0	2	2
Other	5	8	3	16
Transport/traffic concerns	0	2	0	2
No change needed or wanted	1	0	0	1
Crime, Security and ASB	9	4	1	14
New jobs and businesses needed	0	1	0	1
Need for open/play space	1	0	0	1
Need for parking	5	3	0	8
New affordable homes	17	11	6	34
Traditional homes with gardens, built to low density	18	4	5	27
Council to remain landlord	17	3	2	22
Supported housing	13	6	0	19
No high-rise	9	4	2	15
Renovation not demolition	2	3	1	6
Larger family homes	6	3	0	9
Design	3	8	1	12
Support Option 1	1	0	0	1
Support Option 2	1	0	0	1
Support Option 3	1	0	0	1
Support all three options	0	0	0	0
Better mix and more types of housing	9	5	2	16
New community facilities	0	0	0	0
New leisure facilities	0	0	0	0
Range of quality shops	0	0	0	0
Total	134	72	29	235

The most common theme raised under this question was the desire to provide new affordable homes to the area. Many of the responses in this theme made reference to the need to provide affordable homes for young people and people with families.

The other top theme in this question was the desire to see traditional housing built at low density and the desire to seeing housing provided with gardens. Many respondents requested houses to be built as opposed to tower blocks. There was also a desire for gardens or private open space to be provided for residents in flats and a better mix and quality of homes with supported housing being provided.

The next most common theme, predominantly raised by Love Lane Residents, was the desire for the Council to remain the landlord of the new homes if the redevelopment went ahead. Linked to this was the desire for secure council tenants to retain their security of tenure and rent levels.

This section of the questionnaire focused on the type of new jobs and business that local people want to see provided in the High Road West area. Respondents were asked to tick what facilities they would like to see. Below is a breakdown of the responses given.

Question 9

We should encourage more new businesses to the area	Capacity in which responding			
		Love Lane Estate Resident	Resident of the wider area	Business/Service
		%	%	%
Agree	79%	75%	57%	
Not Sure	11%	4%	1%	
Disagree	5%	16%	32%	
No Response	5%	4%	10%	
Total	100%	100%	100%	

Question 10

We should encourage businesses and facilities that help create jobs for local people	Capacity in which responding			
		Love Lane Estate Resident	Resident of the wider area	Business/Service
		%	%	%
Agree	86%	83%	62%	
Not Sure	6%	1%	0%	
Disagree	2%	12%	26%	
No Response	6%	4%	12%	
Total	100%	100%	100%	

Question 11

The area around the new public open space should be a place where new businesses are encouraged	Capacity in which responding			
		Love Lane Estate Resident	Resident of the wider area	Business/Service
		%	%	%
Agree	70%	69%	41%	
Not Sure	15%	10%	7%	
Disagree	10%	17%	39%	
No Response	5%	4%	13%	
Total	100%	100%	100%	

Question 12

What kind of businesses and business facilities would you like to see in the area? Please tick all that apply	Capacity in which responding				Total
	Love Lane Estate Resident	Resident of the wider area	Business/Service		
	Count	Count	Count	Count	
Space for start-up local businesses	132	89	31	252	
Office space for local companies	83	74	33	190	
Workshops	102	60	26	188	
Small local independent shops	139	106	24	269	
High Street chain stores	138	86	16	240	
Other Comments	44	27	17	88	

It is clear that there is substantial support from all three respondent categories for encouraging new business to the area, for jobs for local people and for businesses to be provided around the proposed

new open space linking the new White Hart Lane Station and the High Road.

The percentage of respondents in agreement with the statements in this section are higher than the other sections of the feedback form, suggesting the creation of new jobs and businesses is extremely important to the local community. However, it should be noted that the business respondent category are consistently less supportive of the statements than residents of the wider area and residents from the Love Lane Estate suggesting a nervousness from this category about bringing new business to the area. Indeed, this is reflected in the written comments from business; businesses raised concerns about the impact of regeneration and introducing new businesses will have on existing businesses.

Respondents want to see more retail businesses in the area; with both Love Lane residents and residents of the wider community wanting both more independent local shops and more High Street chains suggesting a better retail mix is required in the area. Space for start-up businesses has strong support from Love Lane residents and residents of the wider community. However the business respondent category are more supportive of office space being provided.

Section 4- Jobs and Business- Other comments

Question 4 gave respondents the opportunity to detail any other businesses and business facilities, not in the list provided, that they would like to see in the area. A total of 93 respondents completed this section.

	Love Lane Estate Resident	Resident of the wider area	Business/ Service	Total
No of making comments	46	28	19	93
A mix and better range (independent and chain stores) should be provided	5	5	0	10
Crime	1	1	0	2
High St chain stores should be provided	10	6	0	16
Independent stores should be provided	5	2	0	7
Jobs need to be created in the area and jobs should go to local people	5	4	1	10
Leisure businesses and businesses that provide activities for children	4	1	0	5
Less of existing range of retail, i.e. betting, takeaway and barbers shops	5	4	1	10
Office	1	1	0	2
Other	2	4	2	8
Post office	2	0	0	2
Regeneration is good	5	1	0	6
Support for existing businesses and concern about the effect on existing businesses	6	3	15	24
Workshops/start up businesses	2	1	0	3
Total	53	33	19	105

The majority of responses, 45, referred to the type of retail that should be provided in the High Road West area. 16 responses wanted high street chain stores, conversely, 7 comments mentioned the need for more independent stores. 10 comments said a mix and better range of shops was desired and another 10 comments wanted less betting shops, hairdressers and takeaways.

The theme that received the most comments was the “Support for existing businesses and concern about the effect on existing businesses”. The majority of respondents that wrote comments in this theme were businesses. Businesses are concerned about the impact of the regeneration proposals on their existing business and did not want new businesses to be built at the expense of existing businesses.

Unlike the previous sections, this section sought purely qualitative data- asking the local community to inform the Council what they thought about the three options, including what they liked and disliked and any other general comments.

303 respondents responded to this question. As this section was open ended, in many cases more than one point was raised in the response to this question. Many local residents took the time to complete additional sheets of paper so as to fully comment on this section. The themes described on pages 12 and 14 of this report and the number of comments raised under each theme are detailed below:

	Love Lane Estate Resident	Resident of the wider area	Business/ Service	Total
No. of people who responded to this question	150	98	55	303
Regeneration is good for the area	33	14	5	52
Concerns about the effect on the community	15	8	16	39
Do not agree with demolition	3	2	1	6
Concerns about the effect on businesses	3	7	28	38
Other	26	33	14	73
Transport/traffic concerns	1	1	2	4
No change needed or wanted	10	8	27	45
Crime, Security and ASB	19	5	1	25
New jobs and businesses needed	14	11	1	26
Need for open/play space	5	2	0	7
Need for parking	12	4	5	21
New affordable homes	5	1	1	7
Traditional homes with gardens, built to low density	3	0	0	3
Council to remain landlord	20	0	0	20
Supported housing	0	1	0	1
No high-rise	3	0	0	3
Renovation not demolition	1	1	1	3
Larger family homes	2	0	1	3
Design	2	9	1	12
Support Option 1	11	2	1	14
Support Option 2	23	5	1	29
Support Option 3	37	27	6	70
Support all three options	15	4	4	23
Better mix and more types of housing	15	3	2	20
New community facilities	12	7	0	19
New leisure facilities	4	8	0	12
Range of quality shops	9	11	1	21
Total	303	174	119	596

Whilst this section had not asked residents to select a preferred master plan option, the most common comment made in this section was a preference for Option 3 of the master plan proposals. Love Lane residents and respondents from the wider area made the most comments under this theme.

Local businesses did not tend to provide a preference for a master plan option.

The 'other' category was made up predominantly by responses from the wider community. These responses could not be easily categorised, but included concerns over more homes creating overcrowding, businesses being provided on the ground floor of residential housing blocks and the

development on the Headcorn and Tenterden Estate. Some residents in this category also mentioned that they did not know the area well enough.

The third most common theme raised was support for regeneration in the area. The majority of these responses advocated their support for the regeneration proposals and expressed a need for change in the area.

The fourth and fifth most common themes were predominantly raised by businesses. The fourth most common theme consists of comments that advocated that no change was needed to the High Road West area. The fifth most common theme was 'concern over the effect of the regeneration proposals on existing businesses'. Many local businesses used this section to explain their concerns about regeneration and explain that they did not want to be included in the regeneration plans.

Section 4

Summary of the Feedback Forms

Summary of written comments

There were three key sections that allowed residents to provide written comments: the plan for High Road West area, housing and comments on all of the proposals.

As mentioned previously, respondents did not always make comments that were relevant to the particular section they were commenting on. For example in Section 1, where respondents were asked to comment on the initial plan for change, many respondents made comments about wanting to remain a Council tenant or preferring option 3 to option 1. It is worth noting that many feedback forms did repeat the same comment in the three different written sections of the feedback form.

To provide an overview of the written comments made, the table below shows the total number of times that the themed comments were raised throughout the feedback form.

	Love Lane Estate Resident	Resident of the wider area	Business / service	Total
Regeneration is good for the area	78	26	6	110
Other	42	49	18	109
Support Option 3	42	28	6	76
Concerns about the effect on the community	27	13	23	63
No change needed or wanted	18	12	30	60
Concerns about the effect on businesses	4	9	42	55
Crime, Security and ASB	37	14	3	54
New affordable homes	23	12	8	43
Council to remain landlord	38	3	2	43
Better mix and more types of housing	30	8	4	42
Design	8	26	2	36
Need for parking	20	9	6	35
Traditional homes with gardens, built to low density	25	4	5	34
Support Option 2	27	6	1	34
New jobs and businesses needed	16	14	1	31
Range of quality shops	10	16	1	27
Support all three options	16	5	4	25
Renovation not demolition	7	6	11	24
Do not agree with demolition	8	9	4	21
Supported housing	13	7	0	20
No high-rise	13	5	2	20
New community facilities	12	7	0	19
Need for open/play space	14	3	1	18
Transport/traffic concerns	5	8	4	17
Support Option 1	13	2	1	16
Larger family homes	8	3	1	12
New leisure facilities	4	8	0	12
Total	558	312	186	1056

The table shows us the following information:

- **Across the feedback forms the most common theme raised was ‘regeneration is good for the area’.** There were 151 comments which made reference to the three masterplan options, with comments supporting option three being the most common. In total there were 261 comments that supported regeneration or, one or all, of the three master plan options.
- There were 214 comments with reference to housing across the feedback forms, with the most common comments referring to the need for new affordable homes and a better mix and better quality homes. There were also many comments that stated a preference for the Council to remain the landlord of any new replacement homes.
- 118 comments were made that raised concerns and or questions about the impact of the regeneration proposals on the local community and or local businesses. A key work stream for the next stage of the High Road West regeneration proposals will be addressing these questions and concerns.
- 81 comments were made that were not in support of change and or demolition with the majority of these comments coming from the business respondent category.
- A significant number of comments were raised about crime, security and anti-social behaviour in the High Road West area, with residents commenting on existing problems and showing a strong desire for the regeneration to address issues of crime and security in the area.
- There were 76 comments written that made reference for the need to have new facilities in the High Road West area. This included the need for more community facilities and things for young people to do, as well as a need to diversify the existing retail offer in the area and provide new open/play space.

Summary of all feedback

It is clear from both the quantitative and qualitative data received from the feedback forms that there is considerable support for the regeneration proposals with option 3 of the master plan proposals being the most preferred option, particularly amongst the Love Lane Residents and residents from the wider community.

Some businesses are supportive of change, but businesses who are directly affected by the regeneration do not want to be included in the plans and are nervous about how change will affect them. The Council will be working closely with any business included in the preferred masterplan to ensure that where possible, businesses are relocated within, or near to the area and that they are given support and the necessary levels of compensation. The Council is committed to local businesses and want to create a thriving economy in the High Road West area.

The Council’s initial plan for change; moving White Hart Lane Station entrance, creating a new station square and a new public open space linking the station with the High Road has received substantial support from the community and is likely to be included in the preferred master plan option.

The desire from the community for more affordable homes, a better retail mix, a community park a new community hub including library and learning centre and for more facilities for young people to do, suggest that comprehensive regeneration would best meet the aspirations of the community.

Section 5

LOVE LANE RESIDENTS

Consultation Feedback Analysis

The Council and Home for Haringey undertook an intensive and thorough consultation process with the Love Lane residents over the 8 week consultation period to maximise knowledge, awareness and resident engagement on the proposals for the High Road West area. This is primarily because Love Lane residents are the largest group of stakeholders affected by the redevelopment plans within the master plan area.

The intensive engagement involved holding 5 drop in sessions for Love Lane residents, door knocking and completing home visits on the estate.

The Love Lane Residents' Independent Tenant and Leaseholder Advisor company, Strategic Urban Futures, attended all of the drop in events and the Residents' Fun Day and, in addition, undertook a door knocking exercise over 4 days to ascertain the views, concerns and aspirations of the Love Lane residents.

Feedback forms

In total 207 feedback forms were received from residents living on the Love Lane Estate. These feedback forms represented 177 of households on the Love Lane estate. Of these;

- 160 were from council tenants
- 22 were from resident leaseholders
- 3 were from non-resident leaseholders
- 16 were from private tenants
- 6 were from residents who did not specify their tenure

A breakdown of Love Lane responses by block and street and can found in the table below:

Block/ Street	Total Number of properties	Total feedback forms received	No. of households which responded to the consultation	Percentage of households which responded to the consultation
Ermine House	60	47	39	65%
Charles House	60	40	36	60%
Moselle House	60	35	29	48%
Kathleen Ferrier Court	19	12	11	58%
Whitehall Street	60	48	40	67%
White Hart Lane	16	12	9	56%
Brereton Road	8	6	6	75%
Orchard Place	14	5	5	36%
Address not given	-	2	2	-
Total	297	207	177	60%

A breakdown of the feedback forms by age is provided in the table below:

Age Profile	Total number of properties
Under 26	3
26-34	28
35-44	36
45-54	39
55-64	18
65+	31
Non Stated	52
Total	207

This table shows that there is generally a broad mix of age groups that responded to the consultation but that young people were less engaged in this consultation process.

SECTION 1- CREATING A PLAN FOR HIGH ROAD WEST

As has been shown there is overwhelming support amongst Love Lane residents for the initial plan for change, with:

- **74%** of Love Lane responses agreeing with the new public open space linking White Hart Lane Station with the High Road, Spurs Stadium and new community facilities
- **76%** of the Love Lane responses agreeing to the new station entrance and station square
- **70%** of Love Lane responses agreeing to some of the Love Lane properties being redeveloped.

A breakdown of the responses to the initial plan for change questions by block is detailed below:

Question 1.		Agree	Not Sure	Disagree	No Response	Total
The plan should create a new public open space linking White Hart Lane Station, Tottenham High Road, the Spurs stadium and new community facilities	Ermine House	77%	4%	13%	6%	100%
	Charles House	73%	5%	15%	8%	100%
	Moselle House	91%	6%	0%	3%	100%
	Kathleen Ferrier Court	92%	8%	0%	0%	100%
	Whitehall Street	58%	18%	21%	2%	100%
	White Hart Lane	75%	17%	0%	8%	100%
	Brereton Road	67%	17%	17%	0%	100%
	Orchard Place	80%	0%	20%	0%	100%
	Address not stated	50%	0%	50%	0%	100%

Question 2.		Agree	Not Sure	Disagree	No Response	Total
White Hart Lane Station should have a new entrance that forms part of a station square	Ermine House	79%	11%	11%	0%	79%
	Charles House	68%	15%	13%	5%	68%
	Moselle House	91%	9%	0%	0%	91%
	Kathleen Ferrier Court	100%	0%	0%	0%	100%
	Whitehall Street	65%	12%	19%	4%	62%
	White Hart Lane	67%	33%	0%	0%	67%
	Brereton Road	83%	0%	17%	0%	83%
	Orchard Place	80%	0%	20%	0%	80%
	Address not stated	50%	0%	50%	0%	50%

Question 3.		Agree	Not Sure	Disagree	No Response	Total
Some homes on the Love Lane Estate should be redeveloped and some modern replacement homes provided.	Ermine House	72%	9%	19%	0%	72%
	Charles House	60%	13%	23%	5%	60%
	Moselle House	89%	3%	6%	3%	89%
	Kathleen Ferrier Court	67%	8%	8%	17%	67%
	Whitehall Street	60%	14%	17%	8%	57%
	White Hart Lane	83%	0%	17%	0%	78%
	Brereton Road	83%	0%	17%	0%	83%
	Orchard Place	60%	0%	40%	0%	60%
	Address not stated	50%	0%	50%	0%	50%

These tables demonstrate that there is clear support amongst all of the Love Lane blocks, with Moselle House and Kathleen Ferrier Court having the most support for the initial plan.

Written comments- This section allowed Love Lane residents to write their views on the plan. 93 residents responded to this question. The themes raised and the number of comments in each theme are detailed below:

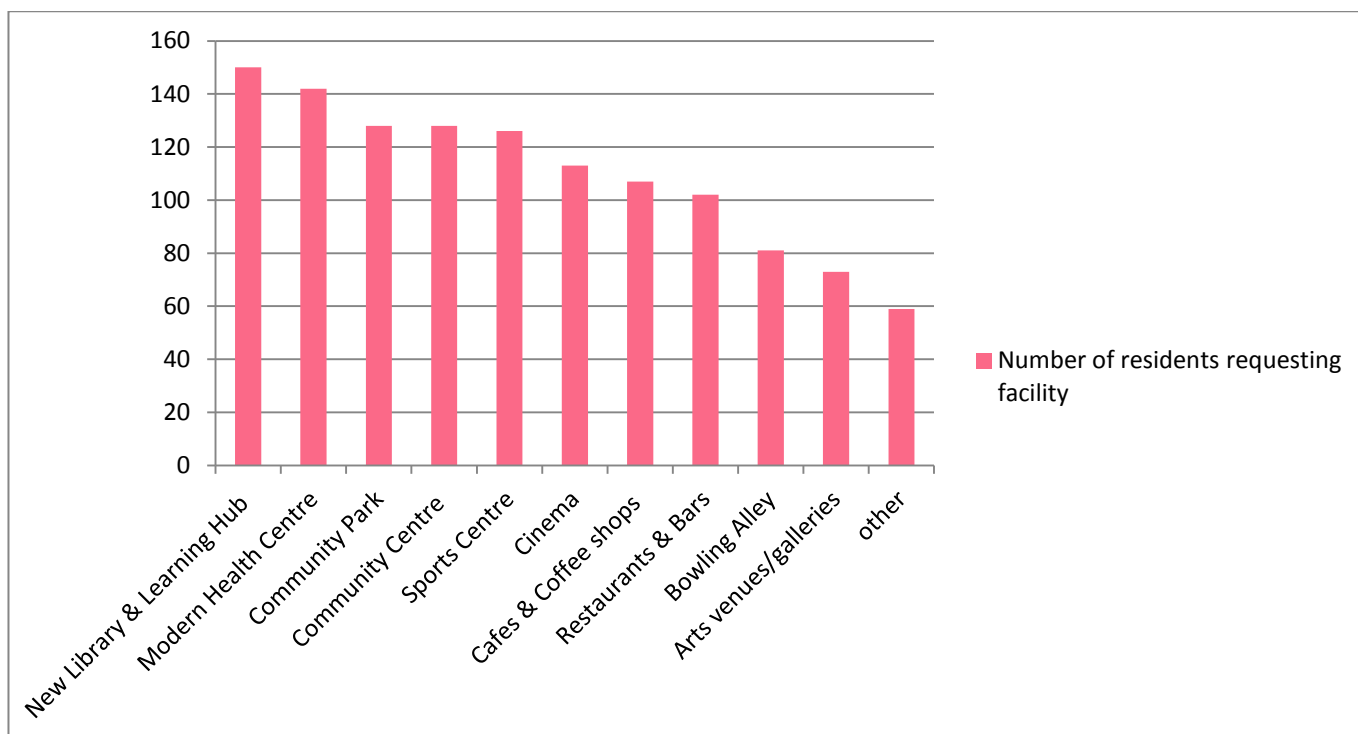
	Love Lane Estate Resident
No of respondents making comments. of responses	92
Regeneration is good for the area	35
Concerns about the effect on the community	8
Do not agree with demolition	3
Concerns about the effect on businesses	1
Other	11
Transport/traffic concerns	4
No change needed or wanted	7
Crime, Security and ASB	9
New jobs and businesses needed	2
Need for open/play space	8
Need for parking	3
New affordable homes	1
Traditional homes with gardens, built to low density	4
Council to remain landlord	1
No high-rise	1
Renovation not demolition	4
Design	3
Support Option 1	1
Support Option 2	3
Support Option 3	4
Support all three options	1
Better mix and more types of housing	6
Range of quality shop	1
Total	121

Most comments written were under the ‘regeneration is good theme’. The second most common theme was the ‘other’ theme, comments in this theme included references to the consultation process and questions about how much influence over the plans residents would have, questions about who will be funding the regeneration and who is included within the regeneration.

SECTION 2 - NEW FACILITIES

Love Lane residents have expressed a clear desire for community services/facilities e.g. health centre, community centre. The feedback has shown that non-residents of Love Lane are less inclined to want provision of these community services. The bar chart below shows the preferences of Love Lane residents.

There is substantial support for the idea of the new community hub shown in the master plan proposals. There is also significant support for the community park shown in options 2 and 3.



This question gave residents the opportunity to detail other new facilities they would like to see provided in the area that were not already listed. New facilities requested in this section included:

	No of comments
	60
A better mix of retail	15
Sports facilities – gym/swimming pool/football pitch	10
Policing and public safety	6
Educational facilities	6
Community centre/buildings	2
Children’s centre/youth clubs	7
Facilities for disabled people	3
Open/play space	3
Residential housing	2
Health facilities	4

Religious building - mosque	1
Arts/crafts	1
Parking/transport	1
Job loss/business competition	0
Other	15
Total	76

There were only a few comments made in this section, however, from the comments made it is clear there is a desire to see improved retail in the area. Comments included the desire to see a better mix of retail with residents requesting more high street chain stores and more local, independent and specialist shops.

There is a desire for more sports facilities in the area, comments suggested providing an outdoor gym, a swimming pool, and a five-a-side football pitch. Respondents mentioned the need for facilities for young people and there were several suggestions for children’s centres and youth clubs.

It is clear that the community want to see a safer environment in the High Road West area. Residents wanted more police in the area, more CCTV and a safer environment to live and work.

SECTION 3- HOUSING

There is much support for new housing amongst Love Lane residents:

- **79%** of Love Lane responses agree that more types of housing should be built to meet the needs of the local community.
- **68%** of the Love Lane responses agree that all properties on the Love Lane Estate should be included within the redevelopment
- **63%** of Love Lane responses agree that new homes should be built along traditional street patterns.

A breakdown of the responses to the housing questions by block is detailed below:

Question 6.		Agree	Not Sure	Disagree	No Response	Total
There should be more types of housing (such as family housing, maisonettes, courtyard residents blocks, supported housing) built to meet the needs of the community.	Ermine House	77%	4%	13%	6%	100%
	Charles House	73%	10%	15%	3%	100%
	Moselle House	94%	6%	0%	0%	100%
	Kathleen Ferrier Court	83%	0%	0%	17%	100%
	Whitehall Street	71%	14%	13%	2%	100%
	White Hart Lane	66%	0%	25%	8%	100%
	Brereton Road	100%	0%	0%	0%	100%
	Orchard Place	60%	0%	40%	0%	100%
	Address not stated	0%	50%	50%	0%	100%

Question 7.		Agree	Not Sure	Disagree	No Response	Total
All of the properties on the Love Lane Estate should be included in the redevelopment plans.	Ermine House	78%	11%	11%	0%	100%
	Charles House	65%	10%	20%	5%	100%
	Moselle House	83%	6%	11%	0%	100%
	Kathleen Ferrier Court	67%	8%	8%	17%	100%
	Whitehall Street	52%	21%	23%	4%	100%
	White Hart Lane	66%	8%	25%	0%	100%
	Brereton Road	83%	0%	17%	0%	100%
	Orchard Place	60%	0%	40%	0%	100%
	Address not stated	50%	0%	50%	0%	100%

Question 8.		Agree	Not Sure	Disagree	No Response	Total
New homes should be built along traditional street patterns	Ermine House	72%	9%	19%	0%	100%
	Charles House	58%	18%	20%	5%	100%
	Moselle House	63%	17%	20%	0%	100%
	Kathleen Ferrier Court	50%	25%	8%	17%	100%
	Whitehall Street	54%	21%	23%	4%	100%
	White Hart Lane	75%	8%	4%	0%	100%
	Brereton Road	100%	0%	0%	0%	100%
	Orchard Place	20%	20%	40%	20%	100%
	Address not stated	50%	0%	50%	0%	100%

The feedback received has shown that there is significant support from Love Lane respondents from all of the blocks and streets on the Love Lane Estate for new types of housing to be provided.

There is much support from the Love Lane respondents for all properties to be included in the regeneration proposals, with the most support coming from Moselle Houses and Brereton Road, where there are more council tenancies and the least support coming from Whitehall Street, where there are more leasehold properties.

Housing- Written Comments

The housing section also allowed Love Lane residents the opportunity to note any comments on the existing housing or what kind of new housing should be provided. 90 Love Lane residents wrote responses to this question. As this question was open ended, in many cases more than one point was raised in the response to this question. The themes and the category of respondent who raised the theme can be found in the table below.

Response Categories	No of comments	Example comments
Traditional homes with gardens, built to low density	18	<p><i>“more houses are needed with gardens and fences.”</i></p> <p><i>“houses with gardens are better for living”</i></p> <p><i>“if you make houses with gardens and parks it will be beautiful”</i></p>
Council to remain landlord	17	<p><i>“I want the Council, Haringey Council, housing not private Housing Association. The Haringey Council should build the quality homes in the area, not private Housing Association.”</i></p> <p><i>“I want to remain a council tenant”.</i></p>

		<p><i>"I want to remain a secure council tenant with the right to succession - not housing association."</i></p> <p><i>"Like new homes to be council property with better maintenance and better services".</i></p>
New affordable homes	17	<p><i>"There should be more affordable homes for the people on the Love Lane Estate to have and, if they wish to buy their home."</i></p> <p><i>"support and affordable housing"</i></p> <p><i>"if our young people are to stay here they will need affordable homes"</i></p>
Supported housing	13	<p><i>"Supported housing for the more senior and vulnerable members of our community should be built. We want mixed communities to keep community cohesion".</i></p>
Regeneration is good for the area	10	<p><i>"Generally excited about the new development and ideas generated for the Love Lane Estate. I think this area needs this type of development."</i></p> <p><i>"Definitely agree with the plans. New and more businesses would be wonderful."</i></p> <p><i>"The area is crying out for regeneration."</i></p> <p><i>"I would love the Council to bring the plan to the area, thank you so much."</i></p>
Crime, security and ASB	9	<p><i>"More security within new homes, CCTV and security doors to have only residents access to the building."</i></p> <p><i>"More security."</i></p> <p><i>"the new blocks should have cameras in the front entrance, in the lifts, and every floor and will be safe for the tenants."</i></p>
No high-rise	9	<p><i>"No high rise blocks."</i></p> <p><i>"No high rise flats. They promote bad behaviour and attitude. Lets improve Tottenham."</i></p> <p><i>"No more tower blocks please. 3/4 floors"</i></p>
Better mix and more types of housing	9	<p><i>"New housing should be built to meet everyones needs."</i></p>
Larger family homes	6	<p><i>"Larger family homes needed"</i></p> <p><i>"Houses, big enough for big families."</i></p>
Need for parking	5	<p><i>"Sufficient parking space."</i></p> <p><i>"Parking needs improvement, not enough spaces at present."</i></p>

The following themes received 4 comments or less:

- Concern about the impact on the community- 4 comments
- Design- 3 comments
- Renovation not demolition – 2 comments
- Do not agree with demolition -2 comments
- Support for option 1- 1 comment
- Support for option 2 - 1 comment
- Support for option 3 -1 comment
- No change needed- 1 comment

The table illustrates that one of the key concerns for estate residents is who the landlord of the replacement homes will be. Many residents, not only in the feedback forms but throughout the consultation process, expressed a strong desire for the Council to remain their landlord. Residents do not want their landlord to change and do not want to become tenants of another Registered Provider.

Equally as important to Love Lane Residents is the type of new homes provided. Residents want new homes to be traditional low rise properties. Many residents expressed a desire for more houses to be built with their own gardens. There is little support amongst residents for high rise properties being built in the High Road West area. There is a desire for larger family homes to be provided and for supported housing to be provided for older and more vulnerable residents.

It is clear that Love Lane Residents want more affordable homes to be built in the area.

In this section of the feedback form there were only 2 comments made supporting renovation as opposed to regeneration, whilst there were 10 comments made stating that the regeneration is a good idea.

SECTION 4- JOBS AND BUSINESSES

There is overwhelming support for the concept of encouraging new business and new jobs to the High Road West area amongst Love Lane residents, with;

- **79%** of Love Lane respondents agree that the Council should encourage more new businesses to the area
- **86%** of Love Lane respondents agree that we Council encourage businesses and facilities that help create jobs for local people
- **70%** of Love Lane respondents agree that the new public open space should be a place where new businesses are encouraged.

A breakdown of the responses to the jobs and businesses is detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q.9	We should encourage more new businesses to the area	79%	11%	5%	5%	100%
Q.10	We should encourage businesses and facilities that help create jobs for local people	86%	6%	2%	6%	100%
Q.11	The area around the new public open space should be a place where new businesses are encouraged.	70%	15%	10%	5%	100%

A breakdown of the type of new business that Love Lane residents would like to see is detailed below:

Q.12 What kind of businesses and business facilities would you like to see in the area? Please tick all that apply.	Resident of the wider area
	Count
Space for start-up local businesses	132
Office space for local companies	83
Workshops	102
Small local independent shops	139
High Street chain stores	138
Other Comments	44
Total	638

This section allowed residents the opportunity to comment on any other businesses and businesses facilities that residents would like to see in the area.

A total of 46 Love Lane respondents completed this section. There written comments have been put into common themes. The table below shows the themes and the number of comments made in this theme.

	Love Lane Estate Resident
No of making comments	46
A mix and better range (independent and chain stores) should be provided	5
Crime	1
High St chain stores should be provided	10
Independent stores should be provided	5
Jobs need to be created in the area and jobs should go to local people	5
Leisure businesses and businesses that provide activities for children	4
Less of existing range of retail, i.e. betting, takeaway and barbers shops	5
Office	1
Other	2
Post office	2
Regeneration is good	5
Support for existing businesses and concern about the effect on existing businesses	6
Workshops/start up businesses	2
Total	53

Retail businesses are the most requested type of business for Love Lane residents. The table below shows that the majority of responses, 27, referred to the type of retail that Love Lane residents would like to be provided in the High Road West area. 10 responses wanted high street chain stores, conversely, 5 comments mentioned the need for more independent stores. 5 comments said a mix and better range of shops was desired and another 5 comments wanted less betting shops, hairdressers and takeaways.

SECTION 5- THE THREE OPTIONS

Unlike the previous sections, this section sought purely qualitative data- asking the local community to tell the Council what they thought about the three options, including what they liked and disliked and any other general comments.

There were 15 responses to this question. As this section was open ended, in many cases more than one point was raised in the response to this question. Many local residents took the time to complete additional sheets of paper so as to fully comment on this section. The themes described on pages 11 and 12 of this report and the number of comments raised under each theme are detailed below:

	Love Lane Estate Resident
Regeneration is good for the area	33
Concerns about the effect on the community	15
Do not agree with demolition	3
Concerns about the effect on businesses	3
Other	26
Transport/traffic concerns	1
No change needed or wanted	10
Crime, Security and ASB	19

New jobs and businesses needed	14
Need for open/play space	5
Need for parking	12
New affordable homes	5
Traditional homes with gardens, built to low density	3
Council to remain landlord	20
No high-rise	3
Renovation not demolition	1
Larger family homes	2
Design	2
Support Option 1	11
Support Option 2	23
Support Option 3	37
Support all three options	15
Better mix and more types of housing	15
New community facilities	12
New leisure facilities	4
Range of quality shops	9
Total	303

Whilst this section had not asked residents to select a preferred master plan option, the most common comment made in this section was a preference for Option 3 of the master plan. Option 2 was the second most preferred option, whilst Option 1 was the least preferred of the three options.

It is interesting to note that despite there being a campaign from outside the estate, which advocated renovation and not demolition of the Love Lane Estate only one Love Lane respondent raised this comment on this section of the feedback form.

Crime, anti-social behaviour and security was a big concern for Love Lane residents. The majority of comments in this section commented on existing crime and antisocial behaviour and the lack of security in the area currently and the need for the regeneration to address the issues of crime and provide better security.

Many residents reiterated the housing points already mentioned in the housing section, including the need for a better, quality and mix of housing, a desire for more affordable homes and for homes to be built at a low density with private gardens. Residents also reiterated in this section the desire for the Council to remain the land lord of any potential replacement homes for secure council tenants. If affected by the regeneration proposals residents of the Love Lane estate, including Council Tenants, Leaseholders and Private Tenants want a fair deal.

Summary of Feedback Raised by Love Lane Residents

Love Lane residents are supportive of the regeneration proposals for the High Road West area.

There is a clear preference for option 3 of the masterplan proposals. This is not only demonstrated in the written comments but in the fact that residents want more new affordable housing and want to maximise the number of jobs and businesses in the area. Love Lane residents also want to see many new facilities in the area, including a new community park and new library, learning and community hub which can be delivered through more comprehensive regeneration as shown in options 2 and 3 of the master plan proposals.

Love Lane residents want regeneration to bring a better mix of housing and prefer low rise, traditional housing with gardens as opposed to high rise blocks. There is also a desire to see supported housing and larger family homes to be provided.

Residents were extremely clear in their desire for the Council to remain the landlord of any new replacement homes. Love Lane Council tenants want to maintain their security of tenure and their existing rent levels.

Security, crime and anti social behaviour are important issues for Love Lane residents. Many residents commented on the existing anti social issues in and around the Love Lane Estate and wanted improved security and a safer environment to be provided through the regeneration of the area.

Love Lane residents are extremely supportive of plans to bring new jobs and businesses to the area. They particularly want to see new retail businesses to improve the retail offer along the High Road and would like to see space for start up businesses provided. Residents want to ensure that local jobs are secured for local people.

Some Love Lane residents did raise questions and concerns about the rehousing process and about how they personally will be affected. This is particularly true of private renting tenants on the Love Lane Estate. The Council has given residents a number of re-housing guarantees, but will be working closely **with residents and the Love Lane resident Association to determine answers to residents' rehousing** questions over the coming months.

Section 6

RESIDENTS OF THE WIDER COMMUNITY

Consultation Feedback Analysis

Consultation Feedback – Residents of the wider community

A newsletter was distributed to all residents businesses and services within a 300 metre radius of the existing High Road West boundary. This newsletter invited the wider community to two drop in sessions specifically aimed at the wider community, which were held on the 14th May and the 1st June 2013.

34 Residents of the wider community attended these two drop in sessions. The majority of the online responses were received from residents of the wider community.

158 feedback forms were received from the wider community and one feedback form had a letter attached.

Headcorn, Tenterden, Beaufoy and Gretton Road Estate

The key stakeholder group within this category are the residents of the Headcorn, Tenterden, Beaufoy and Gretton Road Estate which sits adjacent to the Love Lane Estate. 22 feedback forms were received from residents of this estate. A detailed response from the Headcorn, Tenterden, Beaufoy and Gretton Road Estate Resident Association written on behalf of all residents of the estate was also received, a summary of this response can be found on page 50.

Feedback Form Analysis

Section 1- Creating a plan for High Road West

A breakdown of the responses received from residents of the wider community to the initial plan for change questions are detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q1.	The plan should create a new public open space linking White Hart Lane Station, Tottenham High Road, the Spurs stadium and new community facilities	37%	6%	17%	39%	100%
Q2.	White Hart Lane Station should have a new entrance that forms part of a station square	67%	8%	21%	4%	100%
Q3.	Some homes on the Love Lane Estate should be redeveloped and some modern replacement homes provided.	60%	16%	20%	4%	100%

Both the proposal for moving the station and for some of the Love Lane properties being included in the regeneration proposals enjoy significant support from residents of the wider community. The plan to create a new public open space bucks this trend enjoying only 37% agreement and having a high level of no response rate (39%).

It is likely that the high levels of no response rate are due to the fact that this question did not work correctly for a period of time on the online feedback form. Residents of the wider area, completed more online forms than any other respondent category. Residents were informed of the error with this

question and asked to complete the one question again online or on a feedback form, which had been distributed.

Written Comments- This section allowed residents to write their views on the plan. 58 residents responded to this question. The themes raised and the number of comments in each theme are detailed below:

	Resident of the wider area
No of respondents making comments. of responses	58
Regeneration is good for the area	10
Concerns about the effect on the community	3
Do not agree with demolition	4
Concerns about the effect on businesses	2
Other	8
Transport/traffic concerns	5
No change needed or wanted	4
Crime, Security and ASB	5
New jobs and businesses needed	2
Need for open/play space	1
Need for parking	2
No high-rise	1
Renovation not demolition	2
Design	9
Support Option 2	1
Support Option 3	1
Support all three options	1
Range of quality shop	5
Total	66

The most common theme is **'regeneration is good' for the area**. The second most popular theme was design. Residents mentioned the design of the station and the location of the station entrance, the need for all High Road shops to be designed to be consistent and of high quality and the design of the proposed public open space.

The third most common theme was the **'other' theme**. This theme included comments from residents of Headcorn, Tenterden, Beaufoy and Gretton Road Estate and referred to the proposal for a 4 storey building on their estate as being out of keeping with the area and concerns and questions about increased footfall. This theme also included questions about who will benefit from the scheme and the consultation proposals not being easy to read.

Section 2- New facilities

The table below details the type of new facilities that residents in the wider community would like to be provided.

	Resident of the wider area	
		Count
There is the potential to bring a number of new facilities to the High Road West area. What new facilities would you like to see?	Library, learning, education and community hub	96
	Cinema	92
	Cafes and coffee shops	93
	Modern Health Centre	88
	Restaurants and bars	89
	Community park	84
	Sports Centre	78
	Arts venues/galleries	76
	Community centre	74
	Bowling Alley	55
	Other	29
	Total	152

A total of 17 residents from the wider community made written comments suggesting the type of new facilities that businesses would like to see in the area. These are detailed in the table below:

	Resident of the wider area
No of comments	29
A better mix of retail	4
Sports facilities – gym/swimming pool/football pitch	3
Educational facilities	1
Community centre/buildings	1
Children’s centre/youth clubs	1
Health facilities	1
Parking/transport	4
Other	17
Total	32

It is clear that residents of the wider community are in support of the library, learning, education and community hub, community park and cinema all of which are provided in options 2 and 3. Residents of the wider community would like to see more cafes, restaurants and bars in the area, this is something which has less support from the other two respondent categories. Residents of the wider community area also have more support for arts venues and galleries than any other category.

The new facilities suggested in the ‘other new facilities’ table are linked to community, leisure and retail facilities. Interestingly, there is less emphasis from residents of the wider community regarding retail as with Love Lane residents.

Section 3- Housing

A breakdown of the responses received from residents of the wider community in reference to the housing questions is detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q.6	There should be more types of housing (such as family housing, maisonettes, courtyard residents blocks, supported housing) built to meet the needs of the community.	70%	7%	18%	5%	100%
Q.7	All of the properties on the Love Lane Estate should be included in the redevelopment plans	54%	22%	20%	4%	100%
Q.8	New homes should be built along traditional street patterns	56%	25%	15%	4%	100%

There is clear support amongst residents of the wider community for more types of housing to be built in the High Road West Area.

54% of residents of the wider community agree that all of the properties on the Love Lanes Estate should be included in the regeneration proposals, whilst 22% are unsure as opposed to 68% of Love Lane Residents agreeing with this concept and only 12% being unsure.

Written Comments- This section allowed residents to write their views on housing. 53 residents responded to this question. The themes raised and the number of comments in each theme are detailed below:

	Resident of the wider area
No of respondents making comments	53
Regeneration is good for the area	2
Concerns about the effect on the community	2
Do not agree with demolition	3
Other	8
Transport/traffic concerns	2
Crime, Security and ASB	4
New jobs and businesses needed	1
Need for parking	3
New affordable homes	11
Traditional homes with gardens, built to low density	4
Council to remain landlord	3
Supported housing	6
No high-rise	4
Renovation not demolition	3
Larger family homes	3
Design	8
Better mix and more types of housing	5
Total number of comments	72

The table shows that the most comments in this section were grouped under the ‘new affordable homes’ theme, showing that the most common issue for residents of the wider community is the need to provide affordable homes in the area.

A key theme in this section was design. Residents mentioned the design of the station, the need for high quality design, in particular with regards to new housing, and residents of the Headcorn, Tenterden, Beaufoy and Gretton Road Estate referred to the need for any buildings constructed on their estate to be in keeping with the existing environment and neighbourhood.

Another key theme was the ‘other’ theme. Comments in this theme included comments about not wanting homes handed to a private developer, concerns about overcrowding in the area and that other housing estates- not just Love Lane- should be improved.

SECTION 4- JOBS AND BUSINESSES

A breakdown of the responses received from residents of the wider community on new jobs and businesses is detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q.9	We should encourage more new businesses to the area	75%	4%	16%	4%	100%
Q.10	We should encourage businesses and facilities that help create jobs for local people	83%	1%	12%	4%	100%
Q.11	The area around the new public open space should be a place where new businesses are encouraged.	69%	10%	17%	4%	100%

There is clear support amongst residents of the wider community for encouraging new businesses to the area and to encourage new businesses that facilitate new jobs for local people. There is also support for having new businesses surrounding the new public open space.

A breakdown of the type of new business and business facilities residents of the wider community would like to see is detailed below:

Q.12	Resident of the wider area	
What kind of businesses and business facilities would you like to see in the area? Please tick all that apply.	count	
	Space for start-up local businesses	89
	Office space for local companies	74
	Workshops	60
	Small local independent shops	106
	High Street chain stores	86
	Other Comments	27
	Total	346

Question 12 also allowed residents the opportunity to comment on any other businesses and businesses facilities that residents would like to see in the area.

A total of 28 respondents from the wider community completed this section. The written comments have been put into common themes. The table below shows the themes and the number of comments made in this theme.

	Resident of the wider area
No of making comments	28
A mix and better range (independent and chain stores) should be provided	5
Crime	1
High St chain stores should be provided	6
Independent stores should be provided	2
Jobs need to be created in the area and jobs should go to local people	4
Leisure businesses and businesses that provide activities for children	1
Less of existing range of retail, i.e. betting, takeaway and barbers shops	4
Office	1
Other	4
Regeneration is good	1
Support for existing businesses and concern about the effect on existing businesses	3
Workshops/start up businesses	1
Total	33

The tables above suggest that one of the key issues for residents of the wider community is retail businesses; it seems residents would like to see a greater range of retail business provided. It is clear from the first table that independent shops are more desirable to residents of the wider community gaining agreement from 106 respondents, however there is significant support for High Street chain stores with 86 respondents in agreement that these should be provided and 6 written comments to this effect. There was also four written comments that requested that there should be less of the existing range of retail on the High Road- this includes less betting, take-a-way and barbers shop.

Residents of the wider community would like to see new start up business space but are less inclined to see new office and workshop type businesses.

Section 5- The Three Options

Unlike the previous sections, this section sought purely qualitative data- asking the local community to inform the Council what they thought about the three options, including what they liked and disliked and any other general comments.

There were 98 responses to this question. As this section was open ended, in many cases more than one point was raised in the response to this question. The themes described on pages 12 and 14 of this report and the number of comments raised under each theme are detailed below:

	No of comments made
Regeneration is good for the area	14
Concerns about the effect on the community	8
Do not agree with demolition	2
Concerns about the effect on businesses	7
Other	33
Transport/traffic concerns	1
No change needed or wanted	8
Crime, security and ASB	5
New jobs and businesses needed	11
Need for open/play space	2
Need for parking	4
New affordable homes	1
Supported housing	1
Renovation not demolition	1
Design	9
Support Option 1	2
Support Option 2	5
Support Option 3	27
Support all three options	4
Better mix and more types of housing	3
New community facilities	7
New leisure facilities	8
Range of quality shops	11
Total	174

Most comments in this section are in the ‘other’ theme. These responses could not be easily categorised, but included concerns over more homes creating overcrowding, businesses being provided on the ground floor of residential housing blocks and the development on the Headcorn and Tenterden Estate. Some residents in this category also mentioned that they did not know the area well enough. There were also some comments on the consultation process and comments about White Hart Lane Station.

34 respondents expressed a preference for one of the three master plan options. Option 3 is a clear favourite amongst those who expressed an option preference, having 27 respondents state this as a preference, whilst option 2 has support from 5 respondents and option 1 only 2 respondents. 4 respondents advocate support for all three options. This coupled with the fact that 14 respondents state that regeneration is a good for the area, demonstrates that of those that completed this section- there is support for the regeneration proposals.

11 respondents from the wider community do not support the proposals making comments under the no change, no demolition and renovation not demolition themes.

The need for new jobs and business and a need to provide a range of quality shops in the High Road West area were issues written by residents of the wider community in this section. Another issue for residents of the wider community was the effect the regeneration proposals would have on both the existing community and local businesses. The majority of these responses raised the importance

maintaining the existing community and the need to ensure that Love Lane Residents and local businesses are not worse off as a result of the regeneration proposals. There was also concern about the impact new buildings would have on the Headcorn and Tenterden Estate which sits directly adjacent to the Love Lane Estate.

Summary of Feedback from residents of the wider community

Residents of the wider community are supportive of the regeneration proposals for the High Road West area and are want to see change in the area.

There is preference for option 3 of the masterplan proposals. This is not only demonstrated in the written comments but in the fact that residents of the wider community want to maximise the number of jobs and businesses and the new facilities in the area.

Residents of the wider community want to see new community facilities provided including the library, learning, education and community hub and community park which are provided in options 2 and 3 of the master plan proposals. Residents of the wider community would also like to see more cafes, restaurants and bars in the area and want to see more creative and cultural facilities such as arts venues and galleries.

Residents want to see new jobs and business in the area. Of particular concern to residents in the wider area was the existing quality of the retail, residents want a better mix of independent shops and larger High Street chain stores.

Design was an important issue for residents of the wider community. Residents want to see high quality design in the area including well designed accessible spaces and a wheelchair accessible White Hart Lane Station. There was also concern about the impact new buildings would have on the Headcorn and Tenterden Estate which sits directly adjacent to the Love Lane Estate.

Another important issue for residents of the wider community was the effect the regeneration proposals would have on both the existing community and local businesses. The majority of these responses raised the importance maintaining the existing community and the need to ensure that Love Lane Residents and local businesses are not worse off as a result of the regeneration proposals.

Residents of the Headcorn, Tenterden, Beaufoy and Gretton Road Estate have indicated that they want to be more involved in the proposals as they are developed and want the Council to consider the impact the proposed developed will have on their estate, including design, noise, construction traffic and parking.

Section 7 Businesses and Local Services

Consultation Feedback Analysis

Local businesses were invited to the two drop-in sessions dedicated to local businesses which were held on the 8th May and 16th May.

33 representatives from local businesses attended these two drop-in sessions.

70 feedback forms were received from local businesses. 37 of these feedback forms were from the approximately 82 businesses that are potentially directly affected by the regeneration proposals. The total number of affected businesses that responded is 33⁴ this represents 43% of the affected businesses.

There has also been 60 feedback forms received from shop customers and visitors as part of an active campaign from one local business. The analysis of these feedback forms can be found at appendix 1. The responses opposed the regeneration proposals and raised concerns regarding the future of the existing businesses and the effect that regeneration would have on their businesses.

A letter, signed by 12 businesses and local residents from White Hart Lane, west of the railway bridge, was also received and a letter (not attached to a feedback form) was received from a business affected by Tottenham Hotspur Development.

It should be noted that 7 letters attached to 8 feedback forms also make reference to a petition that seeks to save the affected High Road businesses that has already been signed by 2,300⁵ people. Whilst the Council has noted the existence of this petition, as the petition has not been formally submitted to the Council it has not been included as part of this consultation analysis.

Feedback Form Analysis

SECTION 1 – CREATING A PLAN FOR HIGH ROAD WEST

A breakdown of the responses received from businesses to the initial plan for change questions are detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q1.	The plan should create a new public open space linking White Hart Lane Station, Tottenham High Road, the Spurs stadium and new community facilities	33%	6%	45%	16%	100%
Q2.	White Hart Lane Station should have a new entrance that forms part of a station square	46%	7%	38%	9%	100%
Q3	Some homes on the Love Lane Estate should be redeveloped and some modern replacement homes provided.	45%	9%	38%	9%	100%

⁴ Some businesses submitted more than one form, but some forms were from more than one business (the owners of several units in the Peacock Industrial Estate).

⁵ The Council has been informed that there are now over 4,000 signatures on the petition to keep the local shops.

The majority of businesses who completed this section disagree with the idea of creating a new public open space between White Hart Lane station and the High Road.

The agree and disagree figures in this section are closer than in any other respondent category, which demonstrates that there is a real polarisation of opinion on the initial plan for change amongst businesses.

Despite this polarisation of opinion there is definite support for moving White Hart Lane Station. Indeed, the Council received a letter from 12 local businesses and residents on the western side of the railway, which makes reference to the importance of moving the White Hart Lane Station. The letter states:

“it is of paramount importance that we on the Peshurst side have equal access to the passengers exiting, namely those on our side of the track, as is currently the case and that this access allows passengers to both exit onto and enter from Peshurst Road before during and after each match..... on the matter of the proposed position of the new exit on the Peshurst road side, may we respectfully suggest that it may be better positioned in between, the Peshurst exit and the proposed.”

Written Comments- This section allowed businesses to write their views on the plan. 36 businesses responded to this question. The themes as described on pages 12 and 14 of this report and the number of comments raised under each theme are detailed below:

	Business/ Service
No of respondents making comments. of responses	36
Concerns about the effect on the community	4
Do not agree with demolition	3
Concerns about the effect on businesses	12
Other	1
Transport/traffic concerns	2
No change needed or wanted	3
Crime, security and ASB	1
Need for open/play space	1
Renovation not demolition	9
Need for parking	1
New affordable homes	1
Total	38

The most common theme raised in this section was concern about existing businesses. Comments under this theme made reference to local existing businesses and requested that they should not be adversely affected by the plans, comments referred to a potential loss of jobs and the fact that a new link between the White Hart Lane Station and the High Road could be established without demolishing existing buildings.

SECTION 2 - NEW FACILITIES

A breakdown of the new facilities that businesses would like to see in the area is detailed below:

There is the potential to bring a number of new facilities to the High Road West area. What new facilities would you like to see?	Business/Service	
		Count
	Library, learning, education and community hub	34
	Community park	32
	Modern Health Centre	31
	Cinema	28
	Sports Centre	28
	Cafes and coffee shops	24
	Arts venues/galleries	23
	Restaurants and bars	21
	Community centre	21
	Bowling Alley	20
	Other	19

A total of 23 businesses made written comments suggesting the type of new facilities they would like to see in the area.

	Business/Service
No of comments	23
Sports facilities – gym/swimming pool/football pitch	1
Children’s centre/youth clubs	1
Residential housing	1
Parking/transport	6
Job loss/business competition	6
Other	10
Total	25

There is significant support amongst businesses for new community facilities such as the community hub and community park which are proposed in options 2 and 3. There is very little support amongst businesses to see cafes and restaurants and bars in the High Road West area and there is far less support than in the other two respondent categories for new leisure facilities to be provided in the area.

The ‘other’ theme in the written comments section included comments regarding loss of jobs, the need to invest in current businesses in the area, comments about not demolishing existing buildings and comments about the area not needing any new facilities.

SECTION 3- HOUSING

A breakdown of the responses received from businesses on housing is detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q.6	There should be more types of housing (such as family housing, maisonettes, courtyard residents blocks, supported housing) built to meet the needs of the community.	54%	9%	29%	9%	100%
Q.7	All of the properties on the Love Lane Estate should be included in the redevelopment plans	29%	17%	43%	10%	100%
Q.8	New homes should be built along traditional street patterns	41%	22%	28%	10%	100%

There is support amongst businesses for more types of housing to be built in the High Road West area and there is support the new homes to be built along traditional street patterns. However 43% of businesses disagreed with the concept of all of the properties on the Love Lane Estate being included in the redevelopment plans, as opposed to 68% of the Love Lane respondents who supported this.

Written Comments- This section allowed residents to write their views on housing. There were only 22 businesses/services that responded to this section. The themes as described on pages 12 and 14 of this report and the number of comments raised under each theme are detailed below:

	Business/ Service
No of respondents making comments	22
Regeneration is good for the area	1
Concerns about the effect on the community	3
Concerns about the effect on businesses	2
Other	3
Crime, security and ASB	1
New affordable homes	6
Traditional homes with gardens, built to low density	5
Council to remain landlord	2
No high-rise	2
Renovation not demolition	1
Design	1
Better mix and more types of housing	2
Total number of comments	29

The most common theme in this section was the need for affordable homes to be provided in the area.

SECTION 4- JOBS AND BUSINESSES

A breakdown of the responses received from businesses on new jobs and businesses is detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q.9	We should encourage more new businesses to the area	57%	1%	32%	10%	100%
Q.10	We should encourage businesses and facilities that help create jobs for local people	62%	0%	26%	12%	100%
Q.11	The area around the new public open space should be a place where new businesses are encouraged.	41%	7%	39%	13%	100%

There is support amongst businesses to encourage new businesses to the area and to encourage new businesses that facilitate new jobs for local people. There is also support for having new businesses surrounding the new public open space which is proposed. It is interesting to note that the majority of businesses support the idea of new businesses being located around the new public open space, however the majority of businesses did not support the idea of creating the open space in question 1 of the feedback form.

A breakdown of the type of new business and business facilities residents of the wider community would like to see is detailed below:

Q.12	Count	
What kind of businesses and business facilities would you like to see in the area? Please tick all that apply.	Space for start-up local businesses	31
	Office space for local companies	33
	Workshops	26
	Small local independent shops	24
	High Street chain stores	16
	Other Comments	17

Question 12 also allowed businesses the opportunity to comment on any other businesses and business facilities that residents would like to see in the area.

A total of 17 respondents from businesses completed this section. These written comments have been put into common themes. The table below shows the themes and the number of comments made in this theme.

	Business/ Service
No of making comments	19
A mix and better range (independent and chain stores) should be provided	0
Crime	0
High St chain stores should be provided	0
Independent stores should be provided	0
Jobs need to be created in the area and jobs should go to local people	1

Leisure businesses and businesses that provide activities for children	0
Less of existing range of retail, i.e. betting, takeaway and barbers shops	1
Office	0
Other	2
Post office	0
Regeneration is good	0
Support for existing businesses and concern about the effect on existing businesses	15
Workshops/start up businesses	0
Total	19

Office space for local companies and space for start-up businesses gained the most support amongst businesses. There is very little support for High Street Chain businesses in the area and in contrast to the other two respondent categories there were no comments in the 'other' section about the need to address the retail offer.

The clear majority of comments written by businesses in this section raised concerns about existing businesses, making statements such as existing businesses should be protected and that new jobs and businesses should not be delivered at the expense of existing businesses.

SECTION 5- THE THREE OPTIONS

55 businesses responded to this section. 8 businesses attached letters or additional notes to their feedback form. These comments have been fed into the comments section in section 5 of the consultation document.

	No of comments made
Regeneration is good for the area	5
Concerns about the effect on the community	16
Do not agree with demolition	1
Concerns about the effect on businesses	28
Other	14
Transport/traffic concerns	2
No change needed or wanted	27
Crime, security and ASB	1
New jobs and businesses needed	1
Need for open/play space	0
Need for parking	5
New affordable homes	1
Traditional homes with gardens, built to low density	0
Council to remain landlord	0
Supported housing	0
No high-rise	0
Renovation not demolition	1
Larger family homes	1
Design	1

Support Option 1	1
Support Option 2	1
Support Option 3	6
Support all three options	4
Better mix and more types of housing	2
New community facilities	0
New leisure facilities	0
Range of quality shops	1
Total	119

The most common themes in this section of the feedback form for businesses are **the ‘concerns about the effect on businesses’ and the ‘no change needed or wanted’ theme**. The majority of businesses who wrote in this section were those who are affected by the current regeneration proposals- comments included concerns about the future and clear statements about not wanting to be included in the plans and relocated.

The Council will produce more detailed information for businesses on the effects of any preferred master plan and how the Council will assist businesses as well as how the regeneration will benefit not only the local area but the local businesses also.

Below is further detail of the comments made by businesses under the ‘other’ and ‘concerned about the effect of the regeneration proposals on local businesses’ comments and comments expressed verbally to Council Officers.

Key issue raised	Example comment
<p>Lack of choice A number of local businesses are affected in all three master plan options. 10 of these businesses have expressed concern and anger about being affected in all three options in the feedback form, this was also raised verbally at the drop-in sessions.</p> <p>These businesses have stated that they feel that both they, and the local community, should have been given the opportunity to choose to keep these businesses and properties.</p>	<p>‘we understand that you have 3 options, however, within these there is only one option for us as they all require the acquisition of our premises’</p> <p>“As we have pointed out in our recent meeting this consultation has not offered the community any option to keep its local community shops..... long standing businesses have NO OPTIONS in this document”</p>
<p>The Consultation process Businesses have criticised the lack of engagement they have had in the development of the plans.</p> <p>8 of the businesses affected in all three master plan options state that no resident business requested the demolition of High Street businesses in past consultation events.</p> <p>8 local businesses have criticised the feedback form. They feel that the feedback form should have clearly set out the impacts of the three options on existing</p>	<p>“Local businesses are excluded from the options in the feedback forms.”</p> <p>“Clearly they were NOT listening for at no time during the few consultations held did anyone suggest the demolition of the existing High Street shops...there were certainly no requests from the local community to replace them with a larger library/learning centre.”</p>

businesses.	
<p>Loss of jobs and lack of support for the business industry</p> <p>Responses mentioned the loss of long standing businesses that have served the local community and provided jobs.</p> <p>Another key point raised by businesses was the strength of the existing business community. One response mentioned the fact that many of the businesses on the Peacock Industrial Estate rely on each other for businesses and the detrimental effect relocation would have on these businesses.</p> <p>Businesses also raised concerns about being relocated into a rented commercial property with increased rent.</p>	<p>“You make note about bringing jobs into the area for local people yet you want to close down or relocate the industry already here, these options will initially close down over 20 businesses that currently provide a good service to the local community”</p> <p>“ We have been part of the local business in Tottenham for more than 30 years and we are an integral part of this community.”</p> <p>“You also need to take into account that there is a business community within and around the estate, many companies rely on their neighbours as an essential part of their own business so relocation would have a profound effect on their future.”</p> <p>“rent back new commercial units from the private developers to whom this area is to be handed over-most certainly with increased rents”</p>

Summary of feedback from businesses/services

The feedback has shown that businesses want to see new business in the area and were particularly supportive of new office space being provided. They also want new community facilities such as the new library, learning, education and community hub and the community park in the area.

The feedback has shown that there is a clear polarisation of opinion towards the regeneration proposals from businesses.

Some businesses are supportive of the regeneration proposals and want to see an improved area from which to work and operate. Indeed, 18 give support for one of the three options, of which option 3 has the most support, or comment that regeneration is good for the area. There is also support from 7 of the 33 affected businesses who sent in feedback forms.

However, some businesses are adverse to the plans and the most common written theme, in the feedback forms, was concern about the effect of the regeneration proposals on existing businesses. There is particular concern about the loss of existing trade, loss of jobs and the where businesses who have to be relocated would be moved and on what basis this would happen.

26 of the 82 properties/businesses affected by the regeneration proposals clearly expressed a desire to remain in their current location and not to be included in the plans. These businesses do not want to be relocated, especially businesses who have been operating in the area for many years.

As only 33 of the affected businesses responded to the consultation it is clear that more work must be undertaken to better engage with existing businesses. Local businesses are extremely important to the Council and we will be working closely with businesses that will be affected by the preferred master plan proposal to ensure that where possible, businesses are relocated within, or near to the area and that they are given support and the necessary levels of compensation. The Council is committed to local businesses and wants to create a thriving economy in the High Road West area where even more businesses and more local jobs can be secured.

Section 8

Written Responses from organisation

Consultation Feedback Analysis

The Council received 10 responses that were not attached to a feedback form from organisations.

A summary of the main issues raised by each of the organisation is detailed below:

Love Lane Independent Tenant and Leaseholder Advisor- Strategic Urban Futures

The Love Lane Residents' Independent Tenant and Leaseholder Advisor company, Strategic Urban Futures (StuF), have been appointed to provide the Love Lane residents with independent and impartial advice. StuF attended all Love Lane drop-in events as well as undertaking their own door knocking exercise over 4 days (visiting all 297 properties over the course of four days and speaking to 89 residents) to ascertain the views, concerns and aspirations of the Love Lane residents.

StuF have produced a consultation feedback report from the Strategic Urban Futures which highlights their findings and summarises the key issues raised by Love Lane residents during the 8 week consultation. This report can be found at appendix 4.

A summary of the key points are as follows:

- The social housing on the estate (existing and new) should be council housing;
- New homes should be built to the best modern standards (with decent sized kitchens, separate toilets and bathrooms, proper storage space, and light and airy inside);
- The size of the new homes should be at least the same as the existing properties;
- There should be a separate kitchen with own window and dining/living rooms;
- New homes must be affordable for existing residents;
- Proper choice - residents should have a range of housing options provided both within the area and if they choose to move away from the area;
- Tower blocks are unsuitable for social housing and the maximum height of blocks should be 4-6 storeys;
- More family houses should be provided rather than flats or maisonettes;
- Different types of tenure (social housing, private rented and owner-occupation) should be mixed together;
- The retention of a mixed community is very important (different cultural groups, social backgrounds, household types and ages);
- Return to traditional street patterns;
- Mix of housing tenure types to avoid social polarisation;
- Better community facilities;
- Support existing and increase the number and range of independent shops but reduce the number of fast-food outlets;
- Retain all council land under public/community ownership.

Headcorn, Tenterden, Beaufoy and Gretton Road Estate Resident Association

Headcorn, Tenterden, Beaufoy and Gretton Road Estate (HTBG) sits adjacent to the Love Lane Estate and is west of the railway lines. In all three master plan proposals for the High Road West area, the hostel and the Whitehall and Tenterden Centre are redeveloped. The housing on the estate is not included within the redevelopment plans.

The Headcorn and Tenterden Residents' Association HTBG RA have also submitted a lengthy written response, written on behalf of all estate residents, which welcomes the regeneration plans and outlines the HTBG RA key concerns and questions relating to the High Road West proposals. This response can

be found at appendix 5.

Key points raised by the HTBG RA are as follows:

- Consultation approach- the HTBG RA raised concerns with the consultation approach. They are particularly concerned about their perceived lack of involvement in the development of the proposals and development of the consultation documents. They raise concerns about the consultation booklet and the lack of detail and road names and the advertising of the consultation.
- Lack of detail- HTBG RA feel that the consultation lacked detail on parking and public facilities, the impact of construction and the location of construction sites and stores and how disturbance will be monitored and controlled.
- Development on the HTBG Estate- the HTBG RA raise concerns with the proposed development on the west on the railway line and request further information regarding this development and its impact on the HTBG Estate. As well as requesting that any development on this site to include smaller households to keep in fitting with the adjacent homes and to preserve the quiet ambience of the HTBG Estate.
- White Hart Lane Station- the HTBG RA raise a number of questions about the proposal to move the station, including who will be responsible for the redevelopment and operation of the Station and questions regarding access and permeability.
- Parking- the HTBG RA raise concerns about parking and how parking will be controlled along Penshurst Road, Beaufoy Road and 1-6 Tenterden Road, where there are currently no parking restrictions. Residents in these areas suggested that these public highways are included in the Controlled Parking Zone.

Tottenham Civic Society

Tottenham Civic Society has sent a written response to the consultation.

The Civic Society have asked a number of questions in their response, which have been recorded and will be responded to in full. In their response the Civic Society raise concern about the potential demolition of the parade of shops along the High Road. Whilst they recognise that these shops have lost their pattern of fenestration and that their signage at street level is poor they believe the properties to be structurally sound and vital to the continuation of the High Road Historic Corridor.

They also raise concern about the loss of Coombes Croft library building and state that the sheep mosaic on the facade should be retained/incorporated in the proposed new library. As well as stating that the Love Lane estate is a rather mediocre, unattractive example of post-war municipal housing that acts as a detractor in terms of its contribution to the built environment.

The civic society have stated that they believe Option 2 is the best master plan option, in terms of removing detractors from the built environment and contributing new housing and community facilities. They however, feel that Option 2 would benefit from further substantial revision.

Tottenham Hotspur Football Club

Savills, prepared a response to the consultation on behalf of Tottenham **Hotspur Football Club** 'THFC'. In their response state their support for the principle of the High Road West Master plan as the first step towards a clear planning policy framework for the Northumberland Park area. This can be found at appendix 6.

The club state their preference for Option 3 of the master plan options and site the following reasons:

- Option 3 would facilitate the provision of significantly improved housing for both existing and new residents.

- Option 3 allows the Council and its partners to plan the new station entrance and the public realm around it more effectively. The improved station will after all, be one of the key entrances into Tottenham and will therefore be key to changing perceptions of the area.
- Option 3 would enable the Council to introduce an improved mix and amount of new community, recreational and commercial uses set within a high quality realm (the essential components of a successful place).
- Above all, the club believes that it is only with the degree of intervention and vision proposed in Option 3 that the Council and its partners can begin to deliver the step-change necessary to achieve the built environment that Tottenham deserves.

Joanne McCartney, Assembly Member for Enfield and Haringey

Joanne McCartney the Assembly Member for Enfield and Haringey submitted a response to the consultation, this can be found at appendix 7.

In her response Joanne McCartney welcomes the commitment and future investment in the area and states that the plans must provide sufficient housing, jobs, leisure facilities, adequate public services and open space and have regard to the heritage of the area.

Joanne McCartney stresses the importance of community engagement and consultation as well as the importance of transport connectivity.

Haringey Disability First Consortium and Haringey's Woman's Forum

A joint response to the consultation was received from the Haringey Disability First Consortium (HDFC) and the Haringey Woman's Forum (HWF). This response can be found at appendix 8.

The HDFC and the HRW request that the Council establish an 'access group' (as are present in most councils across the country) to aid the council in engaging residents with additional access requirements and from equality streams at as early a point as possible within planning and redevelopment.

Key points raised by the HDFC and HRW are detailed below:

- **Accessibility-** The HDFC and HRW support a step-free access at White Hart Lane station and request that the Council lobby for further step-free stations in Haringey as a matter of urgency.
- As well as the station they request that people requiring step-free access (e.g. wheelchair users, those with pushchairs, rely on walking aids etc.) be considered when looking at 'desire lines' throughout this development – so that those who find getting about most difficult don't have the longest journeys.
- HDFC and HWF have been involved in helping other council departments increase walking and cycling in the borough. We would therefore like to see no further parking created with this development and the inclusion of Barclays' Bikes and secure bike parking.
- **New Library and Learning Centre and community facilities-** They welcome the inclusion of a community centre in these plans – particularly given the loss of N17 studios, 684 and various other local community centres over recent years. They are however, concerned that its change in name to 'library and learning centre' in options 2 and 3 will lead to it slipping away from being a space for the community – to simply replacing a demolished library.
- The HDFC and HRW state that community centre should house *local* community organisations that represent the diversity of the community – providing subsidised room rental for *local* charities and CIC to encourage and ensure this.
- The HDFC and HRW do not have any interest in the provision of a new leisure centre or cinema and questioned where this suggestion had some from and who it would benefit most –residents or Spurs' and their fans.
- The HDFC and HRW support the idea of a new community park and request that an accessible playground is provided and that allotments for *local* residents should be provided.

- The HDFC and HRW would also like to see some of the retail and office spaces to be built to be reserved for *local* charities, CIC and businesses – perhaps also through subsidised rents.
- **Public convenience** - The HDFC and HRW request that due to the increase foot traffic, particularly on match days, the inclusion of public toilets in these plans including some ‘radar’ accessible toilets should be considered.
- **Housing** - The HDFC and HRW welcome the commitment to ‘Lifetime Homes’. Given the high proportion of older and disabled residents in east Haringey, and the ongoing health inequalities in the borough they encourage the Council to ensure that the percent of step-free access homes built reflects the actual needs of the population – not merely 10%.
- The HDFC and HRW encourage the council to add to the social housing pool rather than simply match like for like given we know that there is insufficient social housing the borough.
- The HDFC and HRW also request that, given the scope and length of time that this development will take, the Council give consideration to offering re-housing to disabled residents in properties adjacent to the development – particularly those with conditions that are noise sensitive (certain MHSU) and conditions where individuals will be indoors for large parts of the day.

The Environment Agency

The Environment Agency (EA) have sent a response to the consultation which can be found at appendix 9.

The key points raised in their response are as follows:

- The EA do not have any preference on the options put forward
- The EA provide comments on the environmental constraints which should be considered in any future development in this area. This includes:
 - The Moselle Brook, designated Main River, runs through the area designated within the masterplan in a culvert – the EA suggest that any development proposals should consider opening up of the culvert as a Principal Inspection of the culverts in 1999 found that substantial lengths of the watercourse were in poor condition. Any developments within 8m of the Moselle Brook will also need to apply to the Environment Agency for Flood Defence Consent.
 - The area identified in the masterplan lies within both Flood Zones 1 and 2. The sequential test should be applied when locating development, to ensure that more vulnerable uses such as residential are steered away from areas at risk of flooding. We would also recommend that the Surface Water Management Plan actions are considered in the design of surface water drainage for development.
 - The EA encourage the promotion of sustainable measures to be incorporated in the design in order to achieve sustainable development, in particular water efficiency measures. Although all development must meet the standards outlined in the London Plan the EA would like to encourage rainwater harvesting and recycling wherever possible. This could be done by stating that all new development should aim to maximise water efficiency measures and also by promoting retro-fitting of water efficiency measures in existing town centre units. Ideally all residential units will be aiming for 4/5 code for sustainable homes and water efficiency will be a considered a priority in your BREEAM rating system.
 - The EA suggest that the master plan should promote the maximisation of sustainable drainage systems (SuDS).
 - The EA state that some sites within this area may require a Preliminary Risk Assessment of the risk to controlled waters and subsequent remediation if previous contamination is present, when applying for planning permission.

Archway Sheet Metal Works Limited

Paul Winter & Company submitted a response to the consultation on behalf of Archway Sheet Metal Works Limited whose premises are in Paxton Road. Archway Sheet Metal Works Limited are subject to a compulsory purchase order designed to facilitate the new stadium for Tottenham Hotspur Football Club (THFC). The full consultation response can be found at appendix 10. A summary of the response to the consultation is detailed below.

Archway Sheet Metal Works Limited:

- Strongly **object to these proposals which they purport are motivated by the Council's objective** of serving THFCs private commercial interests, rather than providing significant public benefit or genuine regeneration.
- Criticise the consultation document, stating that it is wholly inadequate for the purpose of obtaining sound and informed responses from the local community. In particular it fails to provide any meaningful assessment of the impacts of the proposed options or any indication of the different impacts that the different options will have or how they will be mitigated.
- State a proper assessment of plans and programmes of this nature should be subject to a Strategic Environmental Assessment in accordance with the SEA Directive and a wider Sustainability Appraisal under the Planning and Compulsory Purchase Act 2004. This consultation exercise suggests that the Council has leapt to the conclusion that this area should be subjected to the wholesale clearance and redevelopment of the existing homes and businesses in the area, without a proper examination of alternative and less radical proposals
- State that there no indication of how the new dwellings will compare in terms of space standards, rental values and/or quality of living accommodation with the existing dwellings on the site.
- Criticise the fact that there is no description or assessment of the significance of this impact on **heritage buildings in terms of either the Council's statutory duty under the Planning (Listed Buildings and Conservation Areas) Act 1990**, or the relevant development plan policies or the NPPF and/or relevant English Heritage guidance.
- State that the scale and character of the proposals outlined in the consultation document suggest that they should be incorporated into a development plan document that will need to be subjected to the statutory Sustainability Appraisal process, but the consultation documents do not make clear that these proposals will be subject to either a strategic environmental assessment, or a sustainability appraisal, or independent examination under the DPD process
- **Purport that as the proposed 'Stadium Way' is required to facilitate the new THFC stadium on match days and on other days when there are major events at the new stadium (and is essentially a modification of that scheme), this aspect of the stadium development should have been (and should now be) assessed as part of the EIA for the stadium scheme.**
- This ill-considered initiative should only be undertaken on the basis of a proper consultation exercise in which those consulted can understand clearly the impacts of what is proposed and can compare these impacts with reasonable alternative proposals which might cause lesser impacts and harm to the local community.

Enfield Council

Enfield Council have written a response to the consultation which is attached at appendix 11. Enfield Council have suggested that more detailed information, analysis and rational is provided for the proposals. This information will be developed as part of the wider planning policy framework for Tottenham.

The key issues raised by Enfield Council are detailed below:

- Enfield support plans to improve this part of Tottenham; the Council shares a common vision and desire to improve both sides of the borough boundary in this area.

- Enfield request that the Council recognises the work on a Central Leaside Area Action Plan and the recently published Meridian Water Masterplan. Enfield state that they are keen to focus attention over time on improvements to Angel Edmonton located close to the High Road West area.
- Enfield state that the underlying vision and overall regeneration approach linked to the Spurs stadium redevelopment and improved links to White Hart Lane Station are welcomed but query the whereabouts of the socio-economic analysis of the future needs of the area.
- Enfield query the status of the master plan options consultation document and its relationship **to Haringey's statutory planning framework.**
- Enfield query how the development will be delivered and suggest that further information and analysis should be undertaken, specifically in relation to retail and leisure requirements, housing need and supporting infrastructure requirements.
- Enfield suggest that the document should state how the job creation numbers, shown in each of the options, have been derived or a breakdown of the type employment opportunities that will be delivered.
- Although Enfield Council is supportive of the approach towards improving the existing public spaces and creating new public spaces at critical locations, it is disappointing that the options document does not illustrate the relationship with public realm improvements and pedestrian connectivity to White Hart Lane Station and stadium redevelopment.
- Enfield raise the issue of car parking, stating it is an existing issue for this area and one which has negative impacts for residents and businesses in Enfield – particularly on match days. There is an opportunity to rationalize car parking arrangements and promote the use of public transport.

The Greater London Authority (GLA)

The GLA have submitted a response to the consultation which is attached at appendix 12. The key issues raised are detailed below:

- The objective to improve the physical connection from White Hart Lane station to the High Road and Tottenham Hotspur Football Club is strongly supported by the GLA as is moving the station entrance to the south and providing a new diagonal street through the site.
- However the GLA raise some points for consideration and some design suggestions for the new public open space linking the High Road and the station- such as reducing the size of the open space so as to reflect the urban context and providing open space else where in the masterplan
- The GLA suggest that delivery of the masterplan should not take place on a piecemeal basis as this could dilute the overall vision for the area. They iterate the importance of ensuring high quality of high quality design and architecture and suggest constraining and codifying the materials palette and or a number of key details. As well as considering establishing a bespoke design review function.
- The GLA support a mix of housing in the area including a mix of courtyard blocks and terraced blocks.
- The GLA highlight the fact that there are potentially large areas of inactive frontage at the back of the cinema and fitness club. It is not clear how these uses could deliver a building edge that does not turn its back on the areas to the south.
- The GLA encourage the development of supportive planning framework proposals.
- The GLA suggest as part of the development of a preferred masterplan the Council should go further to define a meaningful first phase of delivery.
- TfL support the aim of the High Road West proposals to regenerate the High Road West area and suggest that further work and engagement is in relation to the transport items. Particularly with regard to cycling and walking and improving east-west connectivity, increasing bus services, car parking and highways improvements.
- TfL state that in broad terms they are supportive of the idea of moving White Hart Lane Station and providing a new step free entrance but would want to ensure value for money, agreement with Network Rail and that there would be no detrimental impact on the operational railway and existing passengers.

Appendix 1 Petition from a local Business

There was a campaign against the High Road West proposals from one affected local business. This business actively encouraged customers, visitors and family members to complete feedback forms to object to the Council's proposals for the area.

Whilst the business submitted several feedback forms, the 62 forms received where the respondents have clearly identified themselves as a customer of this particular business have been categorised separately as a petition and the analysis from the feedback forms is detailed below.

SECTION 1 – CREATING A PLAN FOR HIGH ROAD WEST

A breakdown of the responses received from the petition respondents to the initial plan for change questions are detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q1.	The plan should create a new public open space linking White Hart Lane Station, Tottenham High Road, the Spurs stadium and new community facilities	0%	0%	100%	0%	100%
Q2.	White Hart Lane Station should have a new entrance that forms part of a station square	0%	0%	100%	0%	100%
Q3	Some homes on the Love Lane Estate should be redeveloped and some modern replacement homes provided.	0%	0%	100%	0%	100%

It is clear that there is no support from the petition for the initial plan for change.

SECTION 2- NEW FACILITIES

A breakdown of the new facilities that the petition would like to see in the area is detailed below:

	Business/Service	
		Count
There is the potential to bring a number of new facilities to the High Road West area. What new facilities would you like to see?	Cinema	1
	Bowling Alley	1
	Sports Centre	4
	Modern Health Centre	1
	Cafes and coffee shops	1
	Restaurants and bars	2
	Community hub (Inc library, learning and other facilities)	6
	Community park	2
	Community centre	4
	Arts venues/galleries	1
	Other	2
	Total	10

A total of 4 petition respondents made written comments suggesting the type of new facilities that businesses would like to see in the area. The comments are details below:

Other comments

“Good idea but do not demolish local shops”
“All of the things above are nice but no-one should be forced to move. Peoples shops shouldn’t be demolished for it.”
“Strongly disagree to demolishing current buildings for any of the above”
“All these things would be nice but not at the expense of people homes and businesses which I think is out of order.”

SECTION 3- HOUSING

A breakdown of the responses received from the petition respondents on housing is detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q.6	There should be more types of housing (such as family housing, maisonettes, courtyard residents blocks, supported housing) built to meet the needs of the community.	0%	2%	98%	0%	100%
Q.7	All of the properties on the Love Lane Estate should be included in the redevelopment plans	0%	2%	98%	0%	100%
Q.8	New homes should be built along traditional street patterns	0%	2%	98%	0%	100%

SECTION 4- JOBS AND BUSINESSES

A breakdown of the responses received from the petition respondents on new jobs and businesses is detailed below:

		Agree	Not Sure	Disagree	No Response	Total
Q.9	We should encourage more new businesses to the area	3%	0%	97%	0%	100%
Q.10	We should encourage businesses and facilities that help create jobs for local people	2%	0%	98%	0%	100%
Q.11	The area around the new public open space should be a place where new businesses are encouraged.	2%	0%	98%	0%	100%

A total of 3 petition responses answered this question. A breakdown of the type of new business and business facilities that petition respondents would like to see is detailed below:

Q.12	Count	
What kind of businesses and business facilities would you like to see in the area? Please tick all that apply.	Space for start-up local businesses	1
	Office space for local companies	1
	Workshops	1
	Small local independent shops	1
	High Street chain stores	1
	Other Comments	2

Question 12 also allowed residents the opportunity to comment on any other businesses and businesses facilities that residents would like to see in the area.

A total of 7 respondents from businesses completed this section. The comments received are detailed below.

Other comments
<p><i>“Do not demolish independent shops and homes”</i></p> <p><i>“keep it the way it is everything is fine”</i></p> <p><i>“I do not want my family business to be demolished or moved”</i></p> <p><i>“ it would be nice to see all these things but there must be another part of the area like the marshes which is currently not being used at the moment”</i></p> <p><i>“The shops you are including to knock down are the most helpful shops for the community and most affordable”</i></p> <p><i>Jobs should be for locals and paid fairly”</i></p> <p><i>The shops you want to knock down are very useful to us there is no need for any changes.”</i></p>

SECTION 5- THE OPTIONS

Unlike the previous sections, this section sought purely qualitative data- asking the local community to tell the Council what they thought about the three options, including what they liked and disliked and any other general comments.

34 petition respondents responded to this question. As this section was open ended, in many cases more than one point was raised in the response to this question. Many local residents took the time to complete additional sheets of paper so as to fully comment on this section. The themes described on pages 12 and 14 of this report and the number of comments raised under each theme are detailed below:

	No of comments made
Regeneration is good for the area	0
Concerns about the effect on the community	7
Do not agree with demolition	2
Concerns about the effect on businesses	25
Other	1
Transport/traffic concerns	0
No change needed or wanted	21
Crime, security and ASB	0
New jobs and businesses needed	0
Need for open/play space	0
Need for parking	0
New affordable homes	0
Traditional homes with gardens, built to low density	0

Council to remain landlord	0
Supported housing	0
No high-rise	0
Renovation not demolition	0
Larger family homes	0
Design	0
Support Option 1	0
Support Option 2	0
Support Option 3	0
Support all three options	0
Better mix and more types of housing	0
New community facilities	0
New leisure facilities	0
Range of quality shops	0
Total	55

The most common themes in this section of the feedback form for businesses is the ‘concerns about the effect on businesses’ and the ‘no change needed or wanted’ theme. The majority of petition respondents who wrote in this section were concerned about the future of the local businesses and do not want local businesses to be included or adversely affected by the plans.

The Council will be working closely with affected business to ensure that more detailed information is available on the effects of any preferred master plan and how the Council will assist businesses as well as how the regeneration will benefit not only the local area but the local businesses also.

Appendix 2 Times and dates of the drop in events

Date	Activity
Wednesday 8 th May 2013 8.30 pm-12.30pm	Drop-in session for local businesses Irish Centre, Pretoria Road
Wednesday 8 th May 2013 7-9 pm	Headcorn and Tenterden Residents Association Meeting
Thursday 9 th May 2013 4pm-8.30pm	Drop-in session for Love Lane residents Whitehall and Tenterden Centre
Tuesday 14 th May 9.30 – 2.30 pm	Drop-in session for the local community 639 High Road
Thursday 16 th May 2013 5pm-8.30 pm	Drop-in session for local businesses Irish Centre, Pretoria Road
Friday 17 th May 2013 8.30 -10.30 am	Drop-in session for Love Lane residents Whitehall and Tenterden Centre
Monday 20 th May 2013 9-1pm and 2.30- 7.30 pm	Drop-in session for Love Lane residents Coombes Croft Library
22 nd May 2013 6.30-8.30pm	Tottenham Traders Partnership Meeting
Saturday 1 st June 10am- 5pm	Drop-in session for the local community Haringey Sixth Form Centre
Saturday 8 th June 2013 11-4pm	Love Lane Residents Fun Day Whitehall and Tenterden Centre

Appendix 3 – Written comments

Section 1- Creating a plan for High Road West- Written Comments

A pavement is not a public square, don't make this joke another Wards Corner
A shopping city would be great, it would liven up the business in Tottenham.
Agree with Q3 if new homes are council housing
All businesses should not be affected by handling new businesses current.
All homes should be demolished and new improved living space provided - with leisure amenities and job creation
All the shops, [REDACTED] on High Road, must be designed at same level of attraction and same looking.
Although I agree the station needs a better entrance and front square, there is no real need to upset the residents of the Love Lane estate. A walkway to the new stadium could use Whitehall Street
Any new entrance to WHL station should not be at the expense of the existing entrance. There should be exits at the N and S ends of the station
Any other developments would be a good idea. However, personally, I think redeveloping the homes of the current residents and knocking down the homes of the current residents on Love Lane Estate.
Areas for children and young people to "hang out" should be included, so that they are not 'moved on'.
As a local business located on the high street, I disagree with the bus stop moving places, this has had a very negative effect on our business in a very negative way, we would want the bus stop to be moved back to its original place.
As an existing resident of [REDACTED] I already live in a nice quiet area of Tottenham with sufficient green spaces and am concerned that living very close to a building site for the next few years will be very disruptive, noisy, stressful and will spoil what is a nice section of Tottenham with a strong community feel. I am also very concerned about the increased footfall which is presented as a positive rather than a negative for local residents and the impact this will have on our local area. Please try to imagine the impact of having 56,000 people making their way through the local area where you live? Additionally there is very little mention of what additional parking facilities have been included to cater for the 56,000 people who will be descending on our local area where we have to attempt to live a normal life while this is all going on. Have Spurs included plans for parking facilities as part of the new stadium and if so how many? Could you please clarify how many additional parking space will be provided for the potential additional 1,650 residents who will be living in the new 'top quality homes' and what provision has been made to ensure that reasonable parking will be allocated for existing residents who have a car for the purpose of work (private hire/mini-cab) on an already overcrowded street where it is virtually impossible to find somewhere to park your car after you finish work. This is a particular problem for the residents from [REDACTED] as a number of residents from the [REDACTED] park on this stretch of road rather than on the estate where they live. As the parking permit we have been issued excludes us from parking on the estate this restricts us to a very small section of road and since all of the available parking space is taken up by residents from the estate who should qualify for a permit I would request that you consider very strongly making this section of road for permit holders only or to extend the permits
As long as these plans come to fruition, I will be pleased.
As shown in the plans (some) it will be great to see the White Hart Lane development across the rail arch, which are currently occupied by car (almost) business, that make the lane busy, and not accessible.
Better to move with modern times. Tottenham should take a leaf from Stratford. A new stadium with a lift, just as The Emirates did at Asburton with Arsenal. I welcome this great idea and pray to God it takes place.
Bring back high streets shops like M & S
Change not needed
Create jobs, local jobs for local people.
Demolish all homes and build new smarter homes for a totally new Tottenham

Demolition and eviction is a bad policy. Renovation of existing houses has been demonstrated to be much more effective and economical. See 1978 Deeplish Study (Rochdale, Lancashire) which formed basis of new Labour Government's housing policies.
development to tottenham will cost jobs
Does not oppose the walkway and open space as long as Ermine House is not knocked down - could it be moved beside the block?
Don't break up the community - improve existing homes
Don't think any of the above is needed
Don't touch ██████████ Shop people's businesses
Don't want to have problems with parking. I'd like better security
Escalator needed for station entrance
Fans create problems and car been broken into on two occasions.
From the way this entire consultation has been worded its clear it is purely an exercise in gaining support for "The Plan". My only concerns are that my property and its value are not impacted negatively either during the build or once the project is complete. I do not want the quiet residential area I live in to become a hive of activity. I do not want to live opposite the entrance to a busy Sports Centre or "behind" a row of Bars, Cafe's, Restaurants and a Cinema giving me views over their refuse and waste. Most importantly, the local residents, (the existing ones, not the young professional bracket the new development will be aiming for) and local business must be supported and be able to take advantage of the changes being made. They should be encouraged to be the foundation blocks from which the new community is built. I also have doubts as to how sustainable a Cinema would be, unless it was a small scale Independent or community led one, why a Sports centre is needed when there are already 2 in the area?, and would love to know just who plans to profit from the development? Haringey Council? / Homes For Haringey? / Another other affiliated companies? / Tottenham Hotspur? / The Developers?? Finally, at previous consultations the Homes For Haringey representative stated that Homes in the Development Zone but not directly affected would be subject to improvement works. Is this still the case, and if so when can we expect more details?
Get rid of all the tower blocks. These attract the wrong sort of people - who gather on the landings do drugs and , occasionally defecate. Our main entrance door is broken every month
Good idea so that we have more shops around the area and other useful facilities, though it is going to take a long time to be done, we will wait until it's all done.
High Road West CPZ. There will be an increase in visitors to the area who will be restricted to park in Beaufoy, Peshurst and outside 1-6 Tenterden Road. They already cater for the residents of the Headcorn,Tenterden,Beaufoy,Gretton Estate, who cannot acquire the parking permits necessary to park there. High St workers & staff from the 6th form college as well as patients attending Somerset Gardens Health Clinic also park there. Staff working at the new Sainsbury's, will also make use of these 3 roads. I regularly park 1/4 to 1/2 away as it is, it will only get worse. Can these 3 roads be included in the High Road West CPZ please?
How many homes will be demolished? What is breakdown of these homes (council, housing assoc., private?)
I agree with the proposals but think there should be more options for shop owners so that they have a business, and new shops
I agree with you and hope you will start as soon as possible
I am deeply concerned about the damage these plans will cause to the High Road which has already lost a number of buildings to the Spurs development and riot. It is sad that even more will be lost in the cause of regeneration.

I am for option 3. It encompasses all of the ideas I originally thought would benefit the area. For example, a new library, a gym, improved childcare, improved station, more open space, more jobs, more appealing housing. Today I also attended the Funday at Ermine House and spoke to a representative of Arup and looked at potential maps. I like the option 3 option. The only addition I would like to see is an arts and crafts market/language centre, I think it would enable Tottenham to become a tourist destination and champion of the productive elements of multiculturalism in London. For example, international food stalls, international tailoring, jewelry, music stalls, cupcakes, customized t-shirts, artwork etc. (All to documented practical high standards) This would not be a Ridley road type of market, it would be slightly more modern and urban. The idea is for it to be vibrant, educational, enterprising, an attraction. It would tap into the knowledge of the community also with language classes close by. For example learn, turkish, spanish, yoruba, hindi, and for those struggling to communicate in English, English lessons too. It taps into Haringey's labour resources, i.e high youth, high multiculturalism, a lot of people that want a hand up and not just a hand out. For more information on my idea feel free to email me at [REDACTED].

I am happy to see changes for [REDACTED] House, it needs to be improved, I would be happy to move to a new house.

I believe by moving the bus stop away from the local shops it is a very bad move for local business and will have a great impact on sales. Other thing is Council removed the loading bay and car parking space is not community friendly at all.

I believe plans have already been agreed and I'm waiting for copies under FOI

I believe that the plan will bring lots of changes in Tottenham.

I do not believe knocking down all the local shops just to improve access to the football stadium is in the best interests of local population. The fans are a fact we have to live with during match days, so why must the area be further decimated for the good of a football team and its supporters, who don't give a damn for the local area or the people living here.

I do not like any changes to happen, I would like to keep everything just like the way it is.

I do not want to move from my house because I am very relaxed and comfortable here.

I do not want to see any evictions or demolitions. Community is much more important than money

I do not wish my home of 45 years to be demolished as part of a misguided attempt at social engineering. This not what I was expecting near my retirement.

I don't want my home to be demolished and have to move after being in it for 30 years. High Street shops should be retained not demolished - this was not suggested in the few consultations held. Businesses have not been properly consulted

I don't think 1-25 Whitehall street should be knocked down but if new houses were to be made won't the rent go up for the people who already live here. You have to think about that.

I don't want to lose my flat. I am happy where I live now. I don't want any changes.

I have answered "don't know" to the third question because I do not have sufficient familiarity with the estate to offer meaning full comment on question which relate specifically to it. But I do have ideas about other parts of these proposals.

I have lived in this flat for 49 years, moved in with my Mum and Dad who have passed away. I am now an OAP, and would love to see a new and improved High Road, it has needed a face-lift and new shops and places to go for a long time. We do really need a lift to bring Tottenham back to life.

I like Option 2 and Option 3. I feel the council and spurs should definitely knock down the 3 towers and surrounding blocks as they won't go with the new look stadium. New stadium normal means regeneration of the immediate surrounding area and Tottenham has needed it for years.

I oppose the regeneration

I prefer options 2 and 3 to option 1.

I strongly agree with the plan because we all want our area to look great and beautiful.

I strongly agree with the plan, but my main issue is that all the local residents should remain in the area. Council should think about family first, before anything.

I strongly disagree with the idea of demolishing existing building. I was expecting some options which are improving the area by using the infrastructure not by damaging everything + it's not just couple houses it's almost 300 homes!!!! don't understand wasting money for new windows etc at the buildings which you are going to demolish two years later...
I support the idea of the area becoming modern, liveable, clean and looked after
i think that all the homes on love lane should be redeveloped , as they are old and falling apart , filled with rats and mice,
I think the plans are very good for the community
I think the Spurs director wants this change and so should be made to pay some towards any change.
I think this is a change for the better
I think Tottenham really needs to have the improvements, redevelopments and overall designs built to a high standard. Tottenham really needs the investment and it will help with the overall reputation of the area and people.
I think walkway is possible without the council taking away property and land owned by hard working shop keepers and residents. Walkway should not have grass as it will not last one match once 30,000 supporters have trampled it. We don't want it built at all
I want a house with 2 bedrooms, a garden. If this is not possible I would like to move near to Potters Bar to be nearer my children
I want to know, if there is another party in power will this program still carry on, because last time my house was selected in the Decent Home (Lovell) development but was cancelled due to change of power, so I didn't receive that benefit.
I will be losing my business due to the changes
I would like to see the area developed and improved. The existing homes could be improved, but if redevelopment would go ahead, the whole estate should be changed for new housing.
I would want to ensure that homes that are affected are replaced in the area and that the tenants are happy and agree to the plans.
I'd like to stay in ██████████ House
If only some homes are replaced - the remaining tenants will be living in sub-standard accommodation
If the buildings were not higher than three floors would be good.
If the traffic is already struggling when there are Spurs football matches,.. are the roads all around being improved as well?? That is my main concern at the moment as if I ever get stuck in that traffic is already a nightmare as it comes to a standstill!!!
If there is a redevelopment of the area all homes should be part of that redevelopment. In redeveloping all estates apart from 1 (Option 1) you then create a divide which results in some residents not feeling part of the change or contributing in the feedback of the change.
If there is less business coming through White Hart Lane I will lose my job,.
If you're creating an open space, don't create a desert. Look at Project for Public Spaces. Give the people places to sit down, plant fruit and nut trees, interesting features.
If you're going to demolish some buildings, better to knock down all of them
I'm not impressed that Ermine House is being demolished. Those who don't want it knocked down will, presumably, be forced to leave, regardless.
I'm with you because it's fantastic. Please I want development, thanks.
Improve existing homes - don't break up the community
Improve existing homes and do not break up the community
Improve existing homes, don't break up the community
Improve existing homes, don't break up the community
Improve existing ones - don't break up the community

Improve homes and do not break up the community
Improve the existing homes and do not break up the community.
Improvements should be made for the existing residents not at the expense of existing residents.
Improvements should be made to existing housing. Changes should not be made at the cost of existing housing!
In order to feel safe I want more police officers around
In terms of age, the existing council estate was built in the 1960s so is relatively modern. Any plan should complement what already exists instead of pursuing the ideology that new is always better. The new Spurs ground must not destroy the existing local community that live in its shadow. There should be a fourth option to consider this.
In the area of College or Durban Road liaise with National Rail to make a connection to the college. Make an archway under the railway line from High Road west areas. This is greatly needed.
Is the area of White Hart Lane Station and linked open spaces, going to be well lit and safe at night?
It is a disgrace that peoples homes are being knocked down without any possibility of a 'no demolition' option being considered. This is just to benefit Spurs at the expense of the tax-payer and local residents.
It is a good idea to develop the area.
It is important to guarantee homes of people who live in the area
It is outrageous to demolish Council homes when there is such a shortage of them. Even if tenants eventually get something more modern the disruption and loss of security will be terrible for them. We need more homes not more open space
It should be a secured place to reduce crime and vandalism.
It will be a worthy transformation; the whole area will come alive with this redevelopment plan.
it will cost the loss of existing jobs in that area
It would be nice to have decent businesses in the area which will improve the quality of jobs
Linking the station to the High Road and to the new stadium is a good idea to avoid chaos. Safety should be tackled on the High Road and cleanliness of the streets as well.
More children's activities needed
More local businesses should be created.
More safety cameras and police patrols.
Moselle to be demolished.
Moving the entrance of White Hart Lane Station away from White Hart Lane may create more problems for those living in the Love Lane estate and surrounding estates. This plan serves no purpose for those who commute to and from work in the local area other than it maybe 2 mins less walk to the station. For those who don't live on the estate what about living the station at night? Fans should not be encouraged to walk through an estate at any time as the inconvenience for those living there far outweighs the purpose. A public Square with thousands of people walking through it for two thirds of the year will be hard to maintain. If there is crowd disturbance even harder. Litter and people in general using this area as a public convenience will make this area harder to maintain. The station should remain where it is where fans are encouraged to use White Hart Lane then turn right onto the High Road. If the shops leading to the High Road are revamped and those who want cash etc will most probably use cash points I am assuming will be installed at the new Sainsbury's there is more reason for fans to travel to the ground from the current entrance.
My concern is that the area in which I live in is going to be developed and made lovely and I am going to be moved away from it, which does not benefit me.
My parents are too old to be moved and my dad's health should not be affected by this development.
N/A - Love the ideas that are being proposed.
Need open space.
New shops on High Road West. New parks in Love Lane, free car park Love Lane estate
New shops on HRW, new parks in Love Lane and free car park for love Lane estate

New technology and change are needed for healthy living and a better life
No businesses should be forced out or residents made homeless as a result of these proposed developments.
No demolition of homes and businesses. Walkway must not affect current buildings
no houses or flats should be demolished.
No, I do not have anything, just I cannot wait to see this lovely idea to be reality.
No. We agree with your options for change
Not all local residents support the football team. There has been little mention of controlling public transport on match days, especially buses. Controlling/diverting public transport on these days, effectively isolate residents on the busiest shopping day of the week and makes Sundays very noisy, not mentioned in any of the development plans.
Not too many high flats.
Of the 3 options for development, I believe option 3 will have the most positive impact for residents of Tottenham as well as visitors. With such a large investment in the area, the development should be completed fully and to the highest of standards possible, regardless of the longer time frame. I believe that the new development will greatly improve Tottenham's reputation and by gentrifying the area will attract more affluent buyers to work and live in Tottenham, rather than investing for a short period of time, then moving out of the area.
Old businesses should be given new space as a lot are special to the community, More suitable and better maintained children's play parks needed. Love Lane park is dirty and damaged and has not been maintained for years.
Oppose the regeneration to lengths being planned
Oppose the regeneration
Option 1 & 2 are a great idea, in getting rid of high rise blocks to be replaced with better housing. A regenerated train station would encourage investment in the local area, and improve the inflow of customers for local businesses.
Option 1.
Option 2 is best. Option 3 has good facilities but too much new housing for that small area
Option 3 is the way forward
Parking and street security is the major issue. We live in Harrow the streets are cleaned regularly, we know our local police and more is parking everywhere. Tottenham is dirty, I have never seen a community police officer and there is no parking!
Parking provision needed e.g pay & display on the High Rd. Most of our customers prefer shopping at Edmonton Fore St because of its parking system 10am to 4pm
Put shops on the High Road that the public would like to see and use, such as, a model shop, clothes shops, kids shops and less bookies.
Q3, all homes on Love Lane Estate should be redeveloped.
Redeveloped but not demolished.
Regeneration will be good
Regeneration will be good for Tottenham. However you do need to think about the traffic. More people will come in and it will attract new businesses
Residents and local shopkeepers should have 100% say on this - also children, teenagers and young adults. S/be more options
Security lifts.
See also form 532
Shopping centre with Next and M & S

Should have 4th option of no demolitions. Improve the estate as it is with redevelopment funding. No walkway for Spurs, paid for out of public money. Spurs should have been obliged to build social housing (section 106 planning gain) on their site. No sale of land under Love Lane Estate. Should instead have community land trust. Do not use term "redevelopment" when you mean demolition. This is dishonest language.
Some Love Lane estate residents are concerned about financial security and long term affect of the changes. No one seems keen for the walkway from WHL station to the stadium and most, we've spoken to, want the existing businesses to stay
The area does not require the disruption/stress it's going to cause
The community will be more together, sharing. All facilities together and enhance more education toward opportunities.
The decision on properties on the Love Lane Estate should be in consultation with those residents. Plans indicate the opening of railway arches, but no indication of how this will affect Tenterton Estate, as only the west side shown. The Tenterton Estate is a quiet haven, secluded and want it to remain so.
The existing entrance of the train station should be left as well, for people entering the station from White Hart Lane (Road).
The new big blocks should have cameras in front of the entrance, after the entrance, in the lifts, on every floor this will be safer for tenants.
The new station should be made accessible to all. That is those in wheelchairs and for those with children in prams and pushchairs. All tenants must be offered alternative accommodation no matter what status their tenancy is. Secure or assured.
The plan has not made mention of what happens to existing businesses within the proposed zone. Do they have to be permanently closed for new ones to be recreated? Would you relocate them or incorporate them in your designed improvements? These are exciting and functioning and employing a good number of people.
The plan is the richest people's desire to make the poorest people suffer more and more. The plan proposal is a measure of discrimination, social class division and is not welcome.
The plan is very good, please improve the area, thanks.
The plan must be for the benefit of existing residents and planned in accordance with their wishes, not the wishes of 'outsiders'
The quicker the better
The station needs redeveloping to make it stepfree, not because Spurs wants a new access. NO buildings along the High Road in the Conservation Area/ Historic Corridor should be demolished.
The station should be bigger meaning less traffic. The houses on Love Lane should be replaced.
The station should have an easy access, lift for people with pushchairs and disabled persons. Some homes on the Love Lane Estate should be redeveloped and be of solid structure like Ermine House, but the tower blocks should be discouraged. It is like a trap and dampen the spirit.
The three tower block should definitely be redeveloped or at least with intensive improvement inside out.
The usual fuzzy digital plans make it difficult to see detail but it appears the fine old buildings in White Hart Lane will be removed with the usual disregard for history and heritage.
The walk way/public space will destroy a much needed parade of businesses [REDACTED] library, doctors surgery and [REDACTED]. Why demolish a library after it was rebuilt with lottery funding?
The way that this consultation is worded is as if the people of Tottenham and more particularly the Love Lane Estate have chosen these options. We haven't. At no time did our feedback say that we wanted a public open space linking White Hart Lane Station and the new Spurs stadium.
There should be trees on the estate and between the buildings
There's no mention of demolishing buildings in [REDACTED] Estate. A 4-storey building will not be in keeping. We are being left out having our say on the plans thrown at us

These plans are ok as long as the tenants and leaseholders ARE NOT financially worse off.
They should make it more secure, colourful and welcoming to people.
Think that it is shameful that the council is being driven by Tottenham football club causing disruption to existing businesses/community
This is a good opportunity for Tottenham don't cut corners get it right first time.
To improve homes, tackle crimes, antisocial behaviour, give more opportunities and jobs for both old and young for the communities in the area.
Tower blocks of flats should go, but keep Whitehall St
Vital to work with THFC on the proposed initiatives. Opposition should be considered wisely. THFC is part of Tottenham's heritage
Want Orchard PI to remain but with developments including personal garden space, new front gates, childrens play area, CCTV, painting the fences and some balconies for those on upper floors. - some redesign.
Want to stay in my home
We are concerned that the new station complex would include bars and restaurants, which would take trade away from us and the High Road in general. Also, any planned walkway from the station to the stadium would mean that fans would not come to our stretch of the High Road.
We need high quality houses with garden, good parking spaces and garages. No tower blocks. I would rather not have cinemas and clubs in residential areas.
We will agree if the tenants are happy.
We will lose business. There will be less customers.
What happens on the Love Lane Estate should be decided by those residents in consultation with the Council.
Where will these people go?
Whilst, we welcome improvements to our area we strongly believe that it should not result in the present population being priced out of the area. We believe that it is likely that redevelopments to the Love Lane Estate and some replacement homes will result in properties of a higher cost increasing the mortgage burden on lease holders. At present we are also concerned that the new homes may not suit families, i.e. be smaller or flats rather than houses. Displacement from the area could be extremely traumatic for people who may have to travel further to work, may have to move their children to different schools etc.
Who pays? How much from TfL, Network Rail, Spurs. Train station was used when Spurs had crowds of 50-60 thousand. Why need now?
Why did you do maintenance work if you plan to demolish the buildings? I don't want demolition. but I do support other change
Will St Francis de Sales be affected? Part of it is in Brereton Rd
Without a Tube station, bringing in 80,000 fans to Spurs will be very difficult with just buses (which are diverted anyway) and WHL station. It will be chaos
Would like the open space to be properly maintained and no dogs allowed
Yes - it means losing my job
Yes- BE BOLD! Tear down all the Love Lane estate and replace with new housing/commercial and open space. Adopt OPTION THREE
Yes, who will benefit from this?
You need to sort the problems rather than kick us all out, you are just going to move one problem to another place.

Section 3- Housing – Written Comments

Affordable homes
Affordable houses, part rent/part buy, cooperative housing that include new families and the ones cannot afford, otherwise buy their first home.
All good, but again not to demolish shops or properties.
All housing in the end, would be sold anyway, so let's build what is easily sold.
All is well if it is only housing. When you build please do not keep ground floor for new business to generate income, as it will put the existing shops out of business.
Build as many as you can afford to curb the increasing demands for housing. The area is now densely populated with people flooding from across the globe. The chaotic queues for getting a Council house is horrendous.
Build more social housing
Build new homes, but on the ground, and the space not having been compulsory purchased.
BY BRINGING IN MORE HOUSING YOU ARE JUST CREATING OVERCROWDING.
Clear guarantees of secure council tenancies, lifetime/social rent. Help those who want to move away. Support to private tenants to access social housing. Resident leaseholders are a part of the community too. Do not put Tottenham fragile community cohesion at risk again.
Currently all the crowded buildings facing lots of problems, especially the higher buildings. If a change is the option, I believe all the area needs to be redeveloped. New looks will bring a change to the community.
Depends if the offer from council is what I want - ie secure council tenant with right to succession
Do not build more flats. Build only houses with gardens. do not increase the housing density of the area.
Do not build or rebuild block type flats, we want more traditional houses with gardens. Don't repeat the mistakes of the 1960's.
Do not go ahead with the plan if you really care about poorer people, instead try to support them.
Do not live in the area, so unable to comment on local housing issues.
Do not want to sell
Don't forget needs of disabled people please
Don't want buildings to be knocked down
Don't want the area handed over to a private developer who will increase rents
Enhanced security i.e. security guard, security gates etc
Essential to identify older people who cannot live in flats. They are the ones who need houses as this way it will be easier for them
Estates such as Stonebridge Rd, off Seven Sisters Rd, & Coppermill(or is it Copperfield) Drive, off Tynemouth Rd, seem like good examples, as they include a variety of housing, & have a through street, & so are not like enclosed ghettos..
Existing houses should be renovated, not demolished
Existing housing should be improved/updated but not at the expense of current homes! Improvements to the area, not demolition!
Existing housing should be redeveloped and replaced with modern social rented homes.
Fewer tower blocks
Flats are meant to make it more community friendly, but it just makes the area more antisocial.
Grand schemes like the ones envisaged are misguided. Yes Haringey needs social housing and affordable housing but not at the cost of knocking down the High Road.
Have more security on the buildings and CCTV, to avoid antisocial behaviour. Less energy efficient, cheaper prices. Not to have high blocks, less than 5 floors.
High quality
Homes should be built on existing streets
Homes with boarding on the front may look fine to start with but deteriorate quickly. Traditional materials and methods will last.
Houses with gardens are better for living
Houses, big enough for big families. More gardens. Supported and affordable housing.

How will elderly be housed, and what activities will be provided for them? A lot are lonely
I agree with the changes as long as people's lives and businesses are not disturbed.
I am a secure Council tenant and I would want that to remain. If there was any change I would want that to stay. I have been here for 26 years and I am an elderly person and not physically up to change - heart problems and do not want to have my furniture moved.
I am concerned the emphasis appears to be on ??? existing Council housing and not on housing in general, there are problems with private/rented non Council housing on White Hart Lane, e.g. noise nuisance, ??? of existing housing that appears to be ignored even though this area is of concern to those in the area who are not Council tenants.
I am concerned with the number of social housing in Tottenham. I would like to know what Haringey Council is doing to tempt more young professionals into the area? By doing so, I believe this will help to attract more commercial investment and create more local jobs.
I do not have enough information to make a decision about whether I would like my home included in the plans. I would like to see supported flats provided in the new development.
I do not know the area that well.
I do not think all of the properties should be involved in this development plan. Shelter homes for the elderly.
I do not want tower blocks, they are not safe.
I don't want to lose my current flat, it is my home. I have lived there over 20 years and it is a three bedroom flat, if I have to give up my flat I want a three bedroom home.
I hope there will be lots of beautiful houses and business premises. Our young children should be kept busy
I prefer options 2 and 3 to option 1. I have added more on the back page.
I prefer to remain secured council tenant
I support housing, more affordable homes or country residential blocks or houses.
I think Tottenham requires new homes and flats. I strongly agree with your plan. Plus I think there should be more houses and flats.
I want social related housing, not Housing Association houses. I want to stay under Council housing scheme.
I want the Council, Haringey Council, housing not private Housing Association. The Haringey Council should build the quality homes in the area, not private Housing Association.
I want to leave the area. I am a landlord
I want to remain a council tenant. Prefer not to have tower blocks built. If the block stays then emergency lights are needed in communal areas and these areas need upgrading
I want to stay as a secure council tenant. Prefer home with garden / low rise.
I would be very happy to be housed right here. Thanks.
I would like to keep the same tenancy agreement at the current property with the right to buy with a continuation agreement for the maximum discount. My home should be a secured Council home. See attached letter.
I would like to see affordable homes for first time buyers.
I would like to see more affordable homes and bigger houses for families.
I would not be able to look after a garden, too much to look after in my old age. Would like to remain a council tenant. Only need 1 bedroom. Would like to see Charles House replaced for new homes. Dislike tower blocks, would like to see smaller blocks, 4/5 storey. Would like to see development of the area and station.
I would not like to see any more high rise residential blocks, these look terrible and are very intimidating. I would prefer to see pockets of supported housing which reflect the areas period style. Rather than large areas grouped together which encourage youths to become territorial.
I would really like to move and live in a new place, especially as an OAP I have trouble walking and cannot manage stairs, after a series of falls and broken bones, it would be heaven.
If any of the three options were to go ahead, more houses are needed with gardens and fences. There should be more affordable homes for the people on the Love Lane Estate to have an opportunity, if they

wish to buy their own home. Supported housing for the more senior and vulnerable members of our community should also be built. We want mixed communities to keep community cohesion.

If our young people are to stay here they will need affordable homes

If the existing blocks remain or even now, I would like it if there was a concierge or more security in the blocks.

Improvement on other existing housing and not just on Love Lane which has been mentioned SEVERAL times in this questionnaire

IN MY OPINION THERE ARE TOO MANY PROPERTIES BEING BUILT IN THE TOTTENHAM AREA AND THEREFORE TOTTENHAM IS BECOMING OVERCROWDED WITHOUT ADDING TO IT.

It will price lease holders out of the area

I've lived in [REDACTED] House for nearly 36 years. I'd like a house with a garden for me and my daughter

Keep Ermine House. Make new developments low rise

keep the old housing to safe guard jobs

Keep things affordable and stylish.

Larger family homes needed.

Lighting needs improvement to make the area safer. Like the idea of maisonettes with own garden, especially for families. Like having separate bathrooms/toilets. Want to stay a council tenant with opportunity for shared ownership when I can afford a mortgage. Like own front door and security improvements. Would like new home on estate near Lancasterian School/Park View. Parking needs improvement, not enough spaces at present. Less parking restrictions, match days cause problems.

Like new homes to be council property with better maintenance and better services

Like to see more affordable homes

Low rise flats (1 - 3 floors). Single houses 2 floors. Bigger rooms

many would prefer no changes unless a secure tenancy arrangement is proposed

More affordable homes

More affordable homes and less council/supported housing

More affordable homes to buy

More affordable homes to buy for residents, with better private outdoor space.

More affordable homes to buy or modern courtyard. Residential blocks would be an advantage.

More affordable homes to buy.

More affordable homes.

More affordable homes.

More affordable houses to buy with more parking spaces.

More affordable houses to buy.

More council homes for people who can't afford to buy

more houses with gardens, better parking,

More housing suitable for a young family, such as the garden, perhaps slightly larger balconies. [REDACTED]

[REDACTED] House balconies are so small I cannot even open my door properly.

More security with new homes, CCTV and security doors to have only residents access to the building. To have more schools and colleges.

More security within new homes, CCTV and security doors to have only residents access of the building. To have more colleges and schools.

More social housing in existing streets - not private developments. Have better security

More supported housing, affordable rents and more green spaces. Have easy open windows (reversible for cleaning) disabled facilities and doors sealed so we don't have to smell other people's skunk & weed. It would also give better security

Need good schools, and 3+ bed 2 bathroom brick town houses with parking.

Need social housing not private development

New council houses should be built - NO TOWER BLOCKS PLEASE, PLEASE

New homes should be built along existing road patterns and should provide new social housing, not private developments.

New homes should be built on council land not through compulsory purchase which will affect homes and businesses
New homes will be good, but do not demolish flats and force people to go.
New homes will be good, but do not get rid of flats and homes and other businesses.
New houses should be 'futuristic' big, comfortable, and have a garden
New houses should have balconies
New housing should be architecturally interesting and not merely the 'flat pack' social housing as put up in recent years throughout London. It should be based on the Victorian style using sensible materials e.g. London Brick
New social housing needed - not private development
New homes should replace all 3 blocks. -tenants should retain their council status as supported housing
no evictions or demolitions
no existing housing should be demolished it should be redeveloped instead.
No high rise blocks. Affordable homes to buy.
No high rise flats. They promote bad behaviour and attitude. Let's improve Tottenham.
No more tower blocks Please. 3/4 floors
No tower blocks - more modern low rise
NO tower blocks but modern residential flats and houses for larger families, and supported housing
No. Whatever we say won't count.
Not enough information.
Old properties could be renewed
Option 1.
Parking needs to be taking into consideration as this has the potential to cause a lot of frustration and anger between neighbours if sufficient parking facilities are not incorporated into these new developments.
Please carry on with the plan, it is good for me.
Please get rid of the high rise flats, they are horrible.
Prefer lower density housing. Too many new households will lead to overcrowding and associated problems
Prefer smaller blocks -with gardens / courtyard. Housing to meet needs of vulnerable residents like I have. Remain a secure council tenant
Proper sized rooms and not rabbit hutches, which it seems all new builds tend to be.
Renovation of existing homes!
S/be a good selection of affordable homes- for local people, who should be encouraged to look after their homes and the local area
safe guard existing jobs in that area
Security in the blocks. The lifts need to be working properly.
Security issues in the existing houses - also persistent problems with vermin and some tenants have dogs in their flats which causes nuisance to neighbours. I'd like a larger space in the proposed new development
should be a mix of social housing, affordable homes to buy, and affordable to rent to cater to all needs e.g. young families, the elderly, and the disabled.
Single houses with bigger rooms, low rise flats,
Small bungalows, housing for single people/families.
Some one-bed flats opposite the lists could be converted to 3-bed flats
Space standards for any new homes should be the same as the present accommodation and there should be the same security of tenure.
Stay as a council tenant
Sufficient parking space. No tower blocks. More houses with gardens
Supported fuel-efficient housing needed for working people. NO tower blocks. These should not exist in this generation
Supported housing for elders, more family housing, and disabled. I want to remain as a council tenant

Supported housing more affordable, and residential car parking provision
Supported housing, cheaper rent, affordable studio flats, student accommodation, housing for young people aged 17-25
Supported/sheltered housing is needed for the older residents, plus adequate parking.
That the development on the site of Whitehall Street Hostel and Grace Org/Community Centre is considerate of its environs and neighbours.
The building of blocks more than two floors should not be allowed. Every existing tenant must receive accommodation that meets the needs of the family in terms of rooms and space. The community that has grown on Love Lane should not be broken up and scattered to wherever.
The existing houses, flats, need a lot of improvement in terms of look and the condition of most of the properties are of a poor level. New houses should be bought and needs to meet everyone needs. The new properties should not be high in rent because they are new. No one should be forced for extras.
The first question here is very badly phrased and I don't know what I'm being asked about. Is it about the architecture or the silly proposal that Tottenham would have less riots if we had 'gentrification' and less council homes ? Q2 should be up to Love Lane residents how they want any budget used
The residential care home for people with learning disabilities at 100 Whitehall St is no longer in use. I would like to see this redeveloped and used as supported housing for the elderly.
The same as stated in the plan.
The style of homes are quite modern and pleasing to look at, the interior of which should essentially compliment this place.
The tower blocks must be demolished as some tenants make it very dirty. I would prefer to be in a maisonette of about 4 floors with a better storage facility as I have not been able to use my storage at all because it is dirty. I also support affordable homes and courtyard blocks, only if it is safe.
There are already loads of flats where will everyone park! There is no public transport, no tube!
There is a strong need to provide housing for middle class professionals who wish to own their homes and will inter alia income levels in the east of the borough. This will alter its demographic, but is not gentrification, it will lead in time to increased economic activity in Tottenham, attract higher levels of inward investment from regional and national businesses, and thereby reverse the decline it has suffered since the de-industrialisation of the 1970s and 1980s.
There is no mention in the Consultation Document of demolishing of two properties on the Tenterden Estate or its impact on the residents and no detail of how many properties to be erected.
There needs to be more supported housing and properties adapted for the disabled. More affordable homes and not one bedroom. Family homes needed.
There should be affordable housing and council housing with permanent tenancies NOT HOUSING ASSOCIATIONS and not at the expense of people losing their shops and homes
They need to be high quality construction and architecture.
Too many of my friends / families' homes will be demolished
try to mix any new with the improvement of existing homes in which people want to remain
Using and controlled enter and exit procedure would stop those who do not live on this estate from loitering
Want to ensure we still have a home - private tenant
We are very keen to remain council tenants. This is our main concern as we do not want to become Housing Association tenants.
We would like to have supported housing
██████████ St rooms are good -happy with room size and neighbours. Stay as council tenancy
Why the distinction between Council Social Rented Home and "Modern Social Rented Home" - Will the Council still be Landlords?
Yes, for English who have paid taxes.
Yous what sort of housing is wanted on land that doesn't belong to you. Also no-one wants a tower block on the Cannon Rubber site

Section 5-The Three Options- Written Comments

<p>After reading the pack, all the three options were great, but in the pack they did not mention where people like us who cannot afford their own homes, will be moving to. Will the Council provide us with a permanent place in a different area? What if we do not like the place? For those who have bought their own homes, what will the Council do with them? Please remember we have old people and children who love the area very much. Please kindly try to reply to our comments. Thank you very much.</p>
<p>All 3 have good points but I suspect it will be difficult to attract major companies. Some of the larger facilities such as a new gym and multi-screen cinema are, I think, wishful thinking.</p>
<p>All 3 look inspiring. I go for Option 3. As a secure council tenant I hope to remain in the area but am concerned by the term 'social housing'. What is the plan for traffic and transport on the High Road?</p>
<p>All are good</p>
<p>All are OK but I prefer Option 3</p>
<p>All fine, looking forward to seeing all the developments.</p>
<p>All good</p>
<p>All I am seeing is 'let's create open spaces'. We already have them and a sports centre is up the road. New paving on the high Road has already been done twice in the last 3 years. Maybe you should concentrate on what is already here.</p>
<p>All looks great. A big opportunity to make it look like modern London. Thank you</p>
<p>All of the options are good as they would improve the area, the only issue is the effect of the increased number of people would affect the services, such as North Middlesex Hospital being over loaded, the need for more GP's in the area, increased police presence and security.</p>
<p>All options indicate the demolition of 2 properties on the Tenterden Estate, but no mention of this in any of options 1-3. The erection of a 4 storey building would tower over the three storey buildings, blocking out light to properties at the end of Headcorn Road. Any property should blend in with those on the estate. The plans also show, in grey, outline of buildings along the railway verge, but no indication as to what these are. Tenterden Estate residents have a Residents Association just as Love Lane, but had it not been for inviting Sarah and Chantelle to meetings we would have been completely 'in the dark' even our views, as an estate, are not welcome. We are the 'others' who are going to be impacted by a building, not knowing how many new homes are to be erected, plus the noise of the disruption, parking problems, etc. As this will be phase 1, we should be fully involved in decisions/consultation and not ignored, as now is the case.</p>
<p>All the plans seem to involve a total disregard for heritage and the history of the area. There are several very fine 18th century buildings at the east end of White Hart Lane and what will happen to these? People will be turfed out of their homes in the usual attempt to try and turn Tottenham into Crouch End - which won't work because the demographic is different. Having filled the High Road (supposedly a conservation area) with betting shops, scruffy pound shops and fast food outlets, it will take more than this to sort out the mess.</p>
<p>all the three options put a road through dw general wood and the units behind which will cost about sixty jobs for local people to work locally</p>
<p>all the three options will destroy existing jobs on the development site which will never return this plan was drawn up by people with thought for people who are already employed in these jobs</p>
<p>All three options do not seem family orientated. There is no indication of the size of number of bedrooms for each dwelling. There are not enough houses and this estate just replicates those of the past where after a number of years there have been issues. I know the thinking is that these people will have an attachment or investment in their homes but times change and what will it be like living on this estate with option 2 and 3, I suspect not very safe or friendly. Options 1 and 2 are returning back to a bygone era. There are no walkways but this many people living together is not a positive thing.</p>
<p>All3 options affect me so I'd rather see as much positive change as possible. Some concern about the church and a few local businesses. I hope they can remain in the area</p>
<p>As a council tenant, I am happy finally and relieved that the new plan will not affect my tenancy agreement. Also, my rent will not be affected. However, in my case, I have [REDACTED] children, [REDACTED]. Therefore, I will need to move from 3 bedrooms to 4 bedrooms. Obviously, my rent will be a bit more than 3 bedrooms which I am paying now. I will recommend that when I move I prefer to be in a house or maisonette, not a block, as I had a very bad experience for nearly two years with bad tenants who were living on top of my flat. Therefore, I do not want to go through the same experience again as it was so stressful for my family. I would like the rooms to be spacious otherwise it is hard for sharing with other siblings. According to the options, I noticed that there will be bowling spaces, but personally I think it is a waste and not profitable, but instead more shops could be available, like for example Next, M&S and other profitable facilities which will bring more income to the borough. I think that the Council should have more CCTV where criminals can be caught and be penalised, otherwise the borough will always make a loss. I also believe the Council should be harder on people who dump rubbish. I would also recommend that the Council offer the private tenant a safe place as they will be</p>

affected with the demolition of the building. Finally, I am happy that there will be a complete change to our borough. I am sure this will bring so many changes and also job opportunities for the youth, thus the crime rate will go down.

As a large family we favour Option 3 to deliver most growth and provide revenue and jobs. Leisure facilities would help young people and hopefully reduce crime. Regeneration will hopefully give pride to the people of Tottenham and Haringey

As Already stated, I'm a Leaseholder worried that the value of my property will be affected, worried about noise and disruption during the build, and after the build. Worried that the existing community are effectively being forced out of homes in order to re-populate with a completely different demographic, and worried that the only people to profit from these changes will be the developers and Homes for Haringey / Haringey Council.

At least option two to provide real change, option three if you can

AS STATED EARLIER IN MY OPINION YOU DO NOT NEED ANY MORE FLATS / HOUSES, TOTTENHAM IS ALREADY OVERCROWDED WITHOUT ADDING MORE PEOPLE AND PROPERTIES TO THE AREA, I THINK TOTTENHAM HIGH ROAD SHOULD STAY AS IT IS, THERE IS NOTHING WRONG WITH THE SHOPS AND BUSINESSES THERE.

At the moment the Love Lane Estate is not densely populated. There is space for the community to 'breathe and just be'. This option is the least dense and in some ways allows a sense of space. I don't understand why there is a block being muted behind the train station. The estate is everything before the train station. The open space will be used for commuters but what happens when they go. Already the train station is empty from about 6.00pm. I've been told that the Stadium is not going to be for football but as an 'event' centre so there will be a need for retail/cafe/restaurants. Let's face it; any renowned restaurant will not come to the area. Restaurants are usually busiest from Wednesday onwards which is prime time for football matches. Local people, much less people from outside Tottenham will not travel on a Saturday to have dinner at that [REDACTED] because the area is littered with fast food packets and urine will be flowing in every corner and crevice. My instinct is that there are no toilets being planned for the area so we'll have a urine channel flowing down from the station.

When looking at these businesses the main question that needs to be asked is if these places are for people living here already, or are they going to be for football fans; I believe it will be for the latter. The community are not going to sit down, talk and feel relaxed when there is a troop of people walking through. This is not going to be a place for anyone to stay; it is a means to an end which is to get from the station to the stadium.

The new public area is a space for the football fans to traipse from the station to the football ground. This lovely oasis of grass will not stay that way. There will be an opportunity for fans to congregate and form groups and they in turn could battle with police horses trying to move them on. Believe me I know, I have had much experience of football matches from the 1970's to the present day. This public space will not be safe at night. Who will walk there? How safe will people coming here be? Will their entrances look onto the area?

How close will the new housing blocks be from Charles and Moselle House? There does not seem enough space? There is a white block in the centre of the Peacock Estate, what does this represent? The blocks seem too close to the street on White Hart Lane. I don't believe the people of Kathleen Ferrier House will be happy living cheek and jowl with another block that will overlook them. It is not thought out properly.

The formation of the blocks do not give community cohesion, they all seem to be stand alone and White Hart Lane will dissect the estate in two. Another issue with the L-shaped block on the right and the smaller block on the High Road which will replace the maisonettes will be the light. These blocks will not get enough light. The new stadium will be 14 storeys and will block out the sun which rises in the east. The trajectory changes if it is summer or winter as the earth is closer or further away from the sun. In winter the north facing part of these blocks will have about two-three hours of sun and in the summer this will lengthen possibly to four or five. The blocks on the other side facing the public area will receive hardly any sun at all.

Option 2

Courtyard housing is isolating and does not allow light to penetrate the flats and maisonettes. There is not enough employment workspace and the layout of the blocks are very concentrated, almost one on top of another. Has this really been thought through as looking at blocks just before Brook House, they all seem to be resting on each other? This density of housing is unacceptable. I don't think any thought has been given to the synergy between the blocks and the High Road. The new library and learning centre will be needed as Coombes Croft will no longer cease to exist. However, this should be run by Haringey Council not a private provider.

Option 3

It will be nice to have a cinema in Tottenham but not on this estate. A cinema is needed more centrally nearer to the High Road. With all this concentration in this area, what will be happening to Brice Grove? It seems as if this will become even more run down than it is already. Tottenham Sports Centre needs to be refurbished and renovated and money should be

used for this instead of the new sports community centre. Once again housing is too dense. The community park is a good idea, but it doesn't look very big. There is no mention of a children's playground in any of the three options. All three options do not seem family orientated. There is no indication of the size of number of bedrooms for each dwelling. There are not enough houses and this estate just replicates those of the past where after a number of years there have been issues. I know the thinking is that these people will have an attachment or investment in their homes but times change and what will it be like living on this estate with option 2 and 3, I suspect not very safe or friendly. Options 1 and 2 are returning back to a bygone era. There are no walkways but this many people living together is not a positive thing.

Best thing to ever happen to Tottenham area.

Better housing (which can be developed)

Bigger High Road. New schools. More small houses instead of flats. Internet cafe, Gym, houses above shops (off licence)

Big store chains will only bring trouble - small shops are friendlier and welcoming. Some of us stand out - seen as odd. But being odd is being unique....

Blocks need to be upgraded, police needed to keep area secure. More parks. Improve the High St but do not change WHL
Bring back our England, whoever do not want to agree, then you know where the airport is, do not bite the hand that feeds you!

Changes are not needed in Love Lane or HRW. I can't buy a home and am a council tenant. Options look good but mean that people will have to move away from friends and the neighbourhood they know. Will we still be able to stay nearby with the surgery, hospital? We've never had any problems with anyone.

Concerned that traditional shop frontages will be replaced by steel and glass. Also concerned about use of compulsory purchase orders for properties on the High Rd

Definitely agree with plans. New and more businesses would be wonderful.

Demolish all the blocks. They attract criminals and each time the council gets rid of a person for ASB, another one turns up. We can't use the stairs because of drug dealing, and the stench of faeces. We don't feel safe in these blocks. Bring down all three of them

Destroying local businesses that have been in White Hart Lane for years

Dislike all as it will destroy many homes and in which they have built their lives and brought up their children

Dislike replacing the community centre with a 4-storey building - would be out of keeping with the estate

Do not want to relocate - do not want to sell

Don't agree with any of these. My business is a barber shops and I live in WHL for over 20 years. I'm sure a barber shop is needed as part of the new plan

Don't understand the 3 options but I want to continue living in [REDACTED] House. I've been here for 36 years

Due to the fact that I reside in [REDACTED] Road, it means being next to a busy station, etc. on match days and don't have double glazing.

Ermine House is a problem. Thugs, dog mess, people discarding rubbish, using it as a toilet. Ermine House is also insecure with unauthorised people coming in. Nobody does anything about it.

Excellent

EXCELLENT. All options will boost the area, but I would like to see Peacock Estate refurbished or removed altogether

EXCITED ABOUT CHANGES

Follow the comments provided. The opportunity should be utilised in promoting existing local business, those who have been providing a service and loyalty for years. Build something that creates a wow factor rather than generating extra income and spending the money (budget) unnecessarily, i.e. 1. Why move the bus stop from opposite the Post Office to opposite the funeral place? 2. Why remove the parking space including loading bays? 3 Why not update the phone booth? (Ask BT to modernise). 4. Why not allow a postbox outside Post Office?

Generally excited about the new development and ideas generated for the Love Lane Estate. I think this area needs these type of developments.

Generally, I would support the idea of creating a plan for change. I support option 3 as it entails a lot of development. My concern is that the area is already noisy and all this entertainment stuff will increase this and create antisocial behaviour. Creating new houses is good for me because I live on the ground floor and my flat gets very cold in the winter and in the summer as well. My concern is that my GP and the childrens school is within a minutes walk and I don't want to be further

away. I asked Chantelle if the housing would be Council or Housing Association, but she could not tell me. I would like to continue to be a Council tenant and have a secure contract. I will need support on moving as it is stressful. If possible separate me from antisocial neighbours.
Good luck fo reverybody. Thank you
Gradually create Option 2. Option 3 will bring in more outsiders and more crime and crowds to the area
Great opportunity to have new building in the area but where will the current residents go, and will others like the new properties
Happy with all 3 options and the ideas you are bringing in
Have been trading as a family business for over 50 years. I disagree with all 3 options as they will close my business down, due to the foot fall change to the area. Other business feel the same way about this too.
Have run this business for over 25 years. Please take us off the plans
Having lots of different types of housing in the area. Open space is good idea to avoid too many fans using different roads.
Having more houses is a very good option as it will have a number of different houses. Improved entry to the stadium and a direct way for the fans to avoid using other roads.
██████████ Road does not have double glazing, you expect us to put up with the noise on match days where it is accommodating more supporters, as if that is not bad enough, taking away our local shops, etc., hardware, chicken shop, tattoo parlour, extended railway station.
High Road already has increased traffic because of Sainsbury's. Parking provision should be built in to the plans and not left to pay 7 display and CPZ. I am a ██████████ and wish the council would provide permits at better rates to people serving the community
I love my home and don't want it demolished and to have to go somewhere else. Look for better alternatives
I agree with knocking down al three blocks on the Love Lane estate - especially Moselle Hse. Internally, homes need refurbishing and a stop needs to be put to drug addicts, criminals, loitering youths who use the building as a doss house. Demolition will drive out all the undesirables and attract more professionals and responsible people; thus creating a safer and more secure environment
I agree with Option 1, I would like to see improvements around the station and new shops, cafes and restaurants as well as a new and improved open space.
I am a disabled and an old person and I feel very happy here because I have a lift in my block that gets me to my floor, and the train station is very close to me for travelling. The shops are also very close, e.g. Sainsbury's and the GP, which is good because of my health.
I am concerned for the following issues - 1) Too many people have businesses in the area but are not residents. 2) Too many businesses are single use, i.e. African hairdressers, Turkish cafes, etc. Employment initiatives will concentrate developing these area rather than involving the local community. 3) There is little appreciate of the poor state of housing generally in the area, i.e. properties above shops, properties in multi-occupation, all non Council property. This has not been addressed in the redevelopment plan. 4) There also appears to be a strong local campaign around issues involving the football club. Not all residents are football supporters.
I am most concerned about plans to demolish the Coombs Croft Library, and the Victorian shops to the immediate north of it. These are characterful buildings that contribute to the conservation area. They also provide a lot of existing jobs.
The entire site lies in Northumberland Park Ward, where levels of crime are typically higher than in other parts of Haringey, particularly acquisitive crime and anti-social behaviour. Whilst I welcome regeneration, new homes and community facilities, we must be mindful of the context in which these new buildings will sit and design them to the very best of our abilities. We must also be mindful of the proposed larger Tottenham Hotspur Stadium and that at anytime, a large number of people will use the newly created access and facilites. Poor design will lead to crime and other quality of life issues for current and future residents to our Borough and are in no way sustainable. I have no particular preference for any one of the three options for 'High Road West'; just that whichever option is taken is designed well with advice from crime prevention practitioners and other professionals embedded into the process. My main comments at this early stage will closely follow the advice in Safer Places: The Planning System and Crime Prevention (Home Office, ODPM 2004). 1) Access and Movement: We want to create well defined routes and spaces being mindful of the challenges that the increased capacity of Tottenham Hotspur Football Club will place on the area. We need to create routes that allow for large numbers of people to safely use them whilst, at the same time, function well as the routes that residents will use safely on the (majority of) non-match days. We must be mindful of permeability and creating too many routes through an estate can give anonymity to a criminal and allow anti-social behaviour to flourish. 2) Structure: In all three options there are a wide variety of buildings with often conflicting usages. The needs of residents must be balanced with local businesses and with the Stadium com
I am unsure as the document presented is not detailed enough to comment on.

I am very concerned about the possible plans to redevelop the Peacock Estate. My business along with many others is reliant on the position of the Estate, We have been established there for over ten years. Moving would not be conducive to the running of my business. [REDACTED]
I am very concerned about the traffic coming to a standstill in the area as it is already now when there is Spurs matches.
I am very disappointed that in option 1 there is no Coombes Croft Library. The library is a well used community facility and it is odd to just destroy it without a replacement, especially since it has only been a couple of years since it was refurbished. The library should be made bigger so more things can be put on for the community.
I believe these options are very good ideas, which should help improve Tottenham's reputation.
I bought my property as an investment, and as much as I'd like to see positive change; I would not want lose out by not getting a fair deal to enable me to afford another property to replace this one. That's my big concern.
I completely oppose the regeneration. You claim that it will provide new jobs, but what about existing jobs? What about those employed by those who own units on the Peacock Estate and surrounding areas? You'll create new jobs but only at the cost of those who already have them.
i dislike option one as demolishing existing housing is not the way forward this will spark outrage and make the Tottenham area look bad in the public and medias eyes the way forward is to re-develop the whole area which suits the needs of the tenants.
I dislike the fact that each of the 3 options involves the demolition of Ermine House, 2-32 Whitehall Street and 731 - 759 High Road. With new housing, many residents will be downsized! I like the proposals for improving the High Road and bringing in new, improved business opportunities. I do not feel the Council has been honest about the proposals. The residents are collateral damage from the fall-out of plans!
I do not agree with demolition and eviction of tenants. It has been demonstrated that renovation of existing houses is far better for the community and costs a lot less. Demolition and Eviction were Tory policies.
I do not think having an industrial estate so close to the new housing project would be a good idea with the amount of noise from machinery, etc. Plus the noise from HGVs entering the estate early in the morning. Normally industrial and housing estates are kept as far apart as possible, for that reason options two and three I believe would be preferential.
I do not want Ermine, Moselle and Charles House to be demolished, instead I would like buildings with flats and maisonettes, shops, cafes, community facilities and businesses to be built along each side of Tottenham High Road. Ermine, Moselle and Charles House are built in a modern classic design and look smart with their new windows. If I have to choose, I choose Option 1.
I do not want to be relocated. We are happy here. Please leave us alone.
i dont think that we need a cinema or bowling ally, just better affordable houses, with garden new and improve services, and building, sports centre , , better parking
I don't want to sell my property or to go. Leave my building alone
I favour Option 3. It will benefit us by creating more jobs, and it also looks more attractive on paper
I have been living in this community for 16 years and like everyone else I would love the community to have some changes, as new jobs provided for young people cause young people in Tottenham can hardly get a job, I think this would be good idea for young people, because it is hard to find a good job these days. I would love Tottenham to be improved. Could you also help people to find new houses because it could get hard for them, plus I am a leaseholder and it is not easy to apply for a mortgage these days and you should keep these issues in mind.
I have read all options, but I think Option 3 is more complete. It will harmonise with the new stadium, and so the area will have a bright, new look! I would strongly recommend that the White Hart Lane Station should be accessible to all, including wheelchair users and old people.
I have read your booklet and it looks very interesting. I am very happy to see your plans for Tottenham. I think Option 3 is the best option for Tottenham, I think Tottenham residents deserve the best and requires all the facilities which Option 3 has. As a business owner, I know what people require and I believe Option 3 is very suitable.
I heard from locals that they agree to regeneration, but not at the cost of local businesses and homes being put at risk.
I hope my building won't be demolished, because this is the beauty of Tottenham old project, but a better feel more like home. Little change is good, big change is bad. I like my area as it is, honestly!
I just want to suggest a volleyball pitch in the area, thank you.
I like all three ideas, making the area nice, but to move local residents away is of no benefit to us.
I like Option 2, the most, I think Option 3 is a bit too much. Option 2 gives us a lot. I don't like the flats that are situated behind the new station, apart from that I like it. I hope the new housing has a nice vibrant feel.
I like option 3. I think the entire of Love Lane Estate needs to be redeveloped. There is no character or nice atmosphere around the area. The buildings are so old, there are many problems, such as water pipes, parking issues, heavy front door. Love Lane Estate is a really rundown place and something needs to be done to make it a better place to live in.
I like option 3. I would like my children to grow up in a new Tottenham. Charles House has ancient toilets and these need

to go.
I like some designs from option 2/3. Also, would like houses with private parking and gardens along with security so you can feel safe, for all tenants. Also, it would be nice to have lots of storage.
I like that you want to put in a cinema and the ideas look very pretty but with all of this will bring lots of people to the area that I live in... So I think more bin men should be around because I can imagine A LOT OF MESS. A LOT OF SOUND so if you were to make new houses... Not cheap material so that the sounds of the hooligans and everything else can be left outside the house. I'm just worried that with option 3 and our house on Whitehall street may become too expensive for us to afford but I really like the one with the cinema.
I like the changes but we have no idea about whether the houses in Brereton Rd will be knocked down. Please give us some information
I like the idea of a good gym in the area with a swimming pool such as Virgin Active, that fits in with the sporting Tottenham redevelopment. Currently have to travel to Enfield or into town to the nearest Virgin Active. Five a side football pitches would also be good, and fit in with the sporting redevelopment. And an Urban Golf could do well, with people going there before/after matches. The cinema & bowling alley sound interesting, but wonder if enough parking in the area required to operate the business, and nearby cinema at Wood Green. The coffee shops would be good, but require the draw of shops during non match days, such as chain stores like Debenhams, John Lewis etc. The Tottenham way, like Wembley way looks good, and the proposed new entrance/exit for match day travel. But the existing entrance/exit should be left open for regular commuters who come from White Hart Lane (road), so don't have to walk further to get into the train station. There should be encouragement in the area to build Real Ale/Craft beer pubs, since Redemption is on the door step, an award winning brewer, and very hard to find there beer in the local area.
I like the idea of new homes, new business that would create jobs for local people and others
i like the option 3 plans...this covers something for everyone. I would welcome a modern safe enviroment where young people 11-16 year old could meet run by the council or local community leaders- like a youth centre. This would ideally be a free resource as the cinema/bowling alley will not be accessabel to all young people. the Youth centre could encourage somewhere to study-if not covered by the library with limited free use of computers and staff/mentors to help. The centre could also be used a Princes Trust Award Centre encouraging local children to be involved in things they might not be aware of or unable to access. The current nearest centre is in Hackney. I love the idea of sports venues for children as well, again low cost or free. The would like to encourage the development of the area to feel safer especially at night. I think its particularly encourage and inspire young people of the local area.
I live in council house and would like to stay as a council tenant
I live in council house and would like to stay as a council tenant. If this happens I choose option 1
I moved to [REDACTED] because it is a residential area. If I would like to live next to the cinema and shopping centre I would choose Wood Green.We don't need another cinema as we got two cinemas at Wood Green and it's just couple minutes on a bus. We don't need another big leisure centre as we got one at Tottenham and the other at Edmonton Green-both just couple minutes on a bus.We don't need a new big library as we got already very good one + just couple years ago National Lottery spent lots of money to redevelop it.
I need a flat right now. (see also response 451)
I need a flat right now. Nobody cares because my face doesn't fit.
I own a restaurant
I personally want to stay under the Council scheme, but Housing Association and private rented or buy part rent, should be another option in the area. That way we can bring new people into the area. That will help to change the current local atmosphere. Unemployment is another issue in the area. We must encourage or provide a suitable option for unemployed people. I think government should create a special team to deal with this issue. Education level must go up by providing more schools and pre-schools in the area.
I prefer option 1 as it is mixing new changes with existing buildings that are already settled. Also it is a good idea to create a new area that will link White Hart Lane Station to the stadium. This area needs more shops and a community centre as well as more health centres. Option 1 is good as there will be less crowded roads and less chaos caused by Hotspurs fans.
I prefer Option 1.
I prefer Option 2 but all plans are visually attractive.. Most important to build cooperation with the entire community. A war of word beteen residents who fear for the future of their homes, and developers would be negative and unproductive.Communication is not just about providing interpreters but also about fostering a sense of belonging to a whole community. Wihtout it the plans will be no more than an attractive paper option
I prefer option 2/3. These options give us more houses and offers to choose from. I don't know about Council houses or Housing Association. Also, would like a Sure tenancy.
I prefer option 3 as the demolition will ensure access to more amenities. Why is a portion beyond the railway line affected by the regeneration?

<p>I prefer option 3 as this plan gives the most scope for residents and businesses in the area. However I do not believe that moving the entrance of a well used station into the back of an estate is well thought through. Designers need to think about what would this space be used for once the football season ends? Is it practical to have thousands of people all congregating in one area (I think the assumption is that fans would just walk through this and not mill around). Even though not knocking down and building up an estate sounds like a really good idea this will take years to accomplish. What are the chances of families and single people's circumstances remaining the same so they take up tenure from where they left off. This could possibly be seen as an exercise in moving people on. The idea of having good leisure facilities in the area and independence as well as big chain stores is great. It will create an opportunity for employment and also enhance a balance of health and well being. The old Sainsbury site could also be developed and used for a number of purposes so that the few shops within this area do not suffer (as they inevitably will) as much from the Sainsbury's move to the new site. Possibly an pay and display car park. Use the old Sainsbury's site as in shops. Use the old Sainsbury's site as a small business incubator. Use the old Sainsbury's site as a work experience / work placement place. If there will be construction work going on in the area why train unemployed people in how to brick lay, plaster, carpentry skills etc so they also feel part of these plans. (How many local people are currently involved in the building of the new Sainsbury's site on Northumberland Park? Finally, on the same note of community involvement, we must not forget residents of the surrounding area. Is there any benefit to them in terms of involvement, gaining from the new potential High Road West layout? Building a savannah around White Hart Lane S</p>
<p>I prefer Option 3. We don't need another health clinic and library. We can live without a bowling alley and there are already quite a few sports centres in Tottenham.</p>
<p>I really like the idea of making more developed houses.</p>
<p>I really like the plans as long as residents are not adversely affected Options 2 and 3 will take a long time, and tenants should move back into new houses/flats within 2 years</p>
<p>I really like this new project and all the businesses, it will bring to this area such as shops and new jobs for local people.</p>
<p>I strongly agree with the new plan for Tottenham High Road West. It gives a chance for job opportunities for our youths and others in the community.</p>
<p>I strongly believe that retail businesses should be a mixture of chains and independents. In theory, the idea of small, independent, locally-owned businesses is very attractive but it's really about the type of shop. After all, it's largely what we have already but there's nothing attractive about chicken shops, pound shops, pawnbrokers and betting shops, whoever owns them! There are some great examples of local independents here (Glickmans, San Marco) but sadly too few. We need the occasional Sainsbury's, Waitrose even, and Costa to encourage people to choose Tottenham as a place to come and do some shopping. I'm here every day and it would never occur to me to do so. The same is true for people I know who live or work in Tottenham. Similarly, I rarely meet anyone for lunch or go out in the evening. I love the idea of open pedestrian spaces and town squares. I really think they would lift the collective mood and generally impact on people's well-being. The area around Hackney Town Hall is a good example of this.</p>
<p>I support options 1/2. I would like to see High Road renewed and Love Lane/Whitehall Street and the station, improved. My family and I are excited about a new library and learning centre and agree that a medical centre is needed too. I strongly disagree with the cinema/bowling alley and bars. I think it would ruin the community that we have already, whereas new housing is needed. I think some of the designs look too overcrowded.</p>
<p>I support the regeneration plans as long as residents are not affected financially. We are already having financial difficulties</p>
<p>I think key option 3 will maximise the benefit of the developing area.</p>
<p>I think demolition and rebuilding of new homes is the best option because it will maximise path ways, bring new jobs for people and an entire new look for Tottenham. Strongly worried about the effect of this plan on the families who are leaseholders.</p>
<p>I think that option 3 brings a better opportunity to kick start the rebuild of the North Tottenham community and area, that lacks in appeal to potential visitors/residents.</p>
<p>I think that Option 3 is a better plan as there are a lot more job opportunities for local people. Although a lot of buildings will be redeveloped that could be good. Options 1 & 2 are good but Option 3 gives more opportunities to local people.</p>
<p>I think that the 3rd option is best. Although will take the longest to deliver it will breathe new life into Tottenham in an era which is in desperate need of redevelopment</p>
<p>I think that the best option is Option 3 as it provides modern housing for the whole estate. However, I think that the houses should still have a bathroom with toilet upstairs and another toilet downstairs. More activities for the community. Also, more jobs. Having a renewed High Road is good giving the whole area a modern look.</p>
<p>I think the Option 1 is good.</p>
<p>I think the three options are all good plans.</p>

I think they are all disastrous. Spurs has wrecked the east side of the High Road. Why does the Council want to continue the destruction opposite. There is no sensible reason to demolish any buildings in the Conservation Area/Historic Corridor. Has the Council overlooked the Conservation Area status of these buildings? Has it "forgotten" that 743 to 759 are locally listed? If Spurs was not blighting the whole area these could all be renovated attractively. There would not be a need for so many tatty fast food outlets surviving on match day trade. As it is, there are some little shops in these 2 blocks which are useful to local residents and I wouldn't want to lose them. Whether the Council goes ahead with any of these grandiose and unnecessary schemes, these businesses are already going because of uncertainty.

I think we should go for Option 3 - I know it's ambitious, but it should be aspirational. The only concern I would have is the provision of a multiplex cinema. I would want to be reassured that a lot of research has gone into this. There are two multi-plexes in Wood Green - and they are rarely full, even for big box office hits. So I'm not sure there is the necessary market. Also, if you are talking about proposals which will take 15 years to fully realise, I would have thought that the potential for even less people to go to the cinema is huge.

I think you would agree that at present the plans are fairly vague and therefore it is hard to perceive what the final outcome would be. Having said that we think the general ideas are positive.

I want it to stay as it is

I want to option 3. We need more public spaces,cinema,library.

I would like Option 2 or Option 3, as this includes [REDACTED] House where I live, it does not make sense and would look silly to leave our flats standing and knock the other two down. Also, we are not going to benefit from the less noise of the Spurs ground as we would if we move, as I have said previous I would dearly love to move out and perhaps down a bit as I live on the 7th floor and if the lifts go I am stuck, because I have problems getting up and down stairs. The sooner the better this is started, I would be happy.

I would like the project to take place quickly. My choice is option 2.

I would like there to be a new area, which is very developed and safe for my kids.

I would like to remain a council tenant with a secure tenancy in a similar sized flat with a similar rent in the local area. I particularly like that my present home is high up in a tower block with a south facing view and would like something as close to this as possible. I have worked at [REDACTED] for over 15 years and I am interested in setting up a workshop in Tottenham. Requirements would be water supply, three phase electricity, easy to clean water resistant floor, 500 square feet.

I would like to see what option 3 will do to Tottenham. I really like to see new changes here even though I am not a permanent tenant. I really would like to see new development around here. Thank you for giving us the chance to discuss this matter.

I would love the Council to bring the plan to the area, thank you so much.

I would prefer option 3 because it seems like that is the one that's got a lot of changes, which I am sure would be a good for the residents and would improve the High Road and the whole area would be more attractive.

I'd like to have a council house and want new houses built by the council - not housing associations

If it is good for Tottenham locally. I love this area because White Hart Lane and Tottenham is changing and there are new homes.

If new housing are to be built there should be a number of Haringey Council homes, for homes affected in the redevelopment. Although the high road could do with improvements, why not assist local shops to up grade their shop fronts to improve the look of the high road, many of the local shops have been in business for many years and are part of the community. I am concerned that I could be living on a building site for the next 15 years if I my home is not being redeveloped, also once all the work is completed am I going to be living in a busy area rather than a quite street.If redevelopment doesn't include my home there was talk at one meeting that if [REDACTED] street stayed we would be given a new and different entrance to access our homes. Which seems to ensure [REDACTED] street would be excluded from the new redeveloped areas. I get the impression that option 1 could go ahead, with option 2 and 3 happening at a later time any way, maybe as the land increases its value when some redevelopment has been completed. I am unsure to what I would really like to see happen in the redevelopment as the uncertainty of everything is very unclear. For every action which takes place there will positive and a negative many of which we will not know until the redevelopment starts to take place as well as on completion. It is a very unsettling time for all involve in the redevelopment.

If the plans disturb us, we will not agree with the plan

I'm in favour of option three with conditions attached. As a leaseholder that is mortgage free, I feel that while Tottenham Hotspur FC benefits from this development, I lose out on it. Yes I would potentially receive market price plus 10% in addition to compensation for the trouble caused. However I still feel that I would lose out, as any new purchase that I make would put me in a situation that saddles me with a mortgage. Alternatively, if I am not bought out but offered a 2 bedroom flat (as I currently possess) in exchange, I would feel less imposed upon (assuming that quality and size was the same or better). From my point of view, why should I burden myself with a financial commitment that's not necessary so that a very profitable company fulfils their plan? Additionally, I would not like to see a cleansing of the area through increased house prices in the locality. From urinating and littering to drug use, anti-social behaviour makes the place unwelcoming. What plans are in place to deal with this issue? Lose the grass on the walkway from station to stadium. Grass wouldn't survive 56000 fans. Better to pave it and have it tree lined. Tottenham Hotspur FC benefits greatly, the residents lives are disrupted, I believe that there should be some goodwill on their part; tickets to games (most can't afford their prices) a suggestion. Any new build should have EVEN more space (10 - 20%) than is available now. All should be built with quality materials. The bathrooms should have windows. Every room should have natural lighting and should not rely on artificial lighting during daytime hours. Avoid high rise (over 6 storeys). Each block should have multiple entrance/exits that only access a group of flats. There should be no mobile phone masts on any on the blocks. Instead, solar panelling should be used to power to energy needs of the communal areas. There should be a local PCSO to engage with residents. Current safer neighbourhood team isn't very r

I'm in favour of Option3 but please make the new homes affordable and with security for council tenants. Let Tottenham thrive again and get rid of the stereotypical poverty, council bocks, unemployment etc.

Improvement is needed and will be good. People run away from Tottenham and by doing this it will attract people into the area. We need to improve the High Road with new businesses and new faces.

In favour of II - for everyone

IN MY OPINION THE HIGH ROAD IS OKAY AS IT IS, BY BRINGING IN MORE HOUSING CINEAM ETC YOU ARE JUST CREATING A SPACE WHERE OVERCROWDING AND ANTI SOCIAL BEHAVIOUR WILL TAKE PLACE, TOTTENHAM IS OVERCROWDED ALREADY.

In principle, I prefer the third option. However, as a resident of [REDACTED], just the wrong side of this development, I have profound concerns over two issues: parking and security. Parking is already an issue on match days and since the new Freedoms Act that denies us the right to effectively enforce parking restrictions on our estate, I would be very concerned about the issue with a permanent new development nearby. I would like the council to work with the estate to help us make sure we can always park on our own property. Secondly, there are historic and ongoing issues around the Haringey 6th Form Centre, with people hanging around, drugs, aggressive behaviour and sometimes guns. If there is to be any increase in areas where people can just 'hang around', then I feel strongly that there would need to be an absolute guarantee of 24-hour policing. It's not working now, and I have no confidence that it would work in an expanded space, without a proper plan in advance.

In reply to our meeting with your representatives regarding the High Road West project we would like to put on record our opinions to this as requested in section 5 of your consultation feedback form.

We understand that you have 3 options, however, within these there is only one option for us as they all require the acquisition of our premises, not much of an option for us is it, surely the people who were designing these options could have used some common sense in the plans. It is well documented that Sainsbury's is relocating so why could there not be an option which puts the roads through their premises and leave us here to service the community. You also need to take into account that there is a business community within and around the estate, many companies use and rely on their neighbours as an essential part of their own business so relocation would have a profound effect on their future. With this in mind we would like to know what right do you have to close down these long standing businesses taking away our livelihoods just so you can put a few houses on our land. This is outrageous.

Personally we think that the company who drew out these plans have no idea on what they are doing and have just wasted the tax payers money. For example, within option 1 they have assumed that access to the new building nearest the high road would be shared through the Peacock estate, this area is owned by the estate and during a normal day nearly every parking place is full and at times impassable. We were told that the company drawing up these plans visited the site at least twice every month so surely they would have seen this and if they were a professional outfit they would have done their homework first before wasting time and tax payers money.

We asked the question of parking for the new residential area...no thought has been made as to the parking in the area which again shows the incompetence of the design team. We were told that it may be that some of the employment work spaces will have to be changed to parking areas or some underground parking may be created. If they reduce the

employment workspace for parking it will make a mockery of your figures whereas underground parking spaces will create purpose built drug dens... Well done for trying to create a better Tottenham. You state that you are trying to improve the quality of homes and tackle crime and anti-social behaviour in the Tottenham area, is this why you have granted planning permission for a new tower block on the old Cannon Rubber site?

Tower blocks are notorious for creating Anti-social behaviour so where is the thinking behind this...oh, yes sorry, it's because of the little sweetener called 'a school'. I thought the council that we elected were supposed to be working for the good of the community and not for their own personal gain?

In regards to [REDACTED] we are a family business who have been here for over 65 years and will soon have the fourth generation of family members joining the company. We are a good strong company who have fought through many recessions and come out stronger every time. We have only been able to do this by having a good reputation and being situated in a prime location on the main road through Tottenham. We calculate that approximately 80% of our customers are passing trade so for us to relocate could incur a substantial loss to our business and jeopardise the future of our company.

As mentioned above we are well situated along the High Road, Our bank is opposite us and the post office is also just over the road so we don't have to worry about driving, finding a parking space and losing a lot of time when we need to use these services for which we do frequently. We are also a short distance away from the train station which we often use to travel to London for site visits and our customers use to visit our premises, if we were to be relocated we would have more travel costs to the company which would be worse for the environment and if we are harder to get to our customers may not want to make the trip which again could mean the loss of business. So I ask you again, WHAT RIGHT DO YOU HAVE IN CLOSING US DOWN FOR THE SAKE OF A FEW HOUSES? These are our initial opinions to the High Road West Project but I am sure we will have more to say after future meetings. If you have any questions on any of these points please contact me and I will be glad to go through them with you.

It is a great idea to improve our area. I support all the three options, but we the local people we love our area and we don't want to move to a different area, because our children are doing good in school and have so many friends. My point is where will they move people like me who cannot afford to buy her own house and I am not a permanent council tenant? Please kindly reply to my statement.

It is a very good plan - if only the council understands how long overdue

It is an absolute disgrace that all 3 options involve the demolition of homes and business premises. There should be a choice of no demolitions but the maintenance of existing facilities.

It is misleading to provide the option of a new sports centre when one already exists in the area. The existing sports centre is run on a viable basis and is very successful in catering for the needs of local people. It is near certain that any new sports centre would not be able to be run on a viable basis. The only proven example of running a sports centre on a viable basis is being demonstrated by the existing facility in the High Road area. This is run by a charity. The new sports centre is a business development that needs to be recognised as to what it is. The surrounding area is where people live and work and this should be the main criteria for any future development.

It is unfair to develop some homes and not others. I live in [REDACTED] so either way I get a new home, but I would feel sorry for other residents that keep the old 1950 style buildings? We all pay the same council tax, we are all equal? The area is run down and the opportunities are limited here for the under 35's. There is no where to go to socialize. There is mediocre childcare, and no where close for the gym. Wood Green is the closet manageable place. We want the youth to invest in themselves, but if you are not paying attention you could walk past the library. We need a big learning center with better facilities. In short option 3 ticks ever single box for me. It's all or nothing. No half hearted measures. Let's not scratch the surface, lets not pump money into the area, lets pump opportunity, hope and long term investment in the future in this area. I want to see more things to stamp out anti-social behavior and bad tenants. That's the only thing missing from option 3. Why not have a dedicated community policeman hub that is very visual and accessible etc All the great things will mean nothing if residents don't feel safe and negative influences run down the area.

It would be good to include an imposing monument for the Stadium to be readily recognisable, similar to the Arsenal Stadium's.

It would be nice to see new homes, a park and a new White Hart Lane Station.

It's all happening irrespective of what I like or dislike. Did you think about a veterinary surgery - for animals?

I've lived in my maisonette for 41 years and love it. My home has three good sized bedrooms and a spacious (18 by 12) living room; none of which the other flats have. [REDACTED] was built to last on its own - the library being a bonus. I love my home and want it to remain - although some refurbishment would be welcome as part of the regeneration. It would be unthinkable to demolish it. Many thanks for the chance to submit my feedback on the future shaping of the area.

Justification for all 3 options but there is no mention of parking provision. I believe there will be strong opposition from existing residents, businesses and community groups. Less money needs to be spent on grand ideas and more on restoring the traditional frontages, walkways and estates. Planners need to listen more to the local population

Lack of communication and consultation with the Residents Association on the [REDACTED] Estate, the failure to fully disclose the intention to demolish two properties or acknowledge the impact this will have. A building four storeys high will overshadow properties of 3 storeys. This estate has been completely ignored as no residents have to be moved out making it an easy target to build and rehouse as this is going to be phase 1. We should be fully involved. All 3 plans also show buildings on the railway verge and no indication as to what these are. We need more supported housing and disabled properties to cope with the ageing population etc.
Leave Ermine House alone.
Let Tottenham build the stadium it will bring a new look to the area
Like Options 2 and 3. It will be nice to see Tottenham redeveloped
Like to see Option 3. After the riots we really need to rebuild Tottenham and give it a new and better reputation - so our children won't be ashamed of where they live, but can be proud
Liked option 2/3, especially to set up ESOL learning centre in the library, having new creche within the area and having new schools. Idea of having new shops and building new homes and different types of houses.
Looking forward to a big change in Tottenham!
main thing is to keep those who live here from being ousted by enforced development; a sensitive mix is ok, but not at expense of forced demolition or moving of people
My choice is Option 2. New quality housing. New modern businesses spaces, crèche. New shops, cafes and restaurants. No cinemas or clubs. A safer place to live. No high-rise flats.
My family and I are settled where we are, so I am against any plans that involves my home.
My favourite is Option 3. It will give whole area a new modern look and new building. I would like to see more privately owned housing. Cinema will attract people generally - not just match supporters
My husband and I do not want to sell our building. Please leave us alone.
My main priority is to ensure that this major redevelopment provides the opportunity to greatly improve the area and encourage a long term uplifting of the area. The final result of this project must ensure that the area is stimulated to ensure ongoing improvement and uplifting and not provide the potential to have it returned to the current down market area that it currently is. I want the local community to be encouraged to have a pride in the area in which they live and work, and to make it a better place for all, including visiting football supporters.
My option is that the council work to develop High Road West project to its full potential bringing in venues including cinema and gyms. Getting rid of the fast food, betting, hairdressing and barber shops that's on the high road. The fast food shop makes the residents unhealthy, the betting shops take the monies out of the family and why the hell do we need so many hairdressers.
Need High Street stores like Wood Green. Option 1 Keep Moselle Hosue and don;t build new blocks next to it
New "open space" aka Spurs walkway, may encourage loitering and ASB. Want no demolitions for benefit of Spurs, only for benefit of residents. Option 1 is least bad. Need to be careful about type of businesses underneath homes, e.g. for noise/security. Undercroft car parking a similar risk. Option 2 could create night time economy, rush of noise and disruption. These facilities can be found in nearby areas anyway, e.g. Wood Green. Option 3 will change when whole area and demolish sound building, e.g. 3-89 Whithall Street. Unnecessary to do this. Build new homes to high environmental standards. Access to cycle parking, better bus connections. New housing to be on basis of secure lifetime tenancies with social rents. Leaseholders to have access to affordable new properties if forced to move. Support private tenants to access social housing. Support to leaseholders affected by "blight" on property prices to move, even if home not demolished.
New houses needed and old ones should be re-built
Nice and quiet. More security. More open spaces. New housing/refurbished to high levels. More, closer community. Bigger liabilities.
No further comments, only that the plan should not be directed at the new Spurs stadium but also to new modern homes on the estates mentioned in the Love Lane area. Otherwise the options sound agreeable.
None of these will keep local shops open. Not properly thought out and option needed to re-open current businesses
Not enough information provided.
Number 3 is best
OK with some redevelopment for the tower blocks but would like [REDACTED] to remain with redesign for security and refurbishment. We should have personal parking space (with door numbers to identify). Option 2 tower block refurbishment strongly agree. [REDACTED] should remain but it does need redesigning

Only Haringey Council would spend millions on new roofs, windows on buildings that could well be demolished.. Also LBH renews the pavement from Sainsburys to the ground with yellow buff surface, then 9 months later comes back and replaces this with grey slabs both sides of the road. How much did that cost? Living here for 40 years and see community here with continuity and businesses built from scratch and retained over generations. Let people who live here decide what should be done - not the council planning office. Also what idiot allowed painting of the stonework on a listed building (639 High Rd)

Option 1 OK with everything as long as [REDACTED] stays. Vulnerable resident

Option 1 - Does not like idea of building new blocks to the side of Charles House and Moselle House, too crowded. Likes the idea of new community facility on the High Street. Option 2 - Prefer this option. Like more variety of housing. Option 3 - The idea of leisure facilities does not interest me. Option 2 - I would like to see. Would want new blocks to have a lift. Can go upstairs if problem with lift. Would like to stay in High Road West area as know the area well. Lived here 35 years and like the transport links.

Option 1 - From a personal point of view, I am very against this option, as this means [REDACTED] will not be redeveloped. From a community point of view this will provide new homes but no facilities for young people which in my opinion is key. Option 2 - Is improved from Option 1 from a personal and community point of view. A leisure centre/gym will give/provide activities for young people and the use of local schools as will the learning centre, with the addition of the community park. This would be my preferred option as it appears this will be the most feasible in terms of cost, but again not redeveloping all estates will cause a problem. Option 3 - This would be the best option for the area, but in terms of cost and time this may not be realistic. This offers plenty of opportunity for young people both in terms of leisure and employment (possibly) and links well with the mayors drive for young people/driving down unemployment.

Option 1 - I like the fact that it keeps some of the older buildings. Option 2 - I like the library and learning centre. Option 3 - Lots of development. Worried about the community being broken up. Council Plan - I like the new open space and the new station square. I want to make sure it is safe and protected.

Option 1 - Least contentions and provides a solid base for sustainable uses. Option 2 and 3 - Too much change. Not for local people. Unsustainable uses, i.e. bowling alley, local shops, sports centre. Lack of car parking for local shops.

Option 1 - Quick option for a 'fast' redevelopment, but enough to be done on the area. Option 2 - I think it is the best option, with a huge redevelopment for business and local, plus a new library and learning workspace, (need it in the area) and leisure centre too. It could integrate a community park too. Option 3 - A very ambitious option, but I think it is too much and do not think a cinema and a shopping centre is a good idea. Better to have a place for the community and green areas.

Option 1 has benefits but some would be disappointed if their homes were not improved. Option 2 similar but will cause some disruption. Option 3 is over-ambitious

Option 1 is most favorable to me as it offers the least new housing. I say this only because the buses are already very full and stations crowded so more housing would only add to the problem. I think we need more businesses to encourage more patrons and improve the area with more professionals choosing Haringey as their home like I have.

Option 1 is the better of three dreadful options. All three options are unwelcome and undesirable. I am dismayed that you appear to have already decided to adopt one of these options. You say in the consultation document that you are already committed to delivering a new public space to link the station, the High Road, the new station and community facilities. The Council is also committed to safeguarding Tottenham Hill Road as a historic corridor. So committed that you are now simultaneously committed to demolishing much of it. You should withdraw all three options and think again.

Option 1 just doesn't make any sense to me. Not redeveloping the old Sainsbury's? This surely would be the first building you would be looking to redevelop considering it will be vacant. Option 2 also doesn't make much sense either, it's basically 'knock everything down that would be knocked down in Option 3 but leave out the fun things like sports centre and cinema!' Option 3 is by far the most superior.

Option 1, do not like this one. Options 2/3, these are good. Option 3 includes everything and if it happened it would lift the image of Tottenham. That would be good.

Option 1, like public space/walkway. Option 2. Option 3, like community park. I would like to remain a Council tenant.

Option 1, would like to see Charles and Moselle House demolished. Do not like the 2 infill blocks around them, make the street seem cramped, put in their place, parking and a children's park. Option 2, dislike tower blocks, not like 16 storeys. Max. 5 storeys, own gardens needed. Like idea of new library, creche needs to be housed in leisure centre so that parents can enjoy facilities. Need a community centre. Option 3, cinema not needed, already have 2 nearby and local people can't afford to use. Sports centre needs multi activity games unit. Favourite option is 3, gives more choice and variety of housing.

Option 1.

Option 1. Some of the older buildings. I would like to remain a tenant.

Option 2 - I do not think plans for people living with the Peacock Estate will work, as businesses will have deliveries at night, traffic, and there are young people around to get hurt or injured. Option 3 - Best to take the sort out all the problems in one go, over say a 20 year time span.

Option 2 and 3 are more appropriate for the image and growth of the area. As a tenant I believe as well as bringing new benefits every individual that lives in the area should be considered. By doing Option 2 and 3 it will bring in a new improved high class city. This will improve London and the bad image of Tottenham. The new blocks (flats) should be on a appropriate level. The new properties should be with Council and buying option should be available. I strongly don't think that Option 1 is a big improvement.
Option 2 is a good idea
Option 2 or 3. As long as this block goes I will be happy. Replacement needs to suit vulnerable residents - walk-in showers, outdoor garden space
Option 2 represents the best compromise between regeneration and delivering an improved area. Residents will be frustrated if they have to wait 15 years for the project to be finally completed. I query the need for a separate community centre. Could this not be part of the new Library / flats building? I strongly recommend the building of artists studios as part of the commercial redevelopment. Please look at the benefits such units have brought in Brixton and other depressed areas of London. Pleas also see the work of the charity: [REDACTED]
Option 2, most new housing and businesses with minimal disruption to the local area. Need better policing in the area and places for the young people to go.
Option 2. Residents should not be adversely affected by this change and the things should be put in place as soon as possible.
Option 2. Stay as council tenant. Need 3 bedrooms. More jobs needed. Homes should be houses not blocks of flats and have family accommodation
Option 3
Option 3
Option 3
Option 3 - but please try to keep [REDACTED] House. Parking should be looked at I want to stay here as a council tenant but I dislike tower blocks. Want smaller low rise housing
Option 3 brings the most benefits for the community
Option 3 brings the most benefits for local community
Option 3 is ideal. I do strongly agree with option 3, plus sport centre, health centre, library, learning centre and community hub.
Option 3 is the best, even if it takes longer to deliver, our children will benefit from all facilities and a safer environment. Thank you.
Option 3 is the most appropriate one for the area. It brings the biggest changes and that is what the area needs. Creating jobs and housing for local people is very much needed for all of us.
Option 3 is the most desirable, there needs to be a big change to create new thinking, usage of space and a more positive experience for everyone. I would prefer to see more boutique shops.
Option 3 is what I believe is needed to help regenerate the High Road. The Tottenham area is completely malnourished for businesses, local/small independents, learning and sports facilities. I believe the Tottenham area needs as much input as possible to help redevelop not only the area, but the people's attitudes towards the government and politics. Other ventures/facilities which give emphasis to politics and economics, if provided, will help the next generation of locals divulge from the typical routes many locals currently take. Overall, I feel by providing the best facilities, we can transform Tottenham from an area with high crime and low employment, to an area which helps push the youth of tomorrow in directions they never knew possible. Specific enterprises I would like to see are: 1. Career centres for youth, undergraduates, graduates and experienced professionals which provides advice on careers. I.e., advice on what careers are out there, what qualifications are needed, what experience is needed and what companies to target. Career centres can also help place people in employment with relevant experience etc, similar to that of an agency. 2. Exhibitions for cultural diversity which have space for economics, politics and business classes/workspaces. Such spaces will encourage entrepreneurship in these educational areas which I believe is greatly lacking in locals. 3. Ambitiously, an underground station linking White Hart Lane with the Victoria Line.
Option 3 please
Option 3.
Option 3. Would be nice to have some flats with gardens. We don't need another cinema and this shoudl instead offer facilities for families and lone parents. Want to remain secure council tenants. Parking needs to be provided. new play areas and outdoor gym would be good
Option one, it is a bit dull and not much different to the environment. Option 2, it is all right, it brightens up the area. I support option 2. Option 3, will be too crowded for the area with too many people. You should remember that Tottenham Hotspur is going to provide accommodation; the rubber factory and the present Sainsbury are to provide houses and flats. Whatever option that is to be chosen, Haringey Council should be landlord, the accommodation should be owned by the

Council. The land belongs to the Council. The Council should not let any private developers to milk the milk and honey that belongs to Haringey Council.
Option three
Option three was the best option.
Options 1 and 2 means it will be a building site. Option 3 will price me out of the area.
People may lose their homes.
People need to be able to park their car on the roadside
Please ensure that everyone in the affected area has a chance to have their say; this must include door-to-door consultation to be sure that all possible responses are received.
Please ensure that working CCTV is in operation at all times. In order to meet with the improvements suggested, it is vital that fly-tipping is stopped, particularly along Pictoria Road. If people think they will get away with this, they will extend this terrible behaviour to other areas in Tottenham. All improvements to the area are welcome. Thanks.
Please keep away the major chains; no cheap and tacky fast food. Encourage start ups by offering low or no rent for a fixed period. Look at what was done to Brixton Market. Look for restaurants and cafes that use sustainable, local ingredients. Encourage an independent cinema to open. We need these things in Tottenham. There is currently nothing that can be called a destination venue, no-one I know would come to Tottenham, there's nothing to come for. I would stay away if the only offerings were a Costa and a KFC. And, look at what Waltham Forest did to Leyton High Rd for the Olympics. The shop fronts in Tottenham are a shoddy, shabby mess. Have some rules about what can and can't be done. Take away the street furniture, put some planters out.
Please look at LB Hackney. High end shops make Tottenham a destination.
Please no 'high street' standard shops. Independent shops and cafe.
poor quality build and design pavement are not publics square where is the real public space. No new railways stations roof top allotments. Energy generation on site. passive haus homes - all of them live/work units real consultation unlike wards corner lies. A commitments to the number of new trees. Build tunnel from station to stadium
Prefer Option 2.
Prefer Option 3. I want a safe place to live where visitors can come. I want to see lots of change in the area
Prefer to go for the most ambitious option. Tottenham needs regeneration and this will introduce the biggest number of new houses and jobs.
Private tenant - expensive. Want to ensure have permanent home - do not like any of the options. Don't want any change
Q12 suggests plans have already been approved. If I have to move I want to move out of Tottenham
Local businesses are EXCLUDED from these redevelopment plans and are EXCLUDED from the options in the feedback forms. As we pointed out in our recent meeting this consultation has not offered the community any option to keep its local community shops. All three options wipe the area clear to create an entirely new business retail site to be provided by the developers. Planners and ARUP the design 'experts' claim they arrived at these proposals via feedback from the community. Clearly they were NOT listening for at no time during the few consultations held did anyone suggest the demolition of the existing High Street shops. They were included in the 3D model on display. There was no suggestion they were under threat. There were certainly no request from the local community to replace them with a larger library/learning centre. We were told recently that a 'statement building' is needed – an 'iconic centrepiece'. We say what can be more iconic than the new stadium? Why do we need to destroy more businesses for another? Put existing community needs before council statement buildings! This 'Community Facility' can be created on a site just 100 metres away from the proposed site. The Tottenham Sports Centre has an area twice the size of the proposed site and is owned by Haringey Council. This provides a better solution than destroying thriving businesses. Since the council did not ask the local community, we, the business owners have started a petition to give the community the chance to say how they feel about local shops. There are already 2300 signatures and the numbers grow daily. The general reaction is outrage. People feel the council should be helping to enhance and improve the appearance of our shops not demolishing them. We have been part of local business in Tottenham for more than 30 years and we are an integral part of this community. We are not some moveable commodity that can be easily relocated in some new rented unit. There are private residents above our shops. They don't want their flats demolished. Some have been there more than 37 years and are too old to handle these changes. The Health Centre serves more than 4500 patients locally. A great proportion of those are elderly and for them the Centre is a short walking distance with easy access. The chemists forms a vital link for those using the health centre.

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Councillor, these long standing businesses have NO OPTIONS in this document.

The only suggestion from the Planners is to rent back new commercial units from the private developers to whom this area is to be handed over-most certainly with increased rents.

We can only assume the aim of these proposals is to hand over a very profitable retail area over to Tottenham Hotspurs and selected private developers. With the proposal to move the station it can only be concluded the Council aim is to provide a walkway with retail opportunities for incoming visitors not for local residents!

Counselors, planners, and the Arup team the local shops and health centre serve the community very well and are needed by that community, there are other options available to consider other than to demolish them.

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Local businesses are EXCLUDED from these redevelopment plans and are EXCLUDED from the options in the feedback forms. As we pointed out in our recent meeting this consultation has not offered the community any option to keep its local community shops. All three options wipe the area clear to create an entirely new business retail site to be provided by the developers.

Planners and ARUP the design 'experts' claim they arrived at these proposals via feedback from the community. Clearly they were NOT listening for at no time during the few consultations held did anyone suggest the demolition of the existing High Street shops. They were included in the 3D model on display. There was no suggestion they were under threat. There were certainly no request from the local community to replace them with a larger library/learning centre.

We were told recently that a 'statement building' is needed – an 'iconic centrepiece'. We say what can be more iconic than the new stadium? Why do we need to destroy more businesses for another? Put existing community needs before council statement buildings!

This 'Community Facility' can be created on a site just 100 metres away from the proposed site. The Tottenham Sports Centre has an area twice the size of the proposed site and is owned by Haringey Council. This provides a better solution than destroying thriving businesses.

Since the council did not ask the local community, we, the business owners have started a petition to give the community the chance to say how they feel about local shops. There are already 2300 signatures and the numbers grow daily. The general reaction is outrage. People feel the council should be helping to enhance and improve the appearance of our shops not demolishing them.

We have been part of local business in Tottenham for more than 30 years and we are an integral part of this community. We are not some moveable commodity that can be easily relocated in some new rented unit. There are private residents above our shops. They don't want their flats demolished. Some have been there more than 37 years and are too old to handle these changes.

The Health Centre serves more than 4500 patients locally. A great proportion of those are elderly and for them the Centre is a short walking distance with easy access. The chemists forms a vital link for those using the health centre.

██████████ is a well-established business, famous amongst Spurs fans and well known across London as well as the Tottenham community.

Counsellor, these long standing businesses have NO OPTIONS in this document.

The only suggestion from the Planners is to rent back new commercial units from the private developers to whom this area is to be handed over-most certainly with increased rents.

We can only assume the aim of these proposals is to hand over a very profitable retail area over to Tottenham Hotspurs and selected private developers. With the proposal to move the station it can only be concluded the Council aim is to provide a walkway with retail opportunities for incoming visitors not for local residents!

Counselors, planners, and the Arup team the local shops and health centre serve the community very well and are needed by that community, there are other options available to consider other than to demolish them.

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Save local jobs and health centre. See attached ‘round robin’ letter.

We wish to make the following comments in response to the public consultation on High Road West.

Whilst we welcome the proposals in the development for the economic and social benefits it would bring to the people of Tottenham we would raise the following issues.

- Concern that the Council did not distribute booklets to all homes in the consultation area in a timely manner, thus

excluding many from Drop In sessions where they could view, discuss and comment on proposals

- Concern that the booklet does not give street details enabling people to identify their location in relation to the proposals
- Concern that the proposal Development is described as High Road West and Love Lane Estate when it clearly indicates some development is to be west of the railway line and adjacent to Tenterden and Headcorn Roads
- Concern that this proposal, together with the proposed North Tottenham Controlled Parking Zone, just released for public consultation, appear to ignore the London Plan and Local Implementation Plan, the Greenest Borough Strategy, the Transport Strategy etc – in that there is no attempt to restrict parking adjacent to White Hart Lane Station, west of the railway line, either at present, or when the station is relocated to the proposed new site approximately midway on the current station platforms
- Concern that there appears to be no attempt to encourage sustainable travel, by walking, cycling or by bus to White Hart Lane station but that unlimited free parking is available, encouraging car use, causing congestion in neighbouring streets and contributing to congestion and pollution by vehicle journeys.
- Concern that White Hart Lane Station will be the exception with freely available parking, is already subject to displacement parking from commuters, local workers, Haringey Sixth Form College staff and students, patients of Somerset Gardens GP Surgery, Love Lane Estate residents who do not have parking permits, Headcorn, Tenterden, Beaufoy and Gretton estate residents who do not have permits. Please note there will be further displacement parking when construction begins and workers seek the first available easy option.
- Concern that the proposals for the development fail to plan for vulnerable users of White Hart Lane railway station, and does not follow recommendations of the Council's own policies and strategies, which require safe and easy access for elderly, disabled, children and those with prams and buggies. And the encouragement of greener sustainable travel
- Concern that the majority of stations, both London Transport and main line in the borough have controlled parking zones and the proposed extension of full-time parking controls in the Tower Gardens and Tottenham Hale areas are as a result of their problems with displacement parking, and failure to provide proper provision at White Hart Lane Station will place further pressure on our neighbourhood
- Concern that Haringey does not have similar policy to Enfield Council, which specifies CPZ for ten minute walk around stations
 - Concern that the Council does not appear to have considered emergency access to the new White Hart Lane station during busy times. For example, an incident could occur at the station, when large numbers of people have left the Stadium or other venues proposed. Emergency vehicle access would seem logical from Peshurst Road but the Council allow parking on two sides of the road, leaving single lane access and no passing spaces, rendering Peshurst Road unsuitable for emergency use.

The proposed redevelopment appears to offer great opportunities for people on the Love Lane Estate but be a disaster for surrounding neighbourhoods, in that they will suffer fifteen years of construction, construction traffic, congestion, pollution, general grief and blight.

If the Council continues on the proposals as presented without engaging the neighbouring communities to ensure ownership of ideas, consideration of concerns and all working positively for the consideration of others, local communities affected will feel disenfranchised, not engaged, and forced to seek redress in opposing proposals and objecting to the development and its impact on their lives.

Local residents seek representation at all levels, better and clearer information, delivered in a timely manner, details plan considerate of the surroundings, plans, policies and protocols for that proposed, giving us a clear understanding of the development and its impact on both the Love Lane Estate and adjoining neighbourhoods, and what can be done for our benefit.

Haringey Council have presented us with the High Road West proposals, followed by the North Tottenham CPZ consultation, but both documents do not work together. Given all the proposals, surely this is an opportunity to combine the long-term planning and work forward, engaging all Council departments and proposals, and bring in the transport authorities to ensure that the future needs of White Hart Lane railway station are included. This is an ideal opportunity to consider proposals which incorporate sustainable travel, and suggest use of railway land for cycling provision, making White Hart Lane station a flagship of good sustainable green transport and planning a transport link fit for the increased traffic the redevelopment would bring.

Please, Haringey Council, learn from this exercise, adhere to your own strategies and policies, and work positively with all the community. Please plan pro-actively, not re-actively, for the benefit of Tottenham and ALL residents

Shops like Wood Green- H & M, JD Sports etc. Option 2 Keep Whitehall Street

Small businesses and homes will be demolished, if plans go ahead. Will there be alternative accommodation available

when plans are implemented?
Sorry, I don't like the new homes, they look like boxes to me. Tottenham could do with some new shops and the return of M & S like we had years ago. Apologies for my writing but my eyesight is not so good!
Strongly disagree with all options as my business and home will be demolished. There is no option allowing my business to be passed on to my children. There are neighbouring businesses in the same situation. The 3 options represent a painful end where emphasis switches from small traditional independent businesses on to large businesses with immense power and control. over their producers and at the same time driving profits out of the local area and community. This is all very greedy and sinister of the council
Strongly oppose the regeneration - We do not want to relocate - do not want to sell
Strongly support all plans - Go for it!
Support all the proposals- with the right configuration. We believe comprehensive regeneration would be most beneficial to the local area, community and businesses.
Support redevelopment of the whole of the existing building as just doing part of it would not make it look nice. I would also like to see family homes included in the redevelopment
The 3rd option seems the most ambitious, never-the-less, it is the best option. The area is in need of good quality housing, local businesses, leisure centre's, community space etc. to complement the redevelopment of the Spurs stadium.
The best option is the most RADICAL. That means adopting OPTION THREE.
The existing plan is really geared to what Spurs want. The local community is just being presented with three options and there has been very little local involvement in the decisions that have been made up to date. I live within the area affected and I have seen no details on this circulated to the local community prior to this "consultation". It is not really a consultation as I understand the term. The development will change the character of the area so it is essential that the views of local people should have been paramount from the beginning of the process. Spurs have been responsible for the entire length of Tottenham High Road being derelict and appearing like a bomb site, familiar to me growing up in London in the 50s, for most of this century. What is being proposed is a charter for a few greedy people to make loads of money at the expense of the local community. Put the people first and put the Love back in Love Lane.
The idea is very good. Having more types of housing, creating new public, open, creating new local businesses, having a cinema, modern health centre, etc. All these are good innovations, but what will I suggest, is for car parking. We local residents should not be victims of our areas innovations. I have seen a lot of propositions, but nothing was said to secure our car parking. What do you think about car parking?
The idea of demolishing existing homes to build new ones, does not add to or create more homes and could be wasteful. I would agree to spending on increasing the number of homes by adding new ones and maintaining existing ones. All proposed options to be in favour of Spurs and the season of football/activity within the zone, all of which sounds good. However, the Tottenham Spur, to my understanding is privately owned entity. Therefore, the community to private interest, including cost, should make me worry.
The issue is not about the three options but about the overall idea of focussing regeneration of Tottenham around the finances of a football club and its developers. We need to preserve cheap industrial space, even if messy, because that's all some businesses can afford. We want the array of local businesses that already line the high road NOT to face competition from national chains (whether retail or restaurants). Please listen to the demands of the 'Our Tottenham' conference and don't redesign the area around the needs of football visitors or big business. The 'vision' of more expensive homes and higher-rent retail units will simply drive existing residents and businesses out, it will not solve their problems.
The option i will go with is Option 3. The most extravagant option of all. But as a resident of Tottenham born and bred, I feel like have seen so much change around London in the last few years. But Tottenham isn't Stratford and we ain't getting the Olympics, But we have got one of the Best Teams in the league so I feel it is overdue the surrounding area reflects this. I have heard lots of talk over many years of regeneration, so i hope the Council, Spurs and the Developers do a really top rate job to bring Tottenham back from all it's bad press to the place where residents, fans and the general public want to stop for a drink, have a bite to eat and generally hang out for an evening out. And Parking.. AS a Resident of [REDACTED] I understand that i live accross the road for the ground, by you really need to allocate free park for local residents at the weekend atleast as Paid Parking Mon - Sun 8am - 6pm is terrible to put it mildly. I would understand although it maybe difficult to impliment if it enforced on match days, but everyday is more than a joke.
The Options 1 and 2 seem a very good idea for the regeneration or the local area. Losing the tower blocks would provide a better sense of community and in turn, possibly reduce levels of crime in the local area. I do not agree with the idea of a cinema and bowling alley for entertainment purposes at the cost of residents homes. This would, in my opinion not benefit the local area, just for those who visit to use the facilities, and leave. I cannot see what benefit this would bring other than light entertainment. The public open spaces, with facilities for events, etc., and new local shops offer a greater benefit to the local area and community.
The plans are not sufficiently detailed or clear and do not include road names and as such are slightly misleading and deceptive.

The plans for the High Road are very nice and I am looking forward to it, but the only thing that got some people thinking is what kind of people will be moving in or passing through and how well they will respect the area.
The redevelopment is a great opportunity for the community to shine and become more desirable, as the current reputation is not great. It needs to be safe and clean, but also a positive space for all to use. Tottenham is in such a great location in London that its often under sold by the media and press. The transport links are excellent both going into London and heading out. Would really like to see Tottenham to be highlighted as a positive, great area to live and work. An area with real heart and soul for the community and with fantastic facilities for all.
The residential area on the other side of the railway line (along Pretoria Road) is completely cut off from the rest of the community and the benefits of any developments of High Road West. Access through/under the railway line would bring better access and a sense of community to this isolated area. When developing High Road West (north of White Hart Lane), it would be good to incorporate a pedestrian access tunnel under the railway line in the area of College Road or Durban Road, N17.
The roadworks should be excellent and store managers shouldn't put stuff outside to sell.
The secure tenancy agreement, modern homes, redevelopment, affordable rent, I hope we will not be moved away from this area. Hope we will be given an opportunity for the homes if any of the changes affect council tenants on Love Lane Estate. More jobs and opportunities for local people and attractions and safer areas with improved public transport.
the station extension is not required, the redevelopment should be the local facilities not the station itself...that is tfl money
The third proposal takes on board an all encompassing approach at redeveloping the northern part of Tottenham. It will boost the area economically, socially and culturally.
The three options are all fine. Me and my family prefer option 2
The three options are good, but Option 1 is the best because it looks like a new building and it has got good tenants, not lots of fighting so it shouldn't be knocked down as it has got a lot of ???, it doesn't affect the area in any bad way.
The three options are timely and welcome to the area. It's going to boost this great area with jobs, modern facilities, such as shopping chains and a beautiful facelift this area has been craving for years. It used to be a London slum area, but that's history now. I salute you for coming up with this great plan. May God bless you and grant you success.
The three options outlined are good for the area and am in total support for the redevelopment of High Road West. It will bring lots of changes to the neighbourhood; make the area more attractive and there will be lots of opportunities for people living in the local area. The redevelopment should go ahead.
The walkway is a good idea, but leave Ermine House - create the walkway beside Ermine House, knock down 2-32 Whitehall Street and create the walkway on an angle to join up with Whitehall St. Road. Change Moselle House - don't like any of the three options.
The whole thing is geared towards Tottenham Hotspur football club. This should not be the case. They are causing unneeded stress in these economic climates. Do not want to sell, do not want to relocate
There is nothing to do around the N17 area, especially the other end, 841 High Road. More cinemas, bowling, sports centres, etc. The community needs help, you can see the borough needs help compared to other boroughs. The streets need to be cleaned! There are no police! In Harrow we have community police offices where you can go and chat and talk about issues!
There seems to be a great plan for redeveloping Tottenham High Road but the lack of improving neighbouring housing areas....
These ideas seem reasonable but could be changed at a moment's notice
These proposed changes have made me feel really anxious. I have had sleepless nights over this worrying about whether I will have a home. This in turn has increased my suicidal thoughts. If I had to choose an option I would choose Option 2. It is so hard having to think about this change to my home on top of the benefit changes, which mean I have even less benefit money to live on. I just want to be left alone to live in my home as I have done for the past 20 years.
They all look good. Option 3 is very good.
They all look good. The sooner the better. So maybe the quickest is my preference. Don't be too ambitious if the budget is precarious.
They are all a sop to the football club who use the neighbourhood, but put nothing back.
Think you should go for option 3 and develop Tottenham properly as has potential to be a better place to live as there is nothing here now
This area is crying out for regeneration. All plans should include views of the local residents. I think local input is essential to making the plans work. Lots of creative people live in Tottenham and encouragement of local business opportunities is essential. I love seeing local independent shops as an alternative to the usual high street chains, it gives an area its identity.
This has been dragging on now for years and years. Just get it done! The longer you wait the more it costs, and the more Spurs lose out. I'm all for thinking things through and involving the local community, but planning by committee results in delays, compromises and missed opportunities. Get on with it!

This response duplicates form 470
Tottenham has long lacked comfortable meeting places such as coffee bars, independent restaurants catering not to the budget chips and greasy fry-up variety, but making it more enticing to business people visiting from other areas or living locally, and to parents of young children trying to bring them up to eat healthily. You are not going to interest a more business-minded sector of society in Tottenham without facilities to offer them, including also decent shops (no more pound shops and betting shops please). The public square with bars and businesses near to the station is a good idea. We should keep the character of Tottenham by not wiping out the street plan, but slot the necessary new housing in with the current street grid. More parks and green spaces are wonderful, maybe with tough sculpture and landscaping features to break up the flat space. A sports centre to equal the Tottenham Green centre would be fantastic, maybe a skateboard park, and cinema also good. But shame it will take 15 years+ to develop, as our current children will not see the benefits.
Try not to change Tottenham into a white persons only area, there is enough racism in the borough
Unsure, don't know.
We are already well served by small local businesses who struggle to survive with the lack of parking and parking restrictions. New small businesses must be sustainable, we do not want a development with empty shops.
We are concerned that the new station complex would include bars and restaurants, which would take trade away from us and the High Road in general. Also, any planned walkway from the station to the stadium would mean that fans would not come one to our stretch of the High Road.
We do not want to be relocated. We are happy here. I do not want to go.
We do not want to relocate .We do not want to sell .We want to remain on the [REDACTED] Estate.
We love it here and have lived here since 1976. The options don't give us a say in our community Please don't take our houses away and ruin our lives. There are other alternatives you should look at
We need the Coombs Library, we do not need a gym or a tennis court.
We need to be receptive to change and to new ideas, new technology and new ways of doing things
We, as a family have chosen option 2. This is because we are totally and upset-tingly against for the Love Lane Estates to be redeveloped and made into new homes for others. So, we are trying to say that we would not like to move out of our current flat because we have moved recently and refurnished. In addition, by refurnishing it, we spent lots of money to get it how it is now compared to how wrecked it was when we moved in. Furthermore, we chose Option 2 rather than Option 1, even though it still gave us the same offer about the estates on Love Lane. The reason for this is because in Option 2 it still gives an offer about developing our area and community whereas, in Option 1, it disagrees to all of them. Overall, the development of the area wouldn't effect our flat we are currently in, so we are not against any of the other options other than the houses being redeveloped.
We've spent years building up a reputable business. We're not selling or changing location
What does 'affordable' mean to the Love Lane estate residents? Will these be long term secure tenancies? What about the existing businesses that serve this community. I'm not convinced that closing us down is in the best interests of the community but may be good for private profit and gain
Whole estate needs to be redeveloped. Crime, gangs and ASB is a problem with loitering men and youths causing trouble - often through boredom. Entire redevelopment of HRW is very much needed. Option 3 is best to make this a happier place to live and work
Why no mention of parking provision for any new sports, cinema, and leisure development? There's no tube nearby and trains to WHL are infrequent and not well-linked. Thus many people will drive in. Where will they park? Will we be forced to buy permits for CPZ? - like in Wood Green
Why should someone change their whole life because the government wants new stadium? Is against people who wants to keep their family together
Would be happy if we were given a choice of choosing a house anywhere in the Borough as well.

LOVE LANE MASTERPLAN RESIDENT MASTERPLANNING ISSUES

This briefing note makes some initial observations on what we consider to be the main masterplanning issues for residents living on the Love Lane Estate in North Tottenham.

We have not carried out any formal consultation with residents on masterplanning. Nevertheless, through our contact with residents we have begun to pick up on the emerging issues.

Over the course of the last three months, we have spoken to around 140 residents, providing independent advice and information on the housing options for residents to enable them to make informed decisions about the future of the Love Lane Estate. Working closely with the Love Lane Resident's Association and Council officers, we are engaging more residents in the regeneration process.

This report presents our preliminary observations on the main masterplanning issues that are of concern to residents.

BACKGROUND

StUF was appointed as the ITLA for the Love Lane Estate on the 16 April 2013. The main objectives of the first three months were to:

- Build up a good working relations with the Love Lane Residents Association and Council officers
- Promote the services of the Independent Tenant and Leaseholder service to the residents of the Love Lane Estate
- Develop greater resident awareness and understanding of the regeneration proposals and housing options.

We have delivered those objectives by:

- Supporting the Council's community consultation on the *High Road West Creating a Plan for Change* document
- Undertaking a preliminary door knocking exercise
- Organising the Resident Charter Day .

Supporting the Council's Community Consultation Programme

During the Council's community consultation programme, we were present to provide independent advice for residents and to promote the ITLA service. We attended the two drop-in sessions for the Love Lane residents (9th May and the 20th May), the women-only drop in session (17th May), and one of the wider community drop-in sessions (14 May). In addition, we attended the Love Lane Fun day on the 8 June.

Preliminary door-knocking

The preliminary door-knocking had four main objectives: to promote the ITLA, to introduce the purpose of the Resident Charter, to encourage resident's participation in the Council's consultation programme, and to build up a database of resident contacts. In all, we visited 297 properties over the course of four days and we spoke to 89 residents.

Resident Charter Day

The Love Lane Residents Charter Day was held on the 29 June 2013 at the Haringey Sixth Form Centre. It was attended by 33 residents. A full report of the day has been produced and it will form the basis for the first draft of the Love Lane Residents Charter.

Throughout, we have developed a good working relationship with the Love Lane Residents Association y attending their committee meetings. A small steering group was set up involving five of the residents representatives to help plan and facilitate the Charter Day.

PRELIMINARY OBSERVATIONS

Despite the amount of consultation undertaken by the Council, we have found that there is very little understanding within the wider community about the reasons for the redevelopment of Love Lane - and there

appears to be fairly widespread suspicion of the Council's motives. One of the major issues cropping up repeatedly at the consultation events, on the doorstep and at the Charter Day, is the absence of a refurbishment (or "leave alone") option in the plans for the Love Lane Estate. A comment frequently made to us was that "the Council had already decided the future of the Love Lane Estate".

However, there does appear to be a broad consensus that the area does need to change in order to improve the housing, open spaces and the prospects of local people. But whilst residents understand some of the wider benefits of the regeneration, they generally do not want their own homes to be demolished. From our contact with residents, we have been able to draw out some masterplanning issues that are common to all three proposed redevelopment options. They can be summarised as follows:

- The social housing on the estate (existing and new) should be council housing;
- New homes should be built to the best modern standards (with decent sized kitchens, separate toilets and bathrooms, proper storage space, and light and airy inside);
- The size of the new homes should at least be the same as the existing properties;
- There should be a separate kitchen with own window and dining/living rooms;
- New homes must be affordable for existing residents;
- Proper choice - residents should have a range of housing options provided both within the area and if they chose to move away from the area;
- Tower blocks are unsuitable for social housing and the maximum height of blocks should be 4-6 storeys;
- More family houses should be provided rather than flats or maisonettes;
- Different types of tenure (social housing, private rented and owner-occupation) should be mixed together);
- The retention of a mixed community is very important (different cultural groups, social backgrounds, household types and ages);
- Return to traditional street patterns;
- Mix of housing tenure types to avoid social polarisation;
- Better community facilities;
- Support existing and increase the number and range of independent shops but reduce the number of fast-food outlets;
- Retain all council land under public/community ownership.

It is also clear that residents want to be involved more closely in the development of their housing and the masterplan for Love Lane.



CONCLUSIONS

The final masterplan will depend upon what regeneration option is chosen for the Love Lane Estate. But whatever masterplan is agreed, it should reflect the aspirations and hopes of local residents; that will require the Council to develop a much better partnership approach with the local community. One of the key principles to emerge from the Charter Day is that the Council should be doing things **'with'** rather than **'to'** or **'for'** residents. The masterplan must fit within the various other strategic documents for the area. Very little attention seems to have been paid to the question of whether the Love Lane Estate (or High Road Estate) functions as a neighbourhood in its own right, or whether it forms part of the wider Northumberland Park neighbourhood⁶. In our

⁶ The word neighbourhood is applied at several different spatial scales by the Council in various documents. The extent to which the various local communities identify with the neighbourhood boundaries defined in various official documents is an open question. Thus the Tottenham Plan identifies

experience, successful places are successful neighbourhoods. So defining what is meant by the neighbourhood is not mere semantics, but it is crucial to the masterplanning process.

Damian Tissier

Northumberland Park as a neighbourhood which includes the Love Lane Estate. But then Northumberland Park is further divided into two eastern and western neighbourhoods in the High Road West Plan. The High Road West neighbourhood covers a smaller area than the Northumberland Park but a larger area than the Love Lane Estate. The confusion of neighbourhood areas should be addressed at the masterplanning stage for the Love Lane regeneration.

H.T.B.G. RESIDENTS' ASSOCIATION
(Covering Headcorn, Tenterden, Beaufoy & Gretton Road)

HTBG Residents Association welcomes the regeneration of High Road West, North Tottenham proposed by Haringey Council.

As a long standing community based group we are looking forward to playing a key role in contributing to the future development of our neighbourhood that has the potential to be one of the best in Haringey and the London area.

However, the Association, representing the concerns of more than 300 residents, who are directly affected by the options proposed in the consultation plans issued in May 2013, wish to be involved at all stages of planning, and feel our requests to do so have not been heard. We made this request and asked for more information when meeting with a Planning Officer in February 2013, and consider that our input before publication of the document would have contributed to a clearer vision and understanding of the redevelopment, that would have enabled local residents to comment on proposals.

We have repeatedly raised concerns, at Area Forums, to Council and Homes for Haringey Officers attending HTBG meetings, and at every opportunity, clearly expressing our request to be involved in discussions and consultations on the proposed regeneration.

Our request for involvement is to have our nominated representatives on all consultative bodies, regeneration meetings etc, and that the authorities and stakeholders involved work with our representatives and our Association in a positive and meaningful way, enabling us to participate in the consultation process and contribute together with other community groups, thus ensuring the proposed redevelopment has effective community support and ownership of developmental concepts. We also request the facilitation and sponsorship of meetings, information sessions and publicity material to keep our residents informed, and grants to meet our additional costs during the consultation and development processes

If we had been listened to, and involved from the outset, some of the issues identified in the "Creating a Change" consultation document could have been avoided, and many of the questions now raised could have been anticipated and responded to, before the publication of the document.

Areas of Concern

HTBG Residents Association believe that for the High Road West Regeneration to be successful, there is much to learn from the experiences of other regeneration programmes of a comparative size. We believe that links with those affected by developments around the Islington (Emirate Stadium) scheme, Manchester (City of Manchester Stadium) Scheme and similar sized projects could give the benefit of their experience, so that we could identify what worked well, how all groups, residents, businesses and stakeholders were involved and benefit from their input. We want to learn from them, avoid the pitfalls, include the positives and make this a positive experience for all.

The High Road West Consultation brochure is written aimed at Love Lane residents and affected business only.

None of the options have street names, and many residents would not fully understand the impact of the proposals on the neighbourhood as a whole. The questionnaire asks people to vote for one of the three options, suggesting that the decision-making process is a fore-gone conclusion, and that any other views, comments, or opinions will not be taken into account.

The brochure presents options of high-quality new homes, open spaces, better community and transport facilities, new shops, cafes and restaurants, yet fails to clearly explain that part of the new housing involves the demolition of Whitehall Street Hostel and Tenterden Community Centre and provides for a large four-storey block on their sites built near to our homes and would appear unsympathetic with existing development.

When we identified the site adjacent to us at our AGM and suggested it would be in the first phase of the proposed redevelopment to enable Love Lane to start the decanting process, the Council Officers present did not challenge or deny our assumptions. We therefore question at what point Haringey Council thought to involve us in the consultation process

The consultation brochure has not been distributed to all businesses and homes in our neighbourhood, and we raise our concerns at this omission. We suggest that Haringey Council should ensure that neighbourhoods adjacent to, and likely to suffer disturbance and impact during the redevelopment be fully consulted, informed and involved in the whole process.

The drop-in advertised to view the plans have been organised for three specific groups, Love Lane residents, local business and people living and working in the wider community. The lay-out of the booklet puts the first two groups clearly on page 15, but gives the impression that the third provision is an afterthought, by tucking it on page 16. We are further concerned that the residents outside Love Lane may miss the drop-in sessions altogether. The brochure fails to supply information on the increased density of housing, listing new-built only, and no figures of the numbers of properties to be demolished in each option.

The proposals make major changes to the High Road West area, but give no details of facilities for visitors, such as parking and public conveniences. There are already issues with parking and lack of public toilets in the wider area. Our members raise concerns that they wish to see detailed proposals and solutions to these, and other issues at all stages of consultation, as they are worried that the changes to the area would increase these problems in our neighbourhood.

Development adjacent to Headcorn and Tenterden flats

Our homes are almost 40 years old, and have not had any major works undertaken for the last nine years. They are included in the Decent Homes programme for 2013 - 2014.

Residents in the properties have lived with the difficulties of non-conventional construction methods for many years. The blocks of flats and houses appear to have brick walls to end flanks only, and only one block of flats has brick exterior walls at ground floor only, the rest of the exterior walls being constructed of insulation material and cladding. Visible damage to pathways in and around the estate suggests problems underground that require investigation. The lobbies of the flats are lino-tiled floor that appear to be laid on timber foundations, showing signs of wear. The roofs and gutters are in urgent need of attention. Soffits and fascias require replacement, along with the windows, wooden frames, entry doors and large glazed areas to the staircases. The survey may list other areas of work such as electricity supply to flats etc.

We live in properties that are difficult to maintain, suffer from poor heat insulation and are subject to the sounds of daily living and bodily functions of our neighbours, to the extent that it requires extreme patience and consideration of our impact on those living in close proximity. Haringey Council and Homes for Haringey have failed to maintain and repair our homes over the years, and have allowed works including replacement boilers in flats to punch through the cladding to fit flues etc, further damaging the cladding. Other works to windows and balconies affect the overall view of the estate.

Given that the major redevelopment is adjacent to us, and proposes to demolish better maintained homes, many of conventional construction and design, we ask was any thought given to the definition of the redevelopment area and whether our estate should be included?

Our estate will shortly be surveyed for decent Homes works schedule. The residents wish to see the

structural survey reports and be involved in meaningful consultation on the proposals. Is there any point at which Haringey Council and Homes for Haringey would consider whether costs of full works to the estate are not economically viable and other options should be considered?

This proposed redevelopment is outside the definition of the estate, but is in close proximity to our homes. The proposed redevelopment is higher than existing property, and due to its location would drastically overshadow Headcorn Road flats, blocking daylight for a large part of each day. The High Road West redevelopment would also impact during its construction period of an estimated ten to fifteen years.

Option 1 and 2 shows proposed community use in different areas of the ground floor of the proposed redevelopment adjacent to our estate.

Option 3 obliterates the proposals for our area, and thus we cannot identify proposals. Please supply further details on what community use and development is proposed, the impact on a residential area, where parking facilities and access for such use would be, and the impact of users on the area.

The options allow the Love Lane residents, who have recently benefited from the Decent Homes programme, to vote on the demolition of their homes and offers high-quality new homes, whilst you propose to repair our homes, and leave us adjacent to a major building site planned for the next ten to fifteen years.

Our Association has asked for the plans and explanation of construction methods used to build the HTBG estate, only to be told that they are lost. Can an investigation please be undertaken, and if the plans and detail/method of construction cannot be found, a full explanation given, along with technical reports on materials used in all areas of construction of the block, together with the considered life-expectancy of such materials in construction, the period of use in building projects and whether they are still considered suitable for such use.

Our Association is hampered in consulting all leaseholders as it does not have contact details of those who sub-let? Can these please be supplied, in order that we can invite them join with us for both the decent homes consultation and the redevelopment proposals.

During any construction work undertaken to the area abutting our homes where would site offices and stores be placed. How would disturbance to the estate be monitored and controlled. The development is outside the definition of our estate, but would overlook the green. Would Haringey Council include the development in our estate, ensuring costs of estate services are shared, or ensure that the residents of the flats are excluded from using our estate services? Where would workers on the construction access the site and where would they park, and what access routes would be used for deliveries? What conditions of operation would be placed on the development?

A significant number of properties on Love Lane Estate are one bedroom flats, and a number of residents that require new homes in the area are likely to be smaller households. Will the Council consider building smaller homes on the site of the former Whitehall Street Hostel and the Grace Organisation/Community Hall to be in keeping with adjacent homes and preserve the quiet ambience of the HTGB Estate. We feel such consideration would be a major consideration for us and alleviate many of the currently expressed fears.

Our residents access High Road Tottenham by walking along Whitehall Street. The underside of the railway arch over Whitehall Street is a home for pigeons who are fed by people other than local residents. What can be done to clean up this area and improve our access to the High Road shops and transport facilities?

White Hart Lane Railway Station

All previous publicity referred to the station entrance being moved to the southern end. The proposals now show it being moved half-way down the platform to be placed between Charles House and the

point where Penshurst Road bends.

Who would be responsible for the redevelopment and operation of White Hart Lane Station?

What plans are there for pedestrian access to and from the railway station from all directions and when will detailed plans be available for examination and comment. What disruption would be caused during the works to those using the station, local residents and the neighbourhood.

When does Haringey Council propose to involve the residents and owners of Penshurst Road affected by the proposals? What consideration has been given to parking on Penshurst and Beaufoy Roads and 1-6 Tenterden Road when more people are aware of the lack of parking restrictions in the area, and the likely result?

All three option plans show different developments on the land adjacent to the railway line between White Hart Lane and Orchard Place. Who owns this land, and what is proposed? What consideration has been given to the impact of redevelopment of this area on adjacent properties and the neighbourhood?

Our residents access High Road Tottenham by walking along Whitehall Street. The underside of the railway arch over Whitehall Street is a home for pigeons who are fed by people other than local residents. What can be done to clean up this area and improve our access to the High Road shops and transport facilities?

Our Association requested booklets for distribution on our estate and to neighbouring properties. These were supplied after the consultation sessions and we distributed them in Penshurst, Tenterden, Headcorn, Gretton and Beaufoy Roads as far as we were able.

Residents in Penshurst Road flats were extremely concerned to learn of the Council's plans to build new homes on the west side of the railway line and Network Rail plans to move the station entrance. They have asked to join our Residents Association to ensure they are better informed and can comment on proposals.

All three option plans show different developments on the land adjacent to the railway line between White Hart Lane and Orchard Place. Who owns this land, and what is proposed? What consideration has been given to the impact of development of this area on adjacent properties and the neighbourhood?

Are there proposals to use railway arches not required for the station redevelopment?

Parking

Recently Haringey Council consulted local groups on a proposed Controlled Parking Zone affecting High Road West, but no further announcements have been made to date. We suggest the Council should link the proposed redevelopment and CPZ proposals.

The proposed CPZ covers all of High Road West scheme. There are no indications in the consultative document of parking provision for the redevelopment, which sees more homes and leisure facilities designed to attract people to the area. Lack of detail and answers cause concerns and speculation.

Our estate has parking controls monitored by Homes for Haringey that require parking permits, and are considered to be effective and suitable provisions. Penshurst, Beaufoy Roads and 1-6 Tenterden Road have no parking restrictions other than matchdays, and were not included in the CPZ proposals presented recently.

Penshurst, Beaufoy and 1-6 Tenterden Road are already subjected to overflow parking from the HTBG estate, shoppers, commuters from White Hart Lane, local workers and staff/students from Haringey Sixth Form College, frequently forcing local residents to park elsewhere. If not included in CPZ

proposals, they would also be a magnet for construction workers, Love Lane residents and visitors, forcing local residents further afield. Recent local forums have also advised that Sainsburys current staff park in the store car park, but when the new Sainsburys opens, increasing to 250 staff, there will be no staff parking facilities on site, forcing them out onto local streets as well. Could consideration of parking issues in Peshurst, Beaufoy and 1-6 Tenterden Road be considered as a matter of urgency whilst the CPZ proposals are at consultation stage.

Impact of construction

Our members raise concern over construction, access of material and plant, consideration of local residents by contractors, access to services, disturbance caused by construction, impact of additional parking during construction, both in relation to the proposed redevelopment adjacent to our estate, and the wider redevelopment of North Tottenham, and maintaining pedestrian access to High Road Tottenham from our neighbourhood.

The plans of the new flats on the west side of the railway line appear to limit our access to Whitehall Street, and would force us to take a longer route to get to the High Road. Please provide details of the development, showing full details of access for local residents.

Further information on the Proposed Redevelopment has been supplied to our Association during the Consultation Process, giving more details of properties to be demolished and replaced in each of the three options, together with some details of new build proposals, but no further details on the site west of the railway line, our area of concern. Please supply details.

Public Consultation Drop-Ins

Some of our members attended the Drop-in session for local residents that was held at the Haringey Sixth Form Centre.

Unfortunately, this event was not sign-posted outside the building until late in the day, and when some of us arrived, there was no visible staff presence at the entrance, either College staff or those assisting at the Consultation. As a result, we saw people leaving without seeing the Proposals.

A Haringey Council Officer at that consultation advised that publicity material had been distributed 300 yards outside the Love Lane Estate. Please advise whether the planning applications will be in metric scale, and if so, whether all measurements can be in the same scale. Please also define the area of the Love Lane Estate and the surrounding area that will receive publicity adjacent to the estate.

Please advise whether further consultations for this process will be provided, and what steps will be taken to ensure future publicity and details of events are distributed in a timely manner and to a defined area, clearly understood by all. Please also advise the method of delivery and what steps are taken to monitor any delivery contracts.

Summary

Our neighbourhood is the hidden gem of North Tottenham. We enjoy a caring community, good neighbours and are united in our questions and concerns. Our members care for their homes and environment, looking out for each other and ensuring the estate is clean, tidy and litter-free. We therefore urge Haringey Council to listen to our call for our Association to be involved in all parts of the consultation process.

Mrs. B. A.Cordwell
Chair HTBG Residents Assocn,
11 Headcorn Road
Tottenham N17 8B

21st June 2013

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Dear Sir

**High Road West Masterplan Consultation
Comments on behalf of Tottenham Hotspur Football Club**

These comments are made on behalf of Tottenham Hotspur Football Club ("the Club").

Firstly, the Club welcomes the opportunity to comment upon the Council's emerging masterplan for the High Road West Area, as it remains committed to working closely with Haringey Council, and the community to help deliver sustainable regeneration in Tottenham.

Introduction and Context

The Club and the Council's aligned objectives of creating a new stadium to act as a catalyst for the wider regeneration of the area have culminated in the Northumberland Development Project ("NDP"). The NDP covers the area bounded by Northumberland Park to the north; Worcester Avenue to the east; Park Lane to the south; and the High Road to the west. The NDP is depicted on the plan attached as **Annex 1**. The Club has already invested over £100m in assembling the land and the NDP scheme could eventually represent a £430m investment by the Club in Tottenham. The NDP will create approximately 400 permanent full time jobs and the construction phase would create the equivalent of a further 340 full time jobs.

In addition to a new stadium for the Club, the NDP would deliver a range of uses that would support the wider regeneration of Tottenham. The 'Northern Development' will comprise a new Sainsbury's (opening in late 2013) and a new University Technical College that is scheduled to open in September 2014. The 'Southern Development' is planned to include up to 285 new homes and 15,000m² of health and education facilities. The NDP will introduce approximately 1.5ha of new high quality public realm which will be publicly accessible throughout the year.

Comments

THFC notes that the High Road West Masterplan derives its planning policy parentage primarily from the adopted Haringey Local Plan: Strategic Policies (March 2013), which envisages the production of an area action plan (AAP) for the Northumberland Park Area of Change. The boundary of the Northumberland Park Area of Change broadly corresponds with the Northumberland Park Ward and therefore is more widely drawn than any of the three masterplan options currently being consulted upon.

The Club firmly **supports** the principle of the High Road West Masterplan as the first step towards a clear planning policy framework that will support the wider regeneration envisaged by the Northumberland Park Area of Change. Given the necessary duration for the preparation of spatial planning documents, the Club also supports the Council's approach in its adopted Local Plan and emerging Development Management

Offices and associates throughout the Americas, Europe, Asia Pacific, Africa and the Middle East.

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Policies document to try and introduce sufficient flexibility to allow the development plan to respond positively to new proposals as they emerge. This will be critical in capturing the inward investment that will be necessary to drive the regeneration of Tottenham.

Comments on the Options

Of the three options presented at this stage, the Club has a clear preference for Option 3 for the following reasons:

- Option 3 would facilitate the provision of significantly improved housing for both existing and new residents.
- Option 3 allows the Council and its partners to plan the new station entrance and the public realm around it more effectively. The improved station will after all, be one of the key entrances into Tottenham and will therefore be key to changing perceptions of the area.
- Option 3 would enable the Council to introduce an improved mix and amount of new community, recreational and commercial uses set within a high quality realm (the essential components of a successful place).
- Above all, the Club believes that it is only with the degree of intervention and vision proposed in Option 3 that the Council and its partners can begin to deliver the step-change necessary to achieve the built environment that Tottenham deserves.

Please do not hesitate to contact me if you require any further information or clarification.

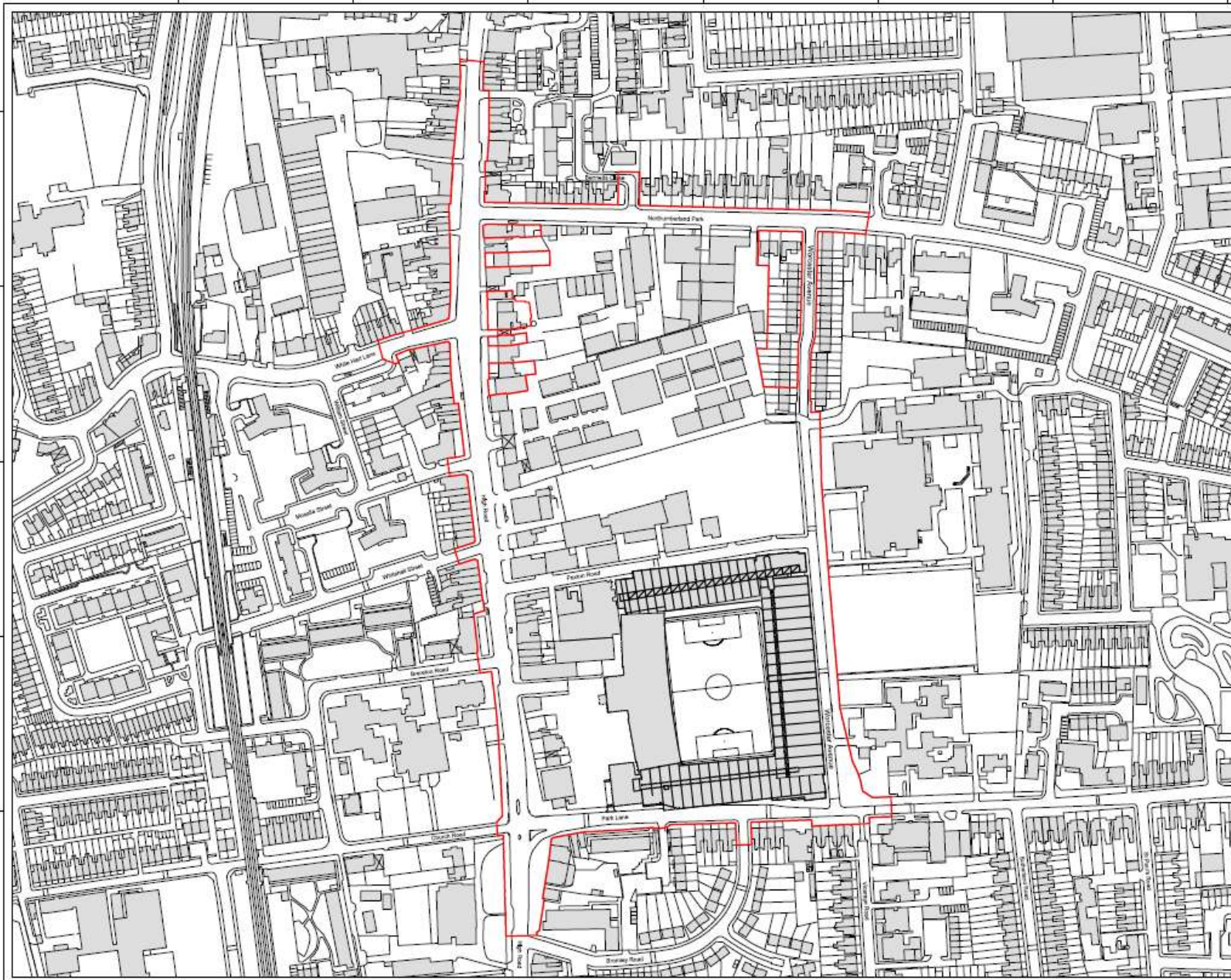
Yours faithfully

A handwritten signature in black ink, appearing to read "Richard Serra".

Richard Serra MRICS MRTPI
Director

Encs

cc Lyn Garner – Haringey Council
Marc Dorfman – Haringey Council
Donna-Maria Cullen – THFC
Adam Davison – THFC
Andrew Downes – THFC



- General Notes
1. Dimensions are in millimetres unless stated otherwise.
 2. Levels are in metres AOD unless stated otherwise.
 3. Dimensions govern. Do not scale off drawing.
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Client
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 Bill Nicholson Way
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 Tottenham N17 0AP

Keyplan

North

Project
 Northumberland
 Development Project

Drawing Title
 Planning Application Boundary

Scale: 1:1250 Paper Size: @A1 Date: 07.05.10

Project No.	Draw No.	Rev No.
0429	A611	00

Appendix 7 The Assembly Member for Enfield and Haringey, Joanne McCartney's response

LONDON ASSEMBLY LABOUR

Joanne McCartney AM

Lyn Garner
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Our ref: JM/YK
Date: 21 June 2013

Dear Lyn,

RE: High Road West Master Plan, North Tottenham Consultation


I am responding to the High Road West Master Plan, North Tottenham Consultation in my capacity as Assembly Member for Enfield and Haringey.

I welcome the commitment for future investment in the area and the future ambition for Tottenham. Tottenham has great potential and this ambition is sorely needed. These plans must provide for sufficient housing, jobs, leisure facilities, adequate public services and open space, and have regard to the heritage of the area. Whichever option is chosen out of the three must take the existing community with it, and therefore there must be strong consultation and engagement with residents.

It is vital that Tottenham is well connected to the rest of London and beyond. The plans must enable Tottenham to harness a regional option for Crossrail 2 in the future which will bring important connectivity and growth in our area. In the short to medium term, we must ensure that there is investment in the West Anglia Railway and improvements at Tottenham Hale, White Hart Lane and Northumberland Park stations. Improvements in services such as four tracking to increase the regularity of trains on the West Anglia route, increasing accessibility and connectivity to existing stations in Tottenham must commence sooner rather than later.

I hope that you take these considerations into account.

Yours sincerely



Joanne McCartney AM
London Assembly Member for Enfield and Haringey

Direct telephone: 020 7983 5524 **Fax:** 020 7983 4953 **Email:** Joanne.mccartney@london.gov.uk

Appendix 8 Joint response to the consultation from the Haringey Disability First Consortium (HDFC) and the Haringey Woman's Forum (HWF)

High Road West Consultation Submission on behalf of HDFC and HWF

This submission on behalf of Haringey's disabled residents and the women represented by Haringey Women's Forum will consider the proposals in general as opposed to commenting on which is a 'preferred option'. This is due to the fact that:

- a) Our clients' opinions were not sought in relation to the previous consultation about High Road West (or the Tottenham Regeneration in general) and therefore the three options presented may not be reflective of what these communities want for their area
- b) The short time-scale we have to submit into this consultation prohibits a more detailed response.

Having said that we appreciate the additional days we have been given help Haringey Council hear the views of members of these equality streams and the efforts made by Sarah Lovell to meet with our membership and provide information in a more accessible format.

Following on from that we are keen to discuss, at the earliest opportunity, how to combine our resources to support the development an 'access group' (as are present in most councils across the country) in Haringey. This would aid the council in engaging residents with additional access requirements and from equality streams at as early a point as possible within planning and redevelopment.

- We welcome the commitment to make White Hart Lane a step-free access station.
- We would encourage LBH to use this precedent to lobby for further step-free stations in Haringey as a matter of urgency.
- As well as the station we would encourage that people requiring step-free access (e.g. wheelchair users, those with pushchairs, rely on walking aids etc.) be considered when looking at 'desire lines' throughout this development – so that those who find getting about most difficult don't have the longest journeys.
- We welcome the inclusion of a community centre in these plans – particularly given the loss of N17 studios, 684 and various other local community centres over recent years.
- We are concerned that its change in name to 'library and learning centre' in options 2 and 3 will lead to slip away from it being a space for the community – to simply replacing a demolished library.
- This community centre to house local community organisations that represent the diversity of the community – providing subsidised room rental for local charities and CIC to encourage and ensure that.
- We would also like to see some of the retail and office spaces to be built to also be reserved for local charities, CIC and businesses – perhaps also through subsidised rents.
- Due to the increase foot traffic, particularly on match days, the inclusion of public toilets in these plans including some 'radar' accessible loos.
- We welcome the commitment to 'Lifetime Homes' as part of the planning. Given the high proportion of older and disabled residents in east Haringey, and the ongoing health inequalities in the borough we would encourage LBH to ensure that the percent of step-free access homes built reflects the actual needs of the population – not merely 10%.
- We would encourage LBH to register all the homes on the LAHR.
- We would encourage the council to add to the social housing pool rather than simply match like for like given we know that there insufficient social housing the borough.
- HDFC and HWF have been involved in helping other council departments increase walking and cycling in the borough. We would therefore like to see no further parking created with this development and the inclusion of Barclays' Bikes and secure bike parking.
- None of the people we asked had any interest in a new leisure centre or cinema. Our members questioned where this suggestion had come from and who it would benefit most – residents or Spurs' and their fans.
- The community park is definitely needed. It should include an accessible playground.
- Allotments for local residents were suggested for part of the green spaces.
- Finally given the scope and length of time that this development will take our members would like LBH to consider offering re-housing to disabled residents in properties adjacent to the development – particularly those with conditions that are noise sensitive (certain MHSU) and conditions where individuals will be indoors for large parts of the day.

As stated above we really look forward to working with you further in the future develop an access group in the borough to facilitate you gaining the views of these residents as early as possible in the planning process.

creating a better place



Adam Hunt
London Borough of Haringey
Planning Policy Team
River Park House 225 High Road
LONDON
N22 8HQ

Our ref: NE/2006/000070/OR-02/IS1-L01

Date: 20 June 2013

Adam.Hunt@haringey.gov.uk

Dear Adam

High Road West Masterplan, North Tottenham Consultation

Thank you for consulting us on the above strategic document. We do not have any preference on the options put forward, however would like to provide comments on the environmental constraints which should be considered in any future development in this area.

The Moselle Brook, designated Main River, runs through the area designated within the masterplan in a culvert. Any development proposals should consider opening up of the culvert. We carried out a Principal Inspection of the culverts in 1999 and found that substantial lengths of the watercourse were in poor condition. Should the culvert fail or collapse, the resulting blockage of a key surface water drainage route in Haringey could have significant consequences, with a number of properties and businesses flooded and key roads impassable. Any developments within 8m of the Moselle Brook will also need to apply to the Environment Agency for Flood Defence Consent.

The area identified in the masterplan lies within both Flood Zones 1 and 2. The sequential test should be applied when locating development, to ensure that more vulnerable uses such as residential are steered away from areas at risk of flooding. We would also recommend that the Surface Water Management Plan actions are considered in the design of surface water drainage for development.

We would encourage the promotion of sustainable measures to be incorporated in the design in order to achieve sustainable development, in particular water efficiency measures. Although all development must meet the standards outlined in the London Plan we would like the document to encourage rainwater harvesting and recycling wherever possible. This could be done by stating that all new development should aim to maximise water efficiency measures and also by promoting retro-fitting of water efficiency measures in existing town centre units. Ideally all residential units will be aiming for 4/5 code for sustainable homes and water efficiency will be a considered a priority in your BREEAM rating system.

We also suggest that a section is added which promotes the maximisation of sustainable drainage systems (SuDS). Promoting SuDS would help to reduce the strain on the surface water sewer network. Policy 5.13 of the London Plan states that 'Development should utilise sustainable urban drainage systems (SuDS) unless there

Cont/d..



are practical reasons for not doing so'. As well as providing surface water attenuation and reducing the impact on the sewer, SuDS will also help to enhance water quality and biodiversity through features such as ponds, basins and green roofs. These could also be incorporated into the public realm areas and add amenity value to town centre, helping to create better open spaces.

Please note that some sites within this area may require a Preliminary Risk Assessment of the risk to controlled waters and subsequent remediation if previous contamination is present, when applying for planning permission.

I hope that these comments are helpful but please contact me if you have any queries.

Yours sincerely

Ms Jane Wilkin
Planning Advisor

Telephone: 020 3263 8052
E-mail: northlondonplanning@environment-agency.gov.uk
Based at: Ergon House, Horseferry Road, London, SW1P 2AL
Postal address: FAO Planning Liaison, London Team, Apollo Court, 2 Bishops Square Business Park, St Albans Road West, Hatfield, AL10 9EX

Dear Ms Lovell and Ms Barker

This representation is submitted on behalf of Archway Sheet Metal Works Limited whose premises are in Paxton Road and are subject to a compulsory purchase order designed to facilitate the new stadium for Tottenham Hotspur Football Club (THFC) on which all three of the options outlined in the booklet are predicated. My clients strongly object to these proposals which are clearly motivated by the Council's overriding objective of serving THFCs private commercial interests, rather than providing significant public benefit or genuine regeneration.

I have not adopted the questionnaire approach because the important points that are raised below do not adequately fit within that questionnaire structure. Can you please confirm that these representations will be properly considered even though I have not completed a questionnaire.

The reasons for my clients' objection are set out below:

- 1) The consultation document is wholly inadequate for the purpose of obtaining sound and informed responses from the local community. In particular it fails to provide any meaningful assessment of the impacts of the proposed options or any indication of the different impacts that the different options will have or how they will be mitigated. Whilst this is a relatively early stage in the process, it is clear that a significant amount of work has been done in preparing the consultation documents and the omission of even a preliminary assessment of the impacts and necessary mitigation is a serious failure. Consultation is meaningless if the documents do not contain the basic information needed for those consulted to be properly informed.
- 2) Similarly, the description of what is proposed comprises very broad concepts which are not explained by reference to the clear overlaps with parts of the Northumberland Development Project in terms of floorspace and uses. For example, what evidence has the Council obtained to demonstrate that the education floorspace envisaged in the proposed new masterplan will be needed in the light of the, as yet unsubstantiated, demand for the considerable amount of community and education floorspace permitted in the Northumberland Development Project?
- 3) A proper assessment of plans and programmes of this nature should be subject to a Strategic Environmental Assessment in accordance with the SEA Directive and a wider Sustainability Appraisal under the Planning and Compulsory Purchase Act 2004. This consultation exercise suggests that the Council has leapt to the conclusion that this area should be subjected to the wholesale clearance and redevelopment of the existing homes and businesses in the area, without a proper examination of alternative and less radical proposals. The destruction of existing homes and businesses will cause severe harm to the local community and the consultation document contains no realistic recognition of this, let alone an attempt to explain why it is justified by reference to less harmful alternative options for improving living and working conditions in the area, possibly using the funds that are available to the Council for regeneration of the area in order to refurbish or maintain premises and open spaces where this is needed. This would be a far more beneficial use of such funds than unlawfully subsidising THFC's commercial stadium development.

4) There is no indication of how the new dwellings will compare in terms of space standards, rental values and/or quality of living accommodation with the existing dwellings on the site. These are matters of crucial importance to the local residents whose homes will be taken away from them (presumably by compulsory acquisition) if these proposals go ahead. Similarly, the businesses which will be displaced as part of this redevelopment need to understand what their relocation options are likely to be – and what justification is put forward for the serious consequences for them in this process.

5) It is apparent that the options described in the present masterplan consultation document will have a significant and adverse impact on the heritage assets in North Tottenham, but there is no description or assessment of the significance of this impact in terms of either the Council's statutory duty under the Planning (Listed Buildings and Conservation Areas) Act 1990, or the relevant development plan policies or the NPPF and/or relevant English Heritage guidance. This is a very serious defect in the current consultation exercise. These impacts should be compared with reasonable redevelopment or refurbishment options based on retaining heritage assets.

6) The scale and character of the proposals outlined in the consultation document suggest that they should be incorporated into a development plan document that will need to be subjected to the statutory Sustainability Appraisal process, but the consultation documents do not make clear that these proposals will be subject to either a strategic environmental assessment, or a sustainability appraisal, or independent examination under the DPD process. It is important that such procedures are engaged and failure to do so will make the proposed masterplan unlawful (R. (on the application of Wakil (t/a Orya Textiles)) v Hammersmith and Fulham LBC [2012] EWHC 1411). The designation of North Tottenham as an area of change does not obviate the need to subject these proposals to the proper statutory assessment and examination procedures for a Development Plan Document.

7) As the proposed Stadium Way is required to facilitate the new THFC stadium on match days and on other days when there are major events at the new stadium (and is essentially a modification of that scheme), this aspect of the stadium development should have been (and should now be) assessed as part of the EIA for the stadium scheme.

8) It would appear that the predominant beneficiary of these proposed options and the primary motivation for the Council's proposals is, once again, THFC and its already highly profitable operation and its enormously wealthy owners. The commercial success of a private venture such as a commercial football club and the financial well-being of its wealthy owners do not provide an adequate justification for these proposals and the harm that they will cause to the local community.

This ill-considered initiative should only be undertaken on the basis of a proper consultation exercise in which those consulted can understand clearly the impacts of what is proposed and can compare these impacts with reasonable alternative proposals which might cause lesser impacts and harm to the local community. Consultation can only be effective when those consulted can have a reasonably informed basis for choosing between meaningful and reasonable options rather than unexplained and limited descriptions and justifications for only some of the reasonable options available for addressing the needs of the area.

Will you kindly acknowledge receipt.

Yours sincerely,

Paul Winter

Paul Winter & Co
Fleet House
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Date : 2nd August 2013

Dear Lyn

Re: High Road West Masterplan, North Tottenham Consultation

Thank you for the opportunity to comment on the above consultation and apologies for the delay in response.

In general terms we support plans to improve this part of Tottenham; the Council shares a common vision and desire to improve both sides of the borough boundary in this area. On the Enfield side the Council would wish you to recognise work on a Central Leaside Area Action Plan and the recently published Meridian Water Masterplan. The Council is also keen to focus attention over time on improvements to Angel Edmonton located close to the High Road West area. It is hoped the comments provided are helpful in taking this forward.

1. **Consultation:** As an adjoining local authority and having regard to the Duty to Co-operate it is regrettable that there was no pre-consultation with Enfield Council. Moreover, the Council is not aware that Enfield residents and businesses have been notified of this consultation and would welcome confirmation of this from Haringey.
2. **Vision:** The underlying vision and overall regeneration approach linked to the Spurs stadium redevelopment and improved links to White Hart Lane Station are welcomed. However, the document does not clearly show that the development of these options has emerged from a socio-economic analysis or an understanding of the future needs of the area.
3. **Status:** The status of the document is unclear as it does not explain its relationship to Haringey's statutory planning framework – particularly with regard to the context the Haringey Core Strategy sets for retail, housing, employment growth, education as well as community needs. The identification of buildings and uses appears at odds with the principle that it is a role of *local plans* – not masterplans - to allocate sites.
4. **Delivery:** The National Planning Policy Framework is clear about the need for

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plans to ensure viability and deliverability. No details have been presented showing the phased delivery or viability of the options over the 15 year period.

5. **Jobs:** The document does not indicate how the job creation numbers, shown in each of the options, have been derived or a breakdown of the type employment opportunities that will be delivered.
6. **Housing Need and Supporting Infrastructure:** The impact of the number, type and tenure of homes on the future housing market in Enfield, in particular the Edmonton area is a major concern. With a changing density and housing mix there will be implications on community and social infrastructure both in Enfield and Haringey, and in particular for school places. Evidence on this matter is essential and should be subject to scrutiny as part of the consultation process. The Council would wish to know what commitments will be made to tenants of existing social housing and what wider effects would be, particularly with regard to already hard pressed areas of Edmonton.
7. **Retail and Leisure Need:** The amount of retail and leisure options bear no correlation with net capacity forecasts for convenience or comparison floorspace and need for further leisure floorspace for Haringey over the Local Plan period. Although there is an approved Sainsbury's store as part of the Spurs Football Ground redevelopment, any further reconfiguration or uplift in retail or leisure floorspace in this area will require more detailed impact analysis, taking account of nearby centres at Angel Edmonton and Edmonton Green.
8. **Design and Masterplanning:** Although Enfield Council is supportive of the approach towards improving the existing public spaces and creating new public spaces at critical locations, it is disappointing that the options document does not illustrate the relationship with public realm improvements and pedestrian connectivity to White Hart Lane Station and stadium redevelopment. There is no information presented explaining how the density options will impact on the existing character of the area.
9. **Car Parking:** Car parking is an existing issue for this area and one which has negative impacts for residents and businesses in Enfield – particularly on match days. There is an opportunity to rationalize car parking arrangements and promote the use of public transport.
10. **Lee Valley Heat Network:** This is a project both Enfield and Haringey are working actively towards. Given the future regeneration aspirations for this area it is surprising there is no mention of its role and potential benefits to residents and businesses in the area.

I hope the above comments serve to develop and improve the High Road West Masterplan as it moves forward. My colleagues Ismail Mulla (0208 379 3490) or Gerry Ansell (020 8379 3865) would be happy to discuss this further should you wish to do so.

Yours sincerely

A handwritten signature in blue ink, consisting of a large capital letter 'P' followed by the name 'Walker' in a cursive script.

Paul Walker
Assistant Director - Regeneration, Planning & Economic Development

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High Road West consultation response - GLA

- 1 The Three High Road West (HRW) consultation scenarios represent a simple and incremental restructuring of this area of North Tottenham. They form the development of a straightforward organisational diagram that accommodates the boroughs and the key stakeholders preferred mix of uses in a clear and easily understood manner.
- 2 To succeed, any preferred option needs to be compelling to both developers and future residents alike. To achieve this, the options should be accompanied by a narrative that states more strongly the agreed aim of establishing a desirable, stable neighbourhood with mixed tenure, at a human scale with a vibrant mix of uses and users.
- 2 The aspiration to encourage High Road West's regeneration as a mixed use area with a focus on leisure and sport alongside the redevelopment of the Tottenham Hotspur Football Stadium has the potential to enhance this area's identity across London. In tandem, the provision of new, good quality, mixed tenure residential as well as new retail, employment and community space will contribute to the creation of a more sustainable and safer place. The proposal of a series of interventions that will help improve poor east/west connections and will better integrate the area with its surroundings are also welcomed.
- 3 The objective to improve the physical connection from White Hart Lane station to the High Road and Tottenham Hotspur Football Club is strongly supported. To achieve this, all 3 options recommend moving the station entrance to the south and providing a new diagonal street through the site. Whilst this is supported, the diagonal alignment results in a number of irregularly shaped, angular blocks that may be challenging to design and build. It also establishes an off high street precinct which would need to be carefully managed if it is to succeed alongside and not undermine the high street retail offer. Furthermore the scale of the street and the amenity space are overly generous and given the surrounding urban context could feel empty and difficult to animate outside of match days and events.
 - This new route would benefit from being tightened up and better defined by the buildings at its periphery – whilst this would result in less open space in this location this could be better provided elsewhere in the HRW area. This approach would help create a more enclosed area and would also increase development opportunity and values.
 - In particular the two-storey pavilion building (opposite the stadium) could be more substantial, with a greater quantum and mix of uses i.e. residential and workspace. By being active on all sides it could make more of a contribution to both the open space and to the high street.
 - This route along with all other areas of public realm will need to be of the highest quality in order to support the transformative aspirations of this work.
- 4 While, delivery is likely to occur over a long period of time, in order to avoid diluting the vision set out by these 3 options, piecemeal development should be avoided.
 - The ultimate delivery strategy for these options should be able to accommodate different development types including changes in density levels and heights that could emerge, without having to result in significant changes to the key development principles and urban form.
 - Of utmost importance is the need to ensure that delivery arrangements are set up in such a way to ensure that a high quality scheme is brought forward. Architectural design and construction will need to be of the highest quality as will the public realm.

- Whilst the preferred option masterplan will need to be inherently flexible it could usefully constrain and codify one or two key elements of the materials palette and or a number of key details. This would provide coherence across the masterplan area and throughout differing development phases. Such a constrained palette could make reference to the rich building heritage of the area, particularly the High Road's Georgian, Victorian and Edwardian stock. For example, it is not unprecedented to state that buildings should be predominantly brick and/or should use a particular window detail.
- The Local Authority should consider a bespoke design review function and or other mechanisms to help safeguard quality and the delivery of any prescribed codes.

5 The inclusion of terraces of family housing amongst a range of house and flat types organised around neighbourhood streets eg. the western part of Peacock Mews is very welcome. Whilst it's not clear how many houses there are across the entire masterplan it is considered that maximising this number will assist considerably in the establishment of a sustainable and attractive neighbourhood, where incomers will wish to stay.

As part of the public consultation on the High Road West Masterplan the GLA commissioned a study to explore the case for a 'Contemporary Suburb' in Tottenham. It reviews the challenges and potential for implementing a different, more traditional, development model on the High Road West site. It examines Georgian, Victorian and Garden Suburb housing typologies. It identifies their key characteristics and applies these to the High Road West area, making observations for how some of these could be taken forward as part of the next iteration of the masterplan. A key purpose of this study was to explore options to increase the marketability of any future development on the site and also to consider how these findings could start to inform the design of other housing sites across London

6 In addition to the above key issues, the Council is also asked to give further consideration to the following;

- The scale of the new space to the north of White Hart Lane station adjacent to the retained 1850's station masters house, appears too large and unstructured. Retention of the station masters house is supported.
- On the southern most edge of the site, facing onto Brereton Road, there are potentially large areas of inactive frontage at the back of the cinema and fitness club. It is not clear how these uses could deliver a building edge that does not turn its back on the areas to the south.

7 Following the analysis of community feedback and the development of a revised development scenario we would encourage the development of the maximum supportive planning framework for proposals. The GLA has already agreed that the HRW master plan will feature prominently in the forthcoming Upper Lea Opportunity Planning Framework. We also anticipate that it will feature in the next iteration of your Sites Allocations Document. We would be happy to liaise further with you to support this approach. We are equally keen to avoid unnecessary additional and lengthy processes that may hinder delivery.

8 As part of the preparations of a preferred option we think the council could go further to define a meaningful first phase of delivery. In particular the GLA would like to see additional detail on how the funds earmarked to enable the Station approach (Approx £8M) can best be utilised to accelerate delivery.

9 More detailed proposals are required on the transport and affordable housing arrangements, including public transport, cycling, highways, parking; tenure and housing mix and the GLA would welcome more detailed discussion on these.