

Appendix 6

High Road West Ownership and Management of replacement homes Consultation Feedback Report September 2017

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Executive Summary

Introduction

The Council undertook a six-week public consultation with residents living on the Love Lane Estate between the 27 March 2017 and the 5 May 2017 about the replacement housing which will be delivered in the High Road West regeneration area as part of the High Road West Scheme (“the Scheme”). The consultation had two separate sets of questions and accompanying information for two different resident groups:

- For the 86 secure council tenants living on the Love Lane Estate, the consultation was a statutory consultation pursuant to section 105 of the Housing Act 1985 and sought views on the ownership and management of the replacement housing and the tenancy terms, statutory rights and services which were most important to them.
- For the 28 resident leaseholders living on the Love Lane Estate, the consultation sought views on the ownership and management of the new shared equity housing and views on the shared equity principles developed by the Council.

The purpose of the consultation was to provide information to residents, receive their views, and then ensure that these are considered by Cabinet when the decision on ownership is taken in September. For the secure tenants the consultation was a statutory requirement pursuant to section 105 of the Housing Act 1985.

The purpose of doing the consultation at this point in time was to ensure that resident views could feed into the developer dialogue to influence the final proposals from the developers prior to selection.

Feedback

The Council received the following responses to the consultation:

- From secure Council tenants there was a 51% response rate. 44 forms were received in total (2 online) from a total of 86 secure Council tenants.
- From resident leaseholders there was a 35% response rate. 9 feedback forms (2 online) and one email response from a total of 28 resident leaseholders.

There is a clear message from all residents that they would prefer the Council to own the replacement housing (close to 100% of preferences expressed were for this).

Secure Council tenants stated that they would prefer the Council to own and manage the replacement housing because:

- Tenants have trust in the Council: to respond to issues, to keep things the same and to be accountable
- Tenants know where to go to ask for help from the Council
- Tenants believe the Council will keep costs low: by minimising rent and service charge increases.

Resident leaseholders also stated that they would prefer the Council to own and manage the replacement housing because:

- Resident leaseholders trust the Council and think that the Council will keep costs low.

Both secure Council tenants and resident leaseholders rated the most important services. The 5 highest ranked choices are;

Ranked importance of service	Secure Council tenants	Resident leaseholders
1 st (highest)	CCTV	Cleaning and refuse
2 nd	Lift maintenance	Fire safety
3 rd	Door entry	Door entry
4 th	Cleaning and refuse	High quality fixtures
5 th	Fire safety	CCTV

Apart from the key questions of ownership and the services delivered, the two consultations were different in content and questions. This is explained in detail below.

[Secure Council Tenants](#)

For secure Council tenants, the potential move from secure to assured tenancy was explained and they were asked to feedback their most important rights and tenancy terms. The table below sets out the ranking for statutory rights.

Ranked importance by secure Council tenants	Statutory right	Tenancy term/area
1 st (highest)	Rent level	Allocated/secure parking
2 nd	Right to repair	Keeping terms the same
3 rd	Right to buy	Social rent
4 th	Right to be consulted on matters affecting your tenancy	Service charge to stay the same

5 th	Right to succeed	Free parking
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[Resident Leaseholders](#)

For resident leaseholders, the Council’s ambitions for the leaseholder shared equity offer were explained and they were asked to feedback whether they agreed with key elements of the offer. Resident leaseholders who responded to the consultation informed us that they:

- strongly agreed that resident leaseholders should not be required to make repayments on the equity loan and it only needs to be paid upon sale of the property,
- strongly agreed that the resident leaseholders should have the right to succession*,
- agreed that the resident leaseholders should be able to increase their share of the property at any time subject to valuation which is the responsibility of the leaseholder, and
- agreed that if a resident leaseholder wants a property with a larger number of bedrooms than their current property they should be offered a shared ownership home.

There are however a number of concerns that resident leaseholders have about the potential shared equity offer:

- **Affordability:** the minimum level of equity required and the ability to transfer a mortgage.
- **Reduced level of ownership:** the level of equity being less than 100% means that the property cannot be passed on in a will

[Feedback Summary](#)

The feedback from secure Council tenants has demonstrated exactly which statutory rights, tenancy terms and services are most important to them. As detailed in the table above this has included protecting rent levels, having secure parking and having CCTV.

The feedback from resident leaseholders has shown that they “agree” and/or “strongly agree” with the principles the Council has developed for the shared equity homes and has shown that efficient and quality cleaning and refuse is the most important service to them.

The feedback was fed to the three bidders by the Resident Procurement Panel. The feedback will also be utilised to further develop the preferred bidders’ proposals and the planned future engagement on services and future consultation on the detailed leasehold offer.

* By ‘right to succession’ for resident leaseholders in a new shared equity property, the Council is referring to the ability to pass on the shared equity arrangements. Further definition and detail will be discussed with resident leaseholders in a future consultation on the HRW leaseholder offer.

There is clear feedback from both secure Council tenants and resident leaseholders that they would prefer the Council to own the replacement housing built as part of the High Road West Regeneration Scheme.

1. Previous Consultation with residents

There has been extensive consultation with the all stakeholders regarding the regeneration proposals for Scheme over the past 5 years.

The 2014 Cabinet decision to agree the High Road West Masterplan Framework for comprehensive redevelopment also agreed a number of documents/charters/policies that arose from the considerable consultation and engagement in the time leading up to the decision, this includes:

- [The Business Charter](#)
- [The Love Lane Residents Charter](#)
- [The Secure Tenant Guide](#)
- [The Leaseholder Guide](#)
- [The Private Tenant Guide](#)
- [An Indicative Phasing Plan](#)

Each of these documents was intended to inform the residents, businesses and wider community of the Council's commitments regarding the regeneration. They were also intended to inform the future development partner of the Scheme, of what the expectations of the Council are, as derived from the views of local stakeholders.

The consultation that has taken place to date, is set out in the table below of the main report, but a summary of the most recent consultation is detailed below.

[Resident Design Panel, Design Guide and Procurement Team](#)

Throughout 2015 and 2016, the Council worked with residents and the Independent Tenant and Leaseholder Advisor ("ITLA") for the Love Lane Estate, to create a Resident Design Panel, as was agreed in the Love Lane Resident Charter. The purpose of the Design Panel was to involve residents in all design aspects of the High Road West Regeneration Scheme.

After an extensive programme of community consultation and research undertaken by the Resident Design Panel facilitated by the ITLA and Council officers, which included; visits to other estate regeneration schemes, specialist training in design from the Design Council/CABE and dedicated workshops in key areas, such as housing and community facilities, the Resident Design Panel produced the High Road West Resident Design Guide.

To ensure that residents' aspirations for the area were clear to Bidders from the outset, the Design Guide was sent to Bidders early in the procurement process-allowing Bidders to use the Design Guide to shape their proposals. As the residents have written within the document, the Resident Design Guide "exemplifies good practice in engaging a community over a sustained period on the key design issues facing any housing regeneration scheme."

Members of the Resident Design Panel were elected (by other members of the Panel) to form the Love Lane Resident Procurement Panel. These members have been involved throughout the duration of the procurement process. They have met

with the bidders at each stage and have provided critical feedback on their proposals.

1.1. Consultation timeline

Spring 2012	Arup was appointed to help Haringey Council develop the High Road West Masterplan
Spring – Autumn 2012	A series of consultation events were held with residents and businesses
April – June 2013	A six-week consultation was held on a series of options for the future of High Road West.
November 2013	The High Road West consultation report was presented to Haringey Council’s Cabinet.
October 2013 – February 2014	A five-month consultation was held on Tottenham’s Future.
February –July 2014	A series of consultation events were held to help shape the masterplan for High Road West.
September 2014	Love Lane secure tenants are formally consulted about the masterplan proposals over a six week period in compliance with section 105 Housing Act 1985
September 2014	The Community Hub, at the Grange, 32-34A White Hart Lane, N17 8AD opens. In December 2014 and ongoing, the Love Lane rehousing team support residents from this central location and hub.
December 2014	The High Road West Masterplan was approved by Haringey Council’s Cabinet. Included a Resident Charter which made the commitment that all secure Council tenants on the Love Lane Estate will: <ul style="list-style-type: none"> • Be offered a new, high quality, modern home in the redevelopment area that meets their needs • Continue to pay social rent, not new affordable rents • Continue to have a long-term tenancy • Have a dedicated re-housing officer to support them through the whole moving process • Receive home loss compensation, with all reasonable moving costs paid
May 2015	29 Love Lane residents move to new homes in Newlon Housing Trust: Ambrose and Mallory Court development in North Tottenham, formally the old Cannon Rubber factory site
December 2015	Approval by Cabinet of procurement of development partner for High Road West regeneration scheme

June 2016	Bidders day held for interested parties to learn more about the High Road West regeneration scheme
October 2016	Resident representatives on a specially formed 'Design Panel' took part in dialogue sessions with six shortlisted bidders to feedback on the vision and designs proposed for High Road West.
January- May 2017	Three bidders are selected to continue in competitive dialogue. They are selected by scoring highest overall on the different elements of their propositions – including their response to the Resident Charter and Design Panel. Resident Procurement Team meet with bidders.
April 2017	<p>A six-week consultation held with Love Lane residents about the replacement housing on the new development.</p> <p>Secure Council tenants undertook a 'Section 105' consultation on the ownership and management of the replacement social rented housing. Resident leaseholders were consulted on the ownership and management of the new shared equity housing.</p> <p>Residents were clear about their preference for Council ownership but also let the Council know what is most important to them about their tenancy and the services they receive.</p>
May 2017	Resident Design Panel delivered the results and messages of the consultation directly to the three bidders. The Council also discussed the consultation results and key issues raised by residents with the bidders during the final stage of the competitive dialogue process.

2. Consultation Feedback

2.1. Consultation purpose and timing

Purpose

The consultation sought residents' views on the replacement housing which will be provided for residents within the High Road West Regeneration area with the purpose of using the feedback to inform the ongoing dialogue with the three bidders involved in the procurement process and to help the Council's Cabinet make a decision on the ownership of the 191 replacement homes.

For the 86 secure Council tenants living on the Love Lane Estate, the consultation took the form of a statutory consultation pursuant to section 105 of the Housing Act 1985 and sought views on the ownership and management of the replacement social rented housing and the tenancy terms, statutory rights and services which were most important to them.

For the 28 resident leaseholders living on the Love Lane Estate, the consultation sought views on the ownership and management of the new shared equity housing and views on the shared equity principles developed by the Council.

Consultation Timing

The timing of the consultation was carefully considered due to the interplay between the ability to influence the proposals being developed by the three bidders and the amount of detailed information available on the proposals. It was decided, following advice from Senior Counsel, that the consultation should be undertaken prior to the Council selecting a preferred development partner, as opposed to after a preferred developer had been selected. Whilst this meant that there was not a detailed proposal from the preferred partner with which to consult upon, it did mean that the feedback received could be utilised to influence the bidder's proposals as they were being developed.

Consultation Methodology

The consultation was widely advertised, with every secure Council tenant and resident leaseholder being sent a consultation pack and the consultation materials being published online. Posters were put up on the estate advertising the consultation drop-in sessions at the Grange Community Hub. The rehousing and engagement officers contacted residents and responded to enquiries regarding the consultation and followed these up with home-visits in order to assist residents with providing feedback.

The two drop-in sessions were held at the Grange Community Hub, one in the day time and one in the evening, with officers, the Independent Tenant and Leaseholder Adviser (ITLA) and the Turkish translator present and on hand to answer questions and provide assistance. The Council also attended sessions of the Love Lane leaseholders' sub-committee. All residents were encouraged to put their feedback into writing in order to formally include it in the process.

Methods of engagement

- Letters sent out to inform residents about the consultation to arrive on 20th March 2017
- Information packs and forms sent to 86 secure Council tenants and 28 resident leaseholders to arrive on 27th March 2017
- All material published online on 27th March 2017
- Translation of all materials available on request
- Drop-ins at the Grange on Tuesday 4 April 2017, 12 noon – 4pm and Thursday 20 April 2017, 7pm – 9pm
- Door knocking and home visits
- Turkish translator available at drop ins and for home visits
- Independent Tenants and Leaseholder Advisor
- Advertising the consultation: Letters, posters, website

Information pack contents

- An introductory letter from Cabinet Member for Regeneration Cllr Alan Strickland
- Instructions for how to respond to the consultation including contact details for assistance and dates of drop in sessions
- Information about the consultation
- Key considerations for residents
- The Council's preferred option
- Background information about the High Road West regeneration scheme
- A glossary of terms

Methods of analysis

Overall

The feedback forms included discrete and continuous data, for example ranked services and reasons why.

The feedback was inputted into a database with the continuous or free form responses being categorised so as to enable an analysis based on themes.

The categories were not selected to then present a positive or negative response from residents, rather, they were to show the types of issue or concern raised – more or less often, and by particular groups.

The feedback was analysed based on the total responses and also based on equalities information provided by respondents. The distribution of answers based

on equality was compared to the distribution for all responses together to check whether there were any answers that came from one particular group (with a protected characteristic) more than another. There weren't any statistically significant instances of a mismatch in distributions. A full equalities impact assessment has been produced regarding the replacement housing proposals and will be submitted to Cabinet to inform the decision on ownership.

There was an issue that some residents did not fill in correctly the sections asking them to rank things in order of importance. Rather than putting in numbers sequentially, they put in more than one of the same number, or simply put an 'x' or tick in those that they felt were important. If a respondent put in some but not all numbers, those were still counted.

Where a respondent put in the same number more than once, or put in an 'x' or tick in multiple answers, these were counted separately and then the distribution compared to those who filled in the form correctly to check that there was not a mismatch.

[Analysis of secure Council tenants' feedback forms](#)

The secure Council tenant feedback form had 8 questions. The question of ownership preference was asked at five points in the form in order to try to draw out the reasons for the preference, as we considered this would be an important issue for residents.

The question was asked in relation to; statutory rights, tenancy terms, service package, cost to the Council and then overall. At each point the tenant was asked to provide reasons why, and as mentioned above, these have been categorised in order to analyse the results by theme.

There were three questions which sought to understand which elements of the tenants' tenancy they considered most important. For statutory rights and the services provided, there were sufficiently few options for those to be listed and a numerical ranking sought. There was an 'other' category with space to specify available for those questions.

Whilst all tenancy terms were made available for residents to consider, only the example headings in the tenancy agreement were provided within the feedback form (as there are many terms) along with a link to the tenancy agreement. Respondents were asked to write down the tenancy terms that are most important to them. These answers were categorised and counted in order to come up with an overall ranking.

[Analysis of resident leaseholders' feedback forms](#)

The resident leaseholder feedback forms had 4 questions. The question of ownership preference was asked twice, in relation to service package and overall, both times asking for reasons why. As above, these have been categorised in order to analyse the results by theme.

The first question sought to get feedback on the four Council ambitions for the Love Lane leaseholder offer, asking residents to put the extent to which they agreed with the ambitions, with five being 'completely agree' and 1 being 'not at all'. For each response, the reasons why were asked with a free text response.

The smaller number of feedback forms from resident leaseholders means that the free-text analysis was not then counted and ranked, rather, key themes and responses have been listed. As with the categories for the secure Council tenants' feedback, these responses have not been used to represent a 'positive' or 'negative' view of resident leaseholders, rather they show which issues have been raised.

3. Results

3.1. Secure Council tenant feedback results

Please see the results to the questions below. Please note the text in the blue boxes are taken from the feedback form and as such some of the links and information are not included within this feedback report.

3.2. Question 1 – Existing Statutory Rights preference

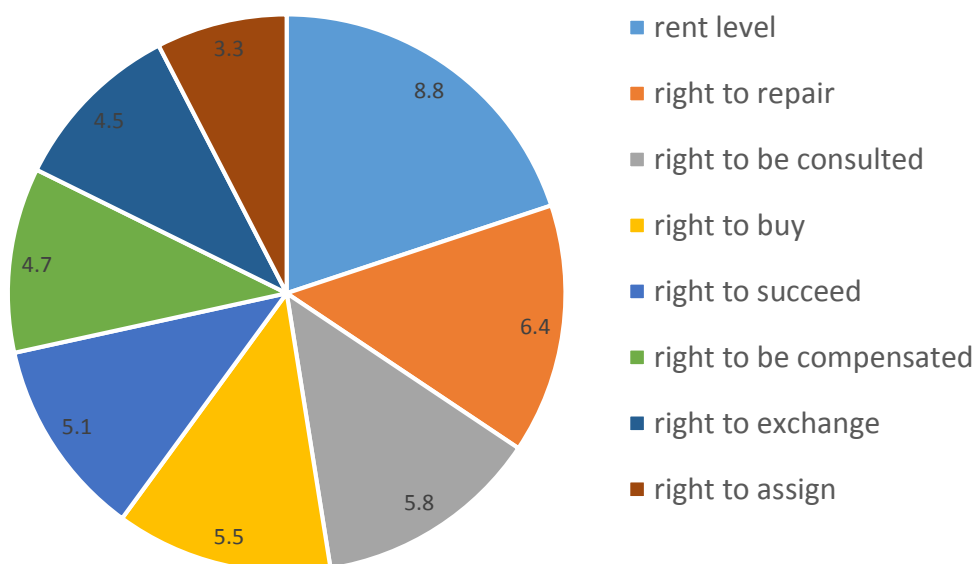
Please rank these Existing Statutory rights in order of importance to you, where 1 is most important and 9 is least important.

See information pack for more details; Section 2 under the heading 'Existing Statutory rights' and Section 4 – Glossary of terms.

- Rent Level
- Right to Succeed
- Right to be consulted on matters affecting your tenancy
- Right to Buy
- Right to assign
- Right to repair
- Right to exchange
- Right to be compensated for improvements
- Other (please state):

3.2.1. Response to “please rank these Statutory Rights...”

Statutory Rights Average Score (as scores out of 9)



Note that score and corresponding rating of importance has been inverted for presentation purposes.

3.3. Question 2 – Ownership preference in relation to Existing Statutory Rights

We aim to ensure that any Housing Association seeking to buy the replacement social housing will match, as far as possible your Existing Statutory Rights so that the tenancy feels the same.

In light of this, do you have a preference who owns the replacement social rented homes?

See information pack for more details; Section 2 under the heading ‘Existing Statutory Rights’ and Section 4 – Glossary of terms.

If yes what is your preference and why?

3.3.1. Response to “do you have a preference...”

Response	Count	Percentage
Yes	38	90%
No	2	5%
Don't know	2	5%

3.3.2. Response to “if yes...”

Response	Count	Percentage
Council	38	100%
Housing Association	0	0%

3.3.3. Please note that the results of the free form ‘why’ part of this question will be grouped with the other ‘why’ responses to the question of ownership in order to show themes, at the end of this section.

3.4. Question 3 – Existing Tenancy Terms preference

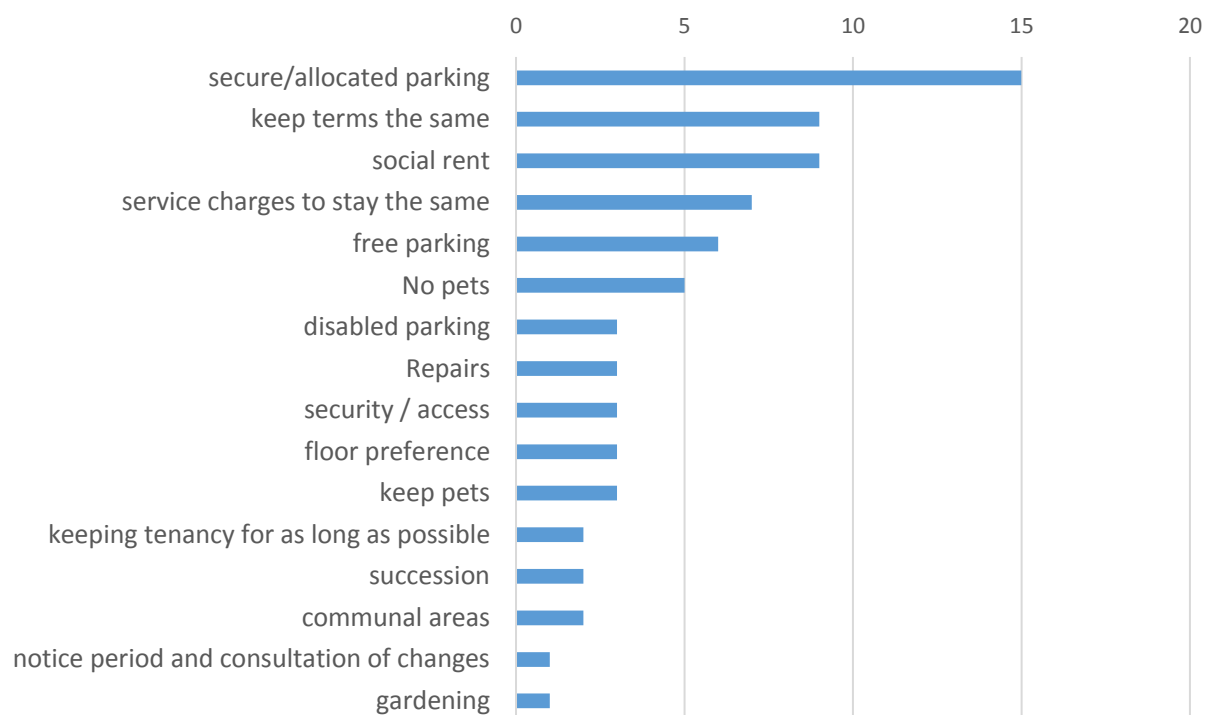
You can take a look at your existing Tenancy Terms at and you will see there are 106 terms listed. We are aiming to match your existing terms but still want to know which terms are most important to you or if you would like those terms enhanced. For example; how you use your home, whether you can keep pets, whether you have parking and what re-charges there are.

Please can you tell us what tenancy terms are most important to you? Please do expand where you wish to:

See information pack for more details; Section 2 under the heading ‘Existing Tenancy terms’ and Section 4 – Glossary of terms.

3.4.1. Response to “please can you tell us what tenancy terms...”

Tenancy term/area Total Number of Mentions



3.5. Question 4 – Ownership preference in relation to Existing Tenancy Terms

We aim to ensure that any Housing Association seeking to buy the replacement social housing will match, as far as possible your Existing Tenancy Terms so that the tenancy feels the same,

In light of this, do you have a preference who owns the replacement social rented homes? *See information pack for more details; Section 2 under the heading ‘Existing Tenancy terms’ and Section 4 – Glossary of terms.*

3.5.1. Response to “do you have a preference...”

Response	Count	Percentage
Yes	38	93%
No	3	7%
Don't know	0	0

3.5.2. Response to “if yes...”

Response	Count	Percentage
Council	38	100%
Housing Association	0	0%

3.5.3. Please note, as above, that the results of the free form ‘why’ part of this question will grouped with the other ‘why’ responses to the question of ownership in order to show themes, at the end of this section.

3.6. Question 5 – Services preference

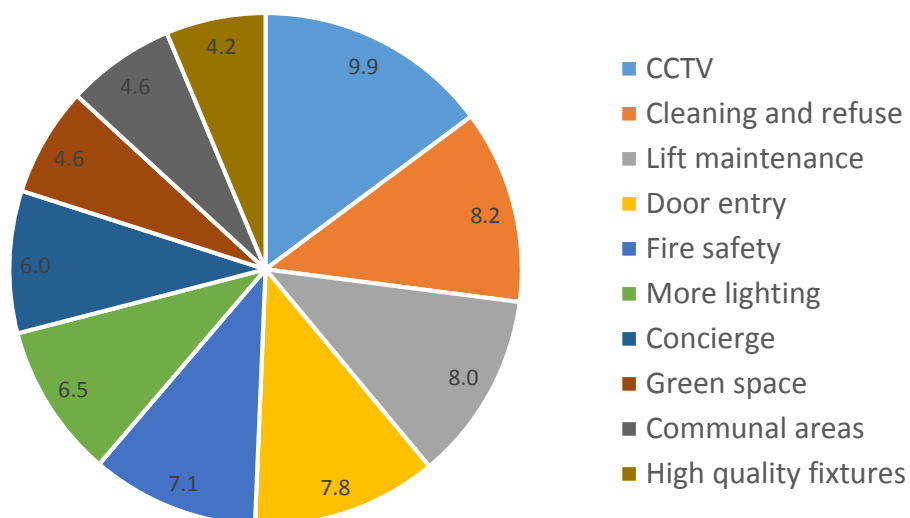
Please rank these services in order of preference where 1 is most important and 11 is least important.

See information pack for more details; Section 2 under the heading ‘Service charge and services provided’ and Section 4 – Glossary of terms.

- CCTV
- Concierge
- Lift maintenance
- More lighting
- Communal area decoration
- Green space and planting
- High quality fixtures and finish
- Cleaning and refuse
- Door entry
- Fire safety
- Other (please state):

3.6.1. Response to “Please rank these services...”

Services Average Score (as scored out of 11)



Note that score and corresponding rating of importance has been inverted for presentation purposes.

3.7. Question 6 – Ownership preference in relation to service package

We do not know how much the service charge will be for the replacement social housing if the Council buys it or if a Housing Association buys it. But the service charge will reflect the level of service and will only apply to services for your building.

We will seek to get the best possible deal on the service package for tenants in the new High Road West by negotiating the services you require.

In light of this, do you have a preference who owns the replacement social rented homes?

See information pack for more details; Section 2 under the heading ‘Service package’ and Section 4 – Glossary of terms.

3.7.1. Response to “do you have a preference...”

Response	Count	Percentage
Yes	35	85%
No	5	12.5%
Don't know	1	2.5%

3.7.2. Response to “if yes...”

Response	Count	Percentage
Council	35	100%
Housing Association	0	0%

3.7.3. Please note, as above, that the results of the free form ‘why’ part of this question will grouped with the other ‘why’ responses to the question of ownership in order to show themes, at the end of this section.

3.8. Question 7 – Ownership preference in relation to the Council’s ‘Preferred option’

When you consider the financial cost to the Council of buying the replacement homes and the impact this may have on the Council’s existing and future housing stock, do you have a preference for who owns the replacement housing?

See information pack for more details: Section 3 - What is our preferred option – financial implications and Section 4 – Glossary of terms.

3.8.1. Response to “do you have a preference...”

Response	Count	Percentage
Yes	34	85%
No	5	12.5%
Don't know	1	2.5%

3.8.2. Response to “if yes...”

Response	Count	Percentage
Council	34	100%
Housing Association	0	0%

3.8.3. Please note, as above, that the results of the free form ‘why’ part of this question will grouped with the other ‘why’ responses to the question of ownership in order to show themes, at the end of this section.

3.9. Question 8 – Overall view

Taking all of the above into considerations into account, do you have a preference as to who owns the replacement housing?

3.9.1. Response to “do you have a preference...”

Response	Count	Percentage
Yes	37	93%
No	3	7%
Don't know	0	0%

3.9.2. Response to “if yes...”

Response	Count	Percentage
Council	35	100%
Housing Association	0	0%

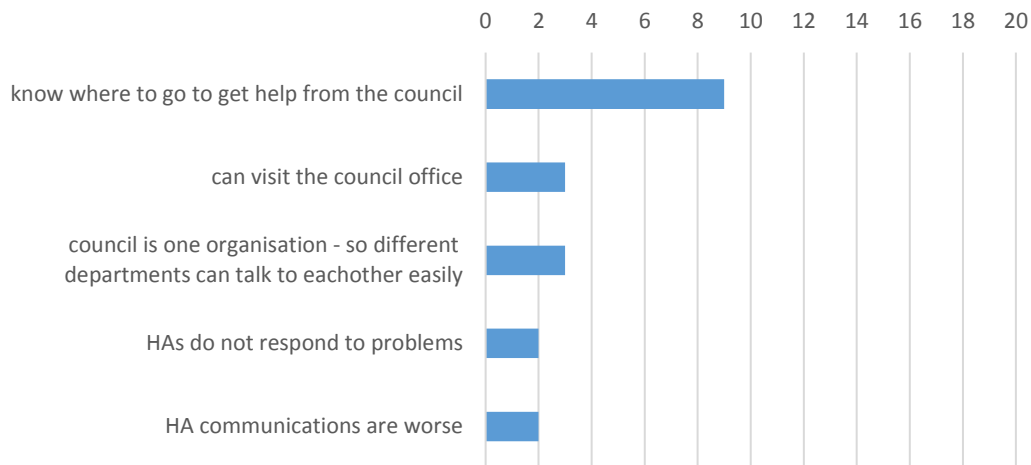
3.9.3. Please note, as above, that the results of the free form ‘why’ part of this question will grouped with the other ‘why’ responses to the question of ownership in order to show themes, at the end of this section.

3.10. Analysis of the 'why' part of the ownership preference questions:

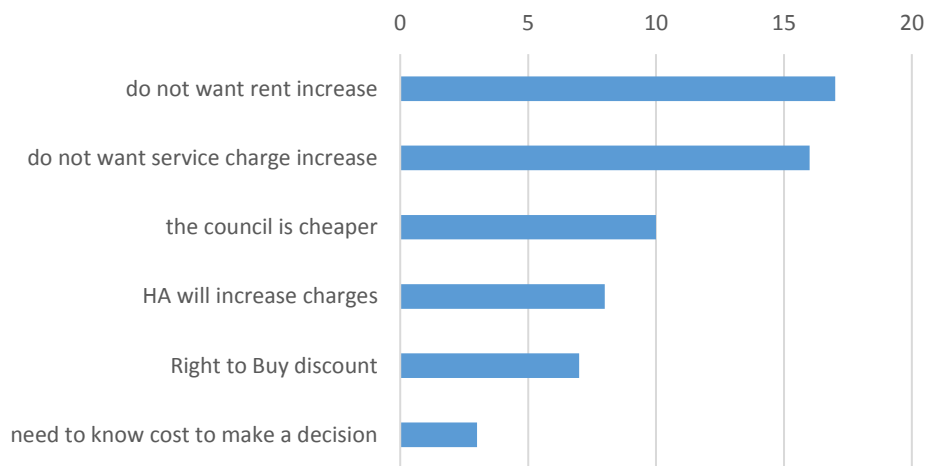
- 3.10.1. The reasons given in the free text part of the questions on ownership preference have been categorised and then counted in order to show which views were expressed most.
- 3.10.2. It is the number of mentions and not the number of respondents that are counted.
- 3.10.3. The rehousing and engagement officers, the ITLA and the Turkish translator who helped residents to fill in feedback forms all encouraged residents to provide as much feedback as possible.
- 3.10.4. The responses mostly fell into four main categories:
 - Trust
 - Communication
 - Cost
 - Living Environment



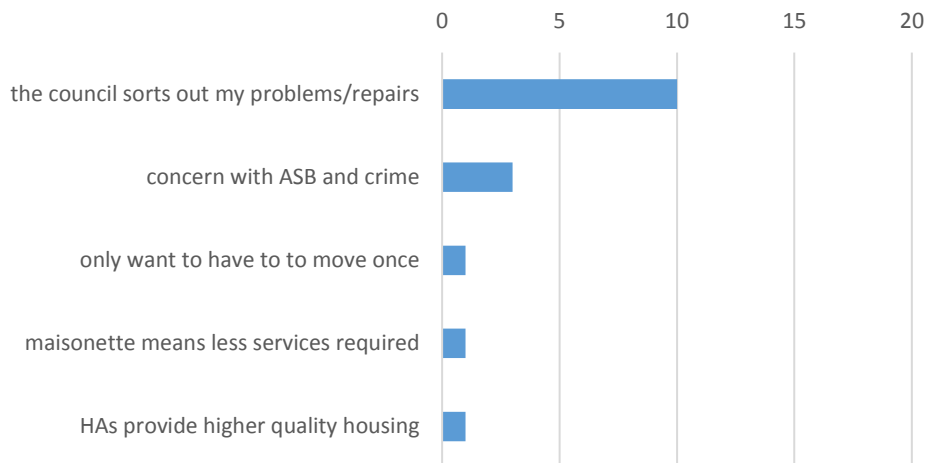
mentions related to communication



Mentions related to cost



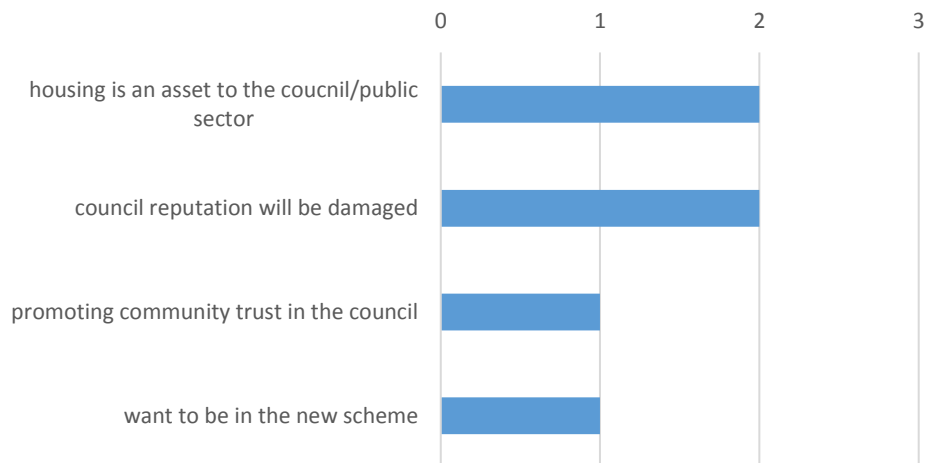
Mentions related to living environment



3.10.5. There was overlap between these themes such as relating to trust and quality of service, but these results capture that nuance where possible.

3.10.6. There were also a handful of responses that can be said to relate to political concerns such as the overall supply of Council housing, or the long-term financial impact on the Council, but these were too low in number to constitute a key theme.

Mentions relating to wider implications



3.11. Resident leaseholder feedback results

Please see the results to the questions below. Please note the text in the blue boxes are taken from the feedback form. Please note the text in the blue boxes are taken from the feedback form and as such some of the links and information are not included within this feedback report.

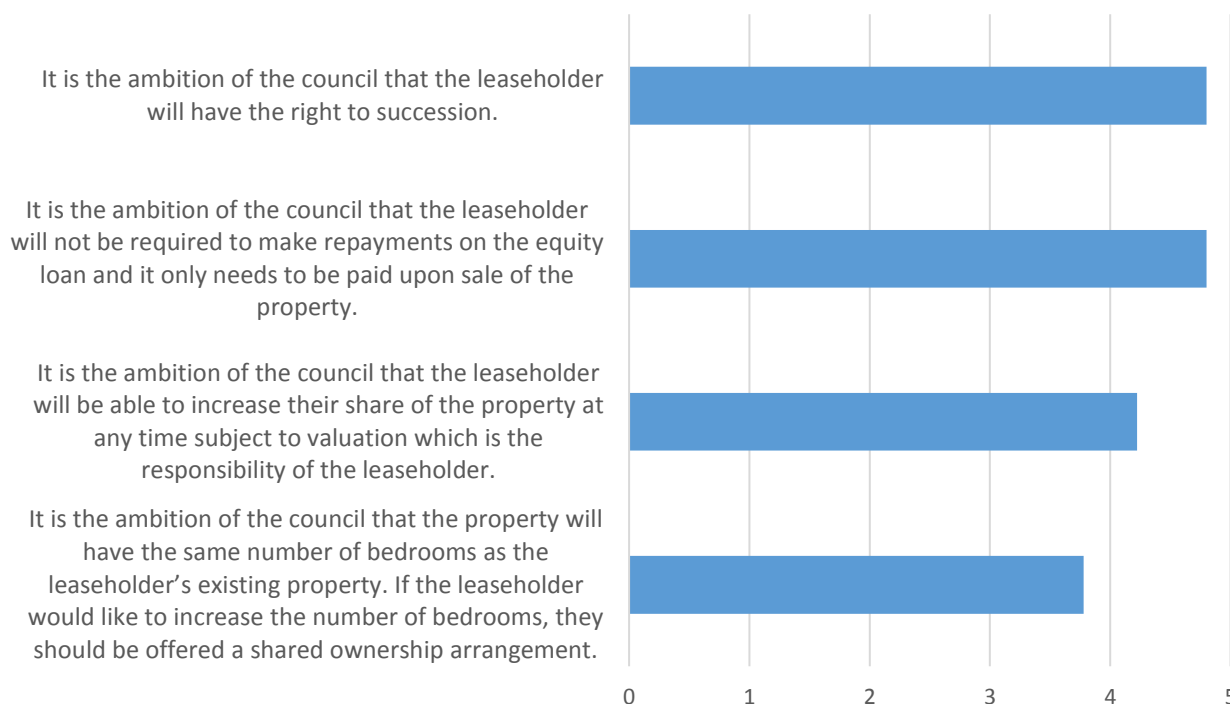
3.12. Question 1: Our ambitions for your new shared equity home

The statements below set out the Council’s ambitions for the terms of the shared equity offer to resident leaseholders. Please respond to each of the ambitions laid out below with how far you agree with each. Please mark on the scale where 1 is do not agree and 5 is completely agree.

Feel free to comment on your reasons why.

3.12.1. Response to ‘Please mark on a scale...’

Average score: 4 = agree, 5 = completely agree



3.12.2. The reasons given for the responses to question 1 tended to be issues and concerns felt in relation to each of the ambitions and can be summarised in the table below:

Council’s Ambition	Resident’s issues/concerns
It is the ambition of the Council that the leaseholder will not be required to make	<ul style="list-style-type: none"> • Can’t afford repayments

repayments on the equity loan and it only needs to be paid upon sale of the property.	<ul style="list-style-type: none"> • Want to own 100% • Can't get a mortgage due to being elderly or change of circumstances • Leaseholders shouldn't be priced out of the neighbourhood
It is the ambition of the Council that the leaseholder will be able to increase their share of the property at any time subject to valuation which is the responsibility of the leaseholder.	<ul style="list-style-type: none"> • Want to own 100% • Don't trust the proposed share • Equity should be gifted
It is the ambition of the Council that the leaseholder will have the right to succession [†] .	<ul style="list-style-type: none"> • Immediate family members should succeed • Children should be able to take on the lease
It is the ambition of the Council that the property will have the same number of bedrooms as the leaseholder's existing property. If the leaseholder would like to increase the number of bedrooms, they should be offered a shared ownership arrangement.	<ul style="list-style-type: none"> • Don't want to be forced to downsize • Shouldn't be a matter for the Council to determine the number of bedrooms

3.12.3. It is the ambition of the Council that the property will have the same number of bedrooms as the leaseholder's existing property. If the leaseholder would like to increase the number of bedrooms, they should be offered a shared ownership arrangement.

- Don't want to be forced to downsize
- Shouldn't be a matter for the Council to determine the number of bedrooms

3.12.4. For the resident leaseholder consultation feedback, the free-text responses have also been categorised and counted in order the points of view that were made most often. It is important to note that these views are in relation to the Council ambitions for the leaseholder offer as well as the question of ownership of the replacement housing. This free text analysis will be shown at the end of this section.

By 'right to succession' for resident leaseholders in a new shared equity property, the Council is referring to the ability to pass on the shared equity arrangements. Further definition and detail will be discussed with resident leaseholders in a future consultation on the HRW leaseholder offer.

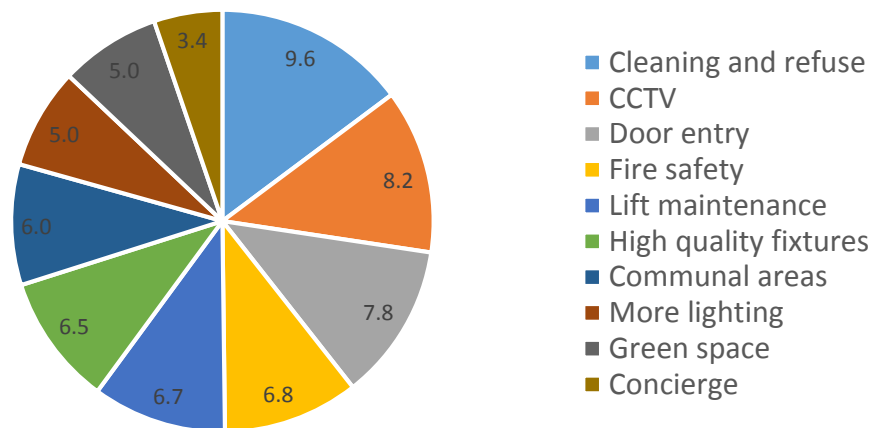
3.13. Question 2: Services preference

We want to ensure that you are provided with the services that are important to you.
Please rank these services in order of preference where 1 is most important and 11 is least important.

- CCTV
- Concierge
- Lift maintenance
- More lighting
- Communal area decoration
- Green space and planting
- High quality fixtures and finish
- Cleaning and refuse
- Door entry
- Fire safety
- Other (please state):

3.13.1. Response to ‘Please rank these services...’

Most important Service Average Score



Note that score and corresponding rating of importance has been inverted for presentation purposes.

3.14. Question 3: Ownership preference in relation to service package

We do not know how much the service charge will be for the shared equity housing if either Haringey Council or if a Housing Association owns the homes. However, the service charge will reflect the level of service and will only apply to services for your building. We will seek to get the best possible deal on the service package for tenants in the new High Road West homes by negotiating the services you require.

In light of this, do you have a preference who owns the shared equity housing?

3.14.1. Response to “do you have a preference...”

Response	Count	Percentage
Yes	7	78%
No	0	0%
Don't know	2	22%

3.14.2. Response to “if yes...”

Response	Count	Percentage
Council	7	100%
Housing Association	0	0%

3.15. Question 4: Overall view

Taking all of the above into considerations into account, do you have a preference as to who owns the shared equity housing?

3.15.1. Response to “do you have a preference...”

Response	Count	Percentage
Yes	7	78%
No	0	0%
Don't know	2	22%

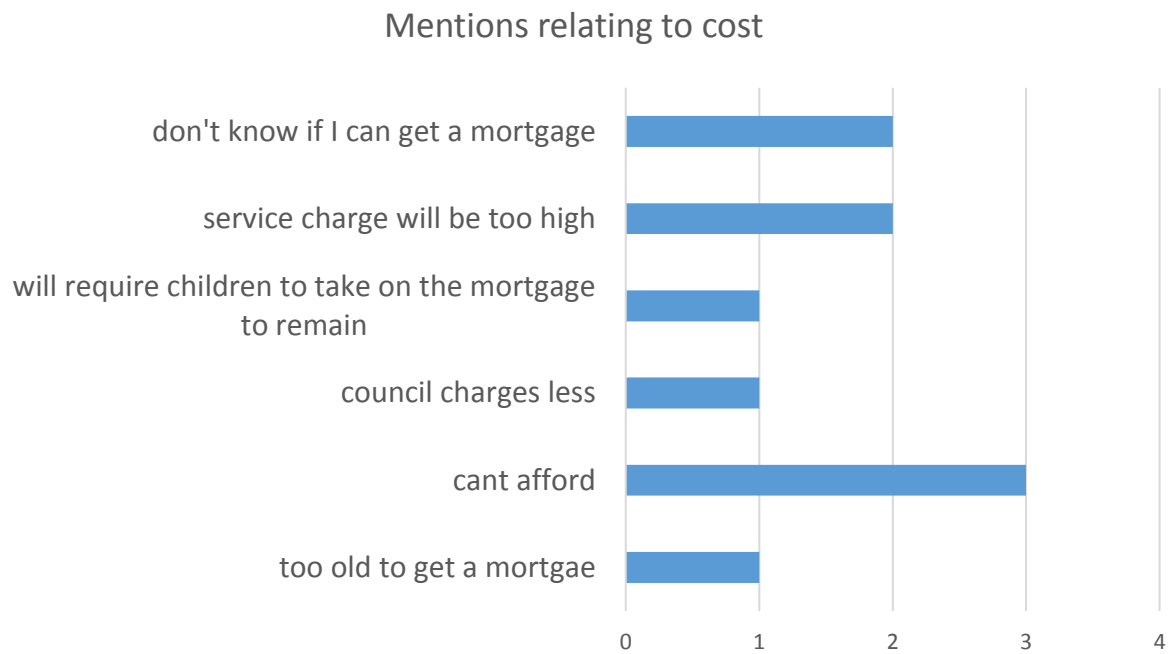
3.15.2. Response to “if yes...”

Response	Count	Percentage
Council	6	67%
Housing Association	1	33%

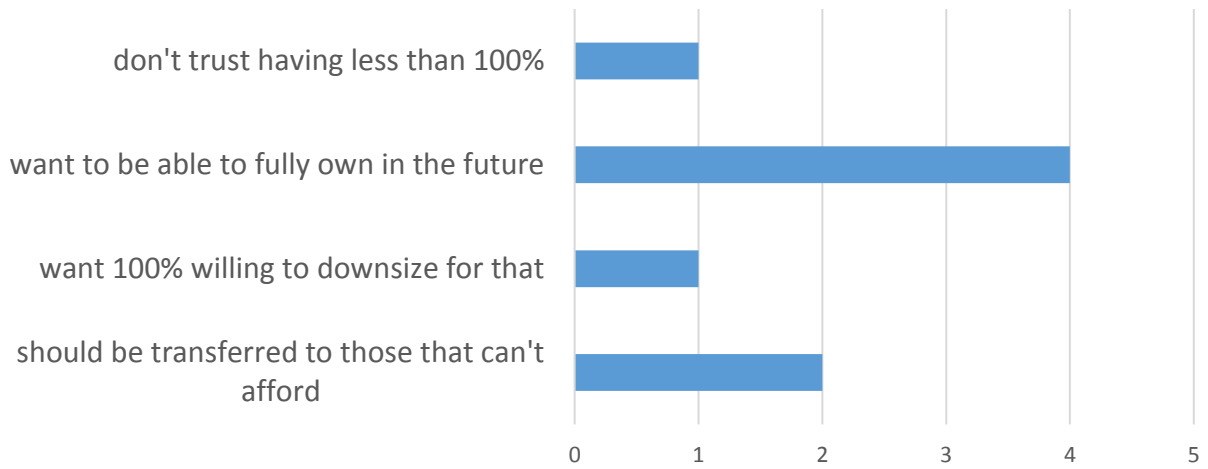
3.15.3. Answers for reasons why relating to ownership of the replacement housing can be summarised as follows:

- Prefer Council
 - Council charges less
 - Do not trust HAs
 - Used to the Council
 - HAs less accountable
- Prefer Housing Association (one response)
 - More reliable on offering better properties and quicker to fix services

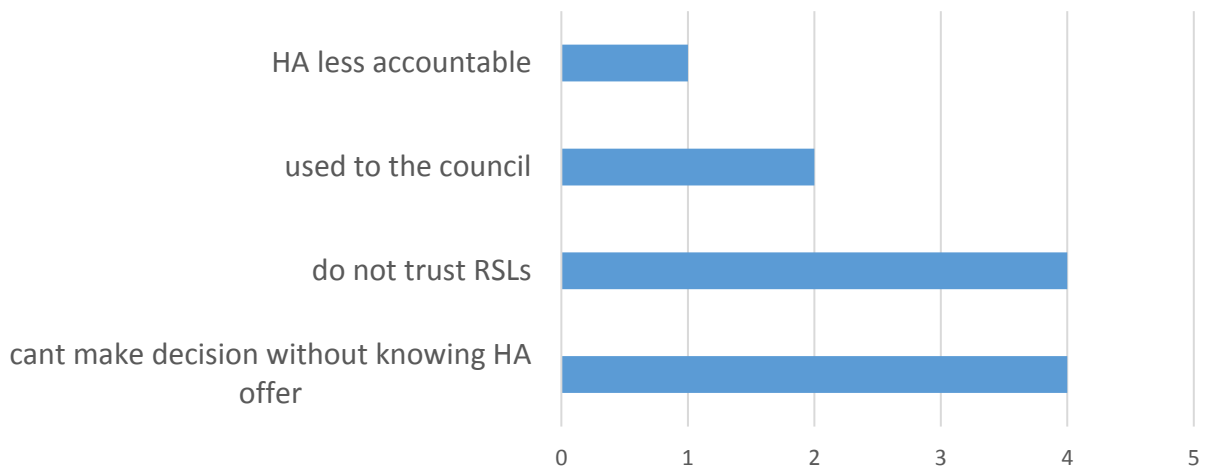
3.16. Analysis of the free-text responses from the resident leaseholder feedback forms



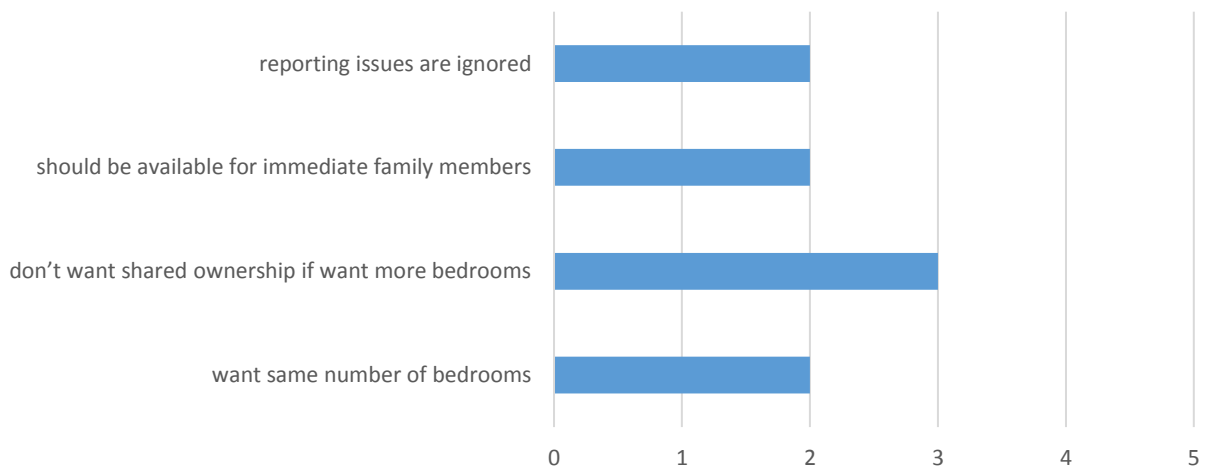
Mentions relating to equity share



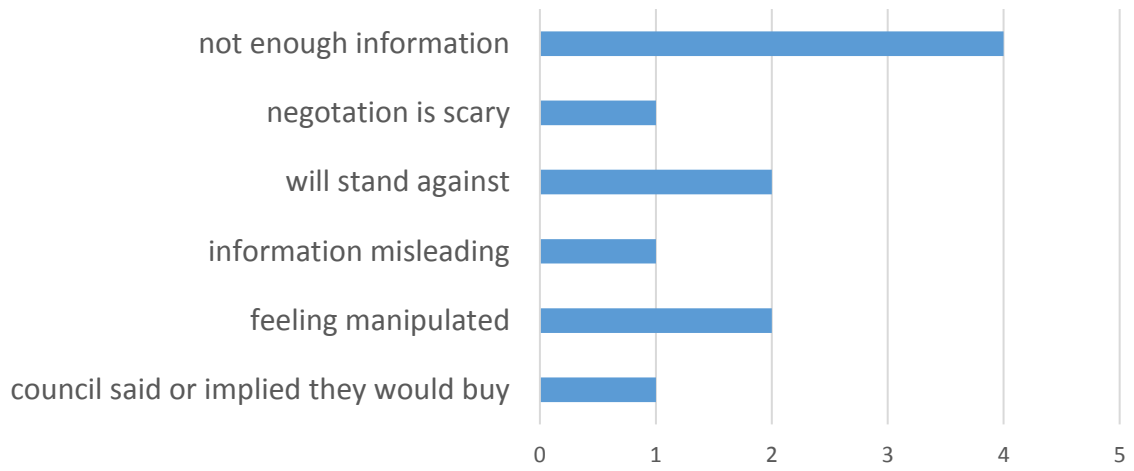
Mentions relating to trust and information



other

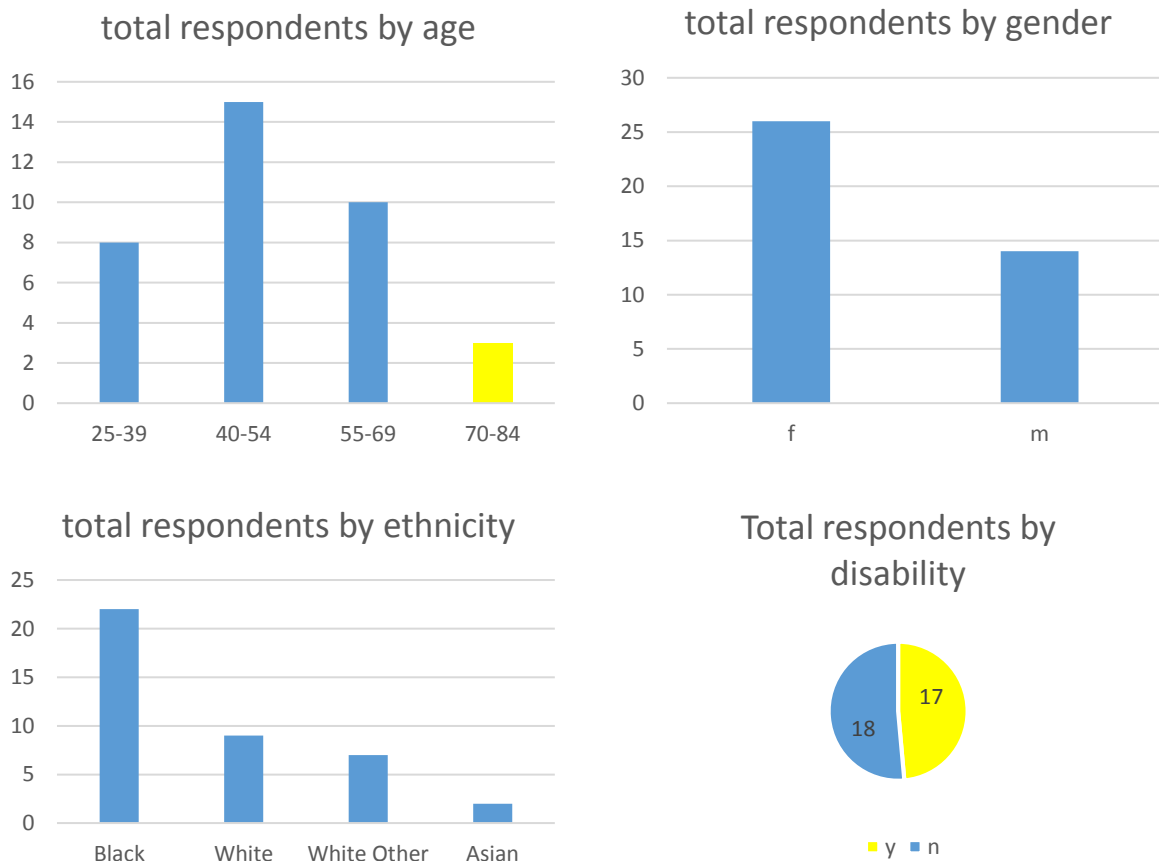


Mentions critical of the consultation



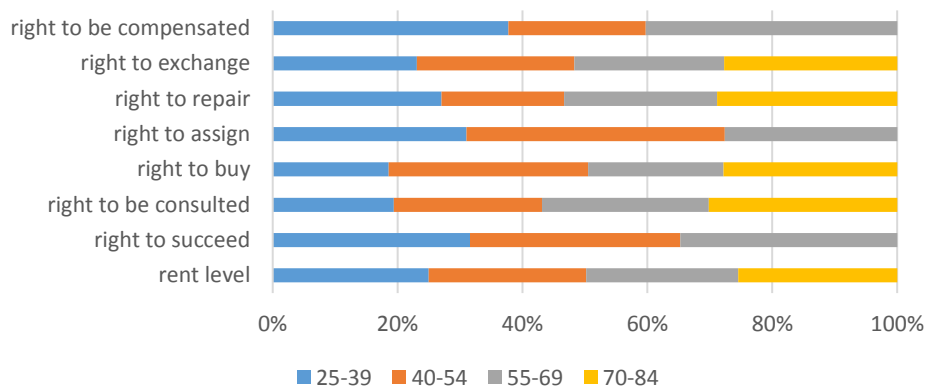
4. Equalities information for secure Council tenants and analysis related of section 105 consultation responses based on equalities data

Profile of Respondents

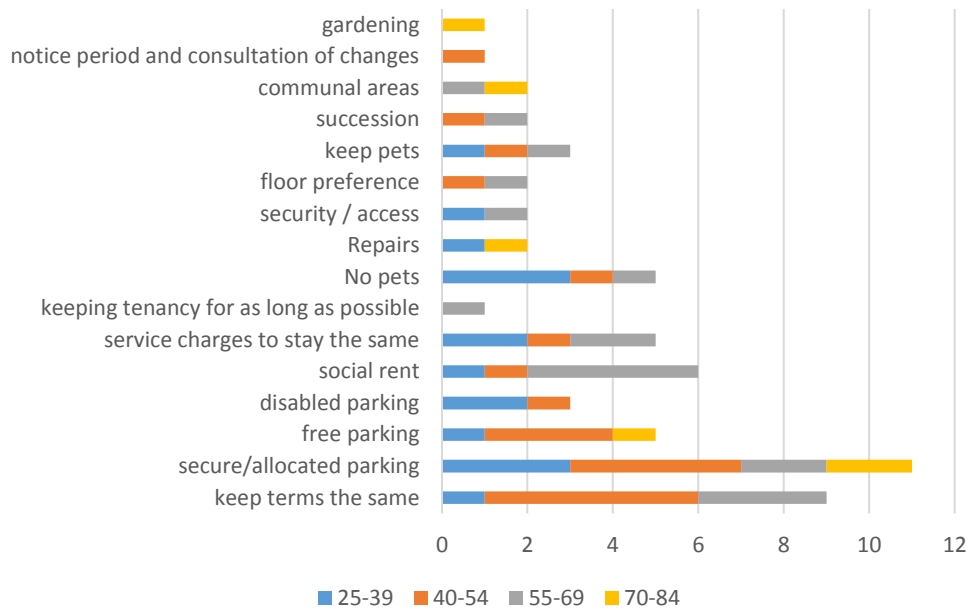


Age analysis

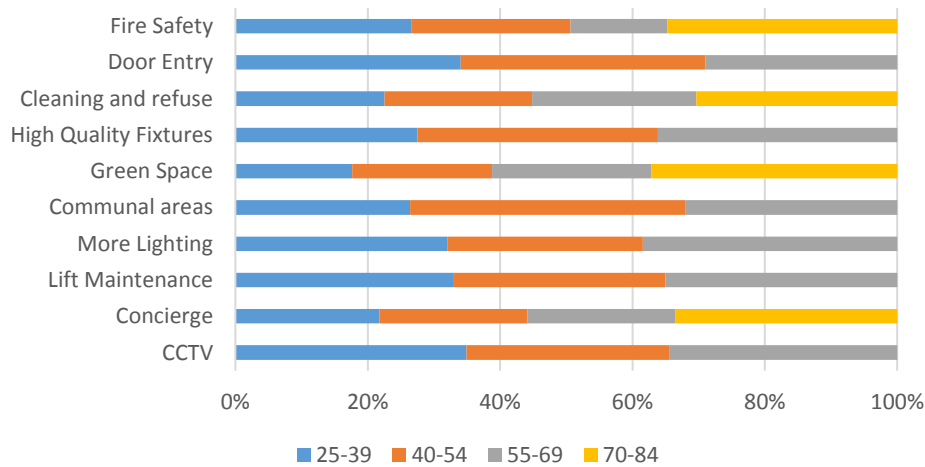
Distribution of responses by age group for most important statutory right



Number of mentions of tenancy terms/areas by age

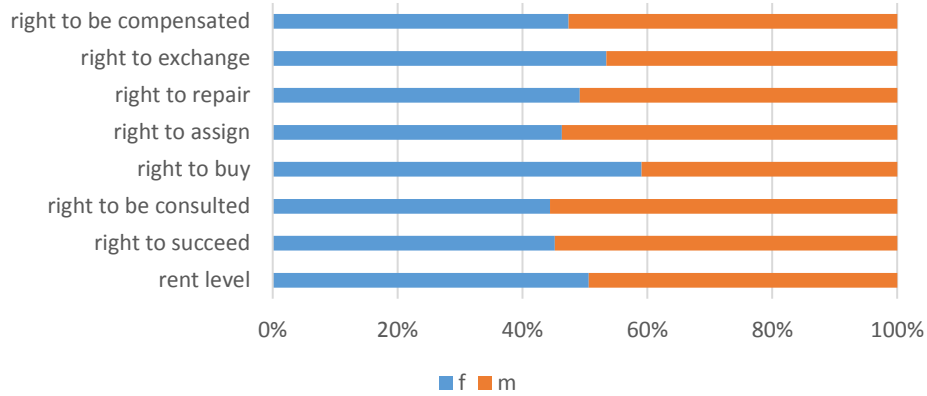


Distribution of responses by age group for most important service

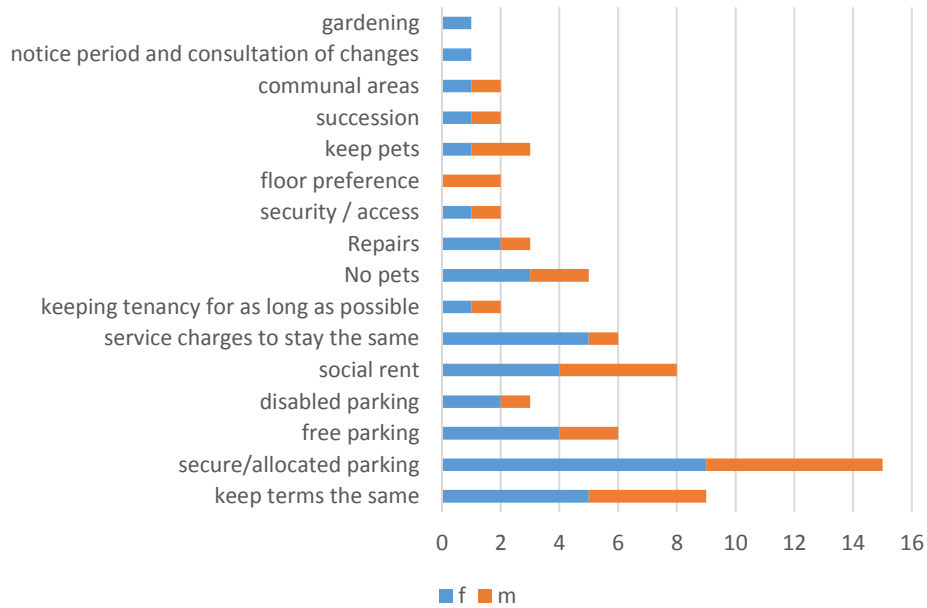


Sex Analysis

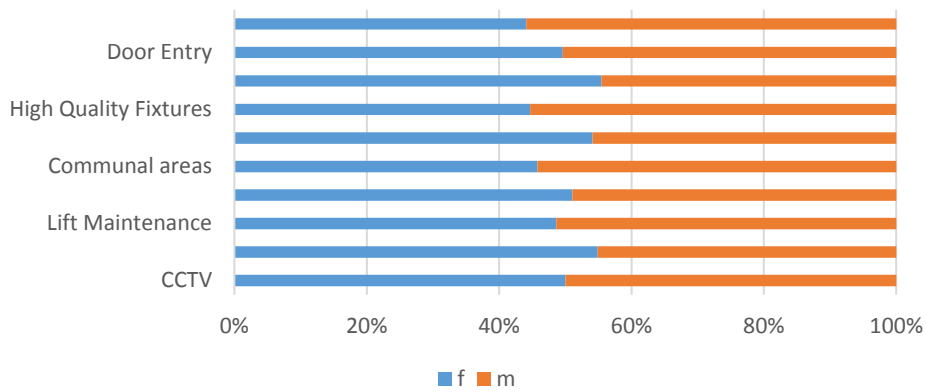
Distribution of responses by gender for most important statutory right



Number of mentions of tenancy terms/areas by gender

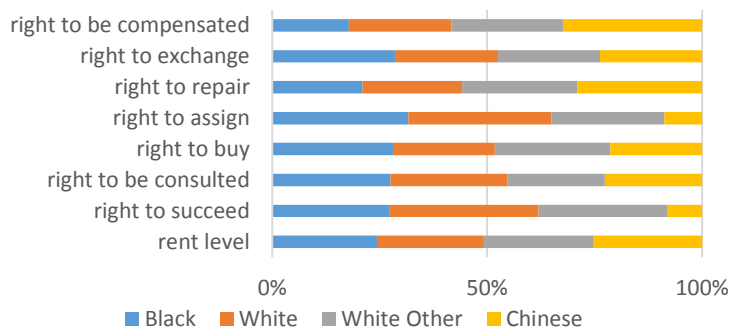


Distribution of responses by gender for most important service

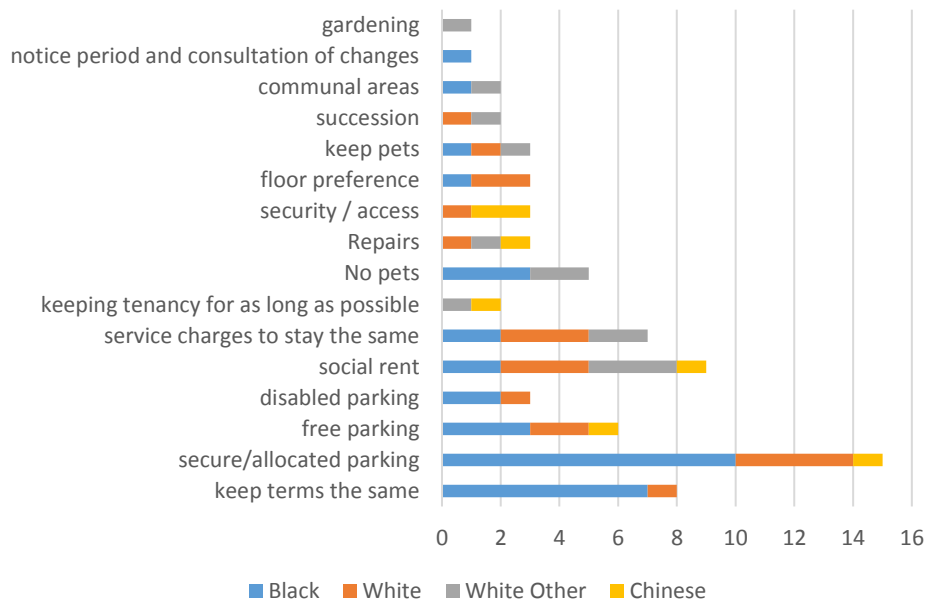


Ethnicity Analysis

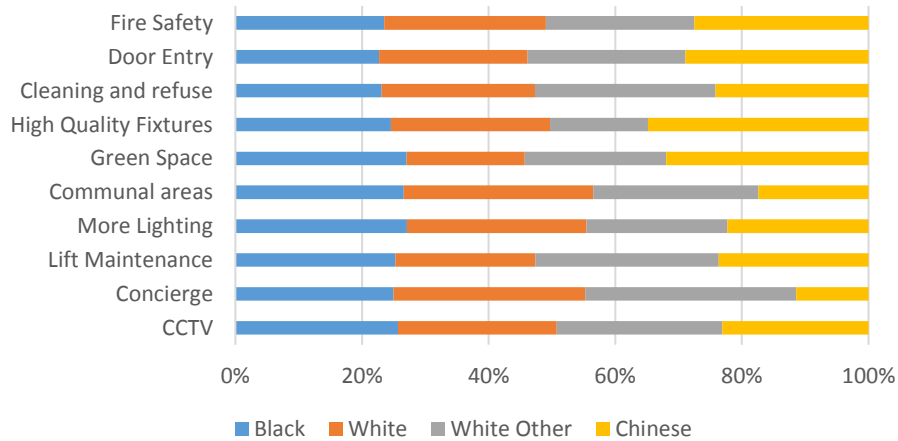
Distribution of responses by ethnicity for most important statutory right



Number of mentions of tenancy terms/areas by ethnicity

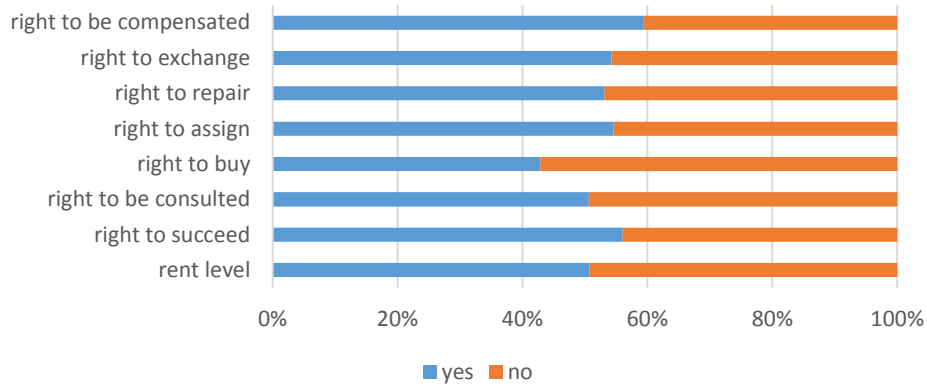


Distribution of responses by ethnicity for most important services

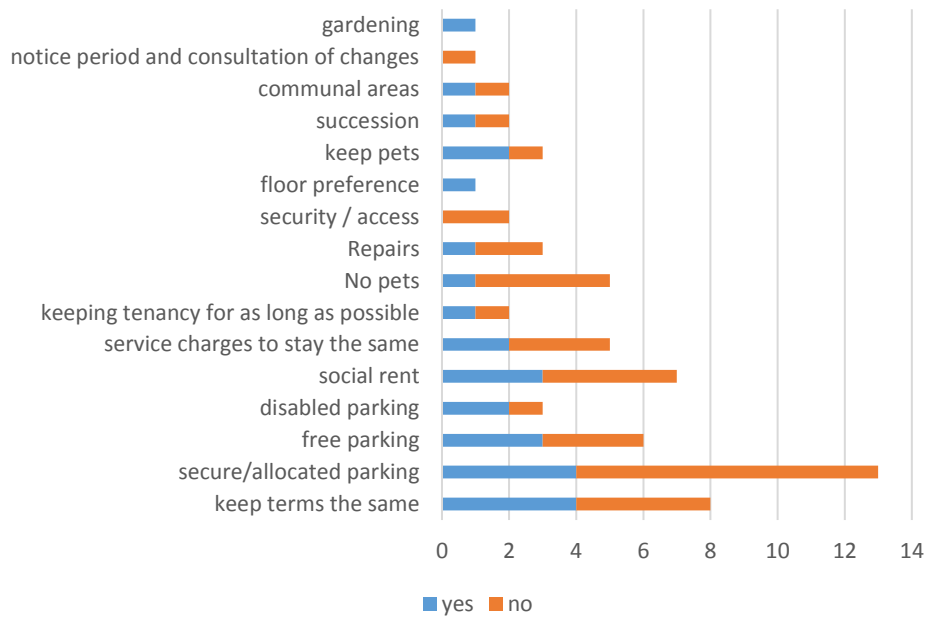


Disability Analysis

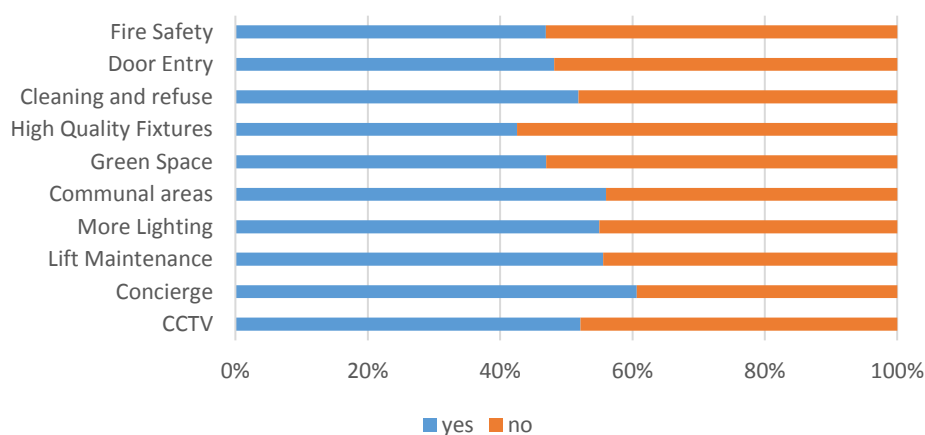
Distribution of responses by disability for most important statutory right



Number of mentions of tenancy terms/areas by disability



Distribution of responses by disability for most important services



Notable points from the Equalities data analysis

Protected Characteristic	S.105 questions asking residents what is most important to them		
	Statutory Rights	Tenancy Terms <i>Note this is taken on number of mentions – so the results reflect the views of those who specified more terms.</i>	Services
Age <i>Note 3 respondents over age of 70.</i>	Distribution: Even Notable: - 70-84 year olds did not score anything for right to be compensated, right to assign or right to succeed. Although this is a sample size of 3.	Distribution: Uneven Notable: - 25-39 year olds care about pet policy but not about communal areas, succession and less about social rent (<i>are younger residents less worried about money?</i>) - 40-54 year olds want to keep terms the same and also to have free/allocated/secure/disabled parking more than other age groups. - 55-69 year olds were particularly concerned about social rent.	Distribution: Slightly uneven Notable: - 70-84 year olds did not score anything for door entry, high quality fixtures, communal areas, more lighting, lift maintenance or CCTV. Although this is a sample size of 3.

		- 70-84 year olds were the only age group to mention gardening and then only otherwise mentioned free/allocated/secure parking, as well as repairs and communal areas. Although this is a sample size of 3.	
Ethnicity	Distribution: Even Notable: None	Distribution: Uneven Notable: - 'White Other' (such as Turkish) respondents didn't mention parking which was by far the most mentioned tenancy area. Sample size of 7. - Black respondents did not mention security/access or repairs which each had three mentions.	Distribution: Even Notable: None
Gender	Distribution: Even Notable: None	Distribution: Fairly Even Notable: None	Distribution: Even Notable: None
Disability <i>Note over half of respondents have got a disability</i>	Distribution: Even Notable: None	Distribution: Slightly uneven Notable: - Both disabled and not disabled respondents mentioned disabled parking.	Distribution: Even Notable: None

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SECTION 105 HOUSING ACT 1985 CONSULTATION ON THE OWNERSHIP AND MANAGEMENT OF REPLACEMENT SOCIAL RENTED HOUSING



LONDON BOROUGH OF HARING

**LOVE
LANE**



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Introduction



Dear Secure Council Tenant

As you will be aware, in December 2014 we agreed a masterplan and regeneration proposals for the High Road West area which includes the Love Lane Estate.

Your feedback was overwhelming in support of regenerating the estate and building new homes, with 70% of residents supporting the change.

I believe that the plans, created in partnership with the community, will bring far reaching benefits to you and your neighbours, including new homes, job opportunities, new community and health facilities and a brand new Library and Learning Centre. But I want to continue to consult residents every step of the way about the future of High Road West.

Thank-you for being so involved and for working with us to create a Residents Charter, Residents Association and Design Guide and thank-you to those residents who have been involved in the procurement process to find a development partner to build the High Road West Scheme, helping us select three development partners from a long list of 6. I hope these residents will continue to be involved as we discuss the partners' proposals for High Road West and choose one partner.

In 2014, 90 Love Lane residents contributed to a list of 101 regeneration principles forming the Resident Charter. I took the Charter to the Council's Cabinet and the Cabinet agreed the Charter and committed to addressing all 101 principles. One of the key principles within the Charter was that 'existing council tenants should have the right to remain council tenants', our commitment was that 'whilst we are ambitious that replacement social housing in the masterplan area remains in council ownership we cannot guarantee this at this stage in the regeneration process.'

This means that I was always expecting to have further engagement and consultation with you on the ownership and management of the new homes when more information about the regeneration scheme was known.

The questions we are asking you today form part of this consultation and the next steps to delivering your new homes. I want to know what your thoughts are on the management and ownership of the new homes, whilst we are still talking to three potential development partners and are able to shape each partner's proposals.

The three potential development partners are; Barratt Developments Plc, Leandlease Developments Ltd and Linkcity (Bouygues). We are engaged in what is called a competitive dialogue process with the potential partners which means that your views will feed into those conversations and shape the final agreement with the selected developer for High Road West. We aim to select the partner in the summer.

The questions we are asking you today are the next steps to delivering your new homes, with the options clearly laid out in this document, and is formal consultation under section 105 Housing Act 1985.

I really look forward to hearing your views.

Cllr Alan Strickland
Cabinet Member for Housing and Regeneration



What we would like you to do



Please read this pack to help you understand the options we are considering and what this means for you.

Then, to make your views known to the council you can do one of the following:

- Complete a feedback form online at **www.tottenham.london/HRWConsultation**
- Complete the paper feedback form included with this pack and return in the supplied prepaid envelope
- Hand your form back in person to one of your Rehousing Officers, Sheila Miranda and Fatima Kirsarkye, who are based at the Grange 32-34a White Hart Lane, N17 8DP
- Hand your form back in person to your Independent Tenant and Leaseholder Association representative for the Love Lane Estate, Damian Tissier
- Email your views to **tottenhamregeneration@haringey.gov.uk**
- Write to:
**High Road West Consultation
Haringey Council
639 Enterprise Centre,
639 High Road,
London, N17 8AA**

The consultation ends on the 5 May 2017. Your feedback and views must be received by this date.

If you would like to speak to a Council Officer about the information within this pack you can:

- Attend one of the drop-in events (dates detailed below) where you can speak to a Council Officer on a one-to-one basis or Damian Tissier, the Independent Tenant and Leaseholder Advisor for the Love Lane Estate
- Arrange for your Rehousing Officer to visit you in your home.

Your Rehousing Officers' details and the dates of the drop-in sessions can be found below:

Drop in events will be held for Love Lane residents at the Grange, 32-34A White Hart Lane, Tottenham, London, N17 8DP, on the following dates:

- **Tuesday 4 April 2017, 12 noon – 4pm.**
A Turkish interpreter will be available
- **Thursday 20 April 2017, 7pm – 9pm.**
A Turkish interpreter will be available

To arrange for a Rehousing Officer to visit you in your home, please contact one of the Re-housing Officers on the contact details below:

- Sheila Miranda,
Email: **Sheila.miranda@haringey.gov.uk**
Tel: **020 8489 5298/ 078 9055 6506**
- Fatima Kirsarkye,
Email: **Fatima.kirsarkye@haringey.gov.uk**
Tel: **020 8489 2499/ 078 1265 9154**

If you would like this document in another language, please call **020 8489 5317**

About the consultation



What is the section 105 Housing Act 1985 consultation about/why am I being consulted?

When the High Road West regeneration scheme goes ahead it will mean all properties on the Love Lane estate will need to be demolished and new high quality replacement homes will be built.

As a secure council tenant on the Love Lane estate you have been provided with a range of rehousing options, one of which is to move to a high quality modern home in the High Road West regeneration area.

The consultation is about the ownership and management of the replacement social rented housing to be built in the new High Road West redevelopment and so will only apply to you if you

move into one of these homes. We have a duty to consult you under section 105 of the Housing Act 1985.

If you would like more information about the High Road West redevelopment and your rehousing options – please contact your rehousing officer (see page 6) or visit www.tottenham.london/HighRoadWest

Properties included in the consultation

This area includes the following properties on the Love Lane estate: Charles House, Ermine House, Moselle House, 2-32 Whitehall Street, 3-89 Whitehall Street, 4-18 Brereton Road, 2-28 Orchard Place, 9-39 White Hart Lane and Kathleen Ferrier Court.

What are the options I am being consulted on?

You are being consulted on who should buy and own the 145 replacement social rented homes on the High Road West redevelopment, and who therefore, would be the landlord of your new home, if you choose to be rehoused in one of the replacement homes.

We have two options:

- **Option 1: Haringey Council buys and owns the replacement social rented housing**
- **Option 2: A Housing Association buys and owns the replacement social rented housing**
Throughout this document we have used the term "Housing Association" by which we mean a private registered provider of social housing held on a government register (formerly known as housing associations or registered social landlords). Some are charitable bodies and others are not.

All of the feedback received will be used to inform discussions with the three bidders and subsequently the selected development partner and will inform the following decisions:

- Ownership and management of the replacement social rented housing to be council or Housing Association
- The management arrangements, i.e. services and service charge of the replacement social rented housing
- The tenancy terms of the replacement social rented housing if they are bought by a Housing Association, These terms can match or enhance your existing tenancy terms and can replicate your existing statutory (legal) rights by writing them into a contract with the Housing Association which will last the whole of your lifetime tenancy



Key considerations

Change of tenancy type

Currently you have a **secure tenancy** with Haringey Council as your landlord. Secure tenancies are provided for under the Housing Act 1985. If a Housing Association was to buy the social housing in High Road West, it would mean that the tenancy of your new home would not be a secure tenancy.

This is because Housing Associations cannot grant these forms of tenancy. Your new tenancy would be an **assured tenancy** and the property would be owned and managed by them. Assured tenancies are provided for under the Housing Act 1988.

Your existing secure tenancy with Haringey Council consists of statutory rights, which are set in law and include rights such as the right to buy, and your tenancy terms which are set by Haringey Council and include what you can and cannot do in your property (for example have pets in the property).

Existing Statutory rights

There are some statutory (legal) differences between a secure and an assured tenancy, which results in secure tenants having greater rights. However, it is possible to grant to an assured tenant similar rights to a secure tenancy. This can be done by different routes, in particular by including additional terms in the tenancy agreement. Where these routes are taken, **in practice secure and assured tenancies can feel the same.**

We want to reassure you that if we decide that your new landlord is to be a Housing Association, and not the Council, we will take all the steps we reasonably can to see that:

- Your new tenancy will be a lifetime tenancy
- Your rent, excluding service charge, will remain a "social rent", set at approximately the same level as if you were a council tenant i.e target rent
- You will have a similar right to buy your new property
- You will be able to pass your property to a successor e.g. spouse, civil partner, long term live-in partner in the same way as if the council was the landlord of your new property
- You will still have similar rights to be consulted on any changes to your tenancy terms and conditions

For more information about your Existing Statutory Tenancy rights contact your dedicated rehousing officers Sheila on **Sheila.Miranda@haringey.gov.uk** or Fatima on **Fatima.Kirsarkye@haringey.gov.uk**

You can also speak to the Independent Tenant and Leaseholder Association for the Love Lane Estate, Damian Tissier – **DamianTissier@gmail.com**



Existing Tenancy Terms

Currently you have a written Secure Tenancy Agreement with Haringey Council. This Agreement sets out the terms of your tenancy, i.e what you can and can't do and what the council can and cannot do. In this information pack this is what we mean by your 'Existing Tenancy terms'.

You are welcome to review your tenancy agreement for more information, but to remind you of what tenancy terms you have, examples of headings in the agreement are:

- Using your home
- Cleaning and Refuse
- Gardens and Outside Spaces
- Repairs
- Alterations and Improvements

Your Existing Tenancy terms can be found at www.tottenham.london/HRWconsultation

If the new social rented housing in High Road West is bought by a Housing Association, then you would have a new written Assured Tenancy Agreement with them. We will ensure that your rights in the Existing Tenancy Terms will be carried through into a new Assured Tenancy Agreement.

We want to reassure you that if we decide that your new landlord is to be a Housing Association, and not the Council, we will take all the steps we reasonably can to see that the tenancy terms remain the same, or are enhanced based on the feedback you provide.

For more information about tenancy terms contact your dedicated rehousing officers or to the Independent Tenant and Leaseholder Association representative.



Service package

The service package is the range of services provided to you as a tenant in your building and includes the costs directly related to your building that the landlord or their management company must pay for those services. These costs are called a service charge. The services provided could be things like repairing lifts, maintaining gardens and decorating the building and communal areas.

Currently your building is managed and maintained by Homes for Haringey. You already pay service charge but this is included with your rent and charged as a single sum.

If the social housing in High Road West is sold to a Housing Association, the housing will be managed by them. Your Assured Tenancy Agreement will require you to pay a service charge as a sum separate from your rent.

We are committed to ensuring that the service charge for the new homes within the development are affordable for all residents, however, due to the fact that there will be more services provided for tenants in an improved and more secure environment, it is likely that the cost will go up – this may be due to increased services such as CCTV, concierge, lift maintenance, cleaning and repairs, more lighting and lots of green space and planting.

If the replacement social rented housing is bought by the council, your service charge is likely to increase due to the reasons above and this will be added to your rental payment. If the replacement social rented housing is bought by a Housing Association, your service charge will likely increase for those same reasons and you will be charged this on top of your social rent (target rent).

Your feedback in this consultation can influence the services that are delivered for the replacement social rented housing in High Road West which would therefore influence the service charge. However the overall quality and service offer improvements mean that the service charge is still likely to increase.

We want to ensure that we provide safe, secure homes in an attractive and welcoming environment and provide the services you require at an affordable level. We have not yet agreed the design and level of services delivered through the High Road West Scheme, therefore your feedback in this consultation can influence the services that are delivered for the replacement social rented housing in High Road West which would consequently influence the service charge costs.

We would also add that whether the landlord of your new property is the council or a Housing Association you will also be required to pay for all energy bills and utilities costs.

We want to reassure you that we will get the best possible deal for tenants when negotiating a new service charge and service package.

Our preferred option

Financial implications

When we consulted in the autumn of 2014 a number of you expressed a desire that the council should be the landlord of the replacement social rented housing to be built on the High Road West development. Following the consultation our preference was also to own the replacement social rented housing. We have looked very carefully at this possibility and it is now our preferred option for a Housing Association to own this replacement housing due to the financial implications below.

The cost of the replacement social housing on the High Road West scheme is projected to be approximately £13m.

If this was to be council housing we would have to buy it back from the developer which would mean less money to spend or invest in current housing stock elsewhere in the Borough e.g. major works or repairs or building new houses.

We would like to undertake these activities to increase and improve our existing housing stock as well as having new regeneration schemes which can benefit as many residents in the borough as we can.



The High Road West regeneration scheme

What has happened so far?

In order to get to this point we have created a series of proposals, each informed by consultation with residents.

Spring 2012

Arup was appointed to help Haringey Council develop the High Road West masterplan and the process of developing a masterplan was commenced.

Spring 2012- September 2014

A series of consultation events were held with the local community to help shape the masterplan options and the final masterplan. These events included workshops, training, one-to-one meetings, drop-in sessions.

2013-2014

Haringey Council worked with Love Lane residents to develop the secure tenant and leaseholder guides and the Resident Charter.

September 2014

The Community Hub, at the Grange, 32-34A White Hart Lane, N17 8AD opens. In December 2014 and ongoing, the Love Lane rehousing team support residents from this central location and hub.

December 2014

The High Road West Masterplan was approved by Haringey Council's Cabinet. Included a Resident Charter which made the commitment that all secure council tenants on the Love Lane Estate will:

- Be offered a new, high quality, modern home in the redevelopment area that meets their needs
- Continue to pay social rent, not new affordable rents
- Continue to have a long-term tenancy
- Have a dedicated re-housing officer to support them through the whole moving process
- Receive home loss compensation, with all reasonable moving costs paid

December 2015

Approval by Cabinet of procurement of development partner for High Road West regeneration scheme.

Summer/ Autumn 2016

High Road West procurement process commenced to select a development partner.

October 2016

Resident representatives on a specially formed 'Design Panel' took part in dialogue sessions with six shortlisted bidders to feedback on the vision and designs proposed for High Road West.

January 2017

Three bidders are selected to continue in competitive dialogue. They are selected by scoring highest overall on the different elements of their propositions – including their response to the Resident Charter and Design Panel.

What stage are we at now?

From a longlist of six potential developers, we have shortlisted three. They are; Barratt Developments Plc, Lendlease Developments Ltd, Linkcity (Bouygues).

As part of the selection process the developers met with Love Lane residents and pitched their ideas to resident representatives on a specially formed 'Design Panel'.

In the Spring, the bidders will each submit a final tender document and these will be scored and independently moderated in order to reach a preferred bidder.

The final decision on which developer is chosen will be taken by Haringey Council's Cabinet in Summer 2017.

What happens with my comments on this consultation?

Your comments will feed into the decision by Haringey Council's cabinet on who should own the replacement social rented housing and therefore be the landlord of these properties. This will happen in summer 2017 alongside the Cabinet decision on

the preferred developer for the High Road West regeneration scheme.

We are holding this consultation now as your responses will shape discussions with the developers, inform their future plans and inform our decision regarding whether it should buy the replacement homes (and be your landlord) or whether a Housing Association should do so (and be your landlord).

We do not propose to consult you again on the precise identity of the Housing Association if we do decide that that is the route to be taken. We do not consider it would be necessary because the chosen Housing Association would have to agree to honour the reassurances we have made in this consultation document. However the council and any future Housing Association will continue to work closely with existing Love Lane residents.

For your information the Housing Association that is potentially partnering with Barratt Developments Plc is L&Q (London & Quadrant), whilst Genesis is potentially partnering with Linkcity (Bouygues). These are both substantial, well-established Housing Associations.



Glossary of Terms

- **High Road West** – a proposed regeneration scheme covering 11 hectares broadly between Tottenham High Road and the railway line (White Hart Lane Station), running from Brereton Road in the south to the former Sainsbury's site in the north
- **Replacement social rented housing** – the new housing to be built in the High Road West regeneration scheme that has been allocated for current secure council tenants in the Love Lane estate and which will continue to offer social rents
- **Private registered provider** – a private provider of social housing held on a government register (formerly known as registered social landlords or Housing Associations). Some PRPs are charitable bodies and others are not
- **Secure tenancy** – Most council tenancies are secure tenancies. They carry certain statutory (legal) rights
- **Assured tenancy** – Most social tenancies granted by Housing Associations are assured tenancies. They are regulated and guided by government bodies but do not carry the same statutory rights as an assured tenancy
- **Existing Statutory rights** – statutory rights conferred on secure tenants which are not conferred in an identical way or at all on assured tenants
- **Existing Tenancy terms** – the rights and responsibilities contained within your current written Secure Tenancy Agreement
- **Tenancy Agreement** – the contract between a landlord and a tenant regarding the rights and responsibilities of both parties
- **Target Rent** – the Government's standard formula for setting social rents, including a standard rent increase formula
- **Succession** – the right to pass on the tenancy to a successor, usually a family member who is resident in the home
- **Right to buy** – the legal right to buy, at a discount, the home lived in by eligible secure council tenants
- **Assignment** – the legal transfer of a secure tenancy by an eligible secure council tenant to another person, who then becomes the secure tenant
- **Right to repair** – entitlement to have 'qualifying repair's undertaken and completed within a prescribed amount of time'
- **Right to exchange** – entitlement to swap a secure council home with another council or PRP tenant anywhere in the UK
- **Right to be compensated for improvements** – compensation for certain tenant improvements (to which consent was or should have been granted) that may be payable when a secure council tenancy comes to an end
- **Service charge** – a payment made by the tenant to the landlord or management company as a portion of the costs of servicing only the tenant's building e.g. repairing lifts, maintaining gardens and decorating the building and communal areas
- **Homes for Haringey** – Homes for Haringey is an Arms Length Management Organisation (ALMO), set up in April 2006 to manage Haringey's council housing
- **Concierge** – a security guard present in your building or protected neighbourhood
- **CCTV** – Close Circuit Television uses camera to provide surveillance
- **Door Entry** – the access into a secure building

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Section 105 Consultation of Secure Council Tenants on the Love Lane Estate

Your views are very important to us and will be a key part of the final decision on ownership and management of the replacement social rented housing for Love Lane secure council tenants.

The options for ownership of the replacement social rented housing are either that Haringey Council, or that a Housing Association* buys and owns the housing.

Full information on the consultation and what it means for you can be found in the enclosed information pack. Please read the pack in full before answering the below questions.

If you would like this document in another language or large print please call **0208 489 5317**.

How to give your views

You can give your views by:

- Completing a feedback form online at **www.tottenham.london/HRWconsultation**
- Completing the paper feedback form included with this pack and return in the supplied prepaid envelope

- Hand your form back in person to your rehousing officers, **Sheila Miranda** or **Fatima Kirsarkye**, who are based at the Grange 32-34a White Hart Lane, N17 8DP
- Hand your form back in person to your Independent Tenant and Leaseholder Association representative for the Love Lane Estate, Damian Tissier
- Emailing your views to **tottenhamregeneration@haringey.gov.uk**
- Writing to: High Road West Consultation
Tottenham Regeneration
Enterprise Centre
639 High Road
London, N17 8AA

If you need assistance in completing this form please contact **Lauren Schnieder** by emailing: **Lauren.Schnieder@haringey.gov.uk** or calling **020 8489 5317** or come to one of the drop-in events where officers will be available to help.

Please note: Only one feedback form will be considered per person.

All data responses will be reported anonymously.

The consultation ends on the **5TH MAY 2017**. Your feedback and views must be received by this date.

*A Housing Association is legally referred to as a private registered provider but we will use the term "Housing Association" throughout this document.

FEEDBACK SHEET

There is information to help you answer these questions in the information pack and definitions in the glossary of terms. If you are unsure please feel free to contact us to talk it through.

Question 1: Existing Statutory Rights preference

a) We want to ensure that your Existing Statutory Rights are matched, as far as possible, for the replacement social rented housing. Please rank these Existing Statutory rights in order of importance to you, where 1 is most important and 9 is least important.

- Rent Level
- Right to Succeed
- Right to be consulted on matters affecting your tenancy
- Right to Buy
- Right to assign
- Right to repair
- Right to exchange
- Right to be compensated for improvements
- Other (please state):

Question 2: Ownership preference in relation to Existing Statutory Rights

a) We aim to ensure that any Housing Association that would like to buy the replacement social housing will match, as far as possible, your Existing Statutory Rights so that the tenancy feels the same.

Taking this into account, do you have a preference who owns the replacement social rented housing?

Yes No Don't Know

b) If yes what is your preference and why?

- Housing Association buys and owns the replacement social rented housing
- Council buys and owns the replacement social rented housing

Reasons why:

FEEDBACK SHEET

Question 3: Existing Tenancy Terms preference

a) Please note we are aiming to match, as far as possible, your tenancy terms.

We would like to know which tenancy terms are most important to you or if you would like those terms changed in any way?

For example – how you use your home, whether you can keep pets, whether you have parking and what recharges there are.

Visit www.tottenham.london/HRWconsultation to look at your existing Tenancy Terms.

Question 4: Ownership preference in relation to Existing Tenancy Terms

a) We aim to ensure that any Housing Association seeking to buy the replacement social housing will match, as far as possible, your Existing Tenancy Terms so that the tenancy feels the same.

In light of this, do you have a preference who owns the replacement social rented housing?

Yes No Don't Know

b) If yes what is your preference and why?

- Housing Association buys and owns the replacement social rented housing
- Council buys and owns the replacement social rented housing

Reasons why:

FEEDBACK SHEET

Question 5: Services preference

a) We want to ensure that you are provided with the services that are important to you. Please rank these services in order of preference where 1 is most important and 11 is least important.

- CCTV
 - Concierge
 - Lift maintenance
 - More lighting
 - Communal area decoration
 - Green space and planting
 - High quality fixtures and finish
 - Cleaning and refuse
 - Door entry
 - Fire safety
 - Other (please state):
-
-
-

Question 6: Ownership preference in relation to service package

a) We do not know how much the service charge will be for the replacement social rented housing if either Haringey Council or if a Housing Association owns the replacement homes. However the service charge will reflect the level of service and will only apply to services for your building. We will seek to get the best possible deal on the service package for tenants in the new High Road West homes by negotiating the services you require.

In light of this, do you have a preference who owns the replacement social rented housing?

Yes No Don't Know

b) If yes what is your preference and why?

- Housing Association buys and owns the replacement social rented housing
- Council buys and owns the replacement social rented housing

Reasons why:

FEEDBACK SHEET

Question 7: Ownership preference in relation to service package

a) When you consider the financial cost to the Council of buying the replacement social rented housing and the impact this may have on the Council's existing and future housing stock, do you have a preference for who owns the replacement housing?

Yes No Don't Know

b) If yes what is your preference and why?

- Housing Association buys and owns the replacement social rented housing
- Council buys and owns the replacement social rented housing

Reasons why:

Question 8: Overall view

a) Taking all of the above considerations into account, do you have a preference as to who owns the replacement housing?

Yes No Don't Know

b) If yes what is your preference and why?

- Housing Association buys and owns the replacement social rented housing
- Council buys and owns the replacement social rented housing

Reasons why:

Personal Details

Full name:

Address

FEEDBACK SHEET

YOUR INFORMATION

Age Prefer not to say

Do you consider yourself to have a disability?

Yes No Prefer not to say

Sex

Female Male Prefer not to say

Ethnicity – please tick the box that best describes your ethnic group:

White

British Irish

White other

Greek Greek/Cypriot Turkish Turkish/Cypriot
 Kurdish Gypsy/Roma Irish Traveller

Other (please specify):

Black

Caribbean African British

Other (please specify):

Asian

Indian Pakistani East African Asian
 Bangladeshi British

Other (please specify):

Chinese or Other Ethnic Group

Chinese

Any other ethnic background
(please specify):

Mixed

White & Black African White & Asian White & Black Caribbean

Other (please specify):

Prefer not to say

DATA PROTECTION

We will not process information for any purpose other than that for which it was collected and we will not pass it on to third parties other than those delivering services on our behalf (without permission).

HIGH

ROAD

WEST

CONSULTATION ON THE OWNERSHIP AND MANAGEMENT OF THE NEW SHARED EQUITY HOUSING



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Introduction



Dear Resident Leaseholder

As you will be aware, in December 2014 we agreed a masterplan and regeneration proposals for the High Road West area which includes the Love Lane Estate.

Your feedback was overwhelming in support of regenerating the estate and building new homes, with 70% of residents supporting the change.

I believe that the plans, created in partnership with the community, will bring far reaching benefits to you and your neighbours, including new homes, job opportunities, new community and health facilities and a brand new Library and Learning Centre. But I want to continue to consult you every step of the way about the future for High Road West.

Thank-you for being so involved and for working with us to create a Residents Charter, Residents Association and Design Guide and thank –you to the Love Lane residents who have been involved in the procurement process to find a development partner to build the High Road West Scheme, helping us select three development partners from a long list of 6. I hope these residents will continue to be involved as we discuss the partners' proposals for High Road West and choose one partner.

I am now seeking your views on the affordable replacement homes, which will be built in the High Road West regeneration area, and made available to existing resident leaseholders on the Love Lane Estate.

I am committed to ensuring that existing resident leaseholders are able to stay within the regeneration area should they wish, therefore, your views on the ownership and management and terms of the replacement homes are important to me.

We are currently in the process of selecting a development partner for High Road West and there are three remaining bidders. They are; Barratt Developments Plc, Lendlease Developments Ltd and Linkcity (Bouygues). We are engaged in what is called a competitive dialogue process with the potential partners which means that your views will feed into those conversations and shape the final agreement with the selected developer for High Road West.

The views you give during this consultation will also feed into the leaseholder offer. We will complete a 6 week consultation on the leaseholder offer once it is further developed in the summer.

The questions we are asking you today are the next steps to delivering your new homes, with the options clearly laid out in this document.

I really look forward to hearing your views.

Cllr Alan Strickland
Cabinet Member for Housing and Regeneration

What we would like you to do



Please read this pack to help you understand the options we are considering and what this means for you.

To give your feedback on this consultation you can do one of the following:

- Complete a feedback form online **www.tottenham.london/HRWconsultation**
- Complete the paper feedback form included with this pack and return in the supplied prepaid envelope
- Hand your form back in person to your Rehousing Officer, Lin Edwards or Lauren Schnieder, Engagement Officer, who are based at the Grange, 32-34A White Hart Lane, Tottenham, London, N17 8DP
- Hand your form back in person to your Independent Tenant and Leaseholder Association representative for the Love Lane Estate, Damian Tissier
- Email your views to: **tottenhamregeneration@haringey.gov.uk**
- Write to: **High Road West Consultation Haringey Council, 639 Enterprise Centre, 639 High Road, London, N17 8AA**

The consultation ends on the 5 May 2017. Your feedback and views must be received by this date.

If you would like to speak to a council officer about the information within this pack you can:

- Attend one of the drop-in events (dates detailed below) where you can speak to a council officer on a one-to-one basis or Damian Tissier, the Independent Tenant and Leaseholder Advisor for the Love Lane Estate;

- Arrange for your dedicated Rehousing Officer to visit you in your home

Your Rehousing Officer's details and the dates of the drop-in sessions can be found below:

Drop in events will be held for Love Lane residents at the Grange, 32-34A White Hart Lane, Tottenham, London, N17 8DP, on the following dates:

- **Tuesday 4 April 2017, 12 noon – 4pm.**
A Turkish interpreter will be available
- **Thursday 20 April 2017, 7pm – 9pm.**
A Turkish interpreter will be available

Lin Edwards, Leaseholder Rehousing Officer
Email: **Lin.Edwards@haringey.gov.uk**
Tel: **020 8489 5317**

If you would like this document in another language or large print call **020 8489 5317**.

All of the feedback received will help to inform discussions with the three bidders and subsequently the selected development partner.

The feedback will influence the following decisions:

- Ownership and management of the new shared equity housing to be council or Housing Association
- The management arrangements, i.e. services and service charge for the new shared equity housing
- The terms of the shared equity offer

About the consultation

What is the consultation about and why am I being consulted?

When the High Road West regeneration scheme goes ahead it will mean all properties on the Love Lane estate will need to be demolished and new high quality homes will be built.

As a resident leaseholder on the Love Lane estate you have been provided, within the Leaseholder Guide 2014, a range of housing options, which include:

- **Option 1:** Purchase a new home in the High Road West area (either shared equity or shared ownership)
- **Option 2:** Purchase a low-cost ownership home built by the council
- **Option 3:** Leasehold swap
- **Option 4:** Purchase a property elsewhere

These options are still available to you and are being further developed by us through the development of the Leaseholder Offer, which we will consult with you on further later in the Summer.

This consultation focuses ONLY on Option 1 – to purchase a new home in the High Road West regeneration area.

Since writing the Leaseholder Guide we have committed to ensuring that the High Road West Scheme delivers a minimum of 46 shared equity units for, in the first instance, resident leaseholders on the Love Lane Estate.

The consultation is about the ownership and management of these replacement shared equity housing and so will only apply to you if you move into one of these homes.

If you would like more information about the High Road West redevelopment and your housing options – please contact your dedicated Rehousing Officer Lin Edwards or visit www.tottenham.london/HighRoadWest

Properties included in the consultation

This area includes the following properties on the Love Lane estate: Charles House, Ermine House, Moselle House, 2-32 Whitehall Street, 3-89 Whitehall Street, 4-18 Brereton Road, 2-28 Orchard Place, 9-39 White Hart Lane and Kathleen Ferrier Court.

What are the ownership options I am being consulted on?

You are being consulted on who should own the replacement shared equity housing on the High Road West redevelopment.

We have two options:

- **Option 1: Haringey Council buys and owns the new Shared Equity Housing**
- **Option 2: A Housing Association buys and owns the new Shared Equity Housing**

This is legally referred to as a private registered provider but we will use the term "Housing Association" throughout this document.

Are there relevant future consultations?

Yes – we are currently developing a detailed leaseholder offer which you will be consulted on later on in the year.

The leaseholder offer is a document being developed which sets out the details of what we are offering to leaseholders on the Love Lane Estate. The offer is for all leaseholders but there are additional options for resident leaseholders.

It will build on the options presented the Leaseholder Guide (freely available online and by request) which was sent to all leaseholders in 2014. The Leaseholder Guide sets out that as a resident leaseholder you will:

- Be offered the market value of your home
- Receive a 10% Home-loss compensation
- Be offered the opportunity to purchase a new affordable replacement home in the regeneration area

The leaseholder offer will include much more detail on the procedures for the council acquiring your property as well as your financial entitlements and options for moving.

We will be consulting you on the leaseholder offer later this year.

What might affect my views?

What is a shared equity property?

A 'shared equity' property is a housing option where the resident leaseholder pays for a proportion of the property and the rest is funded by an equity loan.

What is the typical process for getting a shared equity property?

To purchase a shared equity home, typically resident leaseholders would use the funds from the sale of their existing property (market value plus 10%) to buy a property in the new development. This includes continuing to invest the same level of mortgage borrowing they hold in their current property.

If the cost of a new property is higher than the amount received from the Council for their

existing property, then the Council or a Housing Association, would hold on to a share of the new property. No rent or interest would be charged on the share of the property that the council holds.

Under this arrangement leaseholders can purchase a new, higher value property without increasing their existing level of borrowing. If leaseholders want to invest more in the new property then leaseholders are able to do so.

Leaseholders have the opportunity to increase their share in the property over time by gradually buying up the council's equity share.

See diagram below for example on how shared equity works.

Existing home compensation

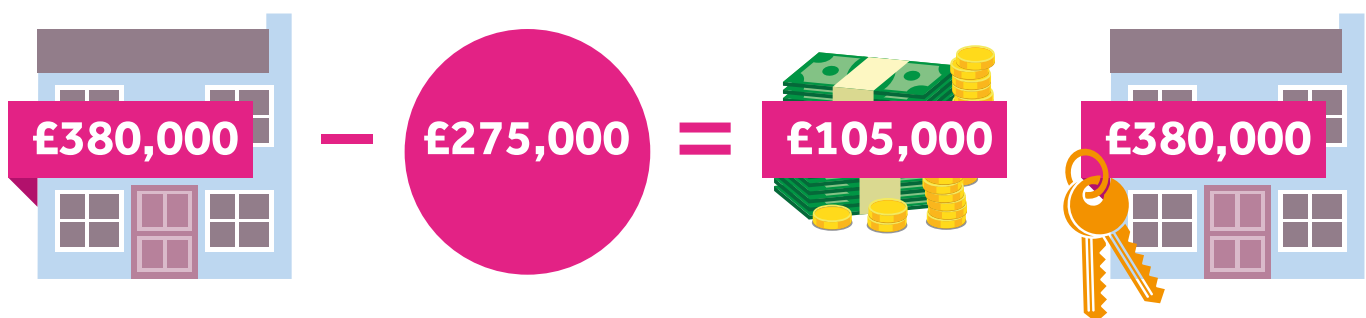


Your home is valued as being worth £250,000

You will receive £25,000 Home Loss compensation (10% of market value)

You will receive a total of £275,000 compensation

You can use your money to buy a new home in the regeneration area



the new home in the regeneration area is valued as being worth £380,000

You would need to put in your full compensation package of £275,000

Haringey Council, a Housing Association would contribute £105,000

You will own 72% of the property and Haringey Council or a Housing Association would own 18% of the property.

You have the opportunity to increase your share in the property over time by gradually buying the Council's or Housing Association's equity share.

The values used in the illustration are indicative and do not necessarily reflect the value of your home.

Developing the detailed terms for the new shared equity homes in High Road West

The council will ensure that the terms of any future shared equity homes are subject to consultation with resident leaseholders. These terms will need to be met regardless of whether Haringey Council or the Housing Association own the homes.

Whilst we are still developing these terms, they are likely to include the following:

- The leaseholder will not be required to make repayments on the equity loan and it only needs to be paid upon sale of the property
- The leaseholder will be able to increase their share of the property at any time subject to valuation
- The leaseholder will have the right to succession (pass the property on to a family member, who resides in the home)
- The property will have the same number of bedrooms as the leaseholder's existing property. If the leaseholder would like to increase the number of bedrooms, they should be offered a shared ownership arrangement

Service package

The service package is the range of services provided to you as leaseholder in your building and includes the costs directly related to your building that the landlord or their management company must pay for those services. These costs are called a service charge. The services provided could be things like repairing lifts, maintaining gardens and decorating the building and communal areas.

Currently your building is managed and maintained by Homes for Haringey. You already pay service charge to Homes for Haringey for the service they provide.

If the shared equity homes in High Road West are sold to a Housing Association, the housing will be managed by them.

We are committed to ensuring that the service charge for the new homes within the development are affordable for all residents, however, due to the fact that there will be more services provided for residents in an improved and more secure

environment, it is likely that the cost will go up – this may be due to increased services such as CCTV, concierge, lift maintenance, cleaning and repairs, more lighting and lots of green space and planting.

If the new shared equity housing is bought by the Council or a Housing Association, it is likely in both instances, your service charge will increase due to the reasons listed above. This will be charged to you.

Your feedback in this consultation will influence the services that are delivered for the replacement social rented housing in High Road West which would therefore influence the service charge. However the overall quality and service offer improvements mean that the service charge is still likely to increase.

We want to reassure you that we will get the best possible deal for leaseholders when negotiating a new service package.

For more information about the shared equity offer or the service package contact your dedicated Rehousing Officers:

- Lin Edwards
Email: Lin.Edwards@haringey.gov.uk
Tel: **020 8489 8272**
- Lauren Schnieder
Email: Lauren.Schnieder@haringey.gov.uk
Tel: **020 8489 5008/07725 269 569**

Or you can speak to the Independent Tenant and Leaseholder Association for the Love Lane Estate, Damian Tissier – damiantissier@gmail.com



Our preferred option

Financial implications

It is our preferred option for a Housing Association to buy and own the replacement shared equity housing to be built on the High Road West development.

This is due to the fact that we would need to buy the 46 shared equity homes from the developer. This would be a significant cost and would mean less money to spend or invest in current housing stock e.g. major works or repairs or building new houses.

We would like to undertake these activities to increase and improve housing as well as having the new regeneration schemes.

We believe that a Housing Association would be able to offer a high quality service across the whole of the High Road West Development and will benefit from the scale of the development. If the developer and housing association partner own and manage the whole site, the operation will warrant a dedicated team that all High Road West residents will benefit from.



The High Road West regeneration scheme

What has happened so far?

In order to get to this point we have created a series of proposals, each informed by consultation with residents.

Spring 2012

Arup was appointed to help Haringey Council develop the High Road West masterplan and the process of developing a masterplan was commenced.

Spring 2012- September 2014

A series of consultation events were held with the local community to help shape the masterplan options and the final masterplan. These events included workshops, training, one-to-one meetings, drop-in sessions.

2013- 2014

Haringey Council worked with Love Lane residents to develop the secure tenant and leaseholder guides and the Resident Charter.

September 2014

The Community Hub, at the Grange, 32-34A White Hart Lane, N17 8AD opens. In December 2014 and ongoing, the Love Lane rehousing team support residents from this central location and hub.

December 2014

The High Road West Masterplan was approved by Haringey Council's Cabinet. Included a Resident Charter which made the commitment that all secure council tenants on the Love Lane Estate will:

- Be offered a new, high quality, modern home in the redevelopment area that meets their needs
- Continue to pay social rent, not new affordable rents
- Continue to have a long-term tenancy
- Have a dedicated re-housing officer to support them through the whole moving process
- Receive home loss compensation, with all reasonable moving costs paid

December 2015

Approval by Cabinet of procurement of development partner for High Road West regeneration scheme.

Summer/ Autumn 2016

High Road West procurement process commenced to select a development partner.

October 2016

Resident representatives on a specially formed 'Design Panel' took part in dialogue sessions with six shortlisted bidders to feedback on the vision and designs proposed for High Road West.

January 2017

Three bidders are selected to continue in competitive dialogue. They are selected by scoring highest overall on the different elements of their propositions – including their response to the Resident Charter and Design Panel.

What stage are we at now?

From a longlist of six potential developers, we have shortlisted three. They are; Barratt Developments Plc, Lendlease Developments Ltd, Linkcity (Bouygues).

As part of the selection process the developers met with Love Lane residents and pitched their ideas to resident representatives on a specially formed 'Design Panel'.

In the Spring, the bidders will each submit a final tender document and these will be scored and independently moderated in order to reach a preferred bidder.

The final decision on which developer is chosen will be taken by Haringey Council's Cabinet in Summer 2017.

What happens with my comments on this consultation?

Your comments will feed into the decision by Haringey Council Cabinet on who should own

the replacement shared equity housing. This will happen in Summer 2017 alongside the Cabinet decision on the preferred developer for the High Road West regeneration scheme.

We are holding this consultation now as your responses will shape discussions with the developers and inform their future plans.



Glossary of Terms

- **High Road West** – a proposed regeneration scheme covering 11 hectares broadly between Tottenham High Road and the railway line (White Hart Lane Station), running from Brereton Road in the south to the former Sainsbury's site in the north.
- **New shared equity housing** – the new housing to be built in the High Road West regeneration scheme that has been allocated for current resident leaseholders.
- **Shared equity property** – a housing option where the leaseholder pays for a proportion of the property and the rest is funded by an equity loan.
- **Private registered provider** – a private provider of social housing held on a government register (formerly known as registered social landlords or Housing Associations). Some PRPs are charitable bodies and others are not.
- **Housing Association** – this is the commonly used term to describe a registered provider of social housing.
- **Succession** – the right to pass on the shared equity homes to a successor, usually a family member who is resident in the home.
- **Service charge** – a payment made by the resident to the landlord or management company as a portion of the costs of servicing only the tenant's building e.g. repairing lifts, maintaining gardens and decorating the building and communal areas.
- **Homes for Haringey** – Homes for Haringey is an Arm's Length Management Organisation (ALMO), set up in April 2006 to manage Haringey's council housing.
- **Concierge** – a security guard present in your building or protected neighbourhood.
- **CCTV** – Close Circuit Television uses camera to provide surveillance.
- **Door Entry** – the access into a secure building.

HIGH

ROAD

WEST

Consultation of Resident Leaseholders on the Love Lane Estate

Haringey Council are seeking your views on the ownership and management of the shared equity homes that will be available for resident leaseholders currently living on the Love Lane Estate.

As set out in the information pack, moving to a shared equity home is just one of the rehousing options for resident leaseholders and is the option we are seeking feedback on as part of this consultation.

Your views are very important to us and will be a key part of the final decision regarding who will own the replacement shared equity homes. The options for ownership of the replacement shared equity housing are either that Haringey Council, or that a Housing Association* buys and owns the housing.

Your feedback will also be used to help us develop the detailed terms for the shared equity homes which will be included within the leaseholder offer. We will be consulting all Love Lane leaseholders on the leaseholder offer later in the Summer.

Full information on the consultation and what it means for you can be found in the enclosed information pack.

Please read the pack in full before answering the below questions.

If you would like this document in another language or large print contact Lauren Schneider on **020 8489 5008**.

How to give your views

You can give your views by:

- Completing a feedback form online at **www.tottenham.london/HRWconsultation**
- Completing the paper feedback form included with this pack and return in the supplied prepaid envelope
- Handing your form back in person to your rehousing officer, Lin Edwards or Lauren Schnieder, Engagement Officer, who are based at the Grange (address below)
- Handing your form back in person to your Independent Tenant and Leaseholder Association representative for the Love Lane Estate, Damian Tissier
- Emailing your views to **tottenhamregeneration@haringey.gov.uk**
- Writing to: High Road West Consultation
Tottenham Regeneration
Enterprise Centre
639 High Road
London, N17 8AA

If you need assistance in completing this form please contact **Lauren Schnieder** by emailing: **Lauren.Schnieder@haringey.gov.uk** or calling **020 8489 5317** or come to one of the drop-in events where officers will be available to help.

Please note: Only one feedback form will be considered per person.

All data responses will be reported anonymously.

The consultation ends on the **5TH MAY 2017**. Your feedback and views must be received by this date.

*A Housing Association is legally referred to as a private registered provider but we will use the term "Housing Association" throughout this document.

FEEDBACK SHEET

There is information to help you answer these questions in the information pack and definitions in the glossary of terms. If you are unsure please feel free to contact us to talk it through.

Question 1: Our ambitions for your new shared equity home

The statements below set out the Council's ambitions for the terms of the shared equity offer to resident leaseholders. Please respond to each of the ambitions laid out below with how far you agree with each. Please mark on the scale where 1 is do not agree and 5 is completely agree. Feel free to comment on your reasons why.

- a) Resident leaseholders should not be required to make repayments on the equity loan and it only needs to be paid upon sale of the property.

Do not agree 1 2 3 4 5 Completely agree

Reasons why:

- b) Resident leaseholders should be able to increase their share of the property at any time subject to a valuation being completed.

Do not agree 1 2 3 4 5 Completely agree

Reasons why:

- c) Resident leaseholders should have the right to succession.

Do not agree 1 2 3 4 5 Completely agree

Reasons why:

- d) Resident leaseholders should be offered a property with the same number of bedrooms as the leaseholder's existing property. If the leaseholder would like to increase the number of bedrooms, they should be offered a shared ownership arrangement.

Do not agree 1 2 3 4 5 Completely agree

Reasons why:

- e) Do you have any other comments you would like to make on the terms of the shared equity offer?

Reasons why:

FEEDBACK SHEET

Question 2: Services preference

a) We want to ensure that you are provided with the services that are important to you. Please rank these services in order of preference where 1 is most important and 11 is least important.

- CCTV
 - Concierge
 - Lift maintenance
 - More lighting
 - Communal area decoration
 - Green space and planting
 - High quality fixtures and finish
 - Cleaning and refuse
 - Door entry
 - Fire safety
 - Other (please state):
-
-
-

Question 3: Ownership preference in relation to service package

a) We do not know how much the service charge will be for the shared equity housing if either Haringey Council or if a Housing Association owns the homes. However the service charge will reflect the level of service and will only apply to services for your building. We will seek to get the best possible deal on the service package for tenants in the new High Road West homes by negotiating the services you require.

In light of this, do you have a preference who owns the shared equity housing?

Yes No Don't Know

b) If yes what is your preference and why?

- Housing Association buys and owns the shared equity housing
- Council buys and owns the shared equity housing

Reasons why:

FEEDBACK SHEET

YOUR INFORMATION

Age Prefer not to say

Do you consider yourself to have a disability?

Yes No Prefer not to say

Sex

Female Male Prefer not to say

Ethnicity – please tick the box that best describes your ethnic group:

White

British Irish

White other

Greek Greek/Cypriot Turkish Turkish/Cypriot
 Kurdish Gypsy/Roma Irish Traveller

Other (please specify):

Black

Caribbean African British

Other (please specify):

Asian

Indian Pakistani East African Asian
 Bangladeshi British

Other (please specify):

Chinese or Other Ethnic Group

Chinese

Any other ethnic background
(please specify):

Mixed

White & Black African White & Asian White & Black Caribbean

Other (please specify):

Prefer not to say

DATA PROTECTION

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