

Appendix 9- High Road West Consultation and Engagement Background

1. Introduction

For over 5 years, the Council and StuF, the Independent Tenant and Leaseholder Advisor (“ITLA”) for the Love Lane Estate and design consultants have been working with the local community within, and surrounding the High Road West area, to develop the regeneration proposals for High Road West.

Key to this has been the development of the High Road West Masterplan Framework—a document which translates the local communities’ and the Council’s aspirations for change into an overarching vision and a set of design principles for change in the area. Other documents that have been developed as a result of robust engagement are; the Resident Charter which sets out residents’ aspirations for master planning issues, Design of Homes and outside spaces.

Since agreeing the Masterplan, the Council has kept its assurance to put residents and their aspirations at the heart of the High Road West Regeneration Scheme.

Throughout 2015 and 2016, the Council worked with residents and the ITLA to create A Resident Design Panel, as was agreed in the 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 (“Resident Design Guide”).

The purpose of the Resident Design Guide is to inform the design and development of the regeneration proposals for the High Road West area and the detailed designs for the new properties, public spaces and facilities. It builds upon the initial design principles established in the Residents Charter and articulates the design priorities for residents, drawing upon what they like and dislike about their present homes and the Love Lane Estate. It presents their design aspirations for the regeneration scheme.

The consultation and engagement on the High Road West regeneration proposals has been based on the “ladder of engagement” that can best be summarised as:

- **To inform** – ensuring that there are clear, regular and reliable communication channels that allow for the clear dissemination of information to residents and stakeholders in north Tottenham.
- **To consult** – meaningful consultation, statutory or otherwise, will be well planned and resourced, will engage as wide a range of people as possible and will be clear as to the choices the consultation is asking people to make or have a view on.

- **To involve** –through the establishment of formal and informal structures, residents and stakeholders will be involved in, and lead where possible, the development of plans, ideas and initiatives for their neighbourhood.
- **To collaborate** - partner with the residents, businesses and other public bodies in each aspect of the decision including the development of alternatives and the identification of the preferred solutions
- **To empower** – Where possible place final decision-making in the hands of the public

The guiding principles of the engagement and consultation process have been:

- **Being inclusive – engage all in the community**

Too often consultation and engagement concentrates on creating a dialogue with the most vociferous and organised groups within the community. A regeneration project of the scale and duration, as will be implemented at High Road West, will impact on all in the community.

The community of Tottenham is very mixed economically, socially and culturally. There are areas of great stability, with many residents having lived in the area for many years and yet the area is also characterised by a high degree of transience.

A key principle of the consultation strategy has been to engage with all sections of the community and maximise the opportunities for all in the community to understand and to participate. This has involved adopting a wide range of consultation and engagement methods and mechanisms, informed by the ITLA, to ensure that all material, such as the Resident Charter, Guides and engagement event material, is accessible to all, jargon free and translated into the main community languages.

- **Being transparent**

A key principle of the consultation strategy has been to deliver regular feedback to the community about how the plans have developed and how views and comments have been taken on board giving the community a sense of ownership of the process.

- **Create and maintain momentum**

A key principle of the consultation strategy has been to establish meaningful relationships with community stakeholders and to maintain and strengthen them throughout the regeneration process. This has particularly included the relationships with the Love Lane RA but also with other groups such as Tottenham Hotspur Football Club, the Headcorn and Tenderten RA and local businesses. We have aimed to ensure that the engagement process is a continuum that runs throughout the regeneration process establishing the framework for the future.

- **Honesty**

The Council has been committed to being open and honest with the local community. The process to date has laid out clearly the Council's plans and

aspirations. It is important to be clear about the nature, level and type of decisions that the community will be able to influence in the master planning process. There has been regular reporting back to the community on the changes that they have been able to influence.

2. Who have we engaged with?

Consultation and engagement has involved a wide range of community stakeholders within and surrounding the High Road West area. This has included:

The Residential community;

- Love Lane Council tenants
- Love Lane resident leaseholders
- Love Lane non-resident leaseholders
- Love Lane private tenants
- Love Lane Resident Association
- Private residents living above shops in the masterplan area
- RSL, (London and Quadrant; Newlon Housing Trust) tenants / leaseholders in the masterplan area
- Headcorn and Tenterden Estate
- Residents in the community surrounding the regeneration area

The Business community;

- Local businesses and landlords
- High Road properties
- Peacock and Nesta Industrial Estates
- Chapel Place Businesses
- Carberry Enterprise
- High Road West Business Steering Group
- Tottenham Traders Partnership
- Tottenham Hotspur Football Club

Community Infrastructure (including the Grange, Grace Centre and Library);

- Amenity Societies
- HAVCO / Bridge Renewal Trust
- Community facilities and community services, such as Selby Trust, CONEL and Tottenham Hotspur Foundation
- Local schools
- Faith Groups e.g. St Pauls CoE, St Frances de Sales Church
- Ethnic support groups e.g. Embrace UK and Haringey Somali Community and Cultural Association.

Consultation has also been undertaken with the following services/stakeholders;

- The Greater London Authority
- Transport for London

- London Fire Brigade
- National Health Service – GPs and Care Commissioning Body
- Metropolitan Police
- Ward Councillors
- Town and Country Planning Association
- Local schools
- Whittington

A range of internal stakeholders, including;

- Homes for Haringey
- Housing Policy Team
- Planning
- Highways
- Adult and Young People Services
- Community Services
- Public Health
- Economic Development and Regeneration colleagues
- Libraries

The Love Lane Resident Groups;

There has been a clear focus on consultation and engagement with Love Lane residents. Over the past three years, the Love Lane residents have developed several groups/panels to engage in the regeneration process, this includes:

- **Love Lane RA**
The Love Lane Resident Associations is a group of local people who work together to represent the collective views of their local community. They have highlighted important issues on their local estate; have provided feedback on our services, and worked in partnership with us to bring about change. The Love Lane RA has been instrumental in securing New CCTV for the Love Lane estate which is scheduled to be installed at the end of September to help address the increase in general ASB, criminal behaviour and rough sleeping in the area.
- **Love Lane Resident Design Panel**
Successful and sustainable regeneration depends upon the active and inclusive engagement of the local community in the shaping of their new neighbourhood and the design of their new homes.

We have engaged Love Lane residents to support them in developing a Design Panel. This panel has agreed and set out the resident priorities and aspirations for the physical design of the neighbourhood and the new homes. It has produced a local design document, based upon the principles established in the Love Lane Residents Charter and complementary to the High Road West Local Area Action Plan.

- **Love Lane Resident Procurement Team**

In December 2016, the Council's Cabinet agreed to involve representatives from the Design Panel and the Chair of the Love Lane Residents Association in bespoke meetings with bidders relating to community engagement and design to ensure that the Council seeks residents' views and is meeting its assurance to involve residents in all stages of the regeneration scheme. Residents have acted as advisors to the Procurement Team.

- **Love Lane Temporary Accommodation Tenants forum**

We recognise that those in private rented or Temporary Accommodation are often deeply affected by regeneration, but have fewer rights or options available to them. To help minimise the uncertainty that people living in T.A or private rented face, we have set up a forum to ensure that this group of residents have a voice and access to support. Currently the forum meets every quarter where they are updated about regeneration news and sign posted to services for support. A Senior Rehousing officer also attends the meetings to answer any housing queries that residents may have. Follow up advice and guidance is also provided on issues such as bidding. We are about to set up a private resident's surgery the purpose of which is to ensure that all such residents are fully aware of their rights and responsibilities with regards to the tenancies that they hold.

- **Leaseholders Association**

We have been working with the Independent and Tenant and Leaseholder Advisor and a group of leaseholders living on the Love Lane Estate in establishing a Leaseholder Association. Leaseholders have come together to represent their common interests to us. This has helped us better understand the needs and aspirations of this group of residents. The Leaseholder Association is involved in the Estate Renewal, Rehousing and Payments borough wide policy. In the near future this group will be involved in helping to inform the leaseholder offer for all leaseholders in the Love Lane area. Leaseholders have been provided in the procurement process as part of the Resident Procurement Panel and in January, the Council arranged for a valuations specialist to speak about the financial aspects of the various options including the shared equity model.

Businesses

The Council engaged with businesses throughout the development of the High Road West masterplan. As a result of this work and alongside the approval of the masterplan, the Council committed to a Business Charter, which set out the following commitments in accordance with feedback from the businesses:

- ensure businesses are able to participate in the regeneration proposals and are fully supported throughout the process,
- enable businesses to remain as viable as possible during the planning period and the subsequent regeneration, to enable individual traders to exercise real choice regarding their current and future options,
- a fair and equitable valuation and compensation process,

- endeavouring to keep the businesses and jobs within the area, or within the borough.

The Council has continued to engage with businesses on both an informal and formal basis throughout the procurement, with specific engagement events and activities focussed on projects such as the Tottenham Heritage Initiative, which is investing £2.25m to provide new frontages and business support for businesses in the Conservation Area and White Hart Lane station and public realm work engagement. Businesses have been provided with regular updates through newsletters, had access to training opportunities through the Council and in co-ordination with its partners and have had access to professional advice through the Business Property Manager.

The Council has just employed the services of Retail Revival who have a successful reputation in supporting and developing businesses. They will be helping to ensure that the Council has the capacity to meet the commitments of the Charter while also helping to reinforce the economic sustainability of individual businesses and the Local Centre as a whole. Working with the Tottenham Traders Partnership, they will be providing training, business development advice, including access to a small grants pot, addressing vacant premises through, for instance, use of Meanwhile activities from the local area and beyond and advising in initiatives which will address specific issues such as the temporary departure of Tottenham Hotspur Football Club and employment requirements in the local area.

As well as this, they will be providing an essential intelligence gathering and monitoring role, which will provide the information necessary for the Council to best support the business community around High Road West. It is expected that there will be a smooth transition between this service and any service provided by the preferred bidder, by ensuring that activities are focussed on business need based on dialogue between businesses and the Council, which is expected to ensure a good level of trust and continuity for businesses the community in north Tottenham.

3. How have we communicated?

Throughout consultations a wide range of channels and activities have been utilised to ensure engagement is maximised. These methods have evolved and changed as the regeneration proposals have progressed and residents have become more familiar and vocal about what methods best work for them. Some of the key methods of engagement utilised throughout the process are detailed in the table below

Communication Chanel	Method/Purpose
Dedicated Officers	The Council has ensured that dedicated Officers are regularly accessible to residents so that residents have a point of contact if they wish to discuss any regeneration proposals.

Door Knocking and Homes Visits	To maximise engagement and understanding of the Council's proposals, Officers have been door knocking and attending home visits during key consultation periods. The door knocking and home visits have allowed Officers to engage with hard to reach groups such as older, disabled and vulnerable people.
Engagement with Young People	<p>Dedicated activities and programmes have been run such as a series of sessions with local youth groups, the Dandelion Project and Project 2020. A key project included young people developing a presentation about the area's assets which was presented as a "TED"-style Talk to the Mayor of London's regeneration team at City Hall in November 2012.</p> <p>The opening of the Grange Community Hub has been a key element of the Council's strategy for engaging young people going forward.</p> <p>Young people have been particularly focussed for projects such as the Resident Design Guide, the Growing Places project and library engagement</p>
Haringey Council Website	A dedicated High Road West webpage has been used throughout the consultation periods. This website has detailed information on the regeneration proposals, has been used to advertise events and activities and also to direct people to the consultation feedback forms.
Newsletters	A dedicated High Road West newsletter has been regularly produced to inform residents of progress and to promote services available to them
Team North Tottenham	A local magazine which is produced and delivered to all properties in North Tottenham sharing and celebrating all the good things that are happening in the Community.
Rehousing Surgeries	The Rehousing Team hold two surgeries a week at the Grange Community Hub, to allow Love Lane residents to seek rehousing advice and support.
ITLA surgery	The ITLA holds bi-weekly surgeries at the Grange Community Hub, to provide independent support and advice to residents.
Community events/initiatives	Various community events, such as fun days, sports days, community craft sessions, mindfulness training and coffee mornings are held to engage a wide variety of stakeholders.

Social Media	Social media is utilised to engage with stakeholders. This includes the Council's twitter feed.
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4. Community Buildings

A key mechanism for engagement has been through the two established community hubs in the High Road West Regeneration area. These are detailed below:

- [The Grange, Community Hub](#), was launched in September 2014 as a direct response to engagement with residents and a request for a building that residents could use to meet and discuss the proposals for High Road West.

The building is more than a place for the community to meet. The Grange offers a place where people can access support and where ideas can be exchanged, to shape physical and co-design services that address key issues within communities. For example, residents identified mental health and wellbeing as a priority for their communities and developed solutions as part of the Well London programme to address these concerns, including community food growing; peer support training in Mental Health First Aid and DIY Happiness; a participatory programme will also be delivered whereby local residents can submit their own funding ideas to support their community.

At residents' request Council Services hold workshops and programmes from the Grange to help build capacity and resilience within the community.

The Rehousing Team who support residents through the rehousing process are also located at the Grange, so that they are easily accessible to residents. Other services, such as Homes for Haringey's Repairs Service, the Economic Development Team and the Police and the Anti-Social Behaviour Team use the building to run services and be more accessible to Love Lane residents.

- [100 Whitehall Street](#) opened in January 2016 and houses early intervention and prevention Health services. These include the NHS Midwifery Service which provide pre and post-natal support and breast feeding advice and guidance, Blood Pressure checks and Healthy Eating Advice.

5.0 HRW Consultation and Engagement Activity Log

The log below, details some of the key engagement activity which has taken place in relation to the High Road West Regeneration proposals:

Date	Stakeholder	Rationale / Method
Autumn 2011	Residents from Northumberland Park and White Hart Lane wards	Captured residents priorities, as part of our Tottenham wide consultation

April 2012	Residents from Northumberland Park and White Hart Lane wards	A survey entitled “We Would Like to Hear Your Views” was delivered to residents to ask them about their home, the area and what improvements they would like to see in the area.
July 2012	Residents from Love Lane Estate	Homes for Haringey facilitated a meeting with residents from Love Lane to discuss the potential for change to the estate and to familiarise residents with the material discussed in the July Design workshop.
July 2012	Residents and business in the HRW area	A design workshop to provide a forum for the stakeholders to share experiences and insights with the design team and to consider emerging design options.
September – December 2012	Young People in North Tottenham	A series of sessions with local youth groups, the dandelion Project and Project 2020, to develop a presentation about the areas’ assets which was presented as a “TED”- style talk to the Mayor of London’s regeneration team at City Hall in November 2012.
Jan 2013	Love Lane residents	Newsletters.
April – June 2013	HRW residents, businesses and wider stakeholders.	The High Road West master plans options consultation sought the community’s views on the Councils proposals on the HRW area. The consultation was centred around nine drop-in sessions where the community had the chance to see the regeneration proposals and speak with Council Officers and representatives from Arup. Included a resident fun day.
April 2013- October 2014	Love Lane residents	Regular meetings with residents and the ITLA to develop the Love Lane Resident Charter.
May 2013	Love Lane residents and business	HRW consultation newsletters –Details about the 3 masterplan options including details on how to have your say.

October – Feb 2013	Residents and community groups	Tottenham’s future consultation – a five-month consultation to gather responses from a wide cross section of the community to inform and shape the regeneration framework. 3,762 people were engaged and over 939 feedback forms were received.
December 2013	Love Lane residents	Love Lane RA Christmas Event for the community.
October 2013	Love Lane residents	HRW update newsletter.
March and June 2014	Love Lane and Headcorn and Tenterden residents	The Council and Love Lane ITLA organised for the Design Council to lead a series of workshops with residents to build the capacity to enable them to fully engage in the regeneration process. This enabled them to have a greater understanding about the masterplan.
February – July 2014	HRW residents and business	Masterplan consultation events. The Council undertook a series of consultation events and workshops to help develop the comprehensive masterplan. It focused on key elements of the masterplan including housing, open and play spaces, community facilities, retail and employment and health and education.
April and October 2014	Love Lane residents	A visit to Woodberry Down and the Packington Estate were organised by the ITLA and the Council to ensure Love Lane residents could gain understanding of how other regeneration schemes are being developed.
August and September 2014	Love Lane residents	<p>Summer Night Lights Project, a partnership approach with Anti- Social Behaviour Team, Safer Communities and the Police to engage with the community, create community cohesion, tackle anti-social behaviour issues and develop and maintain better relationships between the Police and the community.</p> <p>A planned programme of community activities over 6 days.</p>

August 2014	HRW Businesses	Newsletter to all HRW businesses and community
13 September and 25th October 2014	HRW residents, businesses and wider stakeholders.	<p>A 6-week statutory consultation on the HRW Regeneration proposals/ s105 consultation for secure council tenants living on the Love Lane Estate. During this consultation the Council sought the communities' views on the following documents:</p> <ul style="list-style-type: none"> • The HRW Masterplan • The proposals for White Hart Lane Station • The Tenant, Lease Holder and Private Tenant Guides • The Business Charter • The HRW master planning framework • Equalities Impact Assessment • Ambrose and Mallory Court Draft Local Lettings Policy <p>The consultation included a number of events including a Community Fun Day and the launch of the Grange, Community Hub.</p>
September 2014	Love Lane Residents and Businesses	HRW Exhibition.
October and November 2014	Love Lane residents	<p>Autumn Night Lights Project, a partnership approach with Anti- Social Behaviour Team, Safer Communities and the Police to engage with the community, create community cohesion, tackle anti-social behaviour issues and develop and maintain better relationships between the Police and the community.</p> <p>A planned programme of community activities over 6 days.</p>
December 2014	Love Lane Residents	Newsletters detailing consultation feedback.
January 2015	North Tottenham Residents	Community Day.

February 2015	HRW Residents Businesses, secure tenants	Initial Demolition Notices served on properties within the Love Lane Estate. Publication in the Haringey Independent newspaper.
February 2015	Love Lane residents	Poster promoting Newlon and Ambrose and Mallory Court properties available to Love Lane secure Council tenants.
April 2015	Love Lane Residents	Love Lane Resident Move Guide launched.
June 2015 to present	Love Lane Residents	Twice weekly rehousing surgeries held for Love Lane residents.
June 2015	Love Lane Residents	HRW update newsletter.
July 2015- May 2016	Love Lane Residents	Flyers and posters promoting Design Panel recruitment. Launch of the Love Lane Design Panel. Regular meetings and workshops held with the Panel to create the Love Lane Resident Design Guide
August 2015 – present	Love Lane Residents	Housing Advice Surgeries including support for residents to bid for properties.
August 2015	Love Lane Residents	HRW update newsletter.
September 2015	Love Lane Residents	Love Lane Fest – a community fun day for Love Lane residents. Also an opportunity to consult on Design issues.
November 2015	Love Lane Residents	Shelter Booklet Publication to promote sheltered housing to older residents.
November 2015	Love Lane Residents	Autumn Night Lights Project, a partnership approach with Anti- Social Behaviour Team, Safer Communities and the Police to engage with the community, create community cohesion, tackle anti-social behaviour issues and develop and maintain better relationships between the Police and the community. A planned programme of community activities over 6 days.
December 2015- ongoing	Love Lane Residents	Post Move Surveys completed with all tenants from the Love Lane Estate who have been rehoused, to ensure tenants

		are settled in their new homes and to continually review the rehousing process.
January – March 2016	Love Lane Residents	Weekly coffee mornings with Housing Officers to discuss rehousing options.
January 2016– Present	Love Lane and Headcorn and Tenterden residents	Community led craft sessions held at 100 Whitehall Street.
January 2016– Present	Love Lane and Headcorn and Tenterden residents	The following health services offered at 100 Whitehall Street: <ul style="list-style-type: none"> - Midwifery support - Smoking Cessation - Weight checks - General health checks to try and tackle health deprivation within the ward.
February 2016	HRW Businesses	Newsletter to HRW businesses
February 2016	Love Lane Residents	HRW update newsletter.
February 2016	Love Lane Residents	Love Lane Residents Association Recruitment Flyers and Posters.
March 2016	Love Lane and Headcorn and Tenterden Residents	Heritage Group meeting to discuss way to incorporate history into regeneration schemes.
April 2016	Love Lane Residents	Love Lane Residents Association open evening an initiative to enhance the RA.
April 2016	Love Lane and Headcorn and Tenterden residents	Visit to Tate Modern to watch a documentary about the Haggerston Estate.
July 2016	Residents and Business'	Newsletters regarding the procurement of a development partner.
July 2016	Residents and local businesses	A community sports day. Linked to the Summer and Autumn Night Lights initiatives, which seek to deliver a range of activities across services to tackle and develop closer relationships between the community and the Police.

July 2016	Love Lane Leaseholders	Leaseholder meeting to introduce dedicated housing officer and consult on available options.
August 2016	Love Lane Residents	Procurement training for selected residents who will be advising on the selection of a development partner.
1 September 2016	Love Lane Residents	Love Lane RA meeting
September 2016	Love Lane Residents	Newsletter
September 2016	HRW Businesses	Newsletter
6 October 2016	Love Lane Leaseholders	Door Knocking leaseholders Introduction of new Leaseholder Engagement Officer
27 October 2016	Love Lane Committee members	Chair training – upskilling the committee
28 October 2016	Love Lane Procurement Team	High Road West Procurement - dialogue session
19 December 2016	Love Lane residents	Christmas Event at 100 Whitehall Street
January 2017	Love Lane residents	Newsletter: introducing the three shortlisted bidders, HRW approximate timeline, how to report ASB, promoting Well London opportunities.
January 2017 – Present	North Tottenham Residents	Midwifery services at 100 Whitehall Street
12 January 2017	Love Lane Leaseholders	Meeting with Leaseholders to communicate rehousing options, valuation expert from GVA spoke to leaseholders about the valuation process, obtained feedback from residents.
16 January – 31 March 2017 European Social Fund (ESF survey)	Love Lane residents	Examining employment barriers, 30-hour free child care to help residents into employment pathways.
20 February 2017	Residents living in temporary accommodation	Meeting – informing residents about the scheme and approx. timelines, referring to housing dept.
2 March 2017	Love Lane Residents	General Meeting
21 March 2017	North Tottenham Residents	Mental Health – Anxiety workshop
21, 22, 23 March 2017	Resident Procurement team	High Road West Procurement - site visits to bidders' schemes

27 March 2017	Love Lane Secure Council Tenants	<p>A 6-week statutory Section 105 consultation on ownership and management of replacement homes for secure council tenants on the Love Lane Estate. During this consultation the council sought residents' views on:</p> <ul style="list-style-type: none"> • Whether the Council or a Housing Association should own the replacement housing • The most important statutory rights • The most important tenancy terms • The most important services provided <p>The consultation included two drop in sessions at the Grange, one in the afternoon, one in the evening, attended by the ITLA and Turkish translator and officers went door knocking and made phone calls to residents to inform them of the consultation and assist in responding in required.</p>
27 March 2017	Love Lane Leaseholders	<p>A consultation on the shared equity housing was held at the same time as the S.105 which sought resident leaseholders' views on:</p> <ul style="list-style-type: none"> • The council's ambitions for the shared equity offer • The most important services provided • Whether the Council or a Housing Association should own the shared equity housing
28 March 2017	Resident Leaseholders	<p>Meeting to discuss estate issues particular focus on ASB, regeneration update and information about the S106 consultation on ownership of replacement homes.</p>
30 March 2017	Resident Procurement Team	<p>High Road West Procurement - site visit de-brief session</p>
April 2017	HRW businesses	<p>Newsletter</p>
5 April 2017	Love Lane Residents	<p>Mental Health – Anxiety workshop</p>
6 April 2017	Resident Procurement Team	<p>High Road West Procurement - dialogue session</p>

13 April 2017	Love Lane Residents	Mental Health – how to manage Anxiety Workshops
19, 20 April	Love Lane Tenants and leaseholders	Consultation Door knocking exercise
20 April 2017	Secure council tenants	S.105 Consultation Drop-in session: providing face to face opportunities to discuss ownership and management of the replacement homes.
25 April 2017	Resident Leaseholders	Meeting leaseholders to seek views on rehousing options provide update about the scheme
18 April 2017	Business'	Level 2 in Food Hygiene training. 16 business successfully passed the qualification.
2, 3, 4 May 2017	Love Lane tenants and leaseholders	S.105 Consultation door knocking exercise
11 May 2017	Love Lane Procurement Team	Pre-Meeting with resident's procurement team to familiarise residents with contents of dialogue session with developers.
18 May 2017	Love Lane residents	R.A committee meeting discussing estate issues, regeneration update and AGM
22 nd May 2017	Love Lane Procurement Team	High Road West Procurement - dialogue session
30 May 2017	Love Lane Leaseholders	Meeting with ITLA and Council officers, update on Leaseholder consultation, approx. timeline on development partner selection.
June 2017	HRW Business'	Newsletter: included; update on regeneration plans, promoting shop front face lifts, information on TTP's, White Hart Lane Station upgrade
1 July 2017	Love Lane residents	White Hart Lane public Realm consultation and fun day, including the Growing Places launch and planting day
4 July 2017	Haringey residents	Public Realm Improvement Drop In
5 July 2017	Haringey residents	Public Realm Improvement Drop In
11 July 2017	Love Lane Leaseholders	Estate Renewal and Rehousing and Payments Policy (ERRP) consultation meeting
11 July 2017	Love Lane residents	Newsletter: updating residents on procurement timescales, feedback from section 105 consultation, promoting ERRP consultation
13 July 2017	Residents living in temporary accommodation	Meeting – informing residents about the scheme and approx. timelines, referring to housing dept.

20 July 2017	Love Lane committee members	R.A meeting which also included Estate Renewal and Rehousing and Payments Policy (ERRP) consultation meeting
21 July 2017	Love Lane Residents	AGM
27 July 2017	Love Lane residents	Site visits to Clapton Park – the Poppy estate and Growing Kitchen
8 August 2017	Love Lane Leaseholders	Leaseholder meeting seeking feedback on the Estate Renewal and Rehousing Policy feedback with ITLA