

COLDFALL RETROFIT S105 Consultation report

21 August - 25 September 2024

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Introduction

Under the Housing Act 1985 Section 105, the council has a legal obligation to consult its secure tenants on changes to the management, maintenance, improvement or demolition of the homes it manages or changes in the provision of services or amenities.

In August 2024 Haringey Council launched a Section 105 consultation based on proposals for the retrofit of a maximum number of 215 council homes in the Coldfall area. The retrofit proposals include the addition of energy saving measures to the existing street properties.

This report:

- outlines the proposals put forward by Haringey Council and their likely impact on the secure tenants in the area
- provides an overview of the consultation process in accordance with the legal obligations under the Housing Act 1985 Section 105.
- summarises the results and outcome of the consultation.

Proposals for the Coldfall retrofit

Haringey Council is proposing to retrofit 215 properties on behalf of council tenants in the Coldfall area. Energy saving measures include external wall insulation, internal insulation, and energy efficient replacement windows and doors.

Consultation process

Haringey Council's legal department confirmed that a Housing Act 1985 Section 105 consultation (S105 consultation) was required given the nature of the proposals and its impact on secure tenants in the area.

The council consulted with secure tenants in 211 households. The remaining four properties were voids (empty).

The consultation ran from **21 August to 25 September 2024**. It comprised:

- a consultation pack that was posted to the above 211 households and that set out the reasons for the proposed works, an outline of the scope of the proposed works and associated images. A consultation
- questionnaire, an equality and diversity monitoring form and a stamped addressed envelope were provided for postal responses.
- a dedicated web page and online version of the feedback form
- a drop-in engagement event held in one of the empty properties on the estate on Thursday 12 September 2024 from 3.30 pm – 7.30pm. The session was attended by 18 residents who were able to speak with members of the

design team about the project. They were also able to view and handle samples of the proposed insulation materials. The council's fuel poverty team (SHINE) attended and signed up four people to their service

- the offer of an online event – but no residents took this up.

To ensure that the process was as accessible as possible, the pack included an offer to translate materials in five community languages or alternative reading formats. After the engagement event, the retrofit team also carried out door-knocking sessions to encourage responses.

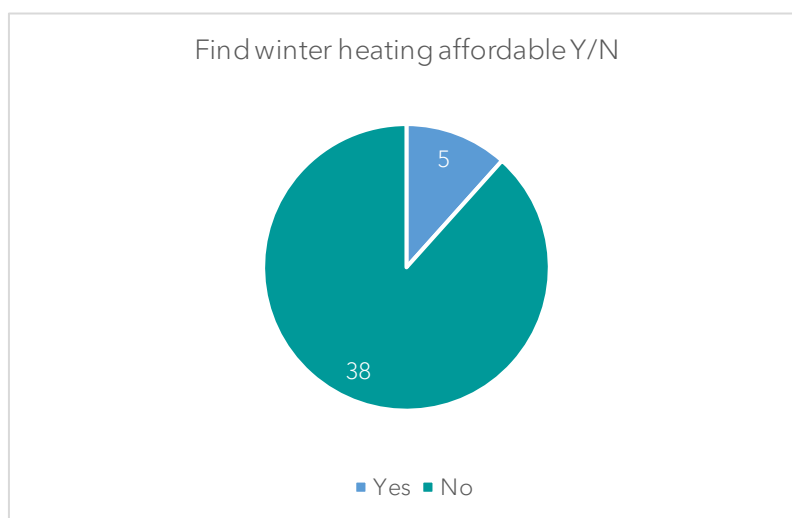
In total, 43 secure tenants out of a total of 211 completed the S105 consultation questionnaire. All who responded were in favour of the proposals. Their comments are set out in more detail below.

Consultation response

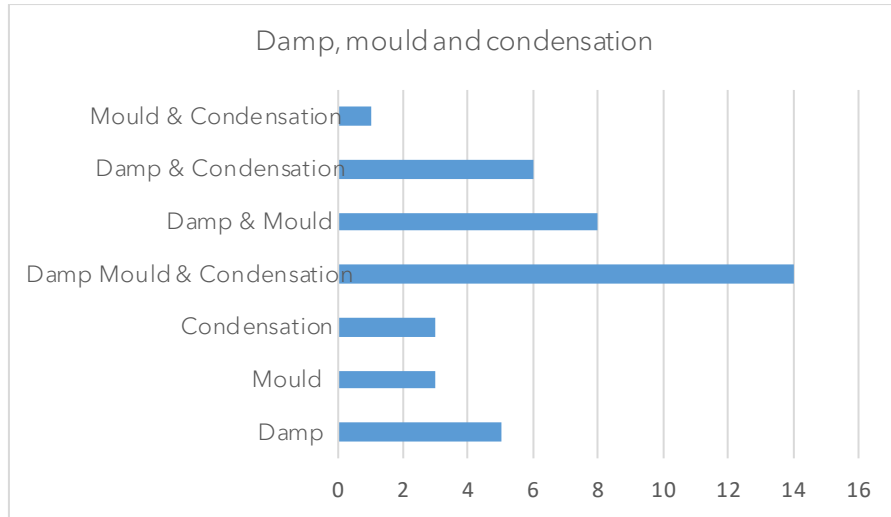
To understand how comfortable residents are in their homes we asked questions about staying warm, staying cool and problems with damp, mould and condensation.

The answers to these were as follows:

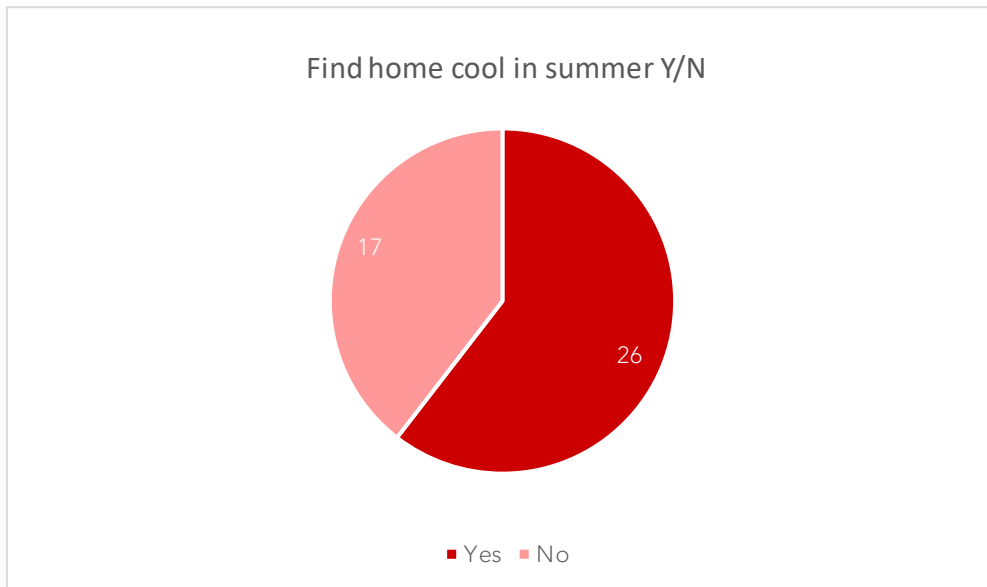
Do you find keeping your home warm in winter affordable?



Does your home suffer from any of the following:



Do you find it difficult to keep your home cool in hot weather?



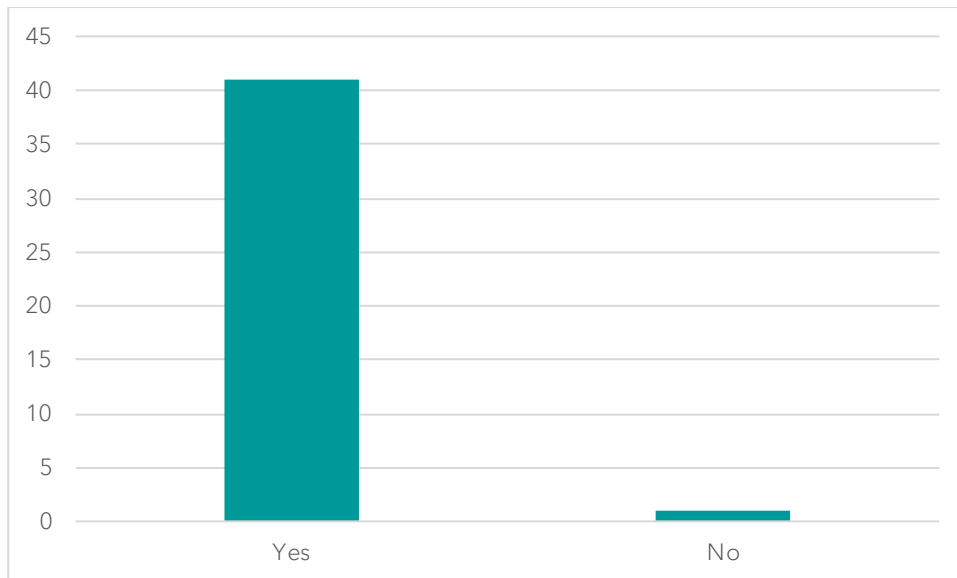
1.7 To check the level of support for retrofit and for the councils aims of carbon reduction, we asked:

do you agree with the councils aim of making homes more energy efficient and reducing carbon emissions?

do you support the councils' proposals to retrofit Haringey's councils' properties?

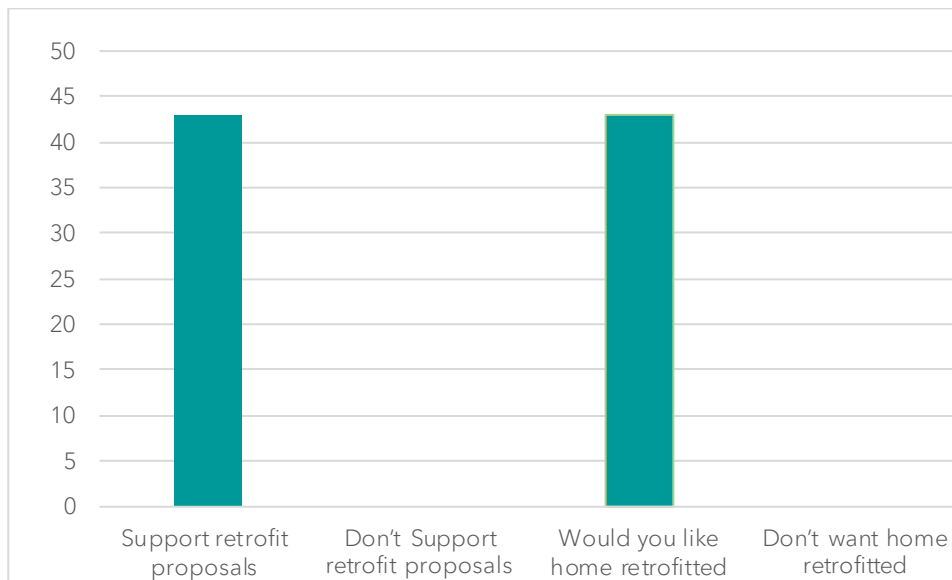
would you like your home to be retrofitted?

Do you agree with the council's aim of making homes more energy efficient and reducing carbon emissions?



Do you support the councils' proposals to retrofit its homes?

Would you like your home to be retrofitted?



We also gave residents an opportunity to feedback their preferences regarding the look of their homes and asked them to select from a choice of finishes for the external wall render and front door colour. They will be able to reconfirm their choices with a Resident Liaison Officer prior to the start of works.

Choice of finish for external wall insulation

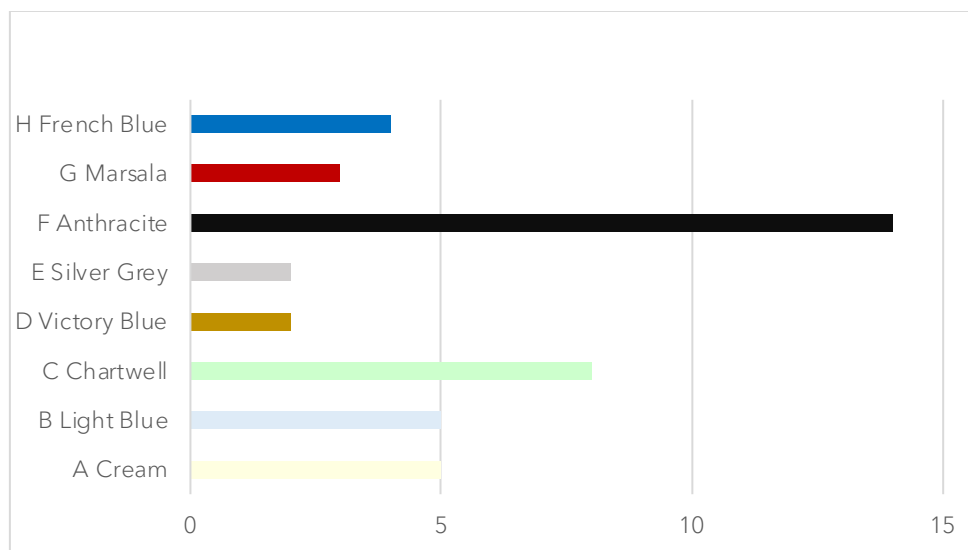


Option A x 13

Option B x 12

Option C x 18

Choice of external door colour



Consultation comments

A summary of comments we received, and our responses are set out below.

- comments that are irrelevant to the consultation have not been included but are noted in below.
- individual comments on the same topic have been noted as one entry in the table.

Consultation comment	Consideration and response
<p>Feedback regarding the affordability of keeping their homes warm in winter.</p> <p>Many of the consultees mentioned that their homes were expensive to heat and that their homes were draughty. A few people said that their heating has to be on constantly to keep house warm.</p> <p>“... too many drafts. The walls are cold the home can’t retain heat the children says its warmer outside than within my home.”</p> <p>“The house is so wet through the winter. My average winter bill is almost £300 per month over a week and a half of my pension! and still cold!”</p>	<p>Uncontrolled ventilation can cause many issues with the levels of comfort that residents experience in their homes. It can create cold spots in houses that lead to condensation damp and mould. External wall insulation is one strategy to alleviate this issue.</p> <p>The retrofit approach we are adopting favours a ‘fabric first’ approach aimed at keeping warm air in and cold air out. As a result, homes should retain latent heat for longer which in turn should reduce heating demand and ultimately cut energy bills while maintaining comfort levels for residents.</p>
<p>Feedback regarding the external appearance of the properties</p> <p>“I’m very interested to know the visual appearance and details of the proposed treatment as this will have a significant impact on the quality and coherence of my street.”</p>	<p>The proposed colours have been picked from the estate to fit in well with the existing properties, with red and buff tones taken from the existing brickwork. There will be texture changes to the render in certain areas as around the windows as a contemporary interpretation of the detailing found on the estate. The changed visual appearance marks a new stage in the buildings’ history whilst making the houses more energy efficient</p>
<p>Feedback regarding the number of residents suffering with damp, mould and/or condensation.</p> <p>A high number of the residents who fed back, said that their homes have damp, mould and/or condensation.</p> <p>“Without ventilation it gets mouldy on the windows and walls. We use a dehumidifier to remove excess moisture.”</p>	<p>Poor ventilation is one of the issues that the industry retrofit guidelines that we are working to (PAS2030) prioritise. In addition to ensuring that homes are well insulated, we will also be ensuring that adequate ventilation is included in the retrofit design.</p>

<p>“There is mould and damp in the upstairs bedroom where the old plaster/pebble dash came off the external wall. So, the inside has got damp and a bit of mould. Also, there is a large crack in the wall.”</p>	<p>Condensation can often cause damp issues which can lead to mould - and if left unchecked structural issues. Good ventilation is a key strategy in moisture management.</p> <p>We will also ensure that damage that could have an impact on the retrofit (such as cracks in walls) will be repaired prior to starting retrofit works.</p>
<p>Feedback regarding the ability to keep homes cool in summer.</p> <p>Just over half of respondents said that they found it difficult to keep their homes cool in summer.</p> <p>“It is sweltering in the hotter months ... (I have) difficulty in sleeping because of how hot it gets. I often find myself touching the radiators to see if they're accidentally on.”</p> <p>“Very hot upstairs - inadequate roof insulation?”</p>	<p>Overheating causes as much harm as being too cold. This especially true for elderly residents who represent 36% of respondents.</p> <p>Insulation partnered with good ventilation should help to minimise this risk and is one of the factors being considered in our retrofit designs.</p>
<p>Feedback on the council’s aim of making homes more energy efficient and reducing carbon emissions.</p> <p>This was an overwhelmingly positive response.</p> <p>“Anything to help the environment and reduce the cost of energy bills is welcome.”</p> <p>One consultee flagged a concern about private homeowners</p> <p>“Yes, we would like the council to offer the same treatment to private owners in the same street to achieve the same aim and make the street consistent.”</p>	<p>Haringey would be happy to share its design information with freeholders in the Coldfall area. It could provide a good starting point for homeowners who are interested in researching retrofit options for their property.</p> <p>Of course, not every detail/measure would be suitable for every house and freeholders would need to retain full responsibility for all design and retrofit works on their homes.</p>
<p>Feedback on whether consultees support the councils’ proposals to retrofit council homes.</p>	

<p>The feedback to this issue was an overwhelming 'Yes'!</p> <p>Residents were very much in favour of the retrofit. There were some concerns regarding the quality of works.</p> <p>"Yes, but great care is needed to ensure the high-quality aesthetic treatment."</p> <p>"They are lovely houses and it's important to look after them."</p> <p>"The houses were built on forest land without much consideration for insulation etc. Good that the issues are now being addressed for future tenants."</p> <p>"We agree with the council's proposal, but we are sceptical considering previous retrofitting attempts created more problems that are unsolved till this day."</p>	<p>The designs proposed have gone through the planning process to ensure that the proposals for external wall finishes do not create 'visual harm' to the estate.</p> <p>We are working to industry standards (PAS2030) which include safeguards around the quality of retrofit works.</p> <p>All retrofit installers must subscribe to the 'Trustmark' scheme which obliges them provide good customer service and good trading practices.</p> <p>Residents who have any issues with works carried out by Trustmark tradespeople have a path towards redress.</p>
<p>Feedback on whether residents wanted their home retrofitted.</p> <p>The response from people who responded to the S105 was unanimously: 'Yes'</p> <p>"As solid wall construction the houses are susceptible to damp and we would like to resolve."</p> <p>"I want to live in safe house without worrying."</p> <p>"Yes, yes, yes. It needs it. To live more comfortably and expense-wise. I live in the end of terrace, alleyway between my house and neighbours. The walls are very cold, making it very hard to keep warm."</p>	

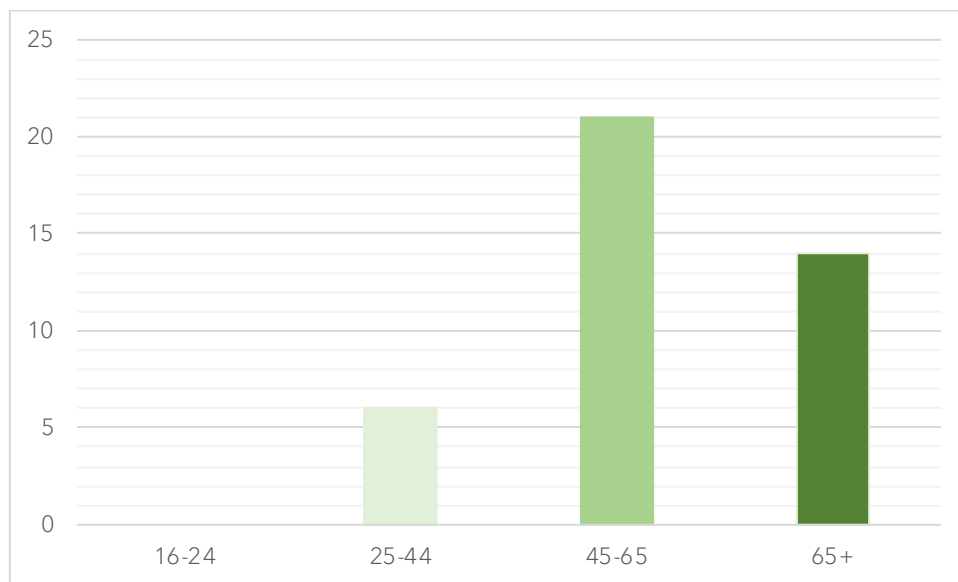
Equalities information

The council is bound by the Equality Act (2010) to have due regard to the need to:

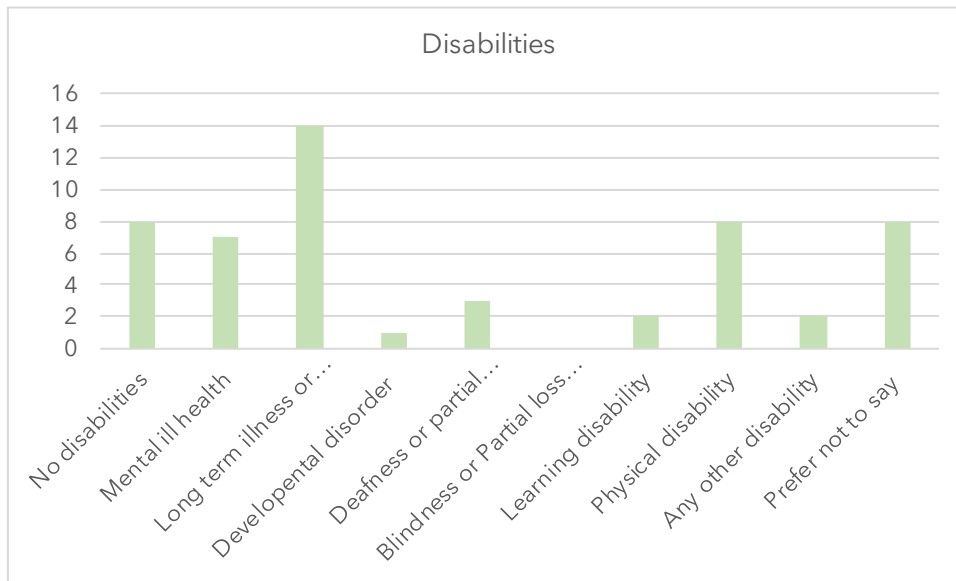
- eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- advance equality of opportunity between people who share those protected characteristics and people who do not.
- foster good relations between people who share those characteristics and people who do not.

The council's equalities lead confirmed that a full Equalities Impact Assessment (EQIA) report was not required for this S105. However, we would like to highlight the following information regarding the makeup of the respondents to the Coldfall retrofit s105 :

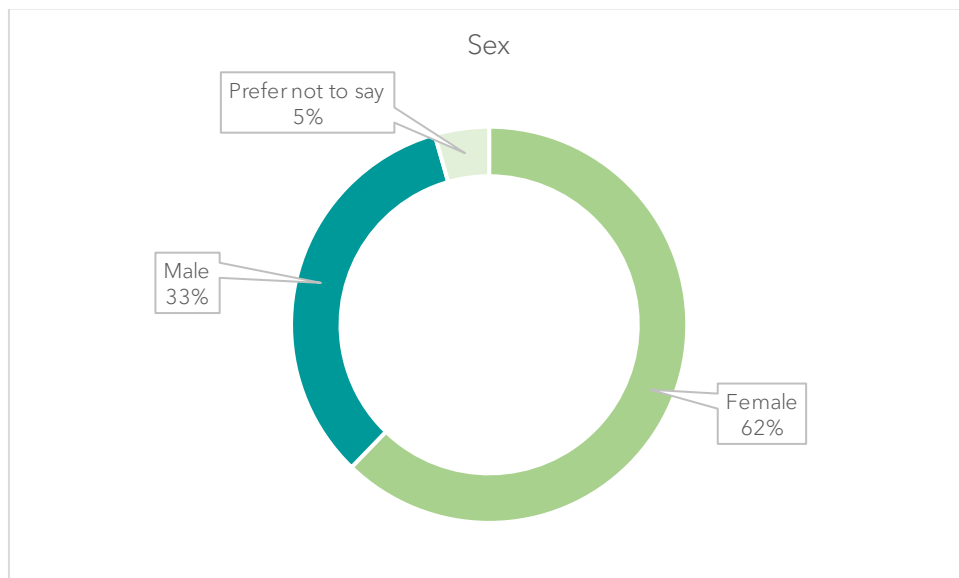
The 2021 census states that the Haringey population over 65 is 10%. Of the respondents to the S105 consultation, 36% of the residents who responded were aged over 65 which is significantly higher than anticipated.



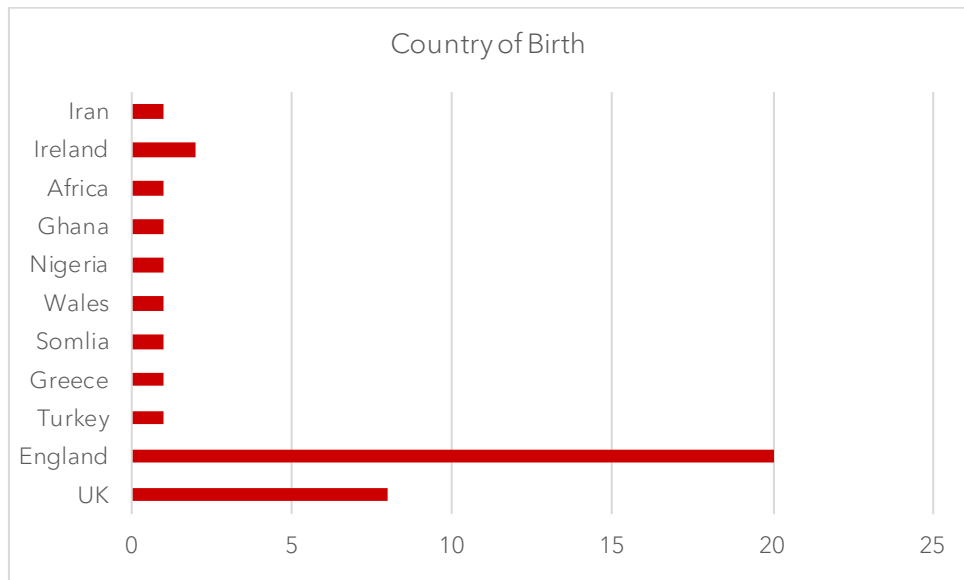
The 2021 census also states that 27% of Haringey households have at least one person living with a long-term disability. Of the people who responded 32 of the 43 (or 74%) categorised themselves as living with a disability. With the largest percentage citing 'living with a long-term illness or condition'.



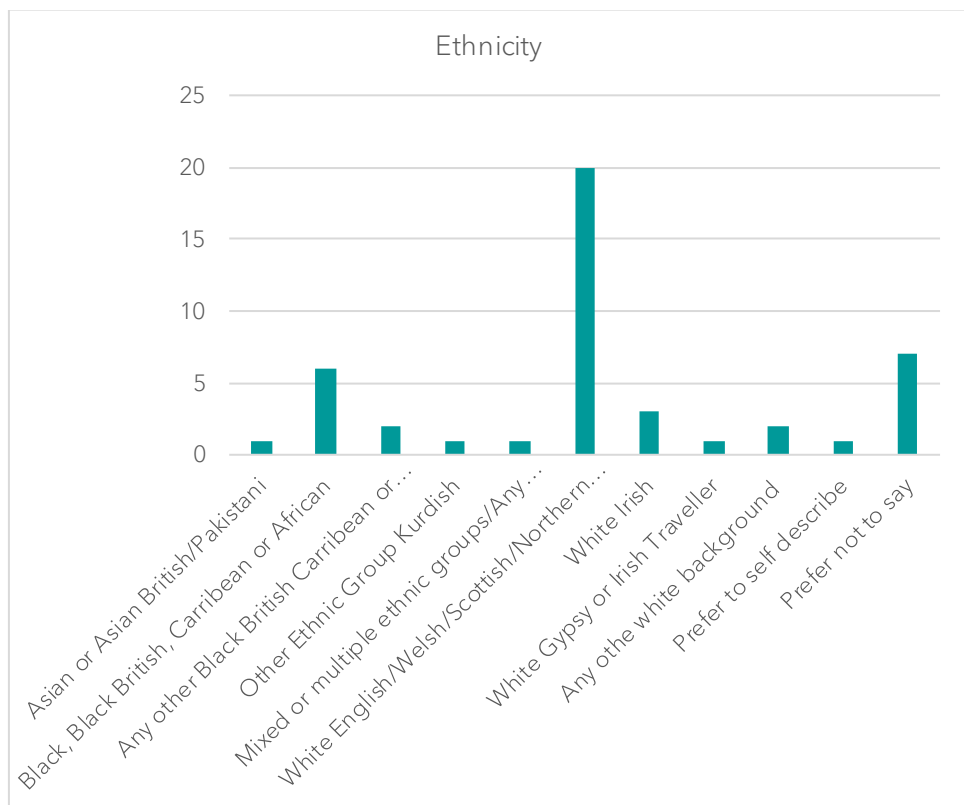
The sex of respondents was 62% female which is higher than the 52% average across Haringey.



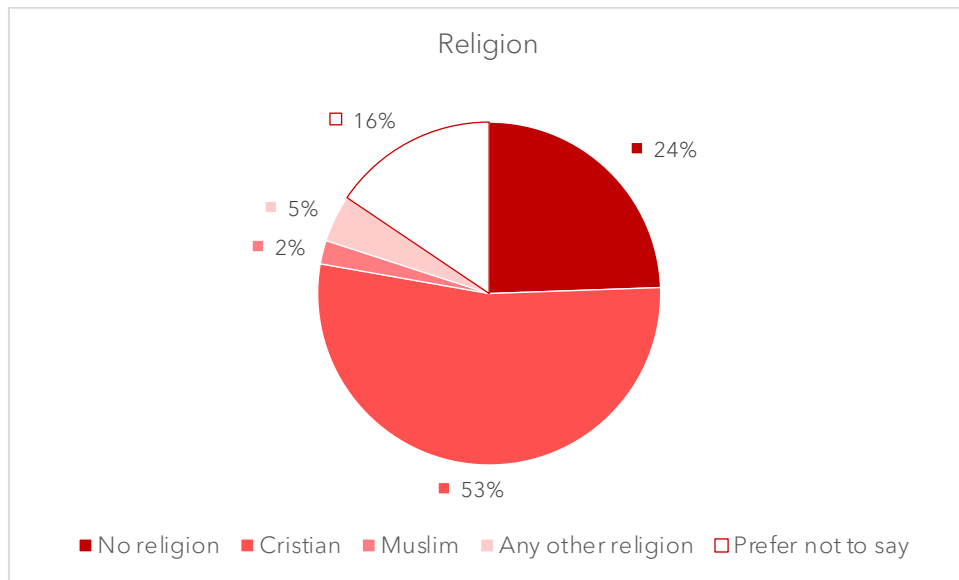
Country of birth



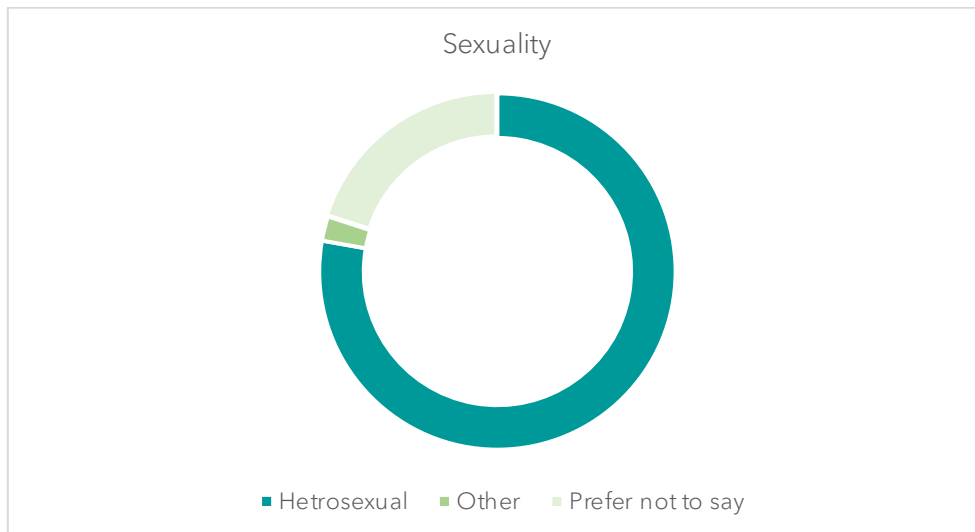
Ethnicity 44% of the respondents classified themselves as white from the England, Scotland, Northern Ireland or Wales. This is higher than the Haringey average of 31%.



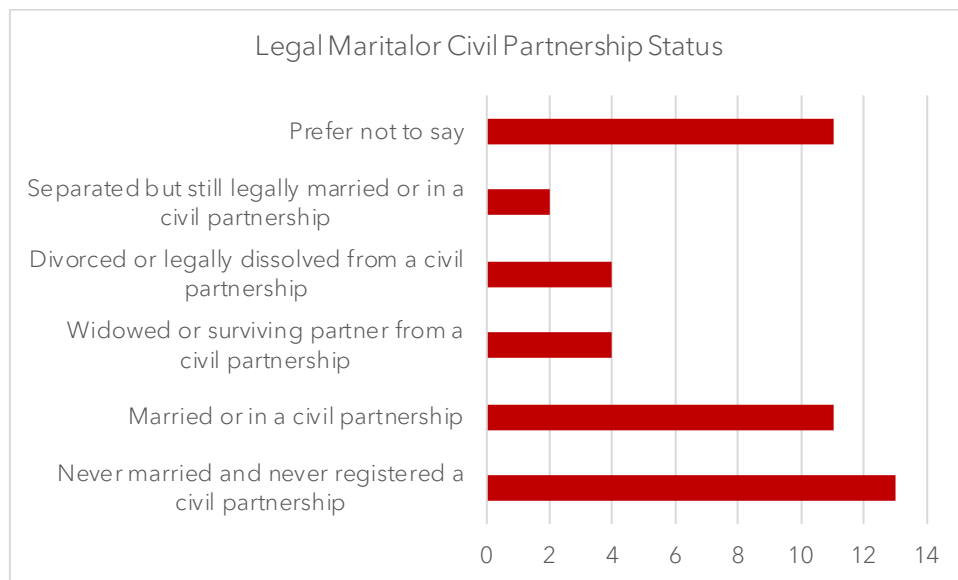
Religion, the make-up of the religion of the respondents is outlined below



Sexuality, none of the respondents identified as gay or lesbian which is lower than the average for Haringey



Marital status



None of the respondents were pregnant and none of the respondents were refugees.

We believe that the impact of retrofit works on Coldfall will be a positive one for residents as the estate has a high percentage of people who are in groups that are likely to be in fuel poverty. Care must be taken with respect of disruption to vulnerable residents.

Conclusion

The responses received during the S015 consultation have been considered by Haringey Council and our answers are set out in section 5 of this document. The overwhelming majority of respondents were in favour of the retrofit works as they feel it will help to reduce bills and make them feel more comfortable in their homes. There were concerns regarding the quality of works and fears that proposed works could exacerbate existing issues.

Data is from Haringey equalities information is from [State of the Borough – April 2024](#)