



**TOTTENHAM'S FUTURE  
COMMUNITY LIAISON GROUP MEETING REPORT  
CLG 2 – NORTH TOTTENHAM WEST (including High Road West)**

<b>Date</b>	<b>Thursday 23/1/2014</b>
<b>Time</b>	<b>19:00-21:00</b>
<b>Venue</b>	<b>Irish Centre, Pretoria Road</b>

**DISCUSSION 2 – BUILDING NEW HOUSING TO INCREASE CHOICE AND IMPROVING QUALITY OF EXISTING HOUSING**

**Existing housing**

**1. Social housing in Tottenham is concentrated in large housing estates, what improvements could be made to these estates?**

**Issues**

- Lack of sound-proofing (eg: Charles House, Moselle House)
- Cleanliness (eg: Charles House) – people spit in the lift, people and dogs urinate in the lift, estate services use the same dirty mop day to day, never smells clean
- Council's housing allocation policy means that everyone in housing estates are in the greatest need, and have the same issues
- Lack of feeling of safety, eg; gangs from other estates hanging out in stairwells. Issues raised on Broad Lane Estate, and Crompton Crescent near White Hart Lane (Dairyfield)
- Lack of maintenance for over 10 years; Decent Homes fixed external but not internal issues
- No mixing of youths and elderly people on estates
- People are being moved without physical needs into properties adapted for needs, leaving people with needs being moved into unsuitable properties

**Solutions**

**Improve security**

- Concierge to control entry –affordable concierge service for any block above 3 storeys/with a lift
- Improved security, eg: CCTV in lifts, and communal areas
- Get rid of drug dealing
- More visible police presence, eg: to break up gangs

## Maintenance

- Tenant Management Organisations should employ staff to maintain the area
- Regular cleaning and upkeep of communal areas – dog mess, litter etc. Recognised as a borough-wide problem, which must be a priority for change
- Have a 'name and shame' policy on cleanliness and anti-social behaviour, photos taken and put in papers – "do you know this person" and fines
- Tenant responsibility – have a rota of people to check areas for safety / cleanliness
- More visible enforcement officers dealing with litter and cleanliness
- Tenants should be reminded that there is a Code of Conduct for estates
- Tenants and Council (Homes for Haringey) should be jointly responsible for making sure the estates are clean and tidy
- People want to see action against lack of maintenance
- Benchmark best practise where things work, and use to improve on maintenance
- Caretakers that live on the estate need to be reintroduced to keep estates clean, have overview of minor works that are needed

## Green space

- Create pleasant surroundings, with gardens and seating, so people can rest and get fresh air

## Tenant empowerment

- Involve young people in social enterprise, to support the community; whereby the youth and older people work together
- Tenant Management Organisations – should look at different models of these

## Mixed tenure

- Should have a more mixed tenure housing so areas have a mix of people living there

## **2. Private rented housing, which includes houses in multiple occupation (HMOs), is growing in Tottenham, what should be done to improve the quality of private rented housing?**

### **Issues**

- Northumberland Park /Park Lane area was cited as a hotspot for poor accommodation. It is full of HMOs and is almost becoming like a slum. This must be controlled
- Need more information on accredited landlords and selective licences for landlords. Table felt that options for regulating landlords should be clearly defined
- Many people have personal experience of 'landlords from hell', eg: rents too high for tiny properties, repairs not done
- Poor maintenance leads to pest outbreaks
- Too many houses are becoming HMOs; the Council should limit such conversions and monitor ones which have no facilities

### **Solutions**

#### Regulation of landlords and enforcement

- Better monitoring and regulation of landlords needed, with regular inspection of premises, eg: to ensure landlords are meeting basic health and safety laws
- More enforcement: if landlords do not meet standards, Council should prosecute / take the property from them / revoke their licence, so they cannot let property until it

is brought up to required standard / implement a heavy fine, eg: up to 50% of property value or rental income

- Landlords should be monitored so maintenance standards are improved
- HMOs should be inspected regularly
- Estate agencies should insist on high standard on properties they let out

#### Tenant empowerment

- Develop a rating scheme so anyone looking to rent privately would know whether their landlord is reputable

#### Rent capping

- Rent control or rent capping needed to control landlords taking advantage of tenants

#### More social housing needed

- Council should provide more housing, so that private rented properties will be less in demand so landlords will reduce prices.

### **Future housing**

#### **3. What type of housing would help to build an ideal neighbourhood?**

#### Good design and building height

- 4/5 storeys is preferred maximum height. If you do have to build higher put young people in it not families, as too hard with buggies if lift breaks
- Tall buildings can be ok as long as there is the right allocation of people and they are well maintained
- Innovative, cheap developments, eg: Container futures – using shipping crates as living / working space as at Bromley by Bow
- Build properties to last – solid construction, solid walls, good soundproofing
- Good quality properties should be built, not ones with very small rooms and no storage. A larger property has more flexibility of use
- No problem with building tower blocks but said good design is important, with plenty of green areas and space for people to socialise
- Don't build estates and blocks that are difficult to navigate and have hidden spots where crime can happen and people feel unsafe
- Provide balconies
- Energy saving measures should be built into the design of any new development, eg: solar panels
- Ensure storage spaces are designed into the new builds so that people are not living in cramped conditions
- Developments should incorporate proper streets and be well thought out
- Prefer low rise blocks and maisonettes with balconies, offering open space and access to natural light
- Any building work undertaken should be of good quality. Design/architecture of the buildings should be creating a 'wow' factor. Sub standard materials that are unlikely to last should not be used; the council should not put themselves in the position of having to rectify structural/material problems. Taking the cheaper bid is not always the cheapest option. Consideration needs to be given to long term sustainability

### Supporting the existing community

- No-one should be displaced, agree with the need for regeneration but everyone that currently has a home should be able to come back if they are decanted off-site during regeneration
- Businesses should not be displaced during or after the regeneration; council should provide reassurances on this as local businesses serve the needs of the community
- Encourage homeswap between young and old to help make sure that people have the housing they need
- Look after existing tenants and prioritise those who are already living in the area and not the people who have just entered the country
- Council should make the housing and re-housing policies clearer
- Maintain existing homes better

### Mixed tenure

- Want mixed developments but properties which are social rent must stay social rent, and not subject to Right to Buy
- Should be 75% social housing in new build developments
- Right To Buy / opportunities for shared ownership should be offered to tenants first, and properties sold to first time buyers not private landlords
- Mixing property sizes, types and tenures is essential
- Estates should be mixed tenure
- Encourage shared ownership to provide more housing opportunities for people in the community, especially helpful to young people trying to get on housing ladder

### Communal spaces and facilities

- Build accommodation with children's play area, gym, café, shops, parking and bike storage
- Provide community allotments for people to grow vegetables or make their own garden, especially when building new tower blocks
- More community centres planned in any new developments so that people have places to go
- Provide affordable nurseries with flexible hours

### Providing appropriate housing to meet needs

- Build good quality, larger properties i.e. more 2 bedrooms than 1-bedrooms. Because having 2 bedrooms apartments means that a single parent can stay in the property for a longer period
- Build lifetime homes that can adapt with people's lives, eg: enabling extensions as it is cheaper to do this than move if your family grows
- More sheltered housing for the old in the community
- Build more family housing, there isn't enough currently

### Affordable housing

- More affordable housing is needed. Affordable housing rents should be 40% of market value
- Social housing is being replaced by Part buy/Part Rent (Shared Ownership) schemes – all future housing should be social housing
- Any social housing demolished should be reprovided, and classified as social housing

### Controlling private landlords

- The Council should buy back properties which have been sold under Right to Buy, and are now being rented out.
- If private properties are built in new developments, people buying properties should have to agree to live there and not rent it out
- Rents should be pegged to average Tottenham salary as it stands now. Needs to be set at a level that encourages people off benefits and into work

### Self-build

- Provide plots of land for people to build on (self build), potentially land should be ring fenced for local people

### Examples

- Ferry Lane estate was noted as an example of nice estate because it looked like a privately owned estate
- Love Lane estate design is simple but nice, not claustrophobic
- Council should look at other areas where there are high levels of social housing i.e. in Europe. What type of social housing has been built? Their properties tend to be functional and sustainable and incorporate a good level of space standards

## **Given the shortage of land and the need for new housing, where in Tottenham should new housing be provided?**

### Possible sites

- Brownfield sites – surely the Council has a list of these
- Boarded up/abandoned properties, eg: after riots/fires, there are many derelict properties. These could be compulsory purchased
- Some people felt that Broadwater Farm could be redeveloped, but others disagreed
- Use old and dilapidated buildings like Apex House
- Pockets of land should be developed into social housing, stop selling off council land
- 500 White Hart Lane
- Selby Road/Shelby Centre
- Those Industrial estates along White Hart Lane
- Sturrock Close Estate could be expanded higher

### Areas that should not be considered

- Do not build on major green spaces eg: Bruce Castle, Tottenham marshes
- Dairy Field should be left as green space

### Other issues

- Council has spent a lot of money on Decent Homes, in places which are now planned for demolition / regeneration
- Does the council not build in the west of the borough because Tottenham people are less vocal and keep silent? People in the west of the borough will tell council what they want / don't want, and can stop social housing being built in their area.