TOTTENHAM'S FUTURE
COMMUNITY LIAISON GROUP MEETING REPORT
CLG 2 – BRUCE GROVE / SEVEN SISTERS / TOTTENHAM GREEN

Date	Monday 13/1/2014
Time	19:00-21:00
Venue	Holy Trinity CE Primary School
	Somerset Road, Tottenham N17 9EJ

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
- Under investment is the problem: buildings are good to start with but wear and tear shows
- Lack of ownership/pride in communal areas - they become dumping grounds.
- The worst social housing is the housing on residential streets, not the estates
- Worried about increasing density/infill on small pockets of communal space etc
- Very poor maintenance in communal areas, like lifts, gardens
- If somewhere is run down, it leads to a negative perception of the place, and no-one then bothers to maintain it

Solutions
Mixed communities
- Different types of houses and people
- Need housing that caters for Tottenham's mixed community
- Tottenham Hale site is an example of private and social housing
- New developments should attract a mix of people to the area
- Encourage more private housing
- Concern that new developments will result in 'social cleansing' of poorer residents

Ongoing maintenance
- Haringey council / Homes for Haringey are not good at maintaining their properties e.g. painting, lighting, up keeping of the general maintenance of the building e.g. external and communal areas

- Need better maintenance policy and system to take care of external buildings, grounds and communal areas. Cyclical maintenance programmes should be put in place and enforced
- Investment programme for estates
- Look and feel of all council estates needs improving – fly tipping, dog fouling, grass cutting, getting rid of the rubbish and cleaning the stairwells
- Council / Homes for Haringey need to be accountable for the state of their properties
- Need better options to report maintenance issues through the council website
- More inspections on the estates
- Tackle Broadwater Farm issues with heating pipes dripping onto parking spaces

Good design
- Need nicely designed areas
- Community feel e.g. paintings/murals that reflect the community
- Some spaces between blocks and estates do not seem to have a purpose. Use the unused spaces

Tenant responsibility
- Working with people to have pride in their area– make sure the things you are responsible for are well kept
- More involvement/ownership by residents and good tenant participation in management – Co-ops, more democratic management models
- Bad tenants should be managed better
- Tackle antisocial behaviour on the estates

Better use of communal spaces
- Turn underground/block car parking at Broadwater Farm into work space for start ups and social enterprise
- Use unused spaces on estates such as Millicent Fawcett Court, doing them up and give them to youngsters and the rest of the community – the council should not be allowed to increase the price of leases on community buildings
- Improve and upgrade spaces in Broadwater Farm: garden to grow vegetables; allotment is a Social Enterprise, connect the space and provide more staffing

Estate renewal
- If necessary, demolish buildings/estates that do not meet decent home standards and replace with new ones, but where possible ensure that occupants are given the opportunity to be rehoused in the same place or a "like for like" accommodation. Do not displace local population in order to bring in rich people

Staffing
- Need to reinstate good community workers e.g. Ferry Lane used to have a brilliant one but post was cut

Service charges
- Realistic service charges – currently too high

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
- Limbo area of people that do not qualify for social housing but are too poor to get on the property ladder privately or through shared ownership and are paying extortionate rents to private landlords
- Most private rented accommodation is not well maintained by landlords and occupants; eg: front gardens look disgraceful, rubbish bins overflowing
- Private rented properties are over developed into Houses in Multiple Occupation (HMOs); squashing people in eg: placing wooden partition in a room to sub-divide it

Solutions

‘Buy to live, not buy to rent’
- Council should follow GLA report to tackle buy-to-let landlords and keep a more stable population

Rent control
- Rents need to be affordable
- Secure 10 – 15 year tenancy with affordable/controlled rent increases in the private sector would broaden options and plug gaps in social provision

Tackling over-development and HMOs
- Need to reign in over-development of houses into HMOs
- Stop further conversion of family houses
- Stop sub dividing family homes into more and more flats, blanket ban on more conversions, there is less of it in the west of the borough because people shout louder. People should not have to shout – there needs to be proper policies and decision-making to limit it

Regulations and enforcement
- Council should be tougher on planning enforcement and enforce control of HMOs so people are confident that issues will be dealt with
- Employ more people in enforcement
- Could use money raised from enforcement fines to pay for more enforcement officers
- Council should spend less on consultants and put the money into services
- Like Park wardens, could have Community wardens to look after the neighbourhood and help enforce regulations, eg: planning breaches, monitoring the physical state of the community, rubbish dumping, cracked pavements. They could have powers to give penalties for basic ASB issues (although not to be a substitute for Police)
- More Police/Community Support Officer presence and CCTV
- Monitor who is using council property for private rent; ensure there is cross checking between Business Rates list and the electoral register

<u>Licensing / registration of landlords</u>
- Register of private landlords to ensure that they abide by the rules; register would make it easier for the Council to enforce regulations properly, and landlords should be prosecuted when very bad
- Follow example of Newham Council, where all private landlords have to get a licence
- When social housing becomes a private property (eg: through Right to Buy), social housing stock should be maintained through contracts with landlords

<u>Different ownership for poorly managed private housing</u>
- Council should buy private properties
- One organisation should take over "bad housing" and manage it for the community

<u>Standards</u>
- Develop a standard for private landlords which can be inspected, eg: state of the garden, bins, rubbish dumping.
- Need to raise/enforce standards in private landlords
- Energy efficiency standards for private rented to make heating bills affordable

<u>Community empowerment</u>
- Empower people to actively monitor HMOs and communicate with the council

Future housing

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

<u>Mixed of private and affordable housing</u>
- Broad agreement for mixed tenure
- Plan for mixed ownership everywhere please!
- Mixed housing is essential because the higher the proportion of social housing, the lower the overall level of economic activity in the area
- "Gentrification" is not a dirty word! An ideal neighbourhood should mix social housing with owner occupiers
- The more mixed housing in the community the better for the different people to learn from each other
- Attract people through shared ownership schemes

<u>More social housing</u>
- There should be more social housing
- Social housing with secure tenancies will also help to stabilise population
- Social housing providers should develop sites to meet housing need, not be profit driven

<u>Supporting existing community</u>
- Do not gentrify and price people out
- Those most in need must be looked after first
- Though it is impossible for everyone to own their own home, it is still an aspiration for young residents
- Private developers are calling all the shots, and poor people are being displaced

- New build private housing should be controlled so landlords can't just squeeze people in, add to HMO issues
- New builds should be kept for local people, not sold to foreign investors
- Tottenham attracting people renting on a short term, who do not invest in the community; solution is to offer better lifestyle option in Tottenham so people encouraged to stay.

'Buy to live, not buy to rent'
- 'Buy to live, not buy to rent' – people buying properties in Tottenham should live in them, not buy them as investment properties to rent out.
- Particularly do not want to see foreign buyers buying for investment or for their children to go to college in London

Don't build more housing
- Don't need to build housing
- No additional housing in Tottenham if it impacts on density or community

Building heights
- The standard of the building, not its height, is what is important
- Finance dictates heights
- Council sets heights
- Mixture of 3-4 storey flats and houses, mixed with higher buildings
- If you have to have high rise, break it up – have shops/facilities not just flats
- High density, if done well in the right places, is OK, eg: Ferry Lane estate
- Architecture should be more interesting; modern materials/modern architectural approaches mean that tower blocks per se are not inherently bad: sensitive design and environmentally appropriate approaches can generate more people-friendly design e.g. the riverside "Pavilions" at Tottenham Hale
- Have there been density studies? What is the critical mass after which an area becomes overdeveloped? Concerned about current density in Tottenham
- How will the increased residential population's infrastructure needs, eg: schools, doctors, shops etc, be met?

Good design and high quality
- Gardens very important – for children and families
- Build energy efficient properties
- Properties should be 'family friendly', ie: low rise, every property to have outside space, or have good community-friendly communal spaces if the former is not possible, "village feel"
- New builds are like shoe boxes – the minimum m^2 for properties/room sizes needs to be reviewed
- Must have resale potential [this is in relation to Broadwater Farm – people cannot get mortgages because of concrete construction/people who own properties, cannot sell]
- Need both houses with lots of light, windows, balconies, and gardens; and also houses without gardens but more bedrooms
- Bring back Parker Morris housing standards
- Design for privacy
- Build accessible properties – all new houses to have wide doors to cater for wheelchair access; lifts in flats

- Design wisely, use spaces between buildings so that there are safe walkways and cycle lanes for children and adults
- Invest in secure entry systems
- Provide green spaces within developments
- Build serviced apartment with shared amenities, like gym, shops etc

Mix of unit sizes
- Need to balance the need to provide housing for both families and single people
- Need more 3+ bedrooms / family homes
- There are more people living on their own, and the trend is upward; need accommodation for single people
- Families stabilise an area and there is insufficient family housing currently. If we have too many 1-2 bedroom properties, the population becomes transient
- The right density/size of the new housing will depend on the micro area and what the type of housing already there

Other
- Lots of appetite for self-build
- Sheltered housing for elderly people, this would encourage downsizing and provide housing for families
- Use Accessibility Register to match tenants with accessibility needs to suitable properties

Examples
- Stratford – good example of public and private housing
- Ferry Lane nicer than Hale Village
- Good example is the transformation of Broadwater Farm – feels safe, bright, vibrant, people are walking around it, the park is well lit; although there are still several places around the estate that are not used or used as dumping ground. Also it has a community centre and green spaces
- If building high density housing, build like the ones on the Woodberry Down Estate in Hackney, better spaced and designed than Tottenham Hale Village.

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

Possible sites:
- Industrial parks that are no longer in use could be reused for housing
- Land in South Tottenham, some should be demolished and start again
- Spurs themselves have plenty of land that should be released.
- Morefield Road
- Opposite Parkview School, currently refurbishing what is there
- Potential housing site at Page Green – old industrial area would lend itself to low rise housing
- Redo Broadwater Farm Estate– move away from concrete construction and under block parking. Improve transport. Make desirable and have resale options

- Rosbery Industrial Estate – could be developed as housing or have a live / work balance maintaining some sites for industrial use
- The former tile factory on Herbert Rd could be developed for housing mixed use
- Markfield Road
- Near the canal, near Ikea
- Improve housing to resolve existing overcrowding problems in Tottenham – not to bring more people in
- Vacant housing should be repaired and made fit for purpose

Areas that should not be considered:
- Not on Down Lane Park
- Tottenham is already very built up and officially assessed as deficient in open spaces. What open spaces we have should be left as open spaces.
- No building on the limited remaining open spaces
- In redevelopment there should be a caveat that everyone that has a home should get his or her home back

Building standards
- A lot of development is badly designed – rebuild, redesign
- Developments should be built to a really good standard
- Tweak rather than rebuild?
- Build lower than what is there now

Examples
- Manor House/Woodberry Down – good example of re-housing same individuals in new houses
- Haringey Council should learn from Hackney Council to find out how they regenerated Stoke Newington area. It is clean, looks secure and feel like a nice place to go
- Benchmark best practice from other areas