

HAVE YOUR SAY

ON ESTATE REGENERATION

Toolkit For Local Meetings



Let the Mayor of London know what you think about the draft Good Practice Guide to Estate Regeneration

Use this toolkit to help your group submit a response to the consultation

Have your say and shape the future of estate regeneration in London

Please submit your feedback by **14 March 2017**

Have your say

Thank you for being part of this important discussion about how we protect and improve London's housing estates.

As Londoners, we share a pride that in every part of our city people from different backgrounds live side-by-side. But we also know that London's success has brought huge challenges when it comes to housing - its soaring cost has seen many Londoners priced out of a city they once called home.



That is a key reason why we must protect and improve estates owned by councils and housing associations across London. The social housing they provide makes sure Londoners on low incomes have somewhere decent and affordable to live in the capital.

In some cases, little needs to be done to protect and improve an estate. However, in other cases more needs to be done, for example to improve the quality of housing and nearby public space, and to make the most of opportunities for building new and affordable homes.

When plans for estate regeneration are considered, the Mayor wants to see local residents closely involved from the outset. We need to make sure that tenants and leaseholders on the estate are treated fairly, and we must protect existing affordable housing throughout.

I know from my experience that involving residents at the start helps build trust in the process. It also means residents can help shape the options that emerge. That is why we are developing a good practice guide for how to approach estate regeneration that puts local people at its heart.

We are consulting on this guide until 14 March, and as part of this we want to hear from as wide a range of Londoners as possible. This 'DIY' toolkit is a part of that, and I hope that you are able to use it to respond to the consultation, and help shape the final version of the guide we are planning to publish in the summer.

Many thanks again for getting involved and best wishes.

James Murray

Deputy Mayor for Housing & Residential Development

GREATER LONDON AUTHORITY

How to have YOUR say...

- **Discuss** and agree your response at a regular meeting, or set-up a separate meeting for this
- **Share** with the group the draft Good Practice Guide to Estate Regeneration
- **Use** this toolkit to discuss and take note of opinions on the draft Good Practice Guide
- **Submit** your group's feedback using the feedback form, by 14 March

Comments on the draft Guide are invited from any organisation, group or individual with an interest in estate regeneration. Individual responses to the consultation are welcome and can be submitted by emailing: erguideconsultation@thecampaigncompany.co.uk

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What do we mean by ‘estate regeneration’?

Estate Regeneration is the process that a council or housing association does to make social, economic or physical changes to a social housing estate, or a mix of all of these.

The physical changes can include repair and refurbishment of existing buildings, building more homes in open spaces on an estate (called ‘infill’ development), or wholly or partly demolishing homes and rebuilding them.

An ‘estate regeneration’ project might include a mix of any and all of these.

1. Holding a consultation discussion

1.1. Inviting participants

Who can participate?

- Anyone with an interest in estate regeneration, particularly people living on estates
- Your participants may be an existing group in your area like a Residents Association, or you may like to invite people in your area to attend a separate meeting
- As many people can join in as would like to, although meetings of up to 15 are best to make sure everyone can have their say

How to invite participants

- You can invite your participants however is easiest for you - in person, by email, letter or phone call
- It's best to make the meeting invite-only, so you make sure people who turn up get a say - if the meeting is too big it will be hard to chair
- Whether you're inviting them in person, by email, letter or phone call, it's important to be clear about what the meeting is about. Use the key points to include in your invitation set out below, to make sure everyone who turns up knows everything they need to

Key points to include in your meeting invitation to participants:

- **What the meeting is about**
The Mayor of London has published a draft Good Practice Guide to Estate Regeneration which is being consulted on. We are holding a meeting to discuss and submit feedback on the guide as part of the consultation
- **When and where the meeting will be**
- **Why taking part is important**
The guide will shape how estate regeneration is run in London in future. The Mayor is keen to hear from as many people as possible on what they think of the draft guide so the final version represents Londoners' views, especially people living on estates
- **What to do before the meeting**
You do not need to prepare anything before the meeting. However, if you have time then please read the draft guide we will be discussing - it is available at: www.london.gov.uk/what-we-do/housing-and-land/improving-quality/good-practice-guide-estate-regeneration
- **Who to contact for more information**

1.2. Running your discussion

You will have your own idea of how best to run your meeting; here are some guidelines to help you.

Where?

You are of course welcome to hold your meeting wherever is convenient for your group. Ideally the room will allow for the group to sit down in a circle, around a table, so you can discuss together easily and take notes, and read materials, as you go.

How long for?

The discussion is likely to take between 30 minutes and 1 hour, depending on how many people attend and how much they say.

What to bring?

There are number of things you will need to bring to the meeting:

- Copies of the draft Good Practice Guide to Estate Regeneration, these can be downloaded at: www.london.gov.uk/what-we-do/housing-and-land/improving-quality/good-practice-guide-estate-regeneration
- Copies of the summary of the draft Good Practice Guide to Estate Regeneration, on pages 10 - 12 of this pack
- Copies of the consultation questions to answer, on pages 8 - 9 of this pack
- Flipchart or paper to take notes from the discussion
- Feedback form to complete and submit your comments

Who does what?

We recommend that your group agrees a meeting chair and dedicated note taker to fill in and submit the feedback form.

1.3. Discussion agenda

Provided below is a suggested agenda for your discussion, it will likely take between 30 minutes and 1 hour. If your meeting is longer or shorter, the length of the agenda items may be adapted.

Item	Duration	Agenda item and content
1	5 mins	Introductions and aims of the meeting <ul style="list-style-type: none"> Share the reason for holding the meeting and provide an outline of the agenda Ask all participants to introduce themselves (<i>if appropriate</i>)
2	5 mins	Overview of the draft Good Practice Guide to Estate Regeneration <ul style="list-style-type: none"> Read sections 1-3 of the summary of the guide (<i>pages 10 - 12 in this pack</i>)
3	10 mins	Feedback on KEY ISSUE 1: Good practice in the aims and objectives of estate regeneration <ul style="list-style-type: none"> Read a summary of the key points under key issue 1 Answer consultation question 1 Discuss and note any other feedback on this issue in the Feedback Form (<i>pages 13 - 16 in this pack</i>)
4	10 mins	Feedback on KEY ISSUE 2: Good practice in consultation and engagement with residents: <ul style="list-style-type: none"> Read a summary of the key points under key issue 2 Answer consultation questions 2 and 3 Discuss and note any feedback on this issue in the Feedback (<i>pages 13 - 16 in this pack</i>)
5	10 mins	Feedback on KEY ISSUE 3: Good practice in a fair deal for tenants and leaseholders: <ul style="list-style-type: none"> Read a summary of the key points under key issue 3 Answer consultation question 4 Discuss and note any feedback on this issue in the Feedback Form (<i>pages 13 - 16 in this pack</i>)
6	10 mins	Further feedback <ul style="list-style-type: none"> Answer consultation question 5 Make any further feedback or comments on the good practice guide (<i>pages 13 - 16 in this pack</i>)
7	5 mins	Meeting close <ul style="list-style-type: none"> Thank everyone for coming and inform them of who will submit your feedback form by 14 March

1.4. How to submit your feedback

Please submit your feedback by **14 March 2017** - the consultation deadline.

You can submit your feedback in a number of ways:

Email: **erguideconsultation@thecampaigncompany.co.uk**

Post: **Freepost Plus RRLH-KYEZ-LLEG
Estate Regeneration Guide Consultation
The Campaign Company
3rd Floor Suffolk House
George Street
Croydon
CR0 1PE**

Online: **<http://www.surveygizmo.com/s3/3333474/Estate-regeneration-guide-consultation-response>**

If you have any problems submitting your feedback please call us on: **0800 612 2182**

2. Consultation questions

The Mayor is interested in hearing any feedback or comments you have about his Estate Regeneration draft Good Practice Guide. In particular, he would welcome your responses to the following questions.

Please respond to these questions and submit your feedback using the form on pages 13-16.

1. When a council or a housing association is considering estate regeneration, what are the most important issues you think they should take into account? Please choose your three most important issues and say why they are most important in your view.

- Building more environmentally friendly homes
- Creating opportunities for training and employment
- Building more affordable housing
- Building more housing overall
- Providing community facilities, e.g. shops, play space, nurseries, doctors' surgeries
- Improving the appearance of the area
- Building homes better suited to the needs of local residents, e.g. having the right number of bedrooms, or wheelchair accessibility.
- Making better designed streets and open spaces
- Enabling people with different backgrounds and types of household to live in the area
- Improving the quality of existing homes
- Other (please specify)

2. If an estate is being regenerated, what should boroughs or housing associations do to involve residents in important decisions?

3. If a council or housing association is considering estate regeneration, which ways should they find out whether residents support their proposals?

4. If some residents have to move as a result of the council's or housing association's plans, the Mayor wants to ensure that they are appropriately treated in terms of their re-housing.

- Residents who are social tenants tend to be offered a new replacement home on similar terms as their current one and of appropriate size for their needs, as well as some compensation for the cost and inconvenience of moving. **What needs to be taken into account to make sure a reasonable offer is made to these tenants?**
- Residents who own their own homes (leaseholders or freeholders) tend to receive market value plus a small premium for their home, and the offer of ownership or part ownership of a new home, as well as compensation for the cost and inconvenience of moving. **What needs to be taken into account to make sure a reasonable offer is made to these homeowners?**
- Other residents, including private tenants, have no rights in law to replacement homes, and tend instead to be offered assistance and advice about moving to a new private tenancy elsewhere. **What kind of assistance and advice should these tenants be offered?**

5. Do you have any other comments about what good practice estate regeneration looks like?

3. Summary of Homes for Londoners Good Practice Guide to Estate Regeneration

This summary provides an overview of the draft Good Practice Guide which can be used prior to and during your meeting to inform discussion participants of the guide's content.

1. What is the guide for?

- The Mayor believes that for estate regeneration to be a success there must be resident support for proposals, based on full and transparent consultation.
- To encourage these principles to be followed across London, the Mayor is publishing a 'Good Practice Guide to Estate Regeneration'. It will be aimed at local authorities and housing associations and others who undertake estate regeneration.
- Following consultation, a final version will be published and the Mayor will put it into practice by including it as part of funding conditions for affordable housing funding. This means that any future estate regeneration project that seeks new funding from the Greater London Authority (GLA) will be required to conform to the principles set out in this Guide. Even where GLA funding is not involved, the Mayor wants the Guide to be used to help inform proposals for any estate renewal scheme in London.

2. What will happen to your feedback?

- The Mayor of London wants to consult widely on the draft Guide, so that the final Guide draws on Londoners' views as much as possible.
- Your feedback will be analysed and considered by the GLA, along with feedback from all other groups and individuals who have responded, to inform what's in the final version of the Guide to be published and used by future estate regeneration projects in London.

3. What does the good practice guide to estate regeneration say?

The guide covers three key issues:

- Aims and objectives of estate regeneration;
- Consultation and engagement with residents; and
- A fair deal for tenants and leaseholders.

Once adopted, the Guide is intended to reassure Londoners that they will be given real opportunities to shape estate regeneration, that engagement and consultation will be meaningful, and that offers of rehousing and compensation will meet guaranteed standards.

KEY ISSUE 1: Good practice in the aims and objectives of estate regeneration:

- 1 Set out the aims and objectives of the estate regeneration project transparently and clearly;
- 2 Ensure residents and other stakeholders have meaningful and early opportunities to shape regeneration proposals;
- 3 Consider the most appropriate combination of regeneration options (such as refurbishment, building new homes in open spaces or demolishing and rebuilding) to achieve the agreed aims of regeneration;
- 4 Where demolition and rebuilding is chosen as part of an estate regeneration, this should only happen where it does not result in a loss of social housing, or where all other options have been exhausted;
- 5 Look to improve the appearance of estates and their relationship with the surrounding area;
- 6 Proactively monitor the impacts and outcomes of regeneration, seeking to involve residents in this monitoring where possible.

KEY ISSUE 2: Good practice in consultation and engagement with residents:

- 1 Ensure that consultation is transparent, extensive, responsive and meaningful;
- 2 Set out every viable regeneration option to residents, with landlords sharing supporting information or data as early as possible;
- 3 Consider the costs and benefits, both in financial and social terms, of all viable options against 'doing nothing';
- 4 Consult primarily with social tenants and resident leaseholders, and consider relevant views from other affected groups including private tenants, non-resident leaseholders, and business or community tenants;
- 5 Use a range of methods of engagement to involve and get feedback from residents, including surveys, open days, small-scale meetings, and written communication, working with estate-based regeneration teams where possible;
- 6 Provide advice and support to residents to enable them to meaningfully participate in, and engage with, estate regeneration projects;
- 7 Explore 'interim offers' to residents during the process so the benefits of estate regeneration are felt throughout the lifetime of regeneration programmes.

KEY ISSUE 3: Good practice in a fair deal for tenants and leaseholders:

- 1 Social tenants fully compensated for their inconvenience, and given high priority for rehousing;
- 2 Social tenants only to move once where possible, and otherwise offered full rights to return to suitable homes with same or similar rents;
- 3 Market value plus appropriate home-loss payments offered to leaseholders, with resident leaseholders offered shared equity or shared ownership on the regenerated estate;
- 4 Private tenants made aware of their options and rights, including signposting towards alternative housing options, and short-term tenants fully informed about the regeneration plans;
- 5 Extra support and assistance offered to vulnerable or protected groups, such as older people or people with disabilities.

4. Feedback Form

Please complete and submit this form on or by **14 March**. Where possible please share your feedback in bullet point or note form so your key points are clearly communicated.

Your details

Name of group

Address of group

Your email

Your phone number

How many people participated in the discussion?



Further Assistance

Should you require any assistance in submitting your feedback, running your meeting, or if you have questions about this consultation, please contact us and we'll be happy to help.

Ask for Amy Leech or Pancho Lewis

Email: erguideconsultation@thecampaigncompany.co.uk

Phone: **0800 612 2182**