Feedback Summary

Section 105 Consultation

Broadwater Farm Estate Refurbishment Proposals

HAVE YOUR SAY!

October 2023 – November 2023



Haringey LONDON

PRP

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Introduction

A Section 105 Consultation was held over a six-week period between 9th October to 17th November 2023, to test proposals for the Broadwater Farm Refurbishment Project.

A Section 105 is a formal Council consultation for secure tenants, under the Section 105 of the Housing Act (1985), that must be carried out at a formative stage of the design process to understand residents' thoughts and views regarding any potential changes to amenity on their estate. Changes to amenity include things such as alterations to private balcony spaces, changes to storage or community facilities and open spaces on the estate as well as changes to car and cycle parking.

The purpose of this Section 105 Consultation was to engage with residents on the estate, across all tenures to understand their views on proposals for the Refurbishment Project on Broadwater Farm. This included questions on the upgrade of walls outside the blocks and block entrances; private balconies; communal terrace spaces; bike storage; drying rooms; window openings; and courtyards and open spaces in front of blocks.

ENGAGEMENT METHODS

In order to capture the views of as many residents as possible a variety of methods of engagement were employed, including:

- A consultation pack containing an information booklet, questionnaire and freepost envelope was sent to all households on the estate and former tenants of Northolt and Tangmere.
- A digital engagement platform, Broadwater Farm Estate Commonplace was provided for people to view the information booklet and take part in the questionnaire online.
- A Community Day was held during which large format information boards were displayed and Newman Francis, the Independent Tenant Liaison Advisor Team, were on hand to help answer questions and complete response booklets.
- A dedicated member of the Broadwater Farm Engagement Team present at weekly 'Drop In' sessions.
- Two dedicated 'pop up' events were held in central locations on the estate.
- Knocked on resident's doors to encourage feedback and answer questions.
- Information boards were put up in the lobbies of blocks.
- An email address and phone number were provided for queries and feedback.
- An online drop-in session was organised on TEAMS to meet the team and ask questions.
- Interpreters were available at key events.

The information booklet provided details of the various methods of engagement, details of the deadline and accessing additional language support, as shown in the extract below.

We want to hear from you!

These proposals are based on residents' feedback regarding improvements they would like to see in their blocks. We are consulting on these proposals until Friday 17 November. We welcome feedback from all residents.

By post:
Fill in the feedback form included with this booklet and send it to us using the freepost return envelope enclosed. You can post these or simply drop off to your nearest concierge.

Online:
You can go online to complete the feedback form by visiting www.haringey.gov.uk/RPS105 or scanning the QR Code.

By telephone:
You can call Shelleyna Rahman on 07890 318 466 to arrange an appointment.

Email:
For any additional comments or enquiries you can email bwf@haringey.gov.uk

Tell us your views by 17 November

Drop-in sessions:
You can visit the Broadwater Farm Team at the following drop-in sessions to discuss the proposals, ask questions and complete the feedback form.

Wednesday, 11 October | 11.00am - 1.00pm
Drop in at Repairs Surgery
(BWF Medical Centre)

Monday, 16 October | 9.00am - 12.00pm
Concierge area of Martlesham and Rochford blocks

Wednesday, 18 October | 11.30am - 1.00pm
Drop in at Repairs Surgery
(BWF Medical Centre)

Thursday, 19 October | 1.00pm - 5.00pm
Outside Manston Block opposite the Willow Primary School

Saturday, 21 October | 11.00am - 3.00pm
Broadwater Farm Community Day

Wednesday, 25 October | 11.00am - 1.00pm
Drop in at Repairs Surgery
(BWF Medical Centre)

Wednesday, 25 October | 5.00pm - 8.00pm
Broadwater Farm Community Centre

Wednesday, 1 November | 11.00am - 1.00pm
Drop in at Repairs Surgery
(BWF Medical Centre)

Thursday, 2 November | 5.00pm - 7.00pm
Online Drop in (TEAMS)
Meeting ID: 327 746 520 750

Wednesday, 8 November | 11.00am - 1.00pm
Drop in at Repairs Surgery
(BWF Medical Centre)

Wednesday, 15 November | 11.00am - 1.00pm
Drop in at Repairs Surgery
(BWF Medical Centre)

If you need additional language support including BSL, please contact the Broadwater Farm Team.

Engagement & Outreach

During the consultation period 1044 consultation booklets were distributed, including to residents of former Tangmere and Northolt blocks. The programme of engagement and outreach led to feedback as follows:

1. 126 households in total responded formally to the consultation
2. 31 filled out the online version
3. 95 people returned the survey by post

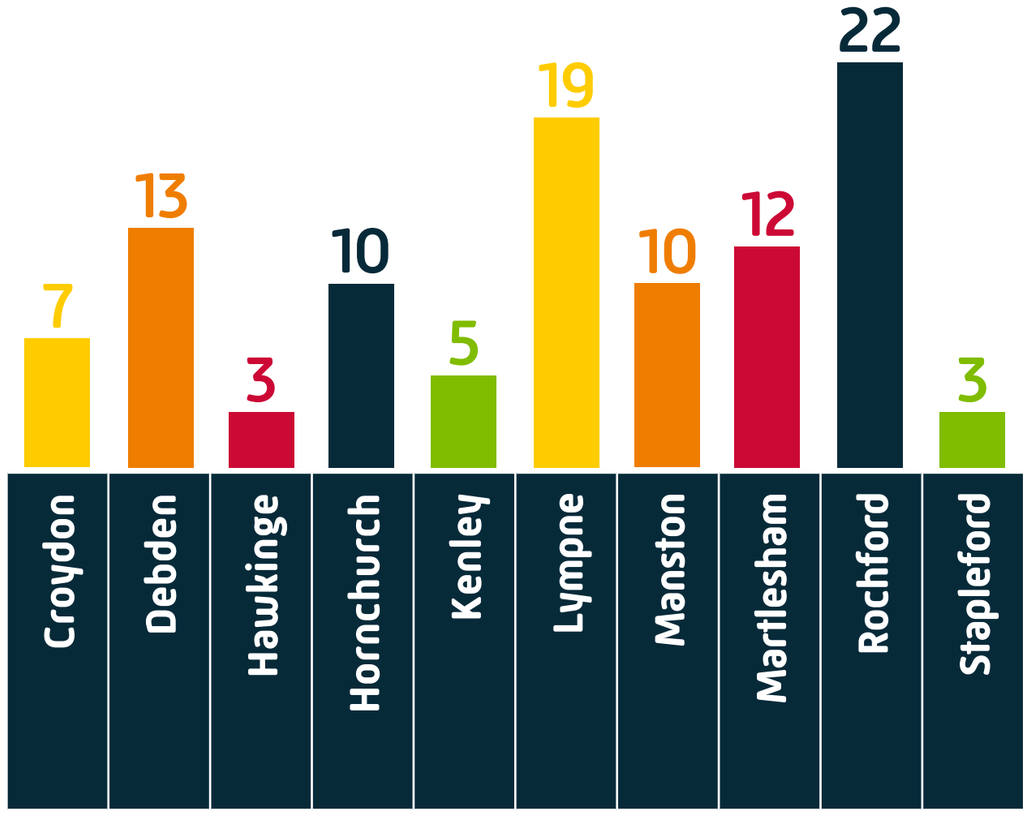
During the consultation period the 'pop up' events held during the day were notably effective at catching residents as they passed by on daily errands. At some pop ups an interpreter was present, which helped to communicate views and questions. In between programmed events, direct door knocking also worked well to gather feedback as residents went about their daily lives.

Roughly three times the number of residents responded via the hard copy surveys than online surveys, either choosing to drop hard copy surveys off to the concierge or at pop-up events as well as by post. It is worth noting that 31 residents did choose to respond online, finding this a more convenient method.

The use of the Newman Francis ITLA resident engagement team throughout the consultation period was effective. Targeted phone calls, including community language phone calls, also proved useful.

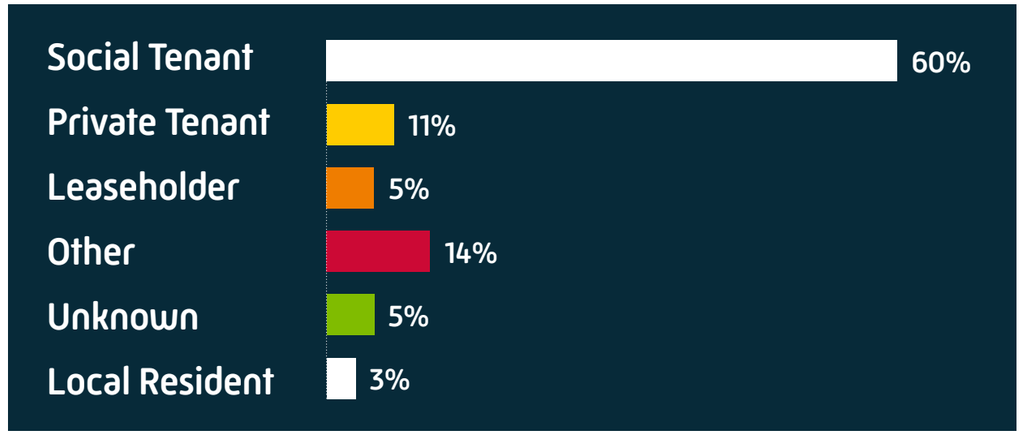
An evening pop up event at Broadwater Community Centre was less effective, as was the evening online consultation event. These two methods were not popular with residents as a way of engaging for this consultation.

GRAPH A | The block where the respondent lives (where provided)



The purpose of the consultation was to gather the views of all residents on Broadwater Farm Estate. This graph shows that residents from all blocks on the Estate took an interest and participated in the consultation survey.

GRAPH B | Respondent Housing Tenure



Most respondents were social tenants, although leaseholders and private tenants also completed the survey.

Resident Feedback Summary

The following provides an overview of the key themes coming out of the feedback provided during the Section 105 consultation. Each summary combines feedback and comments from online surveys, hard copy surveys, and drop-in sessions. Each summary sets out the most common items raised within each theme in the form of key priorities for the team to consider within the design development.

Choice of Material

RESIDENT COMMENTS: Residents said that maintenance of the Estate has been limited for many years and that they are ready for a change. Residents want to see the existing blocks and the new blocks have similarities in appearance.

Estate Safety

RESIDENT COMMENTS: Safety was raised in response to several questions and also mentioned by residents in general conversation. This stood out as a recurring theme. Safety was mentioned in relation to windows as was the ability to clean windows easily.

Ground Floor Undercrofts Areas

RESIDENT COMMENTS: Some residents commented on the ground floor undercroft parking areas, with feedback suggesting these areas felt unsafe. Residents were keen to see these areas well lit, with improved signage, cycle and parking provision, and having the benefit of CCTV surveillance.

Other feedback included comments that the ground floor undercroft areas are also a method of travelling across the estate.

Private Balcony Spaces

RESIDENT COMMENTS: Residents benefiting from a private balcony space have favoured functionality in their feedback. They would like a solid fence between spaces to maximise privacy where possible, and also large functional metal sheds to supplement the lack of desinated storage space available in flats.

Communal Decks & Community Spaces

RESIDENT COMMENTS: Feedback suggests that residents of each block would prefer the large deck to become a usable communal amenity space, especially as many dwellings do not benefit from balconies. Residents also favour seeing the existing drying rooms converted into spaces with a communal function such as a library, or community room. Flat extensions for families in need of space are also popular.

Cycle Parking

RESIDENT COMMENTS: Resident feedback included comments on lack of secure cycle parking and that residents would like to see secure cycle parking within the ground floor undercroft areas or on first floor communal deck spaces, with some residents preferring one over the other due to considerations of convenience or safety

Parking

RESIDENT COMMENTS: Across the estate, the quality of the parking arrangements is an issue. Parking in the undercrofts is problematic as parking bays are not demarcated, and several bays are not usable due to leaking pipes overhead. Many residents reported individuals and businesses from outside the estate using the space available on the estate to park vehicles. On street parking around the estate also lacks demarcation and regulation via a resident parking permit system.
Parking in the refurbished undercrofts needs to be demarcated and regulated going forward. The space available in the undercrofts is also required for other functions, such as cycle parking and building services. It is unlikely that there will be 1 parking bay per property available. It is therefore crucial that a parking survey determines the true number required. It is advisable to undertake this survey following the implementation of a parking permit system.

Landscaping

RESIDENT COMMENTS: Resident feedback was strongly in favour of continued support for the landscape proposals approved in the Resident Ballot. Additional comments suggested landscape proposals needed to have an emphasis on children's play provision

Consultation Questions Summary

The following section considers the details of resident feedback from the survey, addressing each question in turn.

Each question addresses a single topic.

Residents were offered options, and their responses are captured in a graph.

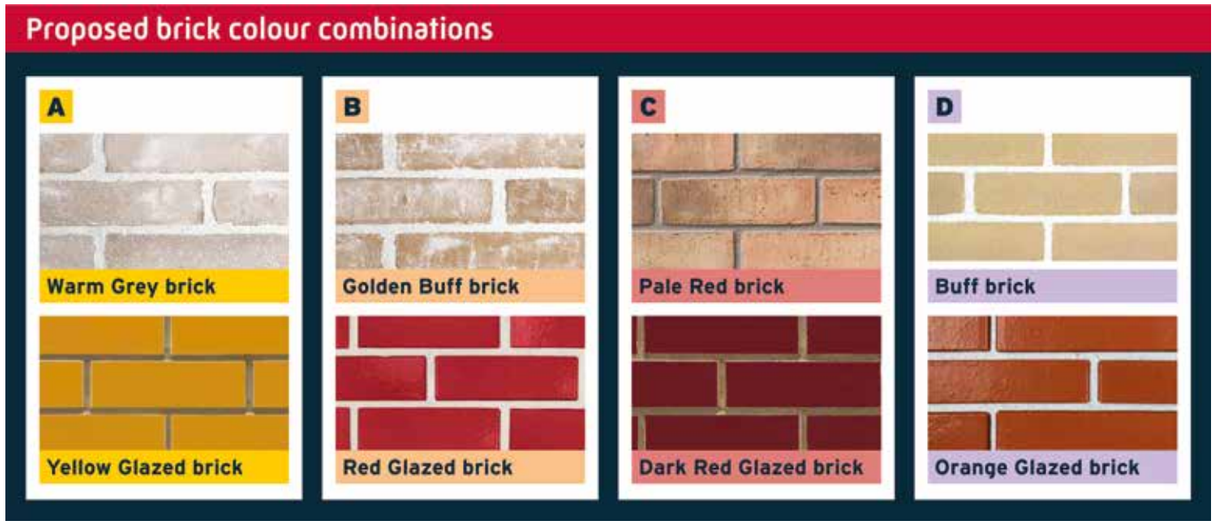
Not all residents chose to respond to all questions.

Residents were given the opportunity to provide written feedback, and these responses are summarised.

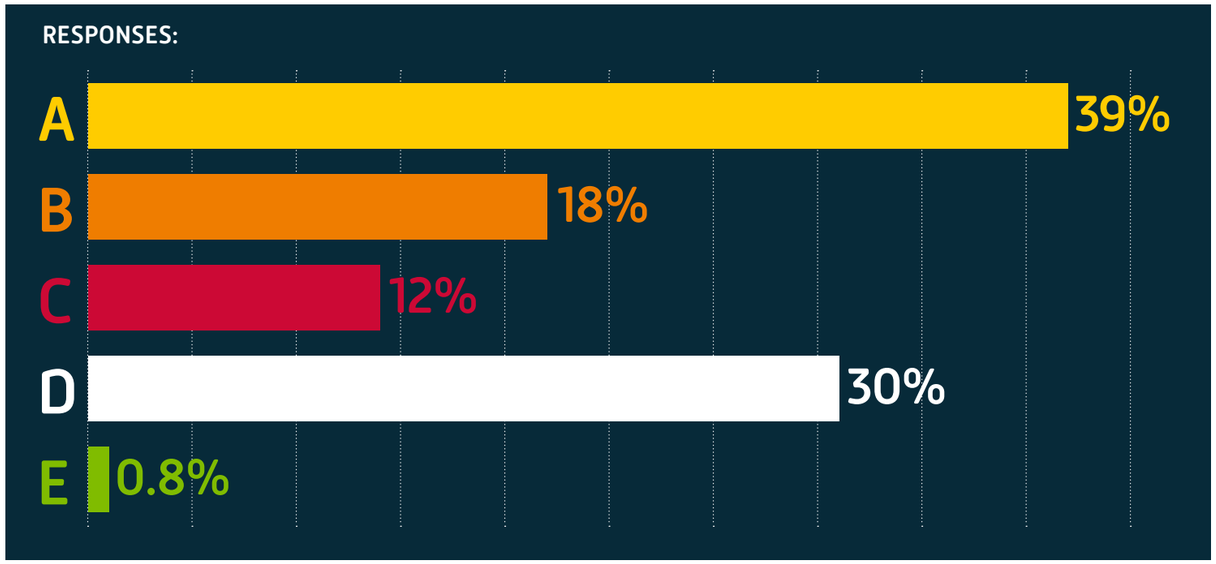
Consultation Question 1 – Walls

QUESTION: There are four options available for a new brick look for the outside of Rochford and Martlesham. Of the four, which is your preference? A – Warm grey. B – Golden buff. C – Pale red. D – Buff. E – No change.

Residents were offered the following four options, which included bricks from the New Build planning application:



120 residents responded to this question. The graph below shows the breakdown of these responses:



Question 1 Response Summary

Residents provided the following feedback:

During consultation events it was clear that residents would welcome a brighter new facade to the existing blocks on Broadwater Farm Estate. Though the estate is well loved, many people commented that the current appearance is drab. This sentiment was previously highlighted within the Statement of Community Involvement submitted as part of the New Homes and Urban Design Framework (UDF) application, which noted that respondents welcomed the prospect of new buildings to help improve the estate, but raised concerns about the contrast between the new and existing buildings.(p.26). On building appearance specifically, those commenting frequently mentioned their preference for brick façades, and expressed a hope that new building materials would positively change people's perceptions of Broadwater Farm Estate.(p.27)

The brick tones shown to residents are used in the New Homes development, which recently gained planning approval. The brick combination that residents preferred for Rochford and Martlesham was Option A – a warm grey brick teamed with yellow glazed brick at Ground Floor locations (where the building will have more wear and tear). The next most popular colour combination, Option D, was the buff brick, alongside orange glazed brick. Going forward, the resident feedback will be used as the basis for discussions on change to materials with the Local Planning Authority as the scheme proposals are refined and costed.

An insulated brick slip system offers the opportunity to achieve parity across the existing and new blocks. The performance of the wall insulation in refurbished blocks aims to match the new homes, and the material appearance has the same aesthetic quality.

Though only one person voted for no change, concerns were raised generally about the cost to leaseholders and that the buildings needed widespread repair, including the lifts. Residents commented that the blocks were not maintained properly over the years.

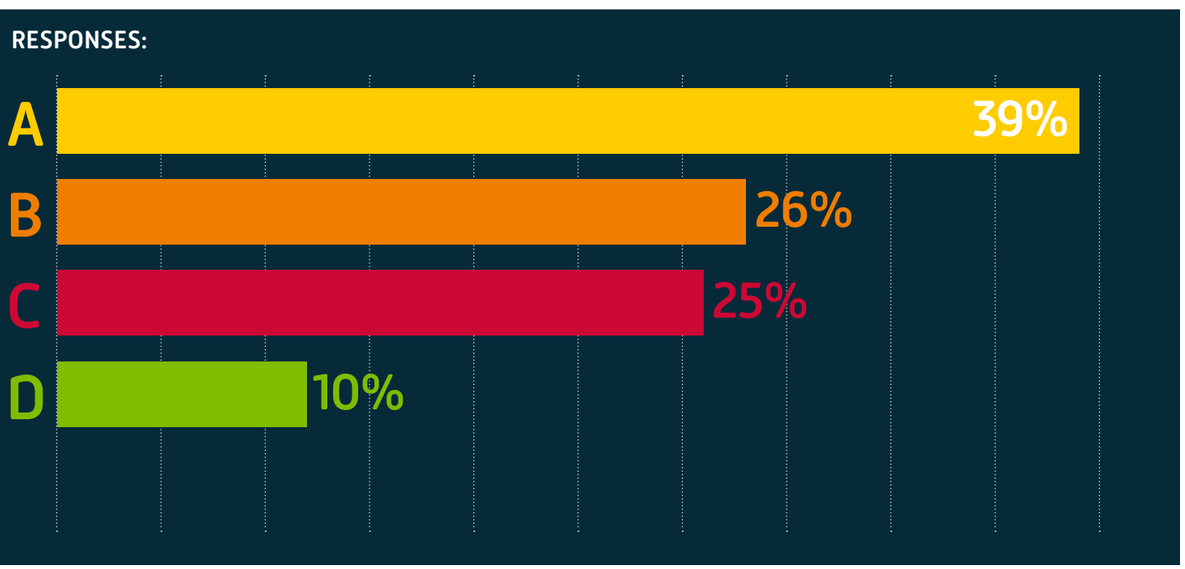
Consultation Question 2 – Fences

QUESTION: What type of dividing fence would be most suitable for private balconies?
A – Solid fence. B – Perforated. C – Railing fence. D – No change.

Residents were offered the three new fence options shown opposite – A, B & C:



125 residents responded to this question. The graph below shows the breakdown of these responses:



Question 2 Response Summary

Residents provided the following feedback:

Balcony provision is limited across the existing blocks on Broadwater Farm Estate. For example, within Martlesham only 20 out of 96 flats have balconies. Many of these balconies are sizable (around 25m^2) as they have been formed from the disused communal access walkways.

In response to the fencing proposals shown during consultation, 113 people made a selection, of which 49 people (43%) voted for a solid fence, which offers the most privacy.

When provided an opportunity to comment, residents wrote:

"I would like the fences to be taller than our existing ones"

"Private balconies are very limited in all blocks and I believe creating a balcony for all flats would immensely improve the quality of all these old flats and residents all will have access to their own little outdoor space to enjoy"

"I would like to have a balcony too – I think we all need it as we have kids who need to play"

Some residents with balconies commented that they cannot use the space as people in upper level flats throw rubbish from windows. It is notable that some households on the estate have opted to build pergola structures on their balconies – either to alleviate this issue or make the space usable in all weathers.

12 people opted not to comment, presumably as they do not benefit from a balcony within their home. This approach is consistent across questions relating to the balconies.

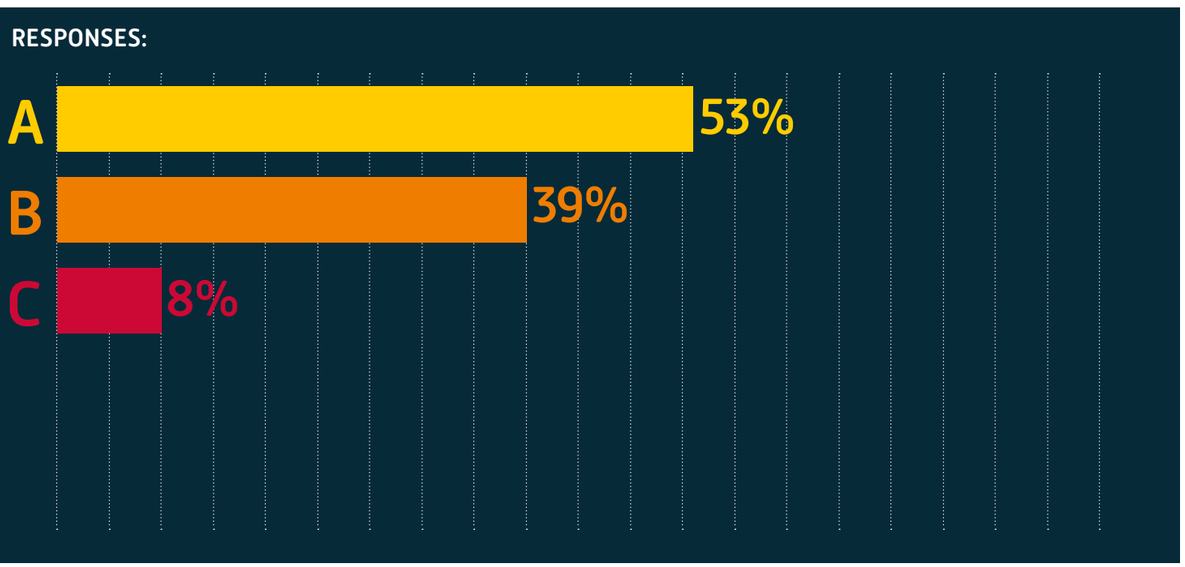
Consultation Question 3 – Sheds

QUESTION: There are two shed options. Of these which is your preference?
A – Large, tall shed. B – Low, wide shed. C – No change.

Residents were offered the two new shed options shown opposite – A, B & C:



116 residents responded to this question. The graph below shows the breakdown of these responses:



Question 3 Response Summary

Residents provided the following feedback:

Storage is in high demand within existing dwellings on the estate as all flat sizes are smaller than current requirements under the London Plan and the new homes to be provided. This lack of space, and overcrowding generally, was a theme highlighted by residents throughout consultation events and reflected in the comments provided:

> "Every flat needs a shed as the size of the flats are restricted"
>
> "I think we all need sheds and balconies as our flats are not big enough to have storage rooms"

59% of residents who expressed a preference opted for the larger shed. This taller shed has a knock on impact on fence design, which would ideally be high enough to obscure the shed. The first floor balconies are visible from the courtyard gardens, so the shed appearance is a concern for the whole community.

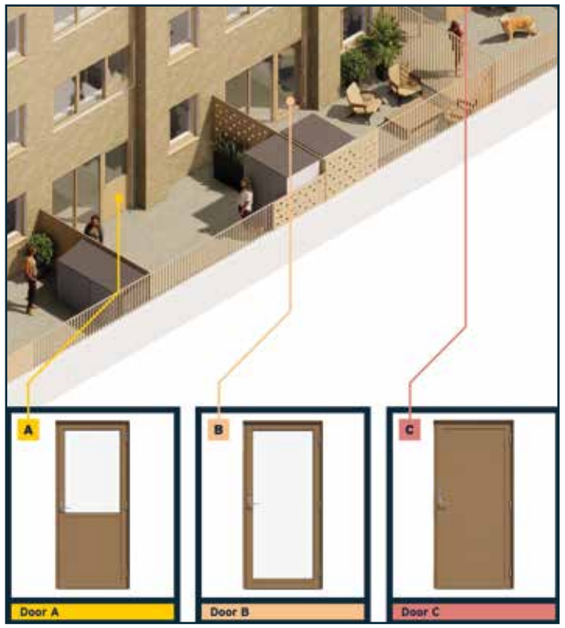
Many residents with balconies have installed wooden sheds, which represent a fire hazard particularly when close to dwellings. The proposal to provide metal sheds as part of the refurbishment programme is driven by fire safety concerns, and out of recognition that additional storage space is required.

Those who do not benefit from a shed may be offered storage space as part of the Drying Room conversions.

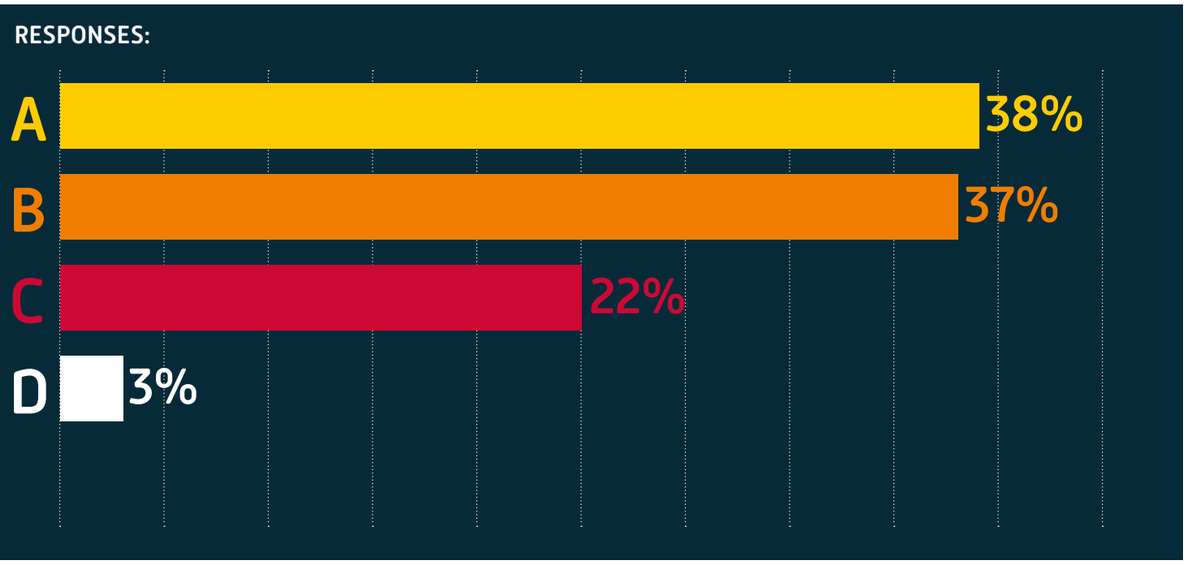
Consultation Question 4 – Back Doors

QUESTION: These are the three options for back doors. Of these, which is your preference?
A – Half glazed. B – Fully glazed. C – Solid. D – No change.

Residents were offered the three back door options shown opposite – A, B & C:



115 residents responded to this question. The graph below shows the breakdown of these responses:



Question 4 Response Summary

Residents provided the following feedback:

Residents with doors opening on to balconies were provided with design options as preference can differ. These doors could allow a lot of light into the Lounge of the scissor maisonettes, but the increase in glazing reduces privacy and potentially security (which features consistently in resident feedback).

When provided with an opportunity to comment, residents wrote:

"Allow residents to get as much light as possible"

"Add cat flap"

"I think sliding doors are better, especially for the old and disabled"

"I hope the existing windows will also be fully glazed to match the new door as this will let more light into the lounge"

"Solid – for safety"

Commentary focuses on providing light to the Lounge area, but also perceived safety. This topic of balancing additional light to homes with glazed doors, against safety considerations was a common theme raised by residents.

Voting reflected an almost equal preference for fully glazed and half glazed doors, and this will be fed into the design for the blocks.

Question 5 – Communal Terraces

QUESTION: How would you like to see these spaces being used?
A – Communal terrace. B – Bike storage. C – No change.

Residents were offered the two options shown below:



Communal allotment or garden space

The terrace has a large amount of available space to accommodate raised planters for growing herbs and vegetables. This could be shared amongst residents.

- Raised planters for flowers or vegetables.
- New seating to rest and enjoy the space.

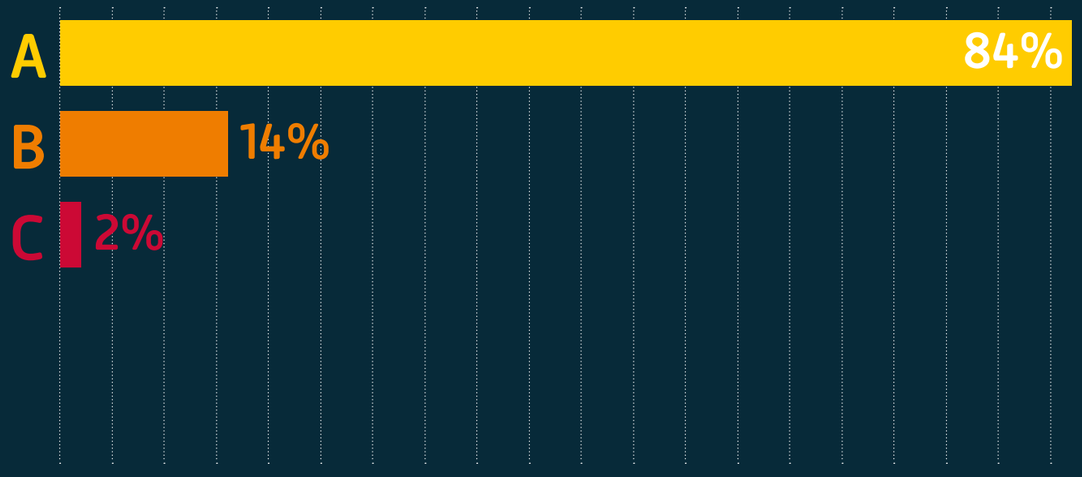


Bike storage

The terrace has a large amount of available area to construct a secure bike storage space.

- Secure area with a fob access.
- Security cameras.

115 residents responded to this question. The graph below shows the breakdown of these responses:



Question 5 Response Summary

Residents provided the following feedback:

This question looked at the potential of using the communal deck spaces located at the first floor of blocks for different functions. Residents were presented with three options:
A – use the space as a communal terrace with planters and opportunities for sitting,
B – as cycle storage, or
C – no change.
Residents indicated an overwhelming majority response of 97% in favour of option A – Communal terrace.

The communal terraces represent under utilised private amenity space within all blocks, especially considering the lack of balconies. Unfortunately, these spaces have not been maintained and many have slippery paving slabs, insufficient edge protection, and limited lighting. Many doors providing access would not achieve current building regulations, and are not suitable for wheelchairs (which was specifically raised).

Secure cycle parking is generally absent throughout the estate, though much needed to encourage the uptake of this affordable and sustainable mode of transport. Residents provided feedback that local GP's can prescribe cycling 'vouchers' for patients suffering with breathing or weight difficulties, to allow them free access to bikes. To support these initiatives, and encourage long terms cyclists, it is vital that secure cycle parking is provided.

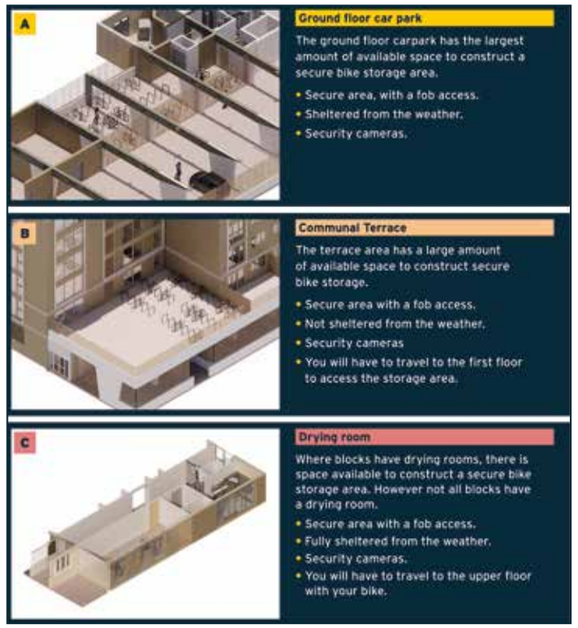
Under Question 5 residents voted strongly (84%) in favour of landscaped communal terraces. Raised planters have recently been installed on the communal terraces of Croydon and Debden blocks, so the next step is to understand what works and what does not, as residents have reached out with differing opinions.

As residents are strongly in favour of communal allotment or garden spaces on terraces, cycle parking will need to be accommodated in the undercrofts which will impact the number of car parking spaces available.

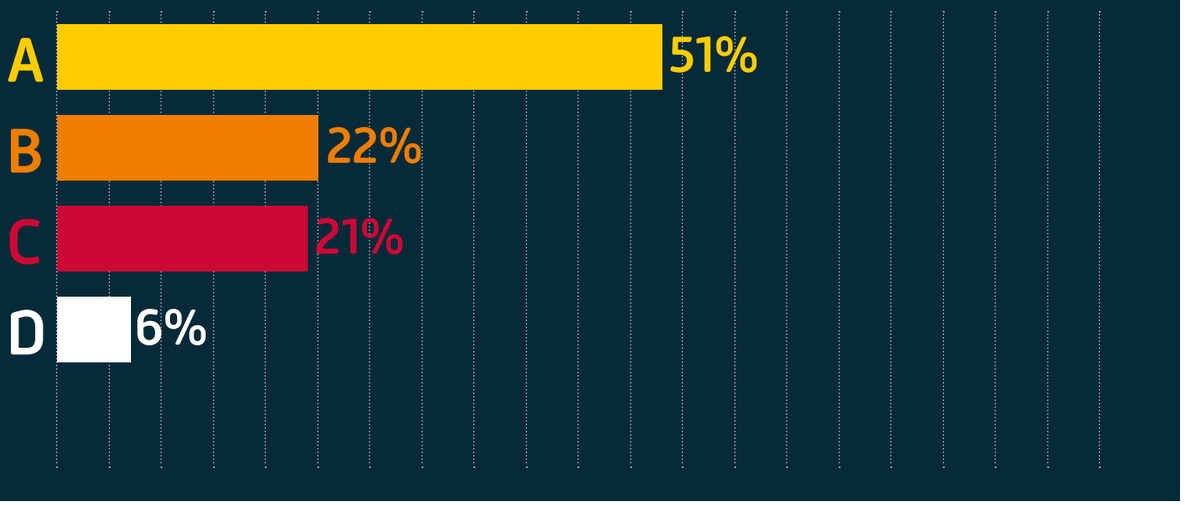
Consultation Question 6 – Bike Storage

QUESTION: Which is your preferred location for bike storage?
A – Ground floor car park. B – Communal terrace. C – Drying room. D – No change.

As shown opposite, residents were offered three options (A, B & C), or Option D if they did not want to see any change:



114 residents responded to this question. The graph below shows the breakdown of these responses:



Question 6 Response Summary

Residents provided the following feedback:

This question sought to get feedback from residents on different locations within the estate for cycle parking. Residents were presented with the option of three different locations, with the fourth option being for no change.

54% of residents who voted opted to include the cycle parking in the sheltered undercroft spaces, within a fobbed enclosure which is monitored by security cameras. When provided with an opportunity to comment, residents wrote:

"Security may still be an issue if left in open spaces"

"The bike storage should not be accessible for people not using the bike storage e.g access with a fob"

"If on the first floor, if someone steals will be harder as you have enough time to catch the person"

An option to include cycle storage within the existing Drying Rooms was preferred by a quarter of the respondents, however concerns regarding unreliable lift access was raised by many.

Consultation Question 7 – Drying Rooms

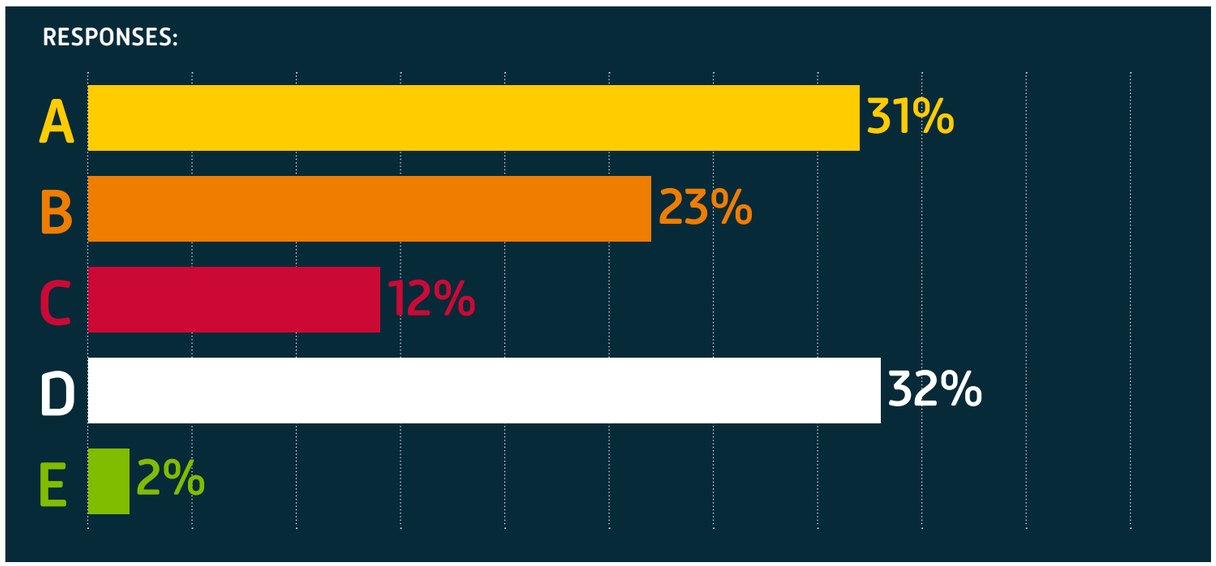
QUESTION: How would you like to see drying rooms changed?
A – Flat extension. B – Office/study space. C – Bike/pram store. D – Exhibition space. E – No change.

Residents were offered the three options shown opposite:





118 residents responded to this question. The graph below shows the breakdown of these responses:



Question 7 Response Summary

Residents provided the following feedback:

Drying Rooms were originally provided within each block for residents to dry their washing but are no longer used. The redundant spaces occur on every 2nd, 4th, 5th and 6th floor of the 6 storey blocks, and are typically 28.6m^2. Unfortunately this is too small to provide a studio apartment under the London Plan.

Reflecting the undersized flats within the existing blocks, the consultation proposed an option to extend existing flats to provide an additional 2 bedrooms – an alteration has been implemented within Martlesham already, and is generally considered successful. Other options were to use the space as communal office/study space, bike/pram storage, or exhibition/library space.

This question received the most written feedback, with residents commenting:

"Extensions are not well built!"

"A library space would be nice for kids and adults"

"Help to extend the size of our flats will ideal"

"If turned into social area, such as unmanned office, it may encourage anti-social behaviour"

Two options proved popular: the flat extension, and the exhibition/library space. The flat extension would provide much needed larger homes, which are lacking across the estate. The quality of extension work, and insulation provided, will need to be reviewed as feedback suggests there may be concerns. Alternatively, spaces could be function as a community facility such as a library, music recording studio, or art exhibition space.

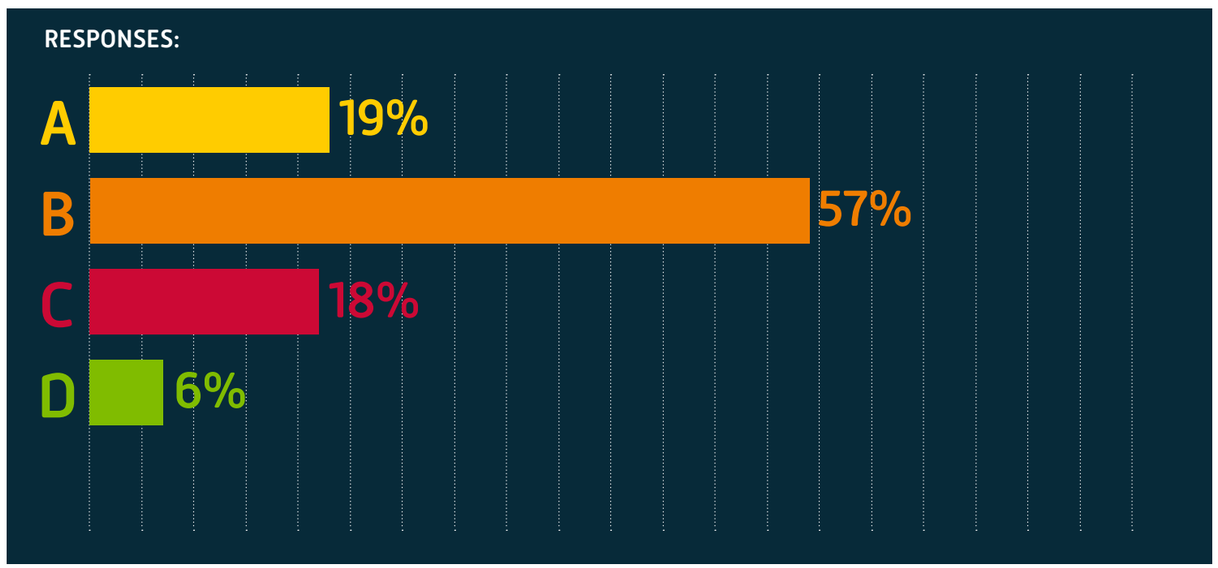
Question 8 – Windows

QUESTION: How would you prefer to open the window?
A – bottom hung. B – side hung. C – top hung. D – No change.

Residents were offered the following four options, which included bricks from the New Build planning application:



121 residents responded to this question. The graph below shows the breakdown of these responses:



Question 8 Response Summary

Residents provided the following feedback:

Residents have said that they want their homes to be warmer and safer, and that existing blocks should be consistent in look and feel to the New Homes.

The refurbishment proposals include replacement doors and windows to all homes on the estate, so that homes are warmer, let in natural light and benefit from improved ventilation.

Residents were provided with an opportunity to vote for their preferred method of opening, and 60% opted for Option B – side hinged window.

It should be noted that where windows open onto access decks, the window will need to be top hung, inward opening (Option A), to prevent windows from clashing with kitchen units or encroaching on the walkway.

Many residents expressed a desire for an option not provided, but which should be recorded as it was a strong theme: a lack of window cleaning on the estate was reported many times, and therefore tilt and turn windows were requested. This could provide the opportunity for residents to clean their own windows, though safety restrictions will need to be considered.

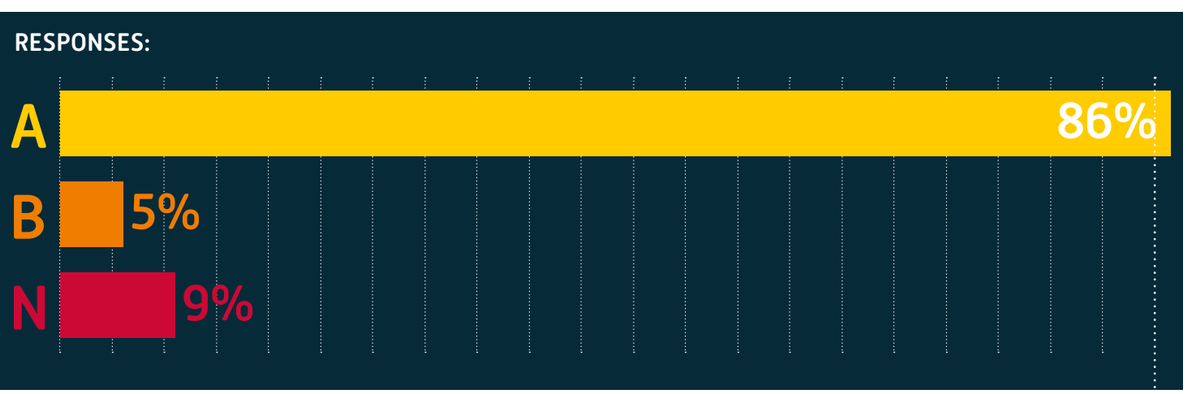
Question 9 – Community Spaces

QUESTION: Do you agree with the proposed design of the improved Rochford and Martlesham courtyard?
A – Yes. B – No. N – No response.

Residents were offered two options, A & B:



124 residents responded to this question. The graph below shows the breakdown of these responses:



Question 9 Response Summary

Residents provided the following feedback:

During the New Homes application a comprehensive Urban Design Framework was developed. This framework detailed outline proposals for outdoor community spaces, including the courtyard gardens of Rochford and Martlesham.

The proposals include different types of equipment and planting, so that there is a variety of options and something for everyone interested in spending time outdoors.

The plans propose improvements to the courtyards in front of the buildings. Based on previous feedback, options such as rocks and boulder play equipment, outdoor climbing equipment and seating could be included, alongside renewed planting and trimmed tress.

The consultation asked if residents were still supportive of the proposal, and if residents had further suggestion. the following comments were received:

"I would also like to see a space for an outdoor gym as the park gym is too far to walk to for some of us"

"Would like it to look like this, parks where children can play safe and happy"

"Cut/less trees as it blocks the view from a lot of windows"

"Make big play area with lots of activities and less sitting space because in night time people will smoke and play loud music there"

"Courtyard should have lovely flowerbeds, sitting and outside gym"

"Get rid of the slide outdated equipment"

These comments will be taken on board as detailed proposals are developed.