

## Appendix A

### **Housing Select Committee – resident engagement in housing development review**

#### **Notes from meeting with Karen Barke, Head of Estate Regeneration & Interim Head of Housing Supply Programme, London Borough of Hackney**

**18<sup>th</sup> September 2019**

Cllr Aisling Gallagher (Housing Select Committee) and John Bardens (Scrutiny Manager) were present. Some of the key points of the discussion are set out below:

- 1.1 The Mayor of London's good practice guide to estate regeneration contains many examples of good practice in relation to resident engagement, including two case studies from Hackney.
- 1.2 Hackney has had to do a lot of challenging work to rebuild trust with residents on estates where there has been many years of failed proposals. (King's Crescent Estate, for example).
- 1.3 Resident engagement should start early and be regular and take into account the key points at which residents can be involved.
- 1.4 It is important to be clear with residents about the stages during the engagement process at which they can influence the development and how they can best do this.
- 1.5 The design process was cited as one of the best ways to engage constructively with the community. This could include being involved with appointing design teams.
- 1.6 It is important to be clear what role residents will have at the design stage, including whether or not it is a decision-making role.
- 1.7 It is important to get to know and understand the community in order to engage effectively, including with hard-to-reach/seldom-heard groups.
- 1.8 On the King's Crescent Estate, for example, after struggling to engage with the Turkish Community, Hackney held consultation events in gardening areas after being informed by the estate's ITLA, who had local knowledge, that a number of the Turkish residents are gardening enthusiasts. They also held a Halloween disco to engage with younger people.
- 1.9 It is important to talk to the local estate management team, local housing officers, and ward councillors in order to identify local issues, such as parking or anti-social behaviour problems.
- 1.10 Hackney has found the "you said, we did" approach helpful with resident engagement.
- 1.11 The use of an Independent Tenant and Leaseholder Advisor (ITLA) has also been helpful with large-scale estate regeneration projects. An ITLA would only be used for particularly complex infill sites.
- 1.12 The resident offer is particularly important with infill development.
- 1.13 Hackney has moved from a site-by-site approach to estate regeneration to a programme-wide approach.
- 1.14 Hackney explains to residents where any money that is being made goes – from private sales, for example. There can be suspicion otherwise.

- 1.15 It is important to be clear during engagement about what might be feasible – public realm improvements, for example, can be expensive if clear guidelines are not given.
- 1.16 It is important to link back to early engagement and what residents' priorities were. There are some priorities, such as parking, that can be addressed through design.
- 1.17 Tenant and Resident Associations (TRA) are involved in the engagement process where they are established. On the Colville Estate regeneration, for example, the TRA has formed the resident steering group for the project.
- 1.18 Other key local stakeholders will be mapped.
- 1.19 It is important to explain where it is unviable to refurbish homes due to poor condition. It can sometimes be residents who push for regeneration.
- 1.20 It is important to engage on measures to mitigate noise and dust during construction.
- 1.21 Hackney has recently started carrying out post-occupancy evaluations in order to ask questions about size, storage and room size. This can help with engagement on future projects. They also work with residents on financial viability.
- 1.22 Online engagement is not widely used with housing engagement. Social media has been used with mixed results.
- 1.23 Hackney piloted a local lettings policy with the King's Crescent Estate, which gave priority for new social rent homes being built to residents living close to the development sites in priority need, such as under-occupying and overcrowded for example.