

CONSULTATION FEEDBACK

Northampton Partnership Homes (NPH) commenced its whole neighbourhood approach to regeneration in 2016.

Spring Boroughs was one of the first neighbourhoods in the whole neighbourhood regeneration programme. This brief document sets out the consultation that has taken place which has led to the recommendation for The Roof Gardens development.

Spring Boroughs Regeneration Consultation (2016-18)

In March 2016, NPH wrote to all council tenants and leaseholders living in Spring Boroughs. A survey form and reply envelope was sent with a letter asking for views on their homes and the neighbourhood. Residents were also sent an on-line link to respond.

The letter also explained that NPH staff would be undertaking a programme of home visits to enable as many residents as possible to complete the survey and feedback any issues face to face. This programme of home visits went on for a number of weeks including evenings and weekends.

NPH also engaged other stakeholders, held sessions in the local primary school and attended the Residents Association and Neighbourhood Forum.

The feedback from the consultation informed the following:

- The need for new homes, particularly family houses for people living in socially overcrowded situations. This resulted in 34 new homes being built in Spring Boroughs.
- The need to retain the local shop. This resulted in a new local shop being constructed in a more accessible location.
- The need for a play area for children and exercise area. This resulted in a new play area and green gym being constructed. Furthermore NPH secured planning permission for a Multi-Use Games Area (MUGA) which it is now applying for external grant for.
- The need for safer and improved amenity space. This has resulted apartment blocks having new drying areas, raised beds for food growing, seating, new refuse storage and bike storage.
- The need for improved security. This has resulted in new communal doors being installed with door entry upgrades, CCTV and security light upgrades. It has also resulted in new fencing and gates.
- The need to increase and enhance parking for residents. This has resulted in additional parking bays and the installation of car park barriers to car parks for apartment blocks.
- To improve the overall condition of homes. This has resulted in works inside homes where needed (e.g. new kitchens and bathrooms), internal communal areas and external works such as new balustrades and windows.

Berkeley House and St Mary's Court Regeneration Consultation

In February 2019, following consultation with NBC Officers and face to face meetings with NCC and NBC ward members, NPH hand delivered letters to all residents of Berkeley House and St. Marys and non-resident leaseholders asking residents to contact NPH to arrange a home visit.

This was done to try and deliver as many of the Intention to Demolish Notices in person as possible to be able to respond to any queries and concerns face to face. NPH staff also phoned, emailed and visited homes to again, try and maximise home visit appointments.

The Intention to Demolish Notice was published in the local press and displayed in the communal areas of each apartment block. The Intention to Demolish Notice and supporting letter were given to residents at the home visits. For those who did not make an appointment, the notices and letters were delivered by hand with follow up visits shortly after. An information pack was also given with a site plan and feedback form for residents to complete. A team of translators were commissioned to support this process, both in translating all documents and accompanying NPH staff to meetings. Residents were given a designated contact number and email to ensure it was as simple as possible to make contact as needed.

There was a mixture of reactions during the consultation process. Whilst there was understandable anxiety about the disruption and moving, many residents confirmed previous feedback about their homes in particular concerns regarding damp, cold, mould, heating cost, lack of amenity space, lack of parking and security concerns.

Follow up meetings were offered to all residents.

- All tenants were offered the opportunity to apply to the Housing Register (if not already on it) and all tenants took this opportunity up.
- All leaseholders were offered the opportunity of independent valuations of their property. 10 of the 12 leaseholders took this opportunity up.
- Numerous follow up visits have been undertaken with both tenants and leaseholders.

The Roof Garden proposals pre-planning consultation

Ahead of the planning permission being submitted residents were consulted on the design proposals. The same approach as with the earlier consultation was taken with residents of St. Marys and Berkeley House; letters delivered with offers of home visits. Again, translators were appointed to translate documents and support home visits.

NPH also wrote to residents in homes adjacent to St. Mary's and Berkeley House. Spring Boroughs Community Hub was open with larger versions of the designs displayed.

There were a total of 215 who received hand delivered letters which resulted in over 80 face to face meetings either in people's homes or at the Community Hub,

NPH published the proposals on its website with an on-line form to enable residents to view plans and feedback electronically if that was their preference. Whilst only one person chose to feedback using this option, there were over 100 'views' of the consultation pages.

NPH also engaged with other stakeholders including

- Spring Boroughs Resident Association,
- Spring Boroughs Neighbourhood Forum
- Springs Family Centre
- Spring Lane Primary School
- NBC's Community Safety Team
- Northamptonshire Police
- Local churches.

At the end of the consultation all the key issues and feedback from tenants, leaseholders and stakeholders were gathered and fed into the planning application wherever possible. This is referenced in the Statement of Community Involvement (Section 5 of the Design and Access Statement) which forms part of the planning submission. This includes a number of direct quotes:

"Very nice looks beautiful. No concerns, supportive. Good idea, need more people in housing"

"It looks like a nice block. Can see it needs doing. Will improve the area. Can see there will be more properties"

Following the submission of the planning application all members of the public had an opportunity to provide feedback online on the Planning Portal and/or to speak at the Planning Committee. The proposal was presented to the July Planning Committee and no objections were raised.

Following planning permission there has been ongoing follow up contact with residents.

The following is an extract from the Design and Access Statement that NPH submitted the Council's Planning Committee in support of the planning application for 'The Roof Gardens'

Statement of Community Involvement on proposed development for St Mary's Court and Berkeley House

Northampton Partnership Homes (NPH), in June 2016, consulted across the Spring Borough's estate on regeneration plans and the use of community green spaces, in light of the priorities identified in the Neighbourhood Plan and NPH's ongoing programme of investment in the estates that it manages.

This consultation led to significant investment across the estate including a large new build programme and refurbishment of several apartment blocks. The investment included the delivery of family housing with gardens, new play facilities, a new community facility (the Spring Borough's Hub) and 2 communal gardens together with significant investment in community green spaces and out-door gym.

To further develop the provision of affordable family housing and creating an improved living environment within the Spring Borough estate, in line with the Neighbourhood Plan the proposed re-development of Berkeley House and St Mary's court apartment blocks was considered as the second phase of investment within the area.

A comprehensive programme of consultation with the community and key stakeholders was undertaken by NPH with key stakeholders, tenants and leaseholders in Berkeley House and St Mary's Court and surrounding blocks to inform on the redevelopment proposals for the area.

The consultation activity was designed to take place on several occasions with focus on existing tenants and leaseholders in St Mary's Court and Berkeley House directly affected by the proposed development. Followed by wider consultation undertaken with all residents living close to the proposed development in Doddridge House, St Katherine's Court and Pike Lane, along with stakeholders, local councillors, resident association and Neighbourhood Forum.

The first consultation took place on the week beginning 11th February 2019 in which letters were hand delivered to 76 tenants, residents and leaseholders, offering to make appointments available from 7am till 6pm 13th February 2019 – 16th February 2019, through a dedicated email address and phone number. Further to this, door knocking was undertaken during that time period to contact those who had not made an appointment in order to ensure all residents would have the chance to be shown the proposed plans and have a chance to comment and have questions answered.

As part of the consultation with the directly affected tenants and leaseholders, proposals of redevelopment were outlined to the residents including why the proposals were being put forward and offering a chance to provide comments via a response form or NPH's website. An information pack was also provided with translated copies of the proposals. Translators were also made available should there be a need, where residents did not have English as their first language.

Appointments with all leaseholders were made using a similar approach as for the tenants in the properties, either meeting them at their place of residence, or where they were non-resident landlords, meeting them in a suitable location to provide information on the proposals and offering the opportunity to provide feedback.

NPH's website (<https://www.northamptonpartnershiphomes.org.uk>) was used in order to provide a further avenue for residents and the general public to access information about the redevelopment proposals for the Berkeley House and St Mary's Court blocks.

The second, wider consultation was undertaken on 27th February 2019 with immediately affected residents as well as affected households within the vicinity of the area of the redevelopment.

The wider consultation involved a hand delivered invitation offering an appointment should residents wish to discuss. Door knocking also took place on 144 households which was undertaken on 7th March 2019 in St Katherine's House, Doddridge House, St Peter's House and Chalk Lane and Pike Lane. A further drop-in facility at Spring Borough's Community Hub was also available with large copies of the plans to view by members of the public.

Other stakeholders include Spring Borough's Residents' Association, Spring Borough's Neighbourhood Forum, Springs Family Centre, Spring Borough's Primary School, NBC's Community Safety Team and local churches.

71 tenants and leaseholders were contacted by letter in St Mary's Court and Berkeley House. 55 appointments were made with comments provided and fed into the design process.

23 households across Berkeley House and St Mary's Court highlighted items of concern with the current state of the properties citing that there were issues around the continued life of the buildings.

24 households were pleased about the proposed designs and 10 tenants wished to return to the new proposed building which has been offered as part of the redevelopment proposals. Some of the direct quotes are below:

"The family would like one of the houses – would like a garden. Happy about plans"

"I welcome the proposed development and appreciate the benefits it will bring to Spring Boroughs"

A limited number replied from the wider consultation in the blocks of St Katherine's House, Doddridge House, St Peter's House and Pike Lane and Chalk Lane. All commented that they liked the proposed plans and would be happy for it to take place.

"Very nice, looks beautiful. No concerns, supportive. Good idea, need more people in housing"

"It looks a nice block. Can see it needs doing. Will improve the area. Can see there will be more properties"

NPH's website advertised the proposed plans with online feedback forms to be completed. 106 page views were recorded, with 84 unique page views, meaning that details of the plans were viewed by members of the public.

Throughout the consultation process, over 215 tenants and leaseholders were contacted directly via hand delivered letters and door knocking. Of those, 67 appointments were made with tenants and leaseholders and 34 commented positively about the proposals and only 6 raised some objections.

Following the wider consultation which included the blocks at Berkeley House and St Mary's Court, St Katherine's House, Doddridge House, St Peter's House, Pike Lane and Chalk Lane all provided positive feedback about the proposals with no negative comments recorded.

At the end of the consultation all the key issues and feedback from tenants, leaseholders and stakeholders were collated and fed into the process where feasible.

In general a great deal of resources were utilised in order to ensure that a direct line of consultation was done with the immediately affected tenants and leaseholders, together with those indirectly affected in the surrounding properties. We feel that the general response from all stakeholders was a positive one, concerning the redevelopment plans for Berkeley House and St Mary's Court and only a small number of those who were consulted had reservations about the proposals.

As part of the consultation, illustrations of the proposed development were created. These have subsequently been updated to incorporate some of the comments received and also the continued feedback from the Planners and Project Team. These initial massing models help in the design process and gaining public feedback.

Helen Town

**Assistant Director: Asset Management & Development
Northampton Partnership Homes**