

LOVE LANE LANDLORD OFFER

JULY 2021

OUR GUARANTEES TO YOU



**YOUR VOTE
MATTERS!**

Haringey
LONDON

YOUR VOTE
MATTERS!

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FOREWORD

Haringey's greatest asset is its passionate, diverse, and proud communities.

Creating great places for local people to live, with access to good opportunities that enable residents to work, socialise and thrive is a priority for the Council.

Equally important is ensuring we continually listen, collaborate and collectively work together, in partnership with the community to create great neighbourhoods where local people feel safe, proud and connected to their local area.

This is why we have been working very closely with you the Love Lane residents over the recent months and years to understand what you need and would like to see happen in the future with your home.

The Council has heard loud and clear that Love Lane residents want certainty. This includes safe and secure homes at Council rents with the opportunity to stay in the local area, protecting the relationships and networks which have been formed over a long period.

North Tottenham is an area rich in culture and potential but for too long, residents have not been able to access the same opportunities as those elsewhere in our borough, with many living in overcrowded and insecure accommodation.

We aim to help tackle these issues through the High Road West redevelopment, which will provide much-needed new homes including 500 Council homes, new jobs and shops, community buildings and better open spaces. It will also bring £10m of funding for social and economic programmes for the community.

This Landlord Offer is our commitment to existing residents should you choose to vote 'yes' in the up-and-coming resident ballot.

It confirms our guarantee that existing secure tenants, non-secure tenants placed in temporary accommodation by the Council, and resident leaseholders on Love Lane Estate will be able to move to a new high-quality home in the newly redeveloped neighbourhood.

This Landlord Offer also details our assurance to support you through the moving process and how we will deliver what you have told us is important to you. Priorities including high quality, spacious homes with generous storage and outdoor space, that meet the needs of your family.

The ballot will ensure that you as a resident have your say on the future of your home. Redevelopment will only take place if residents vote in favour in the ballot.

We will always adopt an approach that sees you shaping any changes in your local neighbourhood.

INTRODUCTION

This booklet sets out the High Road West regeneration plans we've been discussing with residents and tells you how you can vote in the ballot. It tells you all you need to know about your new home options and what the new neighbourhood will offer to you, your family, and friends.



...GET IN TOUCH

Here to help

We understand that this is a big decision. Our dedicated team are here to help, and no question is too big or too small.

If you would like to speak to one of the team, please contact your Community Engagement Officer, Lauren Schneider at

E: lauren.schnieder@haringey.gov.uk
T: 07816 151961

We can also post a translated version of the Landlord Offer to you.

Advice

You can also get independent advice. Please contact your Independent Tenant and Leaseholder Advisor 'Microfish' (led by Damian Tissier) at

E: damiantissier@gmail.com
T: 07931 795526

Your vote is important

The resident ballot will run from Friday 13 August to Monday 6 September 2021.

We encourage every eligible resident to vote. Your vote is confidential – no one will know how you voted unless you tell them.

You will have the final say on whether the redevelopment happens, and this document is to help you make an informed decision about whether this is right for you and your family.

The resident ballot is your opportunity to decide – by voting 'yes' or 'no' in the ballot taking place between 13 August and 6 September 2021.

The redevelopment will only happen if enough residents vote 'yes', so we really encourage you to have your say. To vote in the ballot, you must live in a property on the Love Lane Estate, be aged 16 or over, and be one of the following:

- **A social tenant** (including those with secure, assured, flexible or introductory tenancies) named as a tenant on a tenancy agreement dated on or before July 2021.
- **A resident leaseholder** who has been living in their property as their only principal home for at least one year prior to July 2021 and are named on the lease or freehold title for their property.
- **A resident whose principal home is on the estate** and who has been on the Council's housing register for at least one year prior to July 2021. This includes non-secure tenants in temporary accommodation.

The Love Lane Estate consists of the following properties:

- ✓ Brereton Road (Nos 4-18 Even)
- ✓ Charles House (Nos 1-60)
- ✓ Ermine House (Nos 1-60)
- ✓ Kathleen Ferrier Court (Nos 1-19)
- ✓ Moselle House (Nos 1-60)
- ✓ Orchard Place (Nos 2-28 Even)
- ✓ White Hart Lane (Nos 3-39)
- ✓ Whitehall Street (Nos 2-32 Even)
- ✓ Whitehall Street (Nos 3-29 Odd)
- ✓ Whitehall Street (Nos 31-61 Odd)
- ✓ Whitehall Street (Nos 63-89 Odd)

OUR GUARANTEES TO... SECURE TENANTS

If residents vote 'yes', our guarantees to secure Council tenants are:

SUPPORTING YOU AND YOUR FAMILY THROUGHOUT:



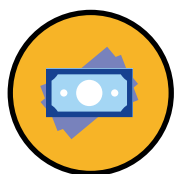
A new Council home in the newly redeveloped neighbourhood or the option to move to another Council home elsewhere if you prefer



Council rents at a similar level to the current Love Lane homes



Removals, and other reasonable moving expenses paid for

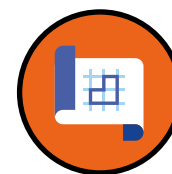


A Home Loss payment when you move – this is currently set at £6,500

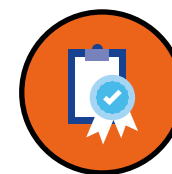


A dedicated re-housing team to support you with your move

GETTING A HOME THAT IS RIGHT FOR YOU:



A home that is the right size and adapted to your needs



A safe and secure home, meeting all current building regulations



A home that is cheaper to run

HELPING YOU MAKE THE NEW HOME YOUR OWN:



Choice of kitchen fittings, tiles and flooring, plus wall paint colour



Range of living area and kitchen layouts in the new homes

OUR GUARANTEES TO... NON-SECURE TENANTS LIVING IN TEMPORARY ACCOMMODATION

If residents vote 'yes', our guarantees to non-secure Council tenants living in temporary accommodation are:

SUPPORTING YOU AND YOUR FAMILY THROUGHOUT:



A new Council home in the newly redeveloped neighbourhood on a permanent secure tenancy



Council rents at a similar level to the current Love Lane homes

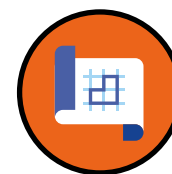


Removals, and other reasonable moving expenses paid for

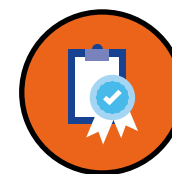


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GETTING A HOME THAT IS RIGHT FOR YOU:



A home that is the right size and adapted to your needs



A safe and secure home, meeting all current building regulations



A home that is cheaper to run

HELPING YOU MAKE THE NEW HOME YOUR OWN



Choice of kitchen fittings, tiles and flooring, plus wall paint colour



Range of living area and kitchen layouts in the new homes

Do I qualify for the new home?

You must have lived on the estate since January 2021 to qualify for one of the new homes.

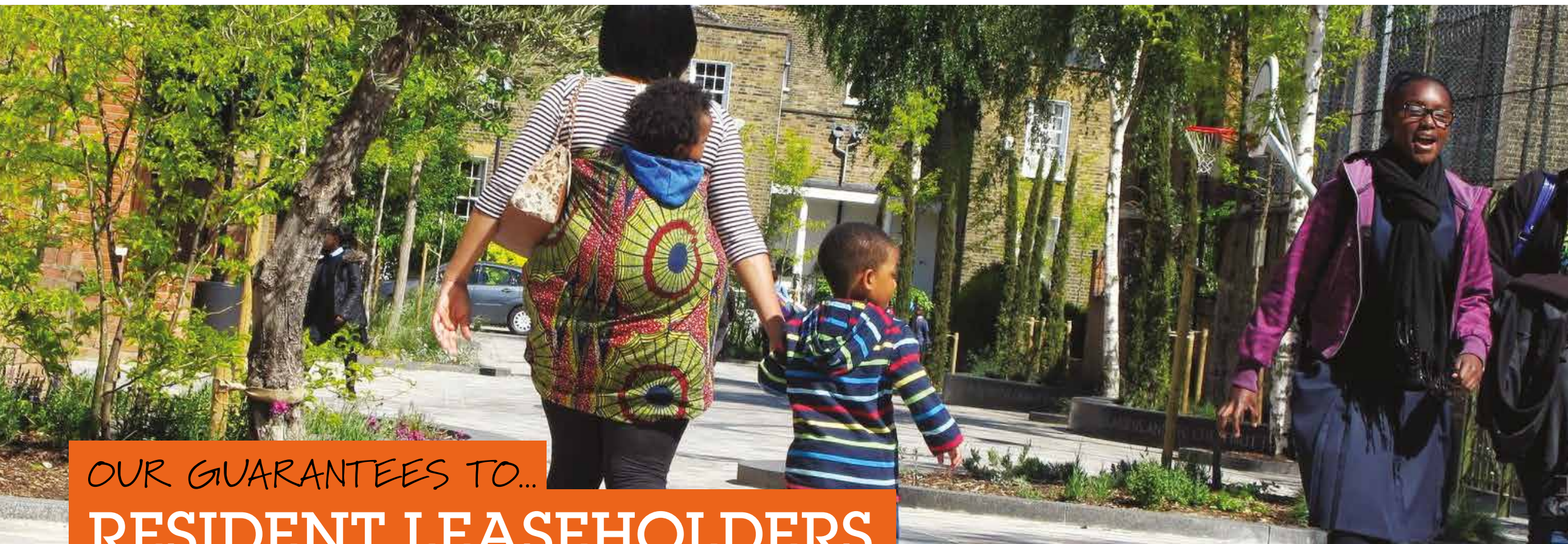
If have any questions please contact your Community Engagement Officer, Lauren Schneider.

E: Lauren.Schnieder@haringey.gov.uk

T: 07816 151961

You can also read the High Road West Local Lettings Policy which sets this out in more detail at www.tottenham.london/HighRoadWest.





OUR GUARANTEES TO... RESIDENT LEASEHOLDERS

For more information

Please read the Love Lane Leaseholder Offer which provides further details on the offer to leaseholders.

You can read this at www.tottenham.london/HighRoadWest, or contact your Community Engagement Officer, Lauren Schneider, who can arrange for a copy to be sent to you in the post.

We are here to help to discuss your options, and find the rehousing option that is best for you and your family.

E: Lauren.Schnieder@haringey.gov.uk

T: 07816 151961



If residents vote 'yes', our guarantee to resident leaseholders are:

GETTING A HOME THAT IS RIGHT FOR YOU:



A new affordable home in the newly redeveloped neighbourhood, with an offer of financial support from the Council through an enhanced equity loan

If you would prefer to live elsewhere, there are options for:

- An affordable home in Haringey or nearby with financial support from the Council through an equity loan
- A leasehold swap with an existing Council-owned property in the borough, subject to limited availability

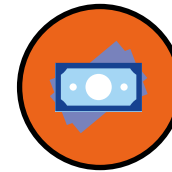
ENSURING YOU RECEIVE FAIR COMPENSATION:



Market value for your home on the sale of your property, with additional 10% as compensation



All reasonable legal and moving costs paid



Payments to cover reasonable costs associated with selling your current home and buying a new one

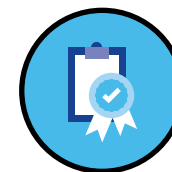
SUPPORTING YOU AND YOUR FAMILY THROUGHOUT:



A dedicated re-housing team to support you with your move



Independent Financial Advisor (IFA), who can advise you on how much you can afford to contribute towards a new home



Independent surveyor to value your home

To access the rehousing options, you must have lived in your property continuously since 16 December 2014.



Example of how the new homes could look and feel

YOUR NEW HOME

We have heard that people want to see better quality homes, with good room sizes and generous storage, which meets the needs of their family. Here are some of the aspects you can look forward to in the new homes:

SPACIOUS HOMES

All new homes will have spacious rooms that will be built to the 'London Plan and Good Quality Homes for all Londoners' space standards (which replaces and maintains standards of the former London Housing Design Guide), exceeding these in many cases.

A HOME THAT FITS YOUR NEEDS

Your home will meet your assessed housing need, this means that your family/household will have the right number of bedrooms in your new home. We will also ensure that any special adaptations you need in your new home are completed for you. See page 24/25 for more details on when the housing needs assessment will take place.

HOMES SUITABLE FOR ALL

Buildings will be designed to be accessible for all. A range of wheelchair adaptable homes will be available and the layouts of each will be designed to provide the additional space and features required. Buildings will have new reliable lifts, with more than one in each block. This means that there will always be a lift available in the unlikely event that an issue arises.

SAFE AND SECURE HOMES

Every building and home will have better security features such as electronic entrance systems with fob only access and CCTV that will be monitored regularly.

Fire safety is a priority and all new homes will be built using non-combustible materials and have a sprinkler system fitted.

HOME COMFORT

Your new home will be designed to be more energy efficient and should be cheaper to run.

You will have higher performing windows and improved soundproofing, to make your home a peaceful place to live. Reliable wi-fi will also be available.



EXISTING HOMES AT LOVE LANE ESTATE

NEW HOMES AT HRW
with the same number of bedrooms

⚡
EFFICIENCY

££
BILLS

⚡⚡
EFFICIENCY

£
BILLS



Resident Design Panel

We will work with a Resident Design Panel so that homes are designed in accordance with the preferences of Love Lane residents.

If you are interested in being part of a Resident Design Panel, please contact your Community Engagement Officer using the details below.

E: Lauren.Schnieder@haringey.gov.uk

T: 07816 151961



MODERN BATHROOMS

The bathrooms in the new homes will have a bath with an integrated shower. The homes will be well ventilated to prevent mould and mildew.

SECURE COMMUNAL GARDENS

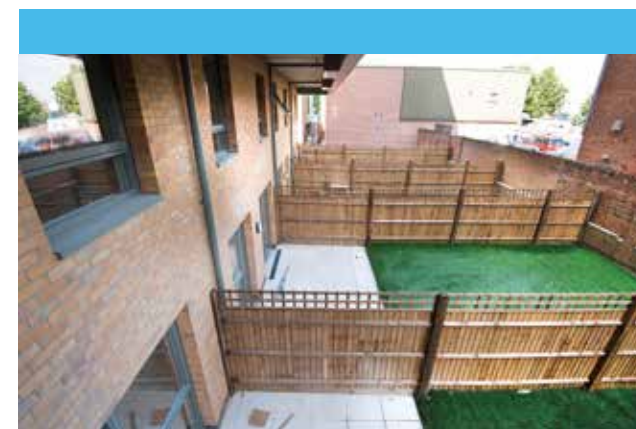
Residents will have access to the communal gardens, courtyards or green spaces within each residential block.

MODERN KITCHENS

Each home will be fitted with a modern kitchen with ample storage space in cupboards both under the counter and wall cabinets.

Your new kitchens will be spacious and will allow natural light where possible. Every kitchen will have a cooker hood to remove steam or cooking smells, as well as windows to allow natural ventilation.

There will be a range of layouts available, including separate and open plan kitchen/living arrangements.



PRIVATE OUTDOOR SPACE

Each home will have access to a private space such as a balcony, garden or patio.

MAKING YOUR HOME YOUR OWN

The Council will provide you with a choice of interior finishes, for example kitchen units, door fronts, worktops and floor coverings.



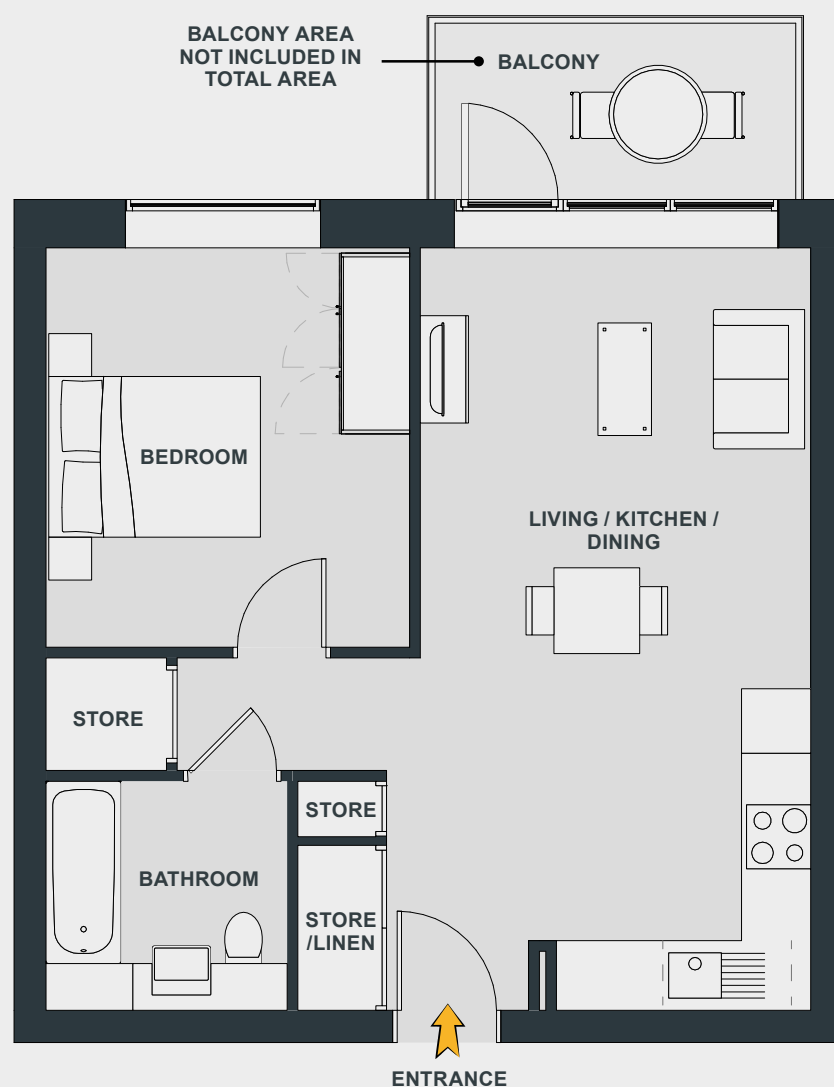
EXAMPLE LAYOUTS

See below examples of typical floor layouts which will be subject to further design, planning and discussion with residents.

You can come to see models of the homes at The Grange building on White Hart Lane!

50m²
(538sq.ft)
Minimum Area

Typical 1 Bed 2 person flat

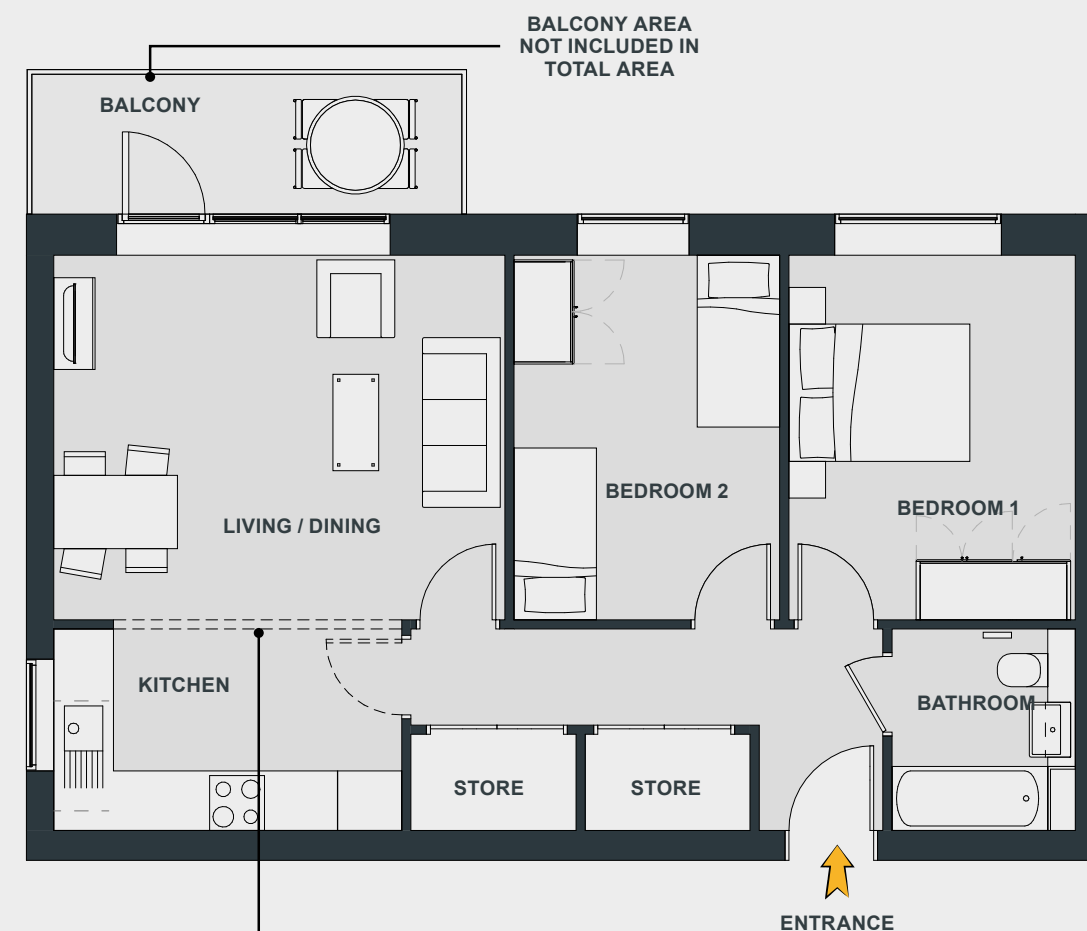


Recommended Area			Required Minimum Area			
LIVING	KITCHEN	DINING	BEDROOM 1	BATHROOM	STORAGE	BALCONY
25m ² (269sq.ft)			11.5m ² (124sq.ft)	4.4m ² (47sq.ft)	1.5m ² (16sq.ft)	5m ² (54sq.ft)



70m²
(753sq.ft)
Minimum Area

Typical 2 Bed 4 person flat



THIS LAYOUT PROVIDES A CHOICE OF SEPARATE KITCHEN OR OPEN PLAN LIVING KITCHEN AND DINING ROOM

Recommended Area			Required Minimum Area				
LIVING	KITCHEN	DINING	BEDROOM 1	BEDROOM 2	BATHROOM	STORAGE	BALCONY
27m ² (291sq.ft)			11.5m ² (124sq.ft)	11.5m ² (124sq.ft)	4.4m ² (47sq.ft)	2m ² (22sq.ft)	7m ² (75sq.ft)

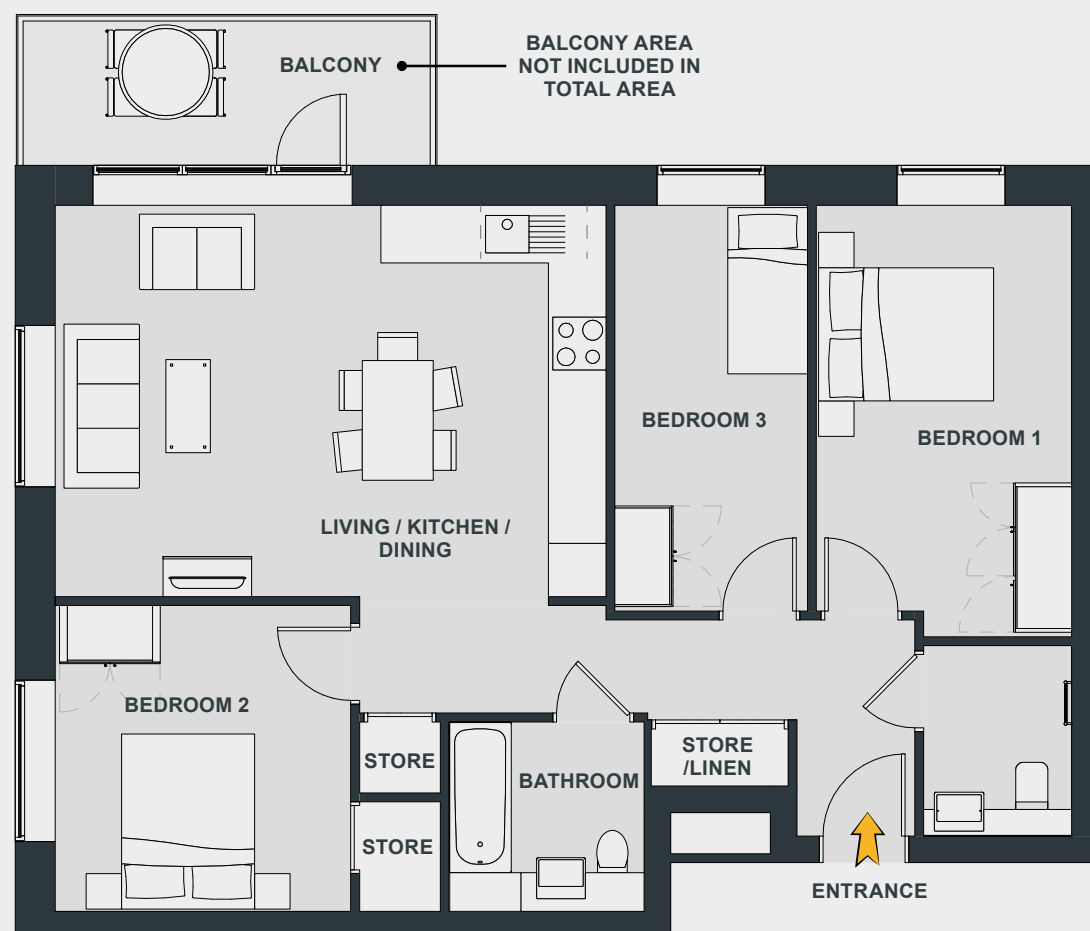
EXAMPLE LAYOUTS

See below examples of typical floor layouts which will be subject to further design, planning and discussion with residents.

You can come to see models of the homes at The Grange building on White Hart Lane!

86m²
(926sq.ft)
Minimum Area

Typical 3 Bed 5 person flat

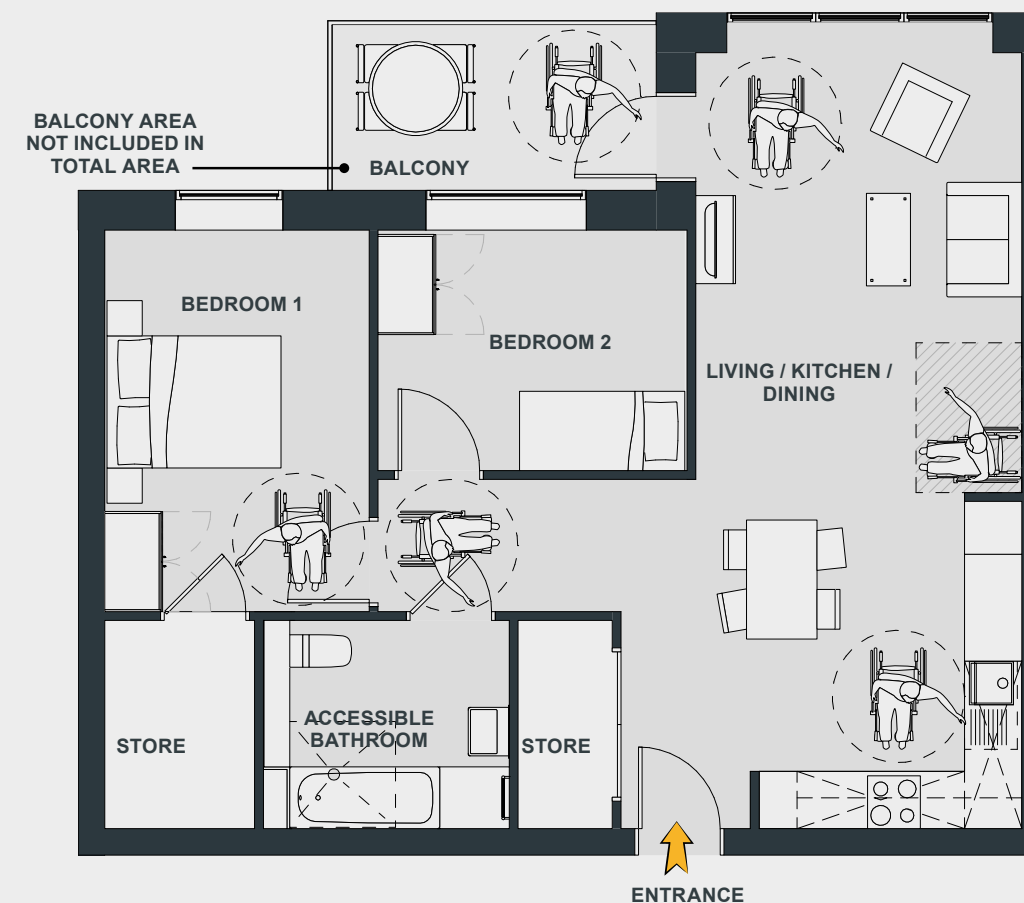


Recommended Area			Required Minimum Area					
LIVING	KITCHEN	DINING	BEDROOM 1	BEDROOM 2	BEDROOM 3	BATHROOM	STORAGE	BALCONY
29m ² (312sq.ft)			11.5m ² (124sq.ft)	11.5m ² (124sq.ft)	7.5m ² (81sq.ft)	4.4m ² (47sq.ft)	2.5m ² (27sq.ft)	8m ² (86sq.ft)



76m²
(818sq.ft)
Recommended Area

Typical 2 Bed 3 person wheelchair flat



Recommended Area			Required Minimum Area				
LIVING	KITCHEN	DINING	BEDROOM 1	BEDROOM 2	BATHROOM	STORAGE	BALCONY
27m ² (291sq.ft)			13.5m ² (145sq.ft)	8.5m ² (91sq.ft)	5.7m ² (61sq.ft)	2m ² (22sq.ft)	6m ² (65sq.ft)



TENANCY RIGHTS AND MONEY MATTERS



RENT LEVELS

The new Council homes will be at Council rent, at a similar level to what you pay now.

Our guarantee is that at a maximum, your rent will be **no more than 10% above** the average Council rent for an equivalent size home on Love Lane Estate at the time of your move.

While this may mean a small increase in rent, you are likely to have savings elsewhere, such as on your energy bills due to the new homes' better energy efficiency.



SERVICE CHARGE

If you are a tenant or leaseholder you currently pay a service charge. Service charges will be calculated based on the services that are provided with the aim to ensure that costs are minimised, while still ensuring that the buildings are managed and maintained to a high quality. We will be working closely with residents to understand the type and level of services that tenants and leaseholders want and need, and ensure that these are affordable.



COUNCIL TAX

Council Tax charges will be assessed when the new homes are built. The banding of property for Council Tax is not assessed by the Council, but by the Valuation Office Agency. Usually, when a property is demolished and a new property of similar size is rebuilt in its place, the band of the new property would be similar to the band of the original property. It is possible that marginal differences in layout and design might mean that the new property is a band higher or lower. Generally there should be little or no change. If you are on a low income or benefits, you may be eligible for a Council Tax reduction.



HOUSING BENEFIT/ UNIVERSAL CREDIT

If you are on a low income or receive benefits you may be eligible for support to help pay your rent, Council Tax and service charges.



PARKING

A survey was undertaken earlier in the year to understand the current parking requirements of residents, this information has been used to inform the parking provision. Our aim is that all existing households will have the option of a parking permit within the new neighbourhood or on nearby roads. All Blue Badge holders will be provided with the option of wheelchair parking near to your home.

We will continue to engage with residents and undertake further surveys regarding parking to ensure the appropriate provision is provided.



SPLIT HOUSEHOLDS

In exceptional cases, for example if a suitable sized family home is not available in the newly redeveloped neighbourhood then larger families with children over 18 may be able to 'split' their households, e.g. adult children may be able to move into their own accommodation. This will be considered on a case-by-case basis and determined by a housing needs assessment.



A HOME THAT FITS YOUR NEEDS

If you are a tenant on the estate you will receive one offer of accommodation for a new home in the newly redeveloped neighbourhood that meets the housing needs of your household. The Council's re-housing team will contact all secure tenants and those residents living in temporary accommodation to either carry out and complete a new Housing Needs Assessment, or to confirm details of a Housing Needs Assessment which has previously been completed so we can confirm:

- Changes in circumstances
- Medical and other needs
- Preferences regarding the specification of your new home in the redeveloped neighbourhood (please note that as far as possible, attempts to meet stated preferences will be made, but these cannot be guaranteed for all cases)

If an existing tenant is currently in a property which is larger than the assessed need, they will be able to apply for a new home which has up to one bedroom above the assessed need. To qualify for an additional bedroom the tenant must meet certain criteria, such as, having no rent arrears and no record of anti-social behaviour, and this will also be subject to an affordability check for the resident.

If there is a change in any resident's circumstances, these changes must be confirmed within a reasonable time scale in person or in writing to the rehousing team. All relevant documentation must also be supplied within 12 months of this change. A final needs assessment will be made by the Council at the time that the new homes are ready to be allocated, to ensure that your circumstances remain the same.



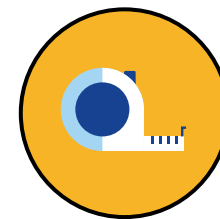
RIGHT TO BUY

Tenants will have the opportunity to buy their new home in line with the Right to Buy legislation in place at the time. You can find out more at www.gov.uk/right-to-buy-buying-your-council-home.



TENANCY RIGHTS

All tenants who move into Council properties in the newly redeveloped neighbourhood will be offered a permanent lifetime tenancy. For existing secure tenants, tenancy rights will not be affected by moving into a new home and will remain with the Council, and you will retain your Right to Buy. For eligible households currently living in temporary accommodation you will move onto a permanent tenancy with the Council.



ADAPTATIONS

If you, or a member of your family who has been living with you for at least twelve months, requires any special adaptations to their home, for example grab rails, a wheelchair accessible kitchen etc, then your dedicated re-housing officer will ensure that an Occupational Therapist completes a full assessment and that all the correct adaptations are made to your new home before you move.



Here to help

If you have any other questions, please read the FAQs at the end of this offer. If you still have any questions, then please contact your Community Engagement Officer, Lauren Schneider.

E: Lauren.Schnieder@haringey.gov.uk
T: 07816 151961



HOW WE WILL SUPPORT YOU

The Council will support you and your family every step of the way and make the move to your new home as easy as possible.

THE COUNCIL WILL HELP WITH:

- ✓ Removals
- ✓ Disconnecting and reconnecting appliances
- ✓ Redirecting mail
- ✓ Reconnecting telephone, TV and broadband
- ✓ Replacing major appliances if they don't fit in your new kitchen
- ✓ Replacing fitted furniture
- ✓ Packing/unpacking costs

DEDICATED RE-HOUSING OFFICER

We recognise that moving can be a stressful time for you and your family, and that's why we are committed to providing additional support to you through the process.

Each household will have a dedicated re-housing officer to help with every step of the re-housing process. They will meet you on a one-to-one basis to get to know you and your families' needs and requirements, and will keep you fully informed on the options available to you.

SUPPORT IN YOUR CURRENT HOME

We know how important it is that your current home is well maintained and looked after. The Council and your landlord, Homes for Haringey, will work to make sure that any issues you might have are dealt with quickly and effectively while you are waiting for your new home to be built.

THE MOVING PROCESS AND HOW WE'LL SUPPORT YOU:

ALL ALONG THE WAY

Your rehousing officer will be in touch with you to keep up to date on your household's requirements, and let you know when the new homes are available.

SUPPORTING YOU BY:

Keeping in touch

6 WEEKS BEFORE MOVE

You can visit your new home and have a look around before you move in. You can even start taking measurements.

SUPPORTING YOU BY:

Visiting your new home

MOVING DAY

You will get all the support you need with the move, from help moving boxes and packing/unpacking a van, through to making sure all your furniture is where you need it to be.

SUPPORTING YOU BY:

Help with moving

1 MONTH AFTER MOVING

Your rehousing officer will carry out a Post Move survey with you to check you are settled in and if there is anything else they can help with.

SUPPORTING YOU BY:

Checking all is going well

WHEN AND HOW YOU WILL MOVE

HOW WILL PHASING WORK FOR LOVE LANE RESIDENTS?

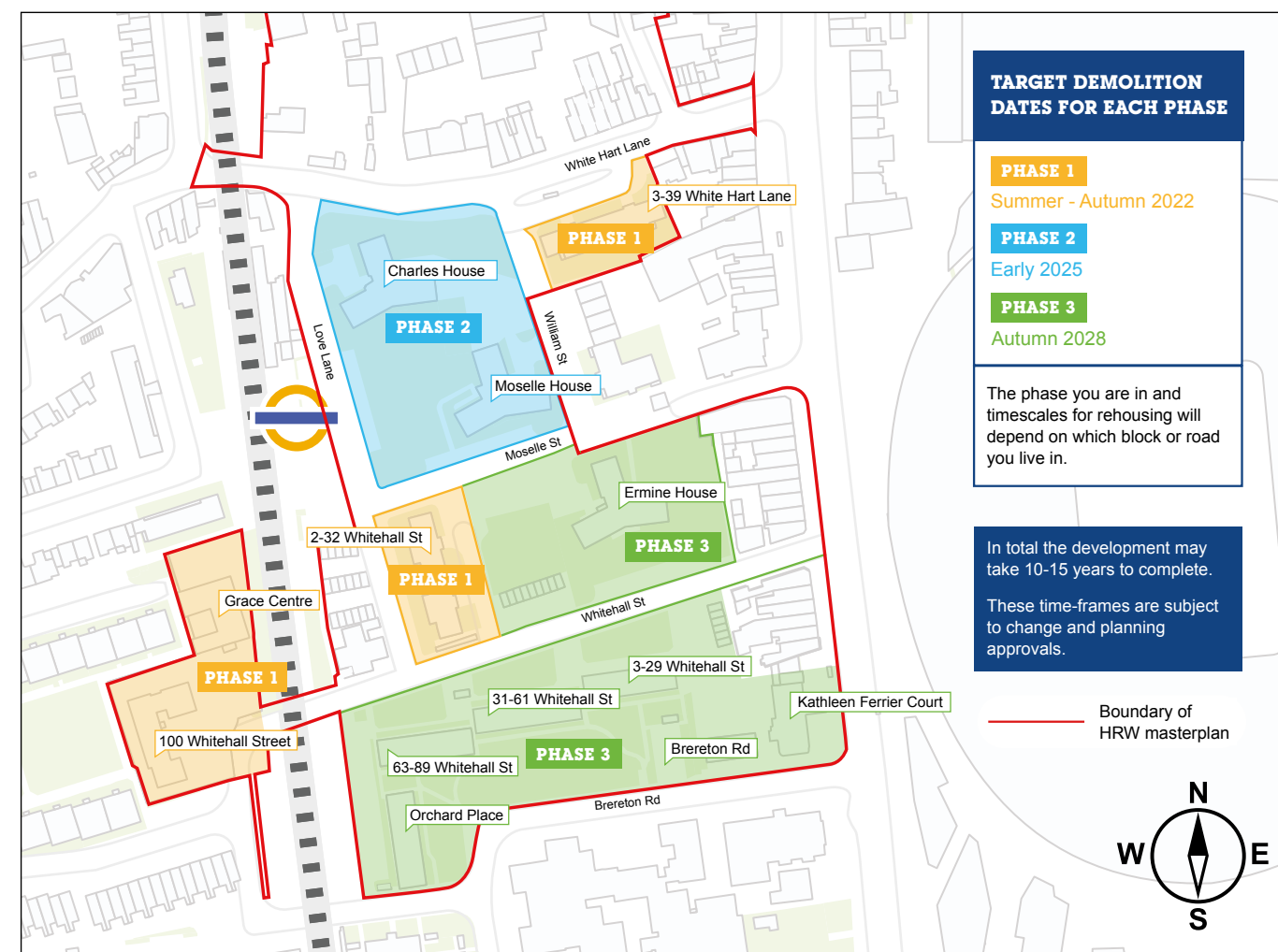
The redevelopment across the High Road West area will take place over a period of around 10-15 years. Most residents will be able to move straight into their new home.

However, a small number of residents will need to move into a temporary home either on the Love Lane Estate or as close as possible while their new home is being built. Any residents that need to make a temporary move will have the highest priority for the new homes as soon as they are available for let.

Please contact your Community Engagement Officer, Lauren Schneider us to speak about the phasing process. We are here to talk you through when you are likely to need to move, and when your new home will be ready.

E: Lauren.Schnieder@haringey.gov.uk
T: 07816 151961

- 1 Residents living in Phase 1 are supported to move into a temporary home, to allow the new homes to be built.
- 2 Existing buildings in Phase 1 are demolished and new homes are built in their place. It is likely to take 2-3 years until these first new homes are ready.
- 3 Residents who previously lived in Phase 1, and those currently living in Phase 2, move into these new homes.
- 4 Existing buildings in Phase 2 are demolished and new homes are built in their place.
- 5 Residents currently living in Phase 3 move into these new homes. At this point, all current residents on Love Lane will have moved into their new home.
- 6 Existing buildings in Phase 3 are demolished and new homes are built in their place, including new Council homes for other families on the waiting list.



THE VISION FOR THE AREA

The vision for the High Road West redevelopment has been developed based on what we have heard from the local community over several years, including most recently in spring of this year. Thank you to everyone who has given their valuable feedback.

“The vision for High Road West is to **create a vibrant and sustainable neighbourhood** and support the creation of a **new leisure destination** for London”

Four key themes have been identified as your priorities, and you can read more about the proposals to deliver these on the next few pages. The evolving masterplan looks at how these priorities will come together in the new neighbourhood.

If residents vote ‘yes’, we will be continuing work with you to shape how this shared vision is delivered, to ensure that it brings the changes that you want to see in your local area.

THE STORY SO FAR

The Council has been working with the community since 2012 to develop a vision for the area, as well as the development of a Love Lane Resident Charter and Design Guide. In 2014, the Masterplan Framework was agreed by the Council's Cabinet. In 2017, Lendlease were procured as development partner, with residents playing an important role in the selection process. Since then, we have been speaking to you about the masterplan and new homes.

This will be a phased development, delivered over several years. The funding agreed to date applies to the area south of White Hart Lane, including the Love Lane Estate. We are committed to deliver benefits across the whole of the Masterplan area over the longer-term, and we will be working with partners, landowners, and the community to progress this.

THE EVOLVING MASTERPLAN

High Road West and the place names in this booklet are all working titles. We will be listening to the community's views on what they want their neighbourhood, buildings, public spaces and streets to be called.

Images are illustrative examples

Light Industrial and workspaces - 'Peacock Yard'



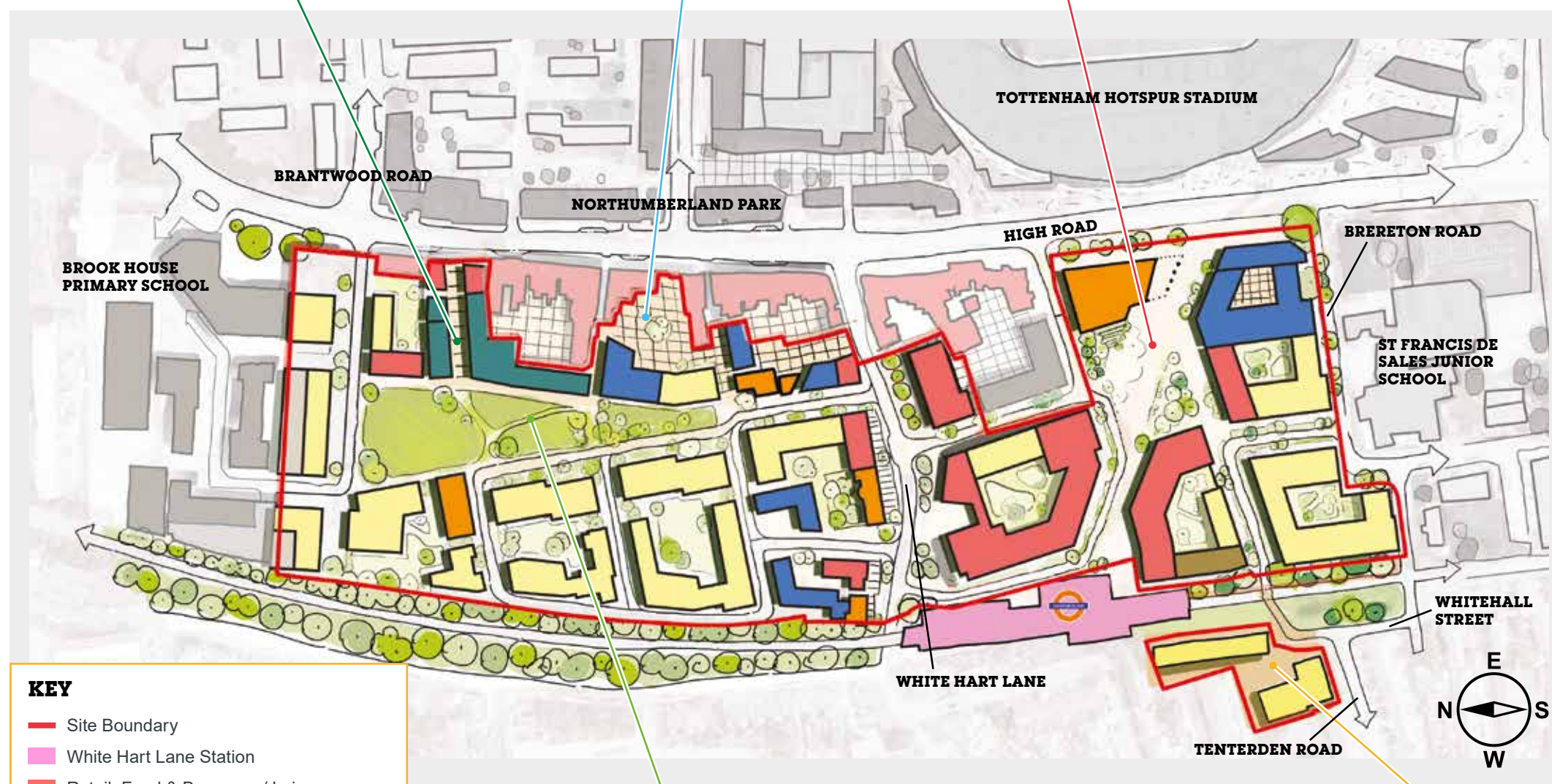
Commercial hub for markets and creatives - 'Roebuck Yards'



New public square - 'Moselle Square'



Workspace - High Road Yards



KEY

- Site Boundary
- White Hart Lane Station
- Retail, Food & Beverage / Leisure
- Workspace
- Community Services / Library
- Light Industry
- Residential Homes
- Energy Centre

This plan shows the ground floor uses of the buildings. New homes will be located above the ground floor in many instances.

Community park



New shops and restaurants - 'Mosella Square'



First new homes for local people - Whitehall Mews



THE VISION FOR A VARIETY OF NEW HOMES



We heard that residents wanted to see:

- ✓ Better quality housing with good size rooms and storage
- ✓ Homes with access to open space and facilities
- ✓ Different types and sizes of homes, and alternatives to high-rise towers for Love Lane Residents



Example of how the new homes could look and feel

Your home will be at the heart of the new neighbourhood.

Our target is to deliver over 2,600 new high-quality homes and 40% affordable housing. There will be a mix of types and sizes in a neighbourhood that welcomes all parts of the community.

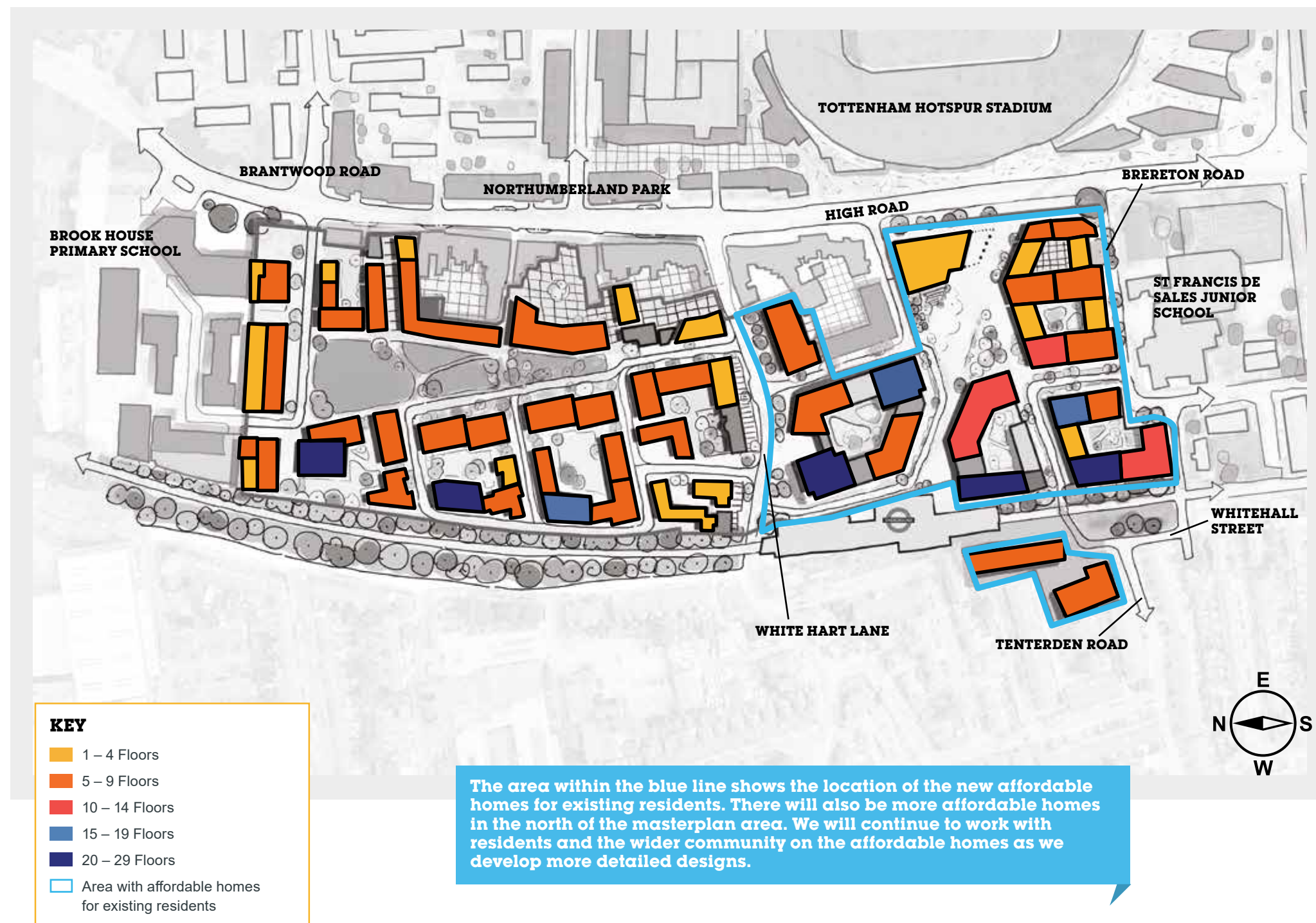
Of these 500 will be Council homes at Council rent – guaranteed for eligible Love Lane tenants, with the remainder going to the most in-need households on the Council's waiting list.

APPROACH TO HEIGHTS

There will be a range of buildings and heights throughout the area. Council and affordable homes for existing residents will mainly be in lower rise blocks, and in the same area as the Love Lane Estate today.

All building heights will sensitively respond to the character and scale of nearby buildings, with the tall buildings located along the railway line gradually stepping down towards the High Road. Buildings will be orientated to maximise views and light into homes, while maintaining privacy for residents.

The below diagram indicates the approach to heights across different parts of the new neighbourhood. The final agreed heights will be subject to variation based on the planning process and refinement of the design.



THE VISION FOR PUBLIC AND GREEN SPACES



We heard that residents wanted to see:

- ✓ A safe and attractive environment to live and work in, especially at night
- ✓ New, better quality and freely accessible public and green spaces
- ✓ Safe play areas

As a resident you will have access to a range of safe, welcoming, and fun public spaces for all to use.

Across the neighbourhood will be places to socialise and be part of your community. Streets will be shaded and green with trees and planting, with opportunities for children's play and outdoor exercise.

Residents will also be able to enjoy quieter communal gardens for more private space.



Example of communal garden

PUBLIC SPACES

- **New public square** – A welcoming, flexible space that can be used for a variety of events throughout the year, such as markets or outdoor classes. It will be a safe space for use by all ages throughout the day, with places to eat and drink and meet friends.
- **New community park** – A large new park which will be the green centre of the new neighbourhood. It will encourage good health and wellbeing, as a place for nature as much as people, with features that promote biodiversity.

COMMUNAL GARDENS

You will be able to enjoy:

- Secure space only accessible to residents
- Quiet areas to sit and relax
- Spaces for children to play
- Opportunities for growing gardens and outdoor family dining
- Sheltered spaces to enjoy being outside whatever the weather



Example of children's play and planting



Example of public square at King's Cross

THE VISION FOR JOBS, WORKSPACES AND RETAIL



We heard that residents wanted to see:

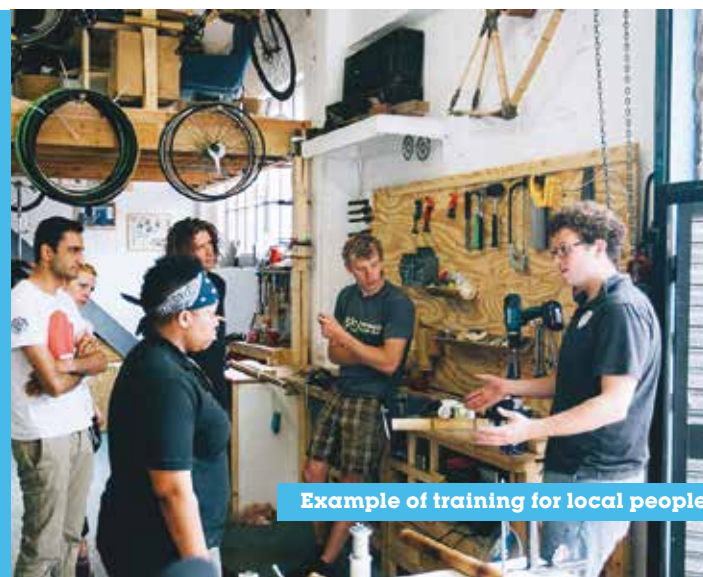
- ✓ More job and training opportunities for local people
- ✓ A broader range of shops, cafes and restaurants
- ✓ Support for businesses to thrive

As a resident, you will have access to a range of new employment, education and training opportunities.

The Council will have a dedicated team to ensure local people are trained to have the skills for the new jobs, when they become available.

Over its lifetime, the project will bring:

- 500 new jobs and careers
- 1,500 training opportunities
- 3,300 construction jobs
- 200+ work experience placements



Example of training for local people

AN ENHANCED TOWN CENTRE

This includes:

- Improved, well looked after public space from the High Road to the new square
- Improved environment including better looking shopfronts and town centre spaces, which celebrate Tottenham's history, culture and heritage
- New shops, restaurants and affordable workspace for local businesses, including support for start-ups
- A new Library and Learning Centre freely accessible to all, which will act as a hub for skills and training particularly for young people
- High Road businesses will be supported to develop their staff and provide more employment opportunities

NEW EMPLOYMENT AREAS

Providing a range of work opportunities for local people across different sectors, including at:

- **Peacock Yard** – A mix of light industrial and office workspaces, continuing the heritage of the area
- **Roebuck Yards** – A hub for makers and creatives, to help nurture and grow Tottenham's creative community



Examples of pop-up bars and restaurants



Example of business spaces

THE VISION FOR NEW COMMUNITY AND LEISURE FACILITIES



We heard that residents wanted to see:

- ✓ Better quality and more community facilities
- ✓ More leisure facilities and activities for young people
- ✓ Access to services that support communities, provide training and enhance life opportunities

Residents will have new and improved community facilities on their doorstep.

The new Library and Learning Centre will not only help improve Council services, but create a true sense of community providing spaces for people to meet, learn and socialise together.

We will be working with residents to design community facilities and spaces that meet the needs of you, your family and friends.



Sketch of how the new library could look and feel

NEW LIBRARY AND LEARNING CENTRE

This will provide:

- A welcome space for young people and older people offering study space, access to high quality IT and wifi, career advice and signposting to services
- An expanded children's library with the space for events
- Creative Enterprise spaces and job club
- Cafe and showcase gallery opening onto the square

REFURBISHED GRANGE COMMUNITY HUB

- A safe space for people to gather
- Location for a range of activities, services, information and events
- Distinct historic character of the Grange building will be retained and enhanced
- We'll be listening to you on what activities you would like to see happen at the Grange. For instance, this could be:
 - Networking sessions for parents with young children
 - Spaces for community organisations to meet and develop their projects and skills



The Grange at White Hart Lane



Example of learning spaces

NEW OPPORTUNITIES FOR LOCAL PEOPLE

This is about more than bricks and mortar. We will be working with residents to make sure that the redevelopment prioritises the interests of the local community.

A yes vote would enable the High Road West scheme to proceed which includes significant investment into the local neighbourhood through social and economic programmes that benefit the community. This £10 million investment will build on and enhance existing local provision and the Council will be working closely with Lendlease to direct this funding to local people, ensuring they secure the benefit.



RESIDENTS WILL BENEFIT FROM:

- ✓ A dedicated Employment Navigator for residents looking for work and support into employment or training, including CV writing and interview coaching;
- ✓ A skills and apprenticeship programme that is linked to a wide range of opportunities across Haringey;
- ✓ Access to Digital Skills Training and other courses, such as English to Speakers of Other Languages (ESOL);
- ✓ Support to develop community project ideas into local initiative; and
- ✓ Tailored support to start up a new business.

Over its lifetime, the High Road West scheme will deliver the following, with many of these jobs and training opportunities ringfenced for people from the local community:



THE £10M SOCIAL AND ECONOMIC PROGRAMME WILL BE CENTRED AROUND THREE KEY THEMES:

✓ CREATING BETTER PROSPECTS

Connecting residents to sustainable, long-term jobs and training opportunities, linked up to other local neighbourhood services.

This will include:

- A comprehensive Employment and skills offer which will provide employment support and training to residents with an initial focus on areas with growing job opportunities such as Construction, Health and Social Care, Technology and Environment
- Construction employment programme ('Be Onsite') – to help people starting a career in construction with a focus on 1:1 practical support and personal training

✓ BUILDING COMMUNITY CAPACITY

Residents will have the opportunity to shape the benefits coming forward. We will provide the resources, training and expertise to build the skills and capacity of local community groups and businesses.

This will include:

- An Annual Community Fund – allocated to community-led projects to empower ideas and opportunities for local people
- High Road Revitalisation Programme – support packages for businesses such as expanding their customer base and improving online presence

✓ ENABLING HEALTHY AND SAFE LIVES

Ensuring that residents live in a safe and welcoming environment, which supports their health and wellbeing.

This will include:

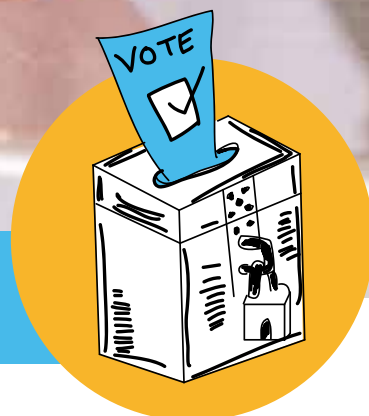
- Building on the success of the Enabling Enterprise and Sports Inspired Programme, we will be working with local schools and community organisations to design local school-based programmes and initiatives to improve outcomes for young people

THE BALLOT: HOW TO VOTE

**YOUR VOTE
MATTERS!**

**YOUR VOTE IS
CONFIDENTIAL –
NO ONE WILL KNOW HOW
YOU VOTED UNLESS YOU
TELL THEM.**

**THE RESIDENT BALLOT WILL RUN FROM
FRIDAY 13 AUGUST TO MONDAY 6 SEPTEMBER**



It is really important that you have your say in the ballot. Redevelopment will only happen if residents vote in favour. This section explains how the ballot will work, when you can vote and who oversees the process.

WAYS OF VOTING



By post

Return your ballot paper in a pre-paid envelope



Online

Vote online using a unique code



Telephone

Vote by telephone using a unique code.

WHO IS IN CHARGE OF THE BALLOT?

We have appointed Civica Election Services as an independent body to organise and run the ballot. Civica Election Services have been managing ballots for organisations including the NHS, trade unions and other local authorities since 1988. This will be a confidential ballot and Civica Election Services will never tell the Council, or anyone else, how individual residents have voted.

If you would like to speak to Civica Election Services about the ballot, or if you have lost/spoiled your ballot paper, please call 020 8889 9203 or email support@cesvotes.com.

HOW WILL THE BALLOT WORK?

Voting packs will be posted first class to all eligible residents on Friday 13 August 2021. You can cast your vote as soon as the ballot paper arrives by post, using the pre-paid envelope provided, online through a secure website, or telephone. All details on how to cast your vote can be found on your ballot paper.

WHEN IS THE LAST DAY I CAN VOTE?

All votes must be received by Civica Election Services by 5pm on Monday 6 September 2021. If you choose to vote by post, be sure to allow enough time for your ballot paper to be returned before the deadline.

WHEN WILL I FIND OUT THE RESULT?

By Tuesday 14 September 2021 Civica Election Services will send a letter to all residents confirming the result.

WHAT IS THE QUESTION?

The voting pack will ask you to respond to the ballot with the following question:

“Are you in favour of the proposal for the regeneration of the Love Lane estate as part of the High Road West scheme?”

You can vote either YES or NO.

WHAT HAPPENS AFTER THE BALLOT



If a majority of residents vote 'yes' in the ballot, the Council will continue detailed consultation, and provide regular updates to all residents and other key stakeholders. The Independent Tenant & Leaseholder Advisor will continue to work with and support residents in making key decisions as the project progresses.

We will:

- Work with the residents and the community to develop a planning application for the neighbourhood
- Hold dedicated design workshops on features such as the design of new homes, community buildings and open spaces
- Work closely with the Love Lane Residents Association and ITLA to ensure residents can help shape the proposals
- Support residents through the move to their new home
- Speak to residents around the construction process and ensure this minimises disruption
- Start social and economic projects which benefits residents and the community
- Continue to run engagement and networking events at the Grange, such as coffee mornings
- Continue to update you through a newsletter and on our website to make sure you are up to date on what is happening



HERE TO HELP

We understand that this is a big decision. Our dedicated team are here to help, and no question is too big or too small. If you would like to speak to one of the team, please contact your Community Engagement Officer, Lauren Schneider at

E: lauren.schnieder@haringey.gov.uk
T: 07816 151961

We can also provide translated copies of the documents.

You can come see us in person on the estate on:

**Tuesdays, Thursdays and Fridays,
from 3 August to 3 September,
10-2pm.**

We are also available for 1-1 discussions at The Grange on White Hart Lane, including evenings. If you would like to book an appointment for a time that works for you, please contact us using the details above. Please let us know if you would like a translator to be in attendance.

HERE TO HELP

You can also get independent advice. Please contact your Independent Tenant and Leaseholder Advisor 'Microfish' (led by Damian Tissier) at

E: damiantissier@gmail.com
T: 07931 795526

QUESTIONS FOR ALL RESIDENTS



Q. Will my vote remain confidential?

- A.** Yes. Your vote is confidential, and no one will know how you voted unless you tell them.

Q. Will there be options for a separate kitchen and living area layout in the new homes?

- A.** Yes, we are committed to give residents a choice of kitchen and living area layouts where possible.

There will be a range of different types of homes built across the neighbourhood. All the homes in the first phase, known as 'Whitehall Mews' will have a separate kitchen option. In future phases there will be a mix of homes provided, some with separate kitchens and some with a more open plan layout offering a wider range of choices.

Q. Will the windows be safe to ensure that children can't open them?

- A.** Yes. All windows to new homes will be fitted with lockable restrictors to stop children from fully opening windows. These can be operated by adults for ventilation or cleaning purposes.

Q. Will the new homes be spacious, and will they have more storage space than the existing homes?

- A.** Yes. The new homes will be designed to ensure that residents can enjoy better and more spacious living environments.

Kitchens in the new homes will have more storage space than the existing homes, with base and wall units providing extra storage. Washing machines and dryers will also be placed in the utility area, offering more space in the kitchen.

Modern bathrooms are of an accessible layout and will be fitted with a modern bathroom suite including a bath with an integrated shower. The living and bedroom sizes will also be generous and no smaller than the existing homes.

Q. Will the redevelopment respond to anti-social behaviour issues on the estate?

- A.** Yes. Ensuring that the neighbourhood is a safer place to live is one of our priorities for the redevelopment. We will be creating places that are inclusive for all age groups at all times of day.

We will be working with you to design buildings and open spaces that make you feel safe, comfortable, and welcome in your community. This includes good lighting to all public spaces within buildings, streets and open spaces, well

overlooked streets so pedestrians don't feel isolated, and clear and direct routes to get you to your destination safely.

We will also be working closely with Secured by Design officers to use modern technology such as CCTV and fob only access to enhance the security of the new buildings.

Q. How will the green and open spaces change?

- A.** As a resident you will be able to enjoy publicly accessible green and open spaces designed so that they provide a range of activities, such as play, growing space, markets, events or just socialising. One of the main features of the development will be the large new community park to be built to the north of White Hart Lane in the later phase of the redevelopment.

In the Love Lane Estate area where the new Council homes will be built, there will be private podium gardens for the benefit of residents only, and greening and trees across this area. There will also be the new public square, which will provide space for a range of community activities such as markets and children's play.

While there will be plenty of open space, this does mean that, until the new community park arrives, there will be less green space in the area than

there is currently. We will be looking at ways to make the most of spaces in the south including providing temporary green spaces in this time to ensure that the area is a pleasant and healthy place to live. Above all, we will be ensuring that all open spaces are safe and accessible to all age groups.

This new space will also be designed to accommodate event and promote safe access for stadium visitors that minimises disturbance for residents, ensuring that these are designed around resident needs.

Q. What happens if residents vote "no" in the ballot?

- A.** If most residents on the estate vote 'no', then there would not be any immediate changes for residents.

The Council would ensure that residents are able to stay in their current properties whilst a process is undertaken to work with them to understand why they voted 'no', before considering next steps. This means that residents living in temporary accommodation would stay in their current properties while this is taking place.

Residents would continue to have support and advice from the High Road West Rehousing and Engagement Team throughout this period.

QUESTIONS FOR SECURE TENANTS



Q. Will the rent be much more expensive in the new homes?

A. No. Your new home on the estate will remain at Council rent, the most affordable type of rent, and at a similar level to what you pay now.

Our guarantee is that at a maximum, your rent will be **no more than 10%** above the average Council rent for an equivalent size home on Love Lane Estate at the time of your move.

While this may mean a small increase in rent, you are likely to have savings elsewhere, such as on your energy bills due to the new homes' better energy efficiency.

If you need to move to a larger property with more bedrooms, then the increase in your rent may be slightly more, as this would be reflective of you moving to a larger home. It will still be no more than 10% above the average Council rent for an equivalent property of that size on Love Lane Estate at the time of your move, meaning that the homes and living in the area will remain great value for money.

Q. Will my service charge change?

A. Service charges may change depending on whether any additional services are provided within the new blocks. We are committed to ensuring service charges are kept as low as possible. We will be working closely with residents to understand the type and level of services that want and need and ensure that these are affordable.

Q. When will I need to move?

A. The timing of when you will need to move will depend on which block you are living in on the estate.

Please contact Lauren Schneider, who will be able to talk through the estimated timelines for your move on lauren.schnieder@haringey.gov.uk or **07816 151961**

Q. Will I be able to move directly to my new home?

A. Most residents will be able to stay in their existing home while waiting for the new home to be built and make one move once it is ready.

There will be some who need to make a temporary move, so that we can build the new homes quicker. It is our aim to keep any temporary moves within the Love Lane Estate or as close as possible. If you do have to make a temporary move, you will have the highest priority for the next new homes as soon as they are ready.

Q. Will I get financial help when I move?

A. Yes. The Council will cover all reasonable costs for your move to the new property, such as removal vans and disconnections/reconnections of appliances. This would also apply for any temporary moves, in addition to the move to the new home.

As a secure tenant you will also receive a one-off Home Loss payment, which is currently set at £6,500.

Q. Can I move off the estate if I prefer?

A. Yes. If you would prefer to move elsewhere, your dedicated Rehousing Officer will support you every step of the way. This includes helping you bid for Council properties elsewhere in the borough. If you do choose to move to a property elsewhere, you will no longer be eligible for one of the new Council homes in the newly redeveloped neighbourhood.

Q. Will I be able to move to a larger property if my current home is overcrowded?

A. Yes. Your new home will meet your assessed housing need at the time of your move, which means it will have the right number of bedrooms for your family or household.

Q. I need specific adaptations made to my home to meet my needs. Can these be made to the new homes?

A. Yes. If you or a member of your family who has been living with you for at least 12 months requires any special adaptations to your home, then a full assessment will be undertaken by an occupational therapist and all the correct adaptations will be made before you move. This could include grab rails or a wheelchair accessible kitchen.

Q. If my circumstances change, will I be able to have my situation re-assessed?

A. Yes. We will be carrying out the rehousing assessment closer to time when the new homes will be available. If your circumstances change prior to your move, then your Rehousing Officer will undertake a revised assessment.

Q. Will my tenancy conditions change when I move to the new home?

A. No. When you move to a new property your tenancy will have the same rights and conditions as your current tenancy.

Q. Will I have the opportunity to use my Right to Buy?

A. Yes. You will still be able to buy your new home in line with the Right to Buy legislation in place at the time.

Q. Can I get independent advice?

A. Yes. Your Independent Tenant & Leaseholder Advisor (ITLA) is available to provide you with independent advice and support about the redevelopment and rehousing process. Please contact Damian Tissier on damiantissier@gmail.com or **07931 795526**



QUESTIONS FOR NON-SECURE TENANTS LIVING IN TEMPORARY ACCOMMODATION

Q. Will I be a Council tenant in the new estate?

- A.** Yes. If residents vote 'yes' in the ballot, then you will be offered a new Council home in the newly redeveloped neighbourhood on a secure lifetime tenancy.

You must have lived on the estate since January 2021 to qualify for one of the new homes. If have any questions about the criteria please contact your Community Engagement Officer, Lauren Schneider on lauren.schnieder@haringey.gov.uk or 07816 151961

Q. Is this offer a binding commitment from the Council?

- A.** Yes. The redevelopment will not happen unless we deliver the guarantees set out in the Landlord Offer.

Q. Will I be able to move to a larger property if my current home is overcrowded?

Yes. Your new home will meet your assessed housing need at the time of your move, which means it will have the right number of bedrooms for your family / household.

Q. What will the rent be in the new homes?

- A.** Your new home will be at Council rent levels, the most affordable type of rent.

Our guarantee is that at a maximum, your rent will be no more than 10% above the average Council rent for an equivalent size home on Love Lane Estate at the time of your move.

While this may mean a small increase in rent, you are likely to have savings elsewhere, such as on your energy bills due to the new homes' better energy efficiency.

If you need to move to a larger property with more bedrooms, then the increase in your rent may be slightly more, as this would be reflective of you moving to a larger home. It will still be no more than 10% above the average Council rent for an equivalent property of that size on Love Lane Estate at the time of your move, meaning that the homes and living in the area will remain great value for money.

Q. Will my service charge change?

- A.** Service charges may change depending on whether any additional services are provided within the new blocks. We are committed to ensuring service charges are kept as low as possible. We will be working closely with residents to understand the type and level of services that want and need and ensure that these are affordable.

Q. When will I need to move and when will my new home be ready?

- A.** The timing of when you will need to move will depend on which block you are living in on the estate.

Please contact Lauren Schneider, who will be able to talk through the estimated timelines for your move. on lauren.schnieder@haringey.gov.uk or 07816 151961

Q. Will I be able to move directly to my new home?

- A.** Most residents will be able to stay in their existing home while waiting for the new home to be built and make one move once it is ready.

There will be some who need to make a temporary move, so that we can build the new homes quicker. It is our aim to keep any temporary moves within the Love Lane Estate or as close as possible.

If you do have to make a temporary move, you will not only retain eligibility for the new Council homes, but you will also have the highest priority for the next new homes as soon as they are ready.

Q. If I do need to make a temporary move, will this be outside of London?

- A.** No. It is our aim to keep any temporary moves within the Love Lane Estate or as close as possible. This is with the exception of residents who have specifically asked for a home elsewhere.

Q. Will I get financial help when I move?

- A.** Yes. The Council will cover all reasonable costs for your move to the new property, such as removal vans and disconnections/reconnections of appliances. This would also apply for any temporary moves, in addition to the move to the new home.

Q. I need specific adaptations made to my home to meet my needs. Can these be made to the new homes?

- A.** Yes. If you or a member of your family who has been living with you for at least 12 months requires any special adaptations to your home, then a full assessment will be undertaken by an occupational therapist and all the correct adaptations will be made before you move. This could include grab rails or a wheelchair accessible kitchen.

Q. If my circumstances change, will I be able to have my situation re-assessed?

- A.** Yes. We will be carrying out the rehousing assessment closer to time when the new homes will be available. If your circumstances change prior to your move, then your Rehousing Officer will undertake a revised assessment.

Q. Does this affect my ability to bid for Council homes elsewhere?

- A.** No. You can continue to bid for properties elsewhere in the borough if you want to, and you will retain your existing priority on the waiting list when bidding.

The additional priority is only for new homes on the Love Lane Estate. It means that you will have the guarantee to move to one of these new Council homes if you want to.

If you do choose to move to a property elsewhere on a secure tenancy, you will no longer be eligible for one of the new Council homes in the newly redeveloped neighbourhood.

Q. Will I have Right to Buy in the new homes?

- A.** Yes. You will be able to buy your new home in line with the Right to Buy legislation in place at the time.

Q. Can I get independent advice?

- A.** Yes. Your Independent Tenant & Leaseholder Advisor (ITLA) is available to provide you with independent advice and support about the redevelopment and rehousing process. Please contact Damian Tissier on damiantissier@gmail.com or 07931 795526

QUESTIONS FOR RESIDENT LEASEHOLDERS



Q. Will I be offered a new home on the estate

- A.** Yes. All resident leaseholders will have the opportunity to buy a new affordable home in the development.

If you cannot afford to buy a new home outright, the Council will offer to contribute money for your purchase through an enhanced equity loan.

To access this, you only need to contribute the market value of your existing home plus your Home Loss payment. You will be the sole legal owner of the property and will not have to pay any rent or interest on the equity owned by the Council.

Q. Will my service charge change?

- A.** Service charges may change depending on whether any additional services are provided within the new blocks. We are committed to ensuring service charges are kept as low as possible. We will be working closely with residents to understand the type and level of services that want and need and ensure that these are affordable.

Q. When will I need to move?

- A.** The timing of when you will need to move will depend on which block you are living in on the estate.

Please contact your Community Engagement Officer, Lauren Schneider on lauren.schnieder@haringey.gov.uk or **07816 151961**, who will be able to talk through the estimated timelines for when you would be required to move.

Q. Will the Council buy my property?

- A.** Yes. The Council will enter into negotiations with you to seek a mutually agreeable value for your home.

Q. What compensation is available to me?

- A.** You will be entitled to receive the market value of your property, plus an extra 10% Home Loss payment.

You will also receive disturbance payments to cover all reasonable costs for your move to the new property, such as removal vans and disconnections/reconnections of appliances.

You may also be able to claim for compensation for any Decent Homes work which was carried out prior to December 2014 and is not captured in the valuation of your property.

Q. What support am I entitled to?

- A.** You will be entitled to receive independent financial advice, with all reasonable costs covered

by the Council. The independent financial advisor can advise you on how much you can afford to contribute towards a new home and help inform your rehousing choice.

The Council will provide you with a list of suggested independent financial advisors (FCA registered) or you can choose others if you wish.

You are also entitled to claim costs associated with selling your current property and buying a new one. This includes solicitor/legal fees, valuations, stamp duty land tax, mortgage and lender fees and conveyancing costs.

Your Independent Tenant & Leaseholder Advisor (ITLA) is available to provide you with independent advice and support. Please contact Damian Tissier on damiantissier@gmail.com or **07931 795526**

Q. What are my options if I would like to move elsewhere?

- A.** If you would like to move elsewhere in Haringey, or nearby, then the Council will offer to contribute money for your purchase through an equity loan. To access this, your minimum contribution must include the market value of your existing home plus your Home Loss payment, and must not be below 60% of the value of the new home.

There is also the option to request a leasehold swap with another Council-owned property in the borough, subject to limited availability.

If you would like to buy a home without financial support from the Council, then the Council can provide practical help in finding a new home.

Please contact your Community Engagement Officer, Lauren Schneider on lauren.schnieder@haringey.gov.uk or **07816 151961**, who can speak through the options available to you.

Q. What if I can't afford a new property?

- A.** The enhanced equity loan offer for new affordable homes in the newly redeveloped neighbourhood means that it is likely that most Love Lane residents should be able to afford to secure a new Council home on the new estate.

However, if you are unable to raise sufficient funds to qualify for an equity loan, then the Council will review the options available to you to find the most appropriate way to enable you to stay in the area.

The Council will be assisting residents with financial advice and helping with advice on the most suitable options.

Q. What if I do not agree with the Council's valuation of my property?

- A.** If your valuer and the Council's valuer cannot reach agreement, then the two parties can appoint a single joint expert (a third valuer) to help resolve the dispute.

Both parties will need to agree on the choice of expert, who will be jointly appointed, and the process will be voluntary, confidential and non-binding. The Council will cover the costs of the expert and reasonable costs for you to professionally represented through this process.

Should you not accept the single joint expert's valuation, then you have the right to appeal to the Upper Tribunal (Lands Chamber).

Q. What happens if I don't want to move?

- A.** We aim to work with each resident to reach a suitable agreement regarding the sale of properties. If this is not possible Haringey Council would seek a to purchase your property under a Compulsory Purchase Order (CPO), subject to confirmation by the Minister for Housing, Communities and Local Government.

