



HIGH ROAD WEST

HYBRID PLANNING APPLICATION

STATEMENT OF COMMUNITY INVOLVEMENT
PREPARED FOR LENDLEASE BY SOUNDINGS

OCTOBER 2021

CONTENTS

1	EXECUTIVE SUMMARY	3
1.1	Consultation Overview	5
1.2	Engagement Policy and Guidance	7
1.3	COVID-19 Pandemic	8
2	GLOSSARY OF TERMS	9
2.1	Glossary of Terms	10
3	INTRODUCTION	11
3.1	Project Overview	12
3.2	Estate Regeneration Ballot	12
4	SITE CONTEXT	15
4.1	Site History & Context	16
4.2	Local Development Context	18
4.3	People and Places at HRW	18
5	ENGAGEMENT	21
5.1	Engagement Team	22
5.2	Engagement Timeline	24
5.3	Methodology	26
5.4	Engagement Tools	28
5.5	Catchment Areas	30
6	CONSULTATION FINDINGS	33
6.1	Residents Charter and Design Guide	34
6.2	Residents Charter and Design Guide Response	36
6.3	Community Shaped Masterplan	38
6.4	Final Submitted Masterplan	42
7	STAGE 0 ENGAGEMENT	45
7.1	Stage 0 Engagement	46
7.2	Stage 0 Engagement Response	68
8	STAGE 1 ENGAGEMENT	73
8.1	Stage 1 Engagement	74
8.2	Stage 1 Engagement Response	96
9	STAGE 2 ENGAGEMENT	103
9.1	Stage 2 Engagement	104
9.2	Stage 2 Engagement Response	118
10	STAGE 3 ENGAGEMENT	123
10.1	Stage 3 Engagement	1224
10.2	Stage 3 Engagement Response	136
11	LANDLORD OFFER AND REGENERATION BALLOT	141
12	NEXT STEPS & CONCLUSION	145
13	APPENDICES	149

1 EXECUTIVE SUMMARY

This Chapter provides an overview of the project and outlines the engagement approach undertaken.

This document outlines activities and findings in relation community engagement and consultation. Engagement with statutory consultees is outlined in both the Planning Statement and Masterplan Design and Access Statement.

While THFC and other stakeholders were invited to and attended some of the community consultation events, engagement with these groups was managed by Lendlease as part of a separate process.

Engagement materials : Pop up at Ilse Amlot Centre

1. EXECUTIVE SUMMARY



2,494

conversations and interactions have helped to shape the Masterplan and New Homes.

1,072

people came to workshops, exhibitions, fun days or the Grange.

9,553

addresses received printed materials about the Masterplan and New Homes.

69%

of eligible residents participated in the ballot.

56%

of eligible residents voted yes in favour of the plans to redevelop the Love Lane Estate as part of the High Road West scheme.

1.1. CONSULTATION OVERVIEW

Soundings were appointed by Lendlease between early 2018 and late 2021 to carry out community consultation for the High Road West (HRW) Masterplan.

For the purposes of a hybrid planning application, proposals were developed by Lendlease and shared with the local community to demonstrate design thinking for the masterplan area, as well as detailed proposals for the first phase of development referred to as Whitehall Mews, which would deliver the first phase of (approx. 60) new homes for Love Lane residents.

Love Lane residents have been at the heart of the HRW consultation process over many years, leading up to a resident ballot on the estate in August and September 2021. In addition to participation in the broader masterplan consultation, LBH and Lendlease have also worked closely with residents to refine the details of the new homes and residential amenities offered within the new development.

The HRW Masterplan and new homes consultation process has taken place alongside consultation and engagement by LBH with tenants and leaseholders on the housing offer. These strands were brought together in the Landlord Offer document (published in July 2021), which was the subject of the resident ballot.

The Landlord Offer confirms the guarantee that existing secure and temporary tenants will be offered a new council home in the development, and resident leaseholders offered a new equity loan property.

This document therefore provides a record of the public and stakeholder consultation which informed development of the HRW Masterplan and new home proposals between early 2018 and late September 2021, whilst also referencing key engagement events and activities led by LBH.

Overall, 1,072 local residents and business have taken part in the HRW Masterplan consultation, submitting over 1,775 individual responses, offering local insight and putting forward local aspirations for what the development should achieve.

The hybrid planning application for the HRW Masterplan will set clear parameters and the

qualities for the type of place HRW will become and consultation with the local community has made a significant contribution to shaping this vision for the area, forming an integral part of the masterplan design process.

Importantly, consultation with local communities has also challenged specific aspects of the masterplan and influenced improvements to the proposals. Local input and subsequent improvements to the masterplan and new homes proposals have been summarised below and set out in full detail within the subsequent sections of this document.

- **More open and public spaces** - we have learnt that local people would welcome better opportunities to enjoy recreational outdoor spaces across their neighbourhood. Resident views and insights have informed ways that these spaces should work and the types of features they should include. Sharing local experience through the consultation has helped the project team to understand how new spaces at HRW should be made to feel welcoming, safe and inclusive for a diverse community.
- **Increasing safety and designing out anti-social behaviour** - there has been a clear direction from local people that a better feeling of safety when out and about in the area and when using outdoor spaces is paramount to creating a place that everyone is able to enjoy. We have learnt through the consultation, that this is particularly important for young people from the local area and that creating better walking and cycling environments will help them experience and use new and existing features and to socialise with their friends.
- **Diverse retail but retaining a local feel and offer** - through the consultation, local people have told us that they welcome change and a more diverse retail offer for the area, residents have been supportive of new shops, cafes, and community facilities. However, residents have expressed the strong desire to see independent local retailers within any new provision, explaining that this is integral to retaining local identity and supporting the strong sense of community that exists today.

- **Opportunities and prospects for young people** - in discussing the vision for HRW, one recurring theme throughout the consultation has been the desire from local communities to see economic opportunities and benefits delivered to local people. Residents have told us that they would like to see new community facilities (such as the new library) provide training and learning opportunities for local people and particularly for these facilities to remain affordable for young people and future generations in the area.
- **Affordable homes** - consultation regarding the new homes provided at HRW has been informed by the broader local community expressing the need to see opportunities that are affordable to existing residents. There has been a strong desire voiced by the broader community to see residents of the Love Lane Estate given the opportunity to remain within the community.
- **Homes designed to meet existing resident needs** - detailed work regarding delivery of the new homes has been carried out with the Love Lane residents themselves, building on the co-design process which resulted in the Residents Design Charter and Design Guide in 2014. Responses to the new homes proposals helped inform changes to detailed areas such as the preference/ need for proposals to offer options for open or separated kitchens (see Section 5 for full detail).
- **Estate management** – is an area that the local community have identified as a key priority as this is considered fundamental to a successful place.
- **Accessibility and crowd control** – is an area that the community would like to see better managed and supported by a masterplan that can ensure spaces have the flexibility to accommodate large crowd effectively whilst being able to give back to the local community through events and celebrations (during non-match days).



1.2. ENGAGEMENT POLICY AND GUIDANCE

The engagement and consultation approach, aims and ambitions outlined within this document have been informed by a number of key pieces of policy and guidance.

NATIONAL PLANNING POLICY FRAMEWORK (NPPF)

For the HRW engagement and consultation process, involving local communities early on and ensuring each and every household has easy access to relevant information throughout has formed a core part of the methodology.

This is in line with NPPF guidance which states, *“early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private sources and improved outcomes for the community.”*

The HRW Residents Charter and Residents Design Guide (See Section 6) have informed the designs for the first new homes at Whitehall Mews ensuring that, in line with the NPPF, all guides and codes are based on effective community engagement and reflect local aspirations for the development of the area.

THE MAYOR'S GOOD PRACTICE GUIDE TO ESTATE REGENERATION

Engagement at HRW has been carried out in line with the good practice guide to estate regeneration, which sets out the principles and mechanisms of estate renewal that the mayor wants to implement across London.




Section 5 of the document set out the principles for full and transparent consultation and involvement. *“When developing estate regeneration proposals, councils and housing associations should always engage openly and meaningfully with those affected by the project from the outset. Residents should be given sufficient opportunity to be involved in shaping any proposals that will affect their homes, and they should be proactively supported to do so throughout the planning and design process.”*

The guide highlights the importance of early engagement and involvement specifically referring to *“opportunities to be involved from the outset in developing the vision, options appraisals, design, procurement, and delivery of schemes.”*


HARINGEY COUNCIL'S STATEMENT OF COMMUNITY INVOLVEMENT

LBH's Statement of Community Involvement outlines that prior to submitting an application, applicants are strongly encouraged to discuss their proposal with likely affected parties, such as neighbours. In line with the document early community involvement has been undertaken at HRW.

The statement sets out that major schemes should follow the procedure outlined below.

- As early as possible, and where appropriate, applicants should discuss their community involvement programme together with the Council. 
- After the community involvement activities have been undertaken and as part of the application process applicants should submit a Consultation Statement (this document) with the planning application. 
- In accordance with the Planning Protocol 2014 most major applications will be required to be presented at a Development Management Forum and to a pre-application briefing of the Planning Sub Committee. 

LBH expects developers to meet the following pre-application consultation requirements as a minimum:

- Public notice or press release in the local press. 
- Notification letters to directly affected parties (i.e. owners and occupiers of buildings and land within the vicinity of the proposed development site) 
- Leaflet drops and posters. 
- Public meetings, including Exhibitions, Displays, Workshops & Focus Groups in a suitable location and at suitable times of day. 

1.3. COVID-19 PANDEMIC

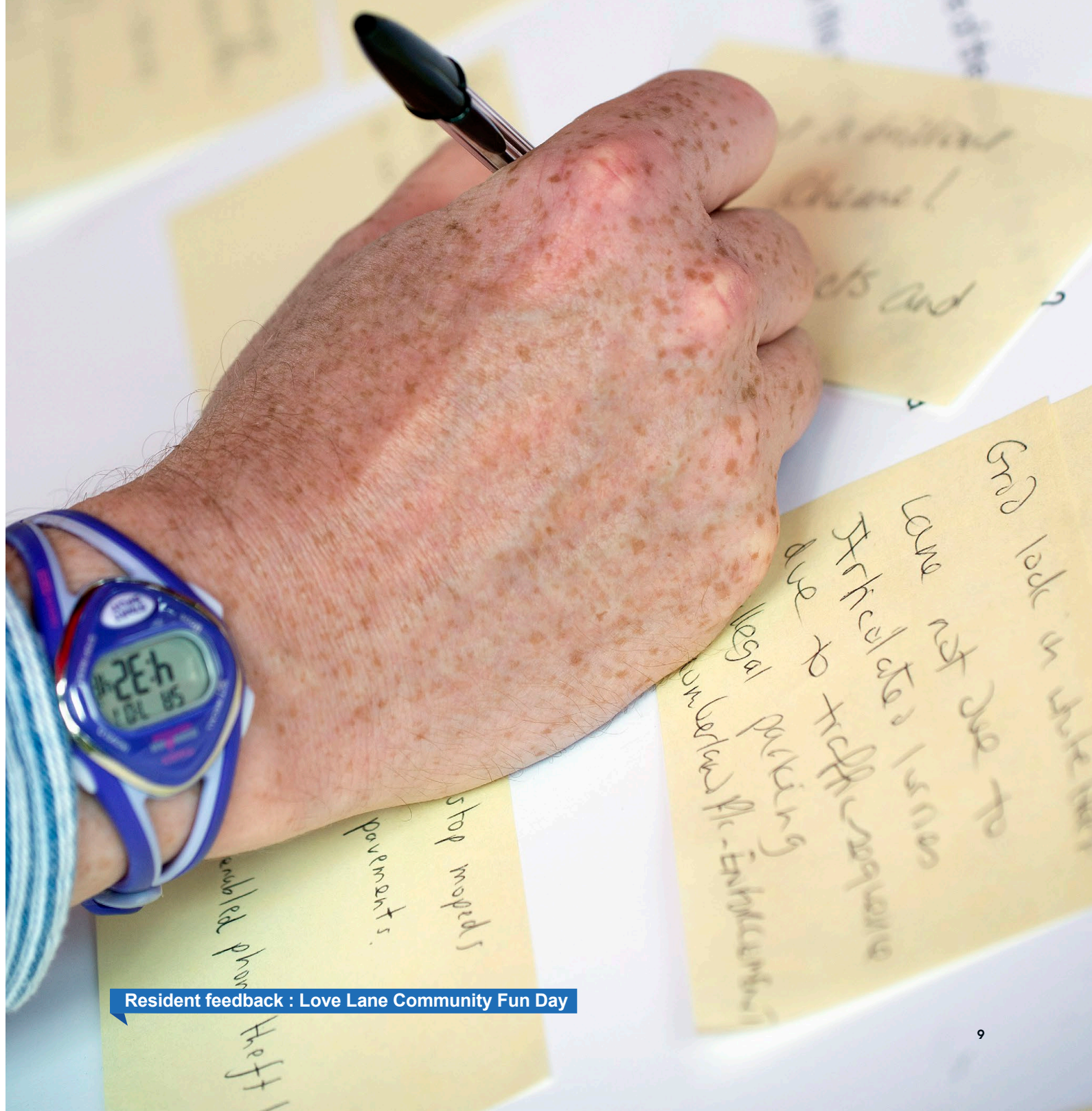
Throughout, the consultation process has sought to ensure that information relating to the HRW Masterplan was provided to all households and businesses within the local area.

During the COVID-19 pandemic, information continued to be delivered to households within the local area, with paper and online responses enabling local people to engage in the consultation.

In spring / summer 2021 when in person events were not possible due to the pandemic, engagement workshops took place online, ensuring that feedback continued to shape the masterplan and new homes. Recognising that some groups had barriers to accessing digital activities, the focus of consultation was placed on producing engaging and detailed printed materials, and supplying this to a wide group in the local area.

2 GLOSSARY OF TERMS

This section provides an overview of terms used throughout this Statement of Community Involvement.



Resident feedback : Love Lane Community Fun Day

2. GLOSSARY OF TERMS

HRW

High Road West.

Love Lane Estate

Love Lane Estate is the housing estate located within the High Road West redevelopment site.

LBH

The London Borough of Haringey or “the Council”.

Lendlease

Lendlease is a globally integrated real estate and investment group with core expertise in shaping cities and creating strong and connected communities. Lendlease is working in partnership with LBH to deliver the HRW scheme.

GLA

Greater London Authority, also referred to as “City Hall”, is the original governance body of London.

Ballot

Since 18 July 2018, the Mayor of London required any landlord seeking the GLA funding for estate regeneration projects which involve the demolition of social homes to show that residents have supported their proposals through a ballot.

Masterplan

Is a plan that comprises three dimensional images and text describing how an area will be developed.

Planning Application

Formal approval sought from a local planning authority allowing a proposed development to proceed.

Hybrid Application

A planning permission in outline may reserve, for later consideration, some matters not relating to the principles of the proposed development. Matters reserved at outline stage can include access, appearance, layout, scale and landscaping. Part of the application (Plot A) has been submitted in detail with the rest of the scheme in outline.

Phasing

Describes the order in which parts of the masterplan will be built and describes what this will include.

HTBG RA

Describes the Headcorn, Tenterden, Beaufoy and Gretton Roads residents association, immediate neighbouring residents of Whitehall Mews where the first new homes will be built.

THFC

Describes Tottenham Hotspur Football Club, who are immediate neighbours of the HRW site.

An aerial photograph of a community garden event. In the center, there are several large, hexagonal wooden planters. Some are filled with soil and small plants, while others are empty. A group of people, including children and adults, are gathered around the planters, some working on them. A man in a red shirt is using a wheelbarrow to move soil. A woman in a purple hijab is standing near one of the planters. In the background, there is a banner that says "Love Lane Community Garden". The ground is grassy, and there are trees and a fence in the distance.

3 INTRODUCTION

This Chapter provides an overview of the project.

3. INTRODUCTION

3.1. PROJECT OVERVIEW

The mixed-use development aims to create a vibrant and sustainable neighbourhood and support the creation of a new leisure destination for London. The scheme will have local people at its heart and ensure that they are an integral part of their neighborhood's future.

The Development comprises the comprehensive regeneration of HRW and will deliver new retail, office, leisure and community floorspace along with residential dwellings, including 500 new social rented units together with other ancillary uses. It follows a ballot held in August / September 2021, carried out in line with the GLA Capital Funding Guide, where the majority of participating residents voted in favour of the regeneration of the Love Lane Estate as part of HRW. Together with a mix of commercial, leisure and community uses the Development will also provide significant, high quality public realm, including a new public square and park.

Overall, the regeneration of HRW represents an exciting opportunity to deliver transformative change for Tottenham and its residents and has been designed to respond to the vision for the Site to: "create a vibrant and sustainable neighbourhood and support the creation of a new leisure destination for London."

The delivery of the HRW development is anticipated to span over 10 years, from 2022, delivering over 2,600 high quality new homes and target 40% affordable housing, of which at least 500 will be council homes at council rents.

The new neighbourhood will provide new homes for residents of the Love Lane Estate, and will include a brand new public park and civic square, new gardens, play areas, streets and community facilities, and a brighter, safer neighbourhood.

In 2017 Lendlease was appointed as the development partner, and together with LBH are committed to developing and delivering this vision with the community.

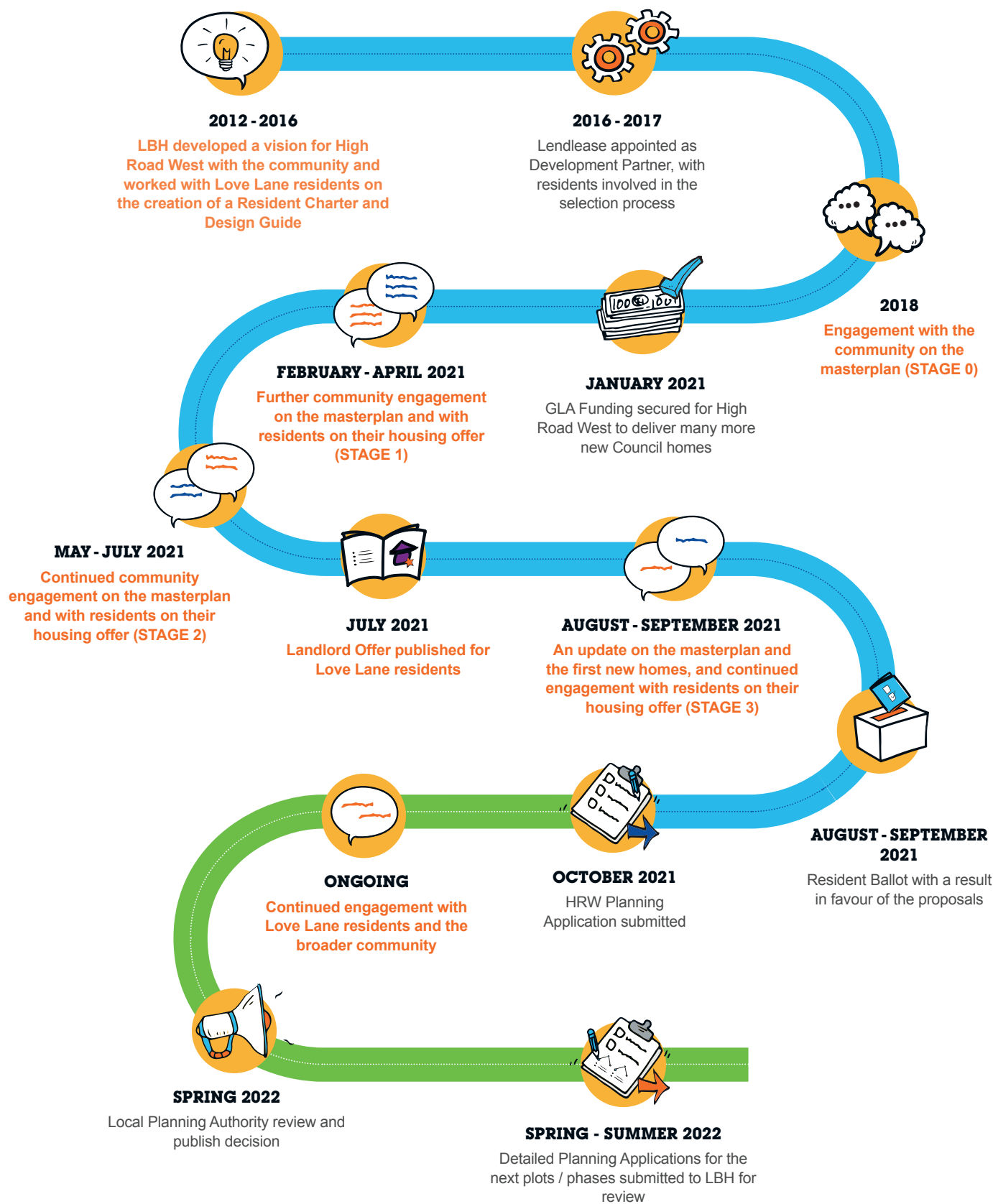
3.2. ESTATE REGENERATION BALLOT

In accordance with Mayoral guidance, Love Lane Estate residents were asked to decide on the future of their estate.

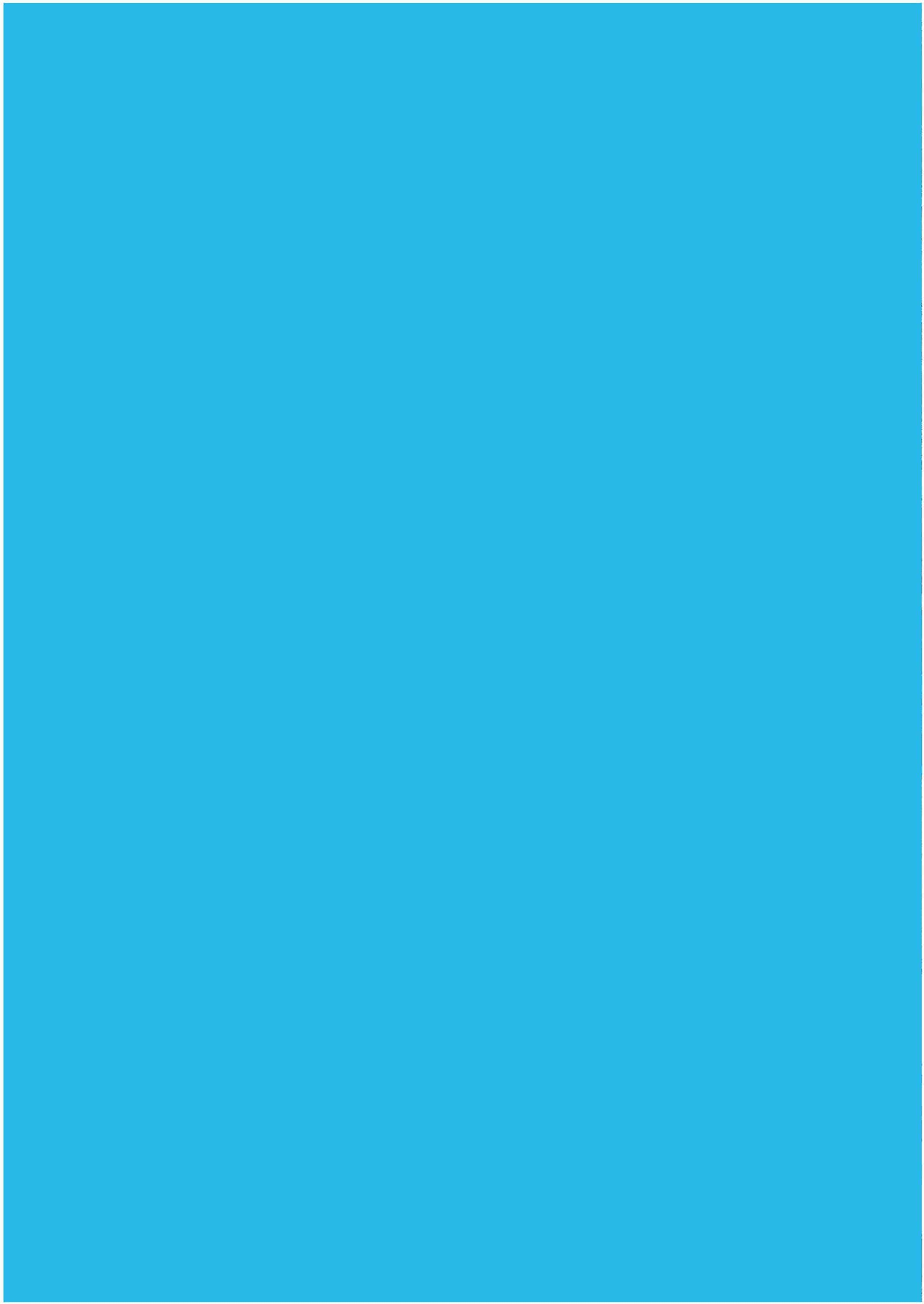
In February 2018, the Mayor of London announced that all housing estate regeneration projects should hold a resident ballot where the Greater London Authority (GLA) provides funding for councils to enable them to build social or council housing. The final GLA guidance was published on 18 July 2018. The GLA now requires any landlord to hold a ballot of local residents before it will fund regeneration schemes that: involve the demolition of any social housing; the building of 150 or more new homes.

The decision to undertake a ballot also meets LBH's commitment that the local community must be shaping any changes in their local neighbourhood.

The consultation process undertaken culminated in the resident ballot where the masterplan proposals were included as part of the Landlord Offer to residents.



High Road West Timeline



4 SITE CONTEXT

This Chapter provides details about the history and context of the HRW development area and information about the local community.



Love Lane Community Fun Day 2018

4. SITE CONTEXT

4.1. SITE HISTORY & CONTEXT

The HRW redevelopment area is located in North Tottenham between White Hart Lane Station and the High Road and stretches from Brook House Primary school to the north and Brereton Road to the south.

Physically, the site area is bounded by both the railway built in 1872 and the Tottenham High Road Historic Corridor.

Tottenham High Road has for centuries formed an important route through north London, and as early as the 15th and 16th Centuries, inns, almshouses and residential properties began to develop at strategic points along the highway. Following the introduction of the Great Eastern Railway in 1872 the area's population grew at an unprecedented rate.

The area's heritage - which is a huge asset to Tottenham cherished by the local community - is protected and managed through the designation of several Conservation Areas along and close to the High Road.

Today, the site is in Haringey's Northumberland Park Ward which provides the following context:

- Northumberland Park has a larger population than the average Haringey or London ward, at 16,495 residents (ONS Mid-Year Estimates, 2018).
- Northumberland Park is the most deprived ward in Haringey, second in London overall.
- Compared to the rest of Haringey, there is a high proportion of residents employed in low level jobs or receiving benefits.
- There is a high proportion of under 20s and lower proportion of over 65s.
- Compared with London and Haringey, a higher than average proportion of residents are from ethnic backgrounds; most notably Black Caribbean, Black African and Other White groups.

Both its ethnic diversity and younger population are significant factors driving housing need within the area.

Generally, the sense of community is very strong in Tottenham. Residents identify with the place and there are many local groups and organisations that are vocal and active, helping to shape civic, community and cultural life in this area.





Aerial view of HRW

4.2. LOCAL DEVELOPMENT CONTEXT

Much development and regeneration has been targeted at the North Tottenham area. Alongside the HRW regeneration scheme, this includes the following three significant redevelopments:

- **White Hart Lane station** is a London Overground Station adjacent to the HRW site. The original building was built in 1872. The station has since been upgraded which involved the building of a new ticket hall to create a better connection with Tottenham High Road, and an additional entrance on Penshurst Road as well as two lifts for step-free access. The station reopened in August 2019.
- **The Tottenham Hotspur Football Club Stadium** is the home of Premier League club Tottenham Hotspur, replacing the club's previous stadium, White Hart Lane. With a seating capacity of 62,850, it is the third-largest football stadium in England and the largest club stadium in London.
- **The Tottenham High Road Strategy** started in 2017. LBH commissioned consultants Tibbalds, to provide a programme of proposals to improve the High Road.



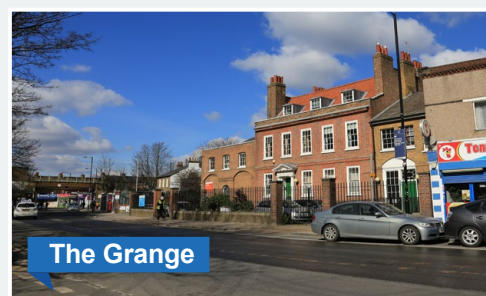
4.3. PEOPLE AND PLACES AT HRW

The site area includes the following residential and commercial buildings and communities who have been extensively engaged in the evolving redevelopment plans:

- **Love Lane Estate** - was built in the late 1960s to 1970s. There are 297 properties of various tenant types on the estate. The estate demographic is similar to the wider ward profile as detailed on the right. The consultation was centred around providing a Landlord Offer which delivered on resident priorities, including the option to move to a new home in the scheme. The ballot saw the majority of participating residents vote in favour of the proposals.
- **100 Whitehall Street** - also referred to as Whitehall Lodge, provides emergency accommodation for households while their housing application is processed and more settled housing options are sought.
- **Grace Centre** - a day and home care service for elderly residents in the local area, currently located at the Whitehall and Tenterden Centre. LBH is working with the organisation to relocate their premises.

While not within the site area, 100 Whitehall Street and the Grace Centre neighbour the Headcorn & Tenterden Estate, whose residents association (HTBG) is one of the longest-established resident associations in the area. Dedicated engagement with the HTBG was carried out with their feedback informing and influencing the proposals.

- **Peacock Industrial Estate** - offers a wide range of industrial and commercial units. Dedicated business engagement sessions have been in place to provide businesses with the opportunity to feedback on the proposals.
- **The Grange** – a Grade II listed building currently acting as a community and service hub. This will be refurbished as part of the scheme, working alongside the community to ensure that it delivers on their needs.
- **B&M Store** - is a local homewares store proposed for redevelopment as part of the scheme.



297

There are 297 properties on the estate which are currently occupied by secure, temporary and private tenants, and leaseholders.

394

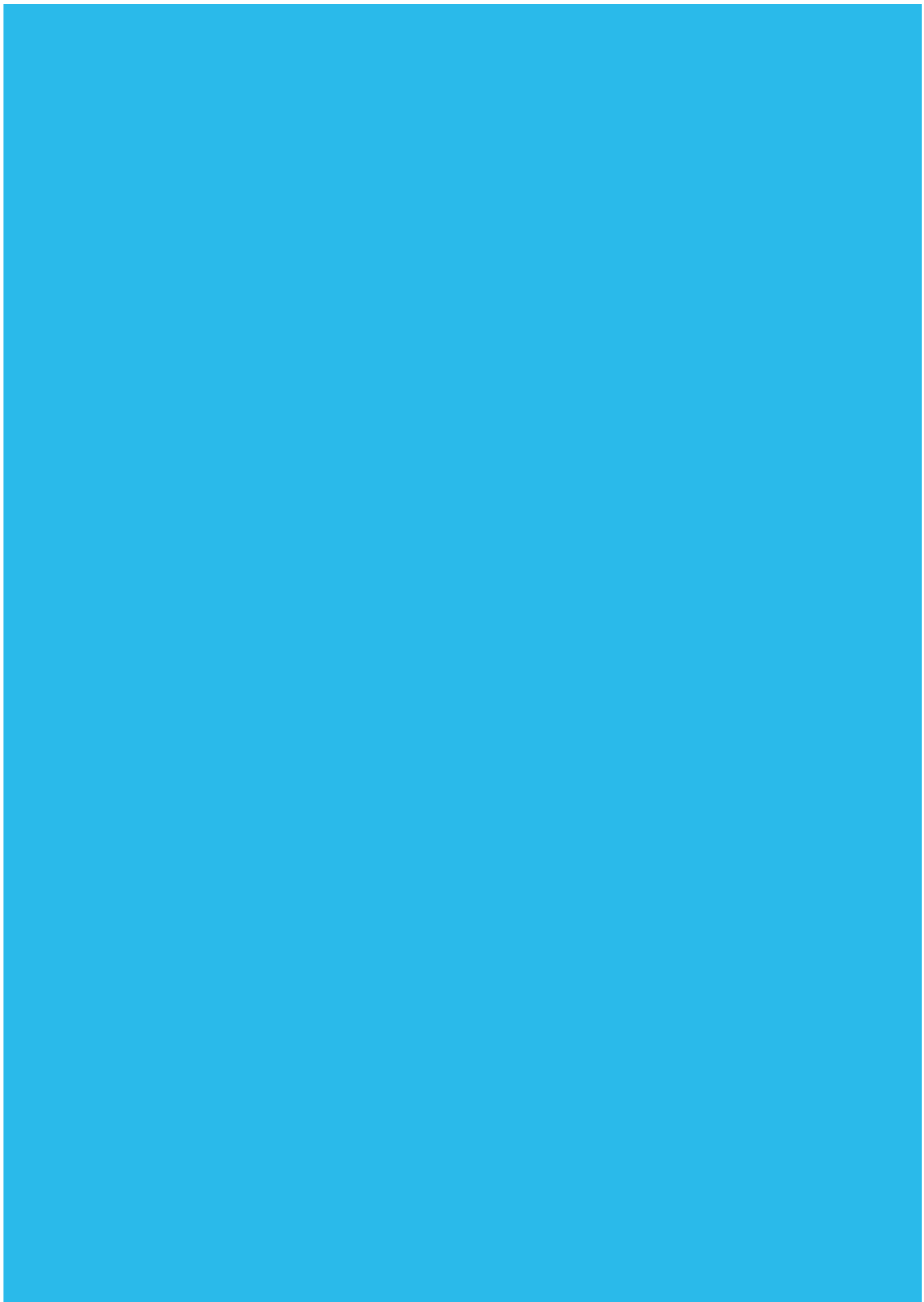
There are 394 working-age adults (aged 16-64) living on the estate.

20+

There are more than 20 languages spoken on the estate, according to recent consultation feedback.

68%

It is an ethnically diverse area with over half (68%) of the residents Non-White.



5 ENGAGEMENT

This chapter outlines the aims and objectives of the engagement process for the HRW Masterplan, the areas of focus for engagement, and different tools used to communicate and engage.



Pop up event

5. ENGAGEMENT

5.1. ENGAGEMENT (PROJECT) TEAM

The engagement team refers to members of the HRW masterplan team – led by Lendlease and LBH – who between 2018 and 2021 led or supported consultation discussions with local communities. This involved presenting the HRW proposals and answering residents' questions relating to the masterplan and the new home designs.

The engagement team have worked collaboratively throughout the consultation process to ensure that community feedback has informed the evolution and refinements of the proposals.

It has also been important that the multiple strands of dialogue with the community, particularly Love Lane residents, have been approached in a logical and comprehensible way for local people.





LONDON BOROUGH OF HARINGEY (LBH)

Haringey Council is the local authority for the borough. Since 2012, LBH has been working with residents, businesses and other local people to develop a vision for HRW.



LENDLEASE

Lendlease is a globally integrated real estate and investment group with core expertise in shaping cities and creating strong and connected communities. Lendlease were appointed as the development partner for HRW following a 12-month procurement process in collaboration with residents.



STUDIO EGRET WEST

Studio Egret West design and curate places with compelling narratives and identities, places that are firmly rooted in their context and grow naturally out of it. Places that cultivate sustainable communities, amplify nature, prioritise the public realm, and evolve over time.



POLLARD THOMAS EDWARDS ARCHITECTS

Pollard Thomas Edwards is an architecture practice specialising in the design of homes, neighbourhoods, public and mixed-use buildings throughout the United Kingdom. They have a track-record working with communities, local authorities and commercial clients to create buildings and places people want to live in.



SOUNDINGS

Soundings are community engagement experts, which creatively support the complex design process surrounding various urban regeneration projects in London and across the UK. Our ethos revolves around the development of fine-tuned, unique consultation strategies and encouraging sustained liaison and collaboration with local communities.

5.2. ENGAGEMENT TIMELINE

Since 2012, LBH has been working with residents, businesses and other local people to develop a vision for HRW.

A series of consultation activities had previously taken place prior to the start of this engagement in 2018. These consultation activities set the framework for the development, and although these pieces of work are now concluded Lendlease has worked to develop the proposals further and continue to respond to the priorities identified. These consultation activities are detailed in the information on the right.

A Hybrid Planning Application is to be submitted for the site. This document outlines the engagement process for the development of the HRW Masterplan principles and designs, and detailed designs for Plot A of HRW, which was led by Soundings and LBH's Engagement Team and commenced in 2018. The overall regeneration process that took place before this is outlined on the following pages.

The High Road West Masterplan (2013-2014)

LBH, Arup and local residents and businesses worked together to develop a plan for change in the HRW area. Between April and June 2013, an eight week consultation took place on the emerging regeneration proposals.

Residents were asked what new facilities, housing, jobs and businesses they wanted to see and what they thought of the three masterplan options detailing different levels of change in the area. Further community consultation was undertaken for eight weeks from September 2014 on the final version of the masterplan for HRW and improvements to White Hart Lane Station. The responses fed into and shaped LBH's Strategic Regeneration Framework for Tottenham, which sets out how the local community's priorities can be achieved.

PRE-DEVELOPMENT PARTNERSHIP ENGAGEMENT

The HRW Masterplan was agreed at Cabinet in 2014 following extensive community engagement and consultation which took place over a three year period.

Consultation was led by LBH and through this programme, three masterplan options were developed and consulted on and a preferred option selected. The preferred option was then developed further through engagement with the local community. Once refined, the preferred option was subject to a 6 week public consultation held in September-October 2014, which included an initial statutory S105 consultation for secure council tenants living on the Love Lane estate.

The 2013 consultation received 435 feedback forms, including 207 from Love Lane residents, 70 from local businesses and 158 from residents in the wider community. LBH also received 10 written responses from organisations. Residents preferred option 3 of the master plan proposals, which proposed the highest amount of new homes, jobs and new facilities. 67% supported a new entrance to White Hart Lane Station and a new station square. 289 people wanted a library, learning and education centre and a community park. 81% wanted more jobs for local people and residents want to see new businesses such as start-up space for businesses and a better mix of shops. 71% wanted more homes and a better mix and quality of homes, including homes with gardens.

The 2014 consultation received 292 feedback forms; including 130 from Love Lane residents, 38 from local businesses, 104 from residents in the wider community and 35 feedback forms from individuals who wished not to leave any details. 70% of Love Lane residents agreed that the Love Lane Estate should be demolished and homes replaced. 81% of respondents agreed with the principle – ‘All new homes should have access to private open space such as balconies, gardens and shared courtyards’. 79% of respondents agreed with the principle – ‘There should be a community hub (with library, learning, community and business space) and this should be built on the High Road and in the new public square, Moselle Square, so it is accessible for all’. 91% of respondents agreed with the principle – ‘The High Road should remain the main shopping area and should have improved shop frontages and public spaces’. 76% of respondents agreed with the principle – ‘A better and more accessible station should be provided which enhances its historic character’.

RESIDENTS CHARTER AND DESIGN GUIDE (2013-2016)

As part of the consultation process for the draft masterplan, LBH worked with Love Lane Estate residents to produce a Residents Charter (see Appendix 13.3). This important document described what Love Lane residents want delivered through the HRW scheme.

A Residents Design Guide was developed from the Charter which addressed what residents would like to see in their new homes and in the surrounding public spaces and places including the level of specification and quality that residents expect from the scheme.

S105 Housing consultation for HRW (2014 - 2017)

Following initial consultation in 2014 LBH undertook a six week public consultation of Love Lane residents about the future housing in HRW. The consultation ran from 27 March to 5 May 2017. Tenants and leaseholders were sent an information pack and a feedback consultation form that could be returned by post or online. Drop-in sessions were held on at the Grange and re-housing officers also arranged home visits. For secure council tenants LBH carried out a Section 105 consultation on the ownership and management of the replacement social rented housing in the HRW regeneration scheme. For resident leaseholders LBH consulted on the ownership and management of the new shared equity housing in the HRW regeneration scheme.

The Tottenham Area Action Plan (2014-2016)

White Hart Lane Station Upgrade (2017 - 2020)

Tottenham Hale DCF (2015)

HRW Masterplan engagement led by Lendlease (2018 onwards)

Resident Ballot and Housing Offer consultation led by LBH (2018 onwards)

5.3. METHODOLOGY

Building on the extensive consultation that was undertaken to inform the original Masterplan proposals in 2014, the HRW engagement team has continued to engage with local residents through meetings and communications to ensure local views and considerations inform the proposed development.

In 2018, LBH and Lendlease undertook early engagement with the community, where concept drawings and plans of the masterplan were consulted on. Following a pause while further funding was negotiated for the project, engagement was re-started in winter 2020 and has continued through to autumn 2021. The overarching strategy of all stages of engagement has been to gather feedback from the local community on the masterplan proposals to influence the final planning application. The strategy also had a strong focus on ensuring that Love Lane Estate residents had the opportunity to have their say, and communicating the process and key stages including consultation and a resident ballot.

A JOINED UP HRW ENGAGEMENT TEAM

The HRW engagement team were dedicated to ensuring a positive, open and meaningful dialogue with the local community alongside LBH engagement team. Across every stage residents were engaged by the masterplan and new homes engagement team, and in parallel to this supported by dedicated housing and engagement officers from LBH.

The HRW engagement team was made up of LBH, Lendlease, Studio Egret West, Pollard Thomas Edwards, and Soundings. Soundings facilitated and recorded the masterplan consultation.

LBH lead on all consultation and engagement in relation to the housing offer for Love Lane residents.

Engagement and consultation at HRW happened across three workstreams outlined below.

NEW HOMES ENGAGEMENT

Led by the engagement team, the new homes engagement activities with the Love Lane Estate residents focused on the design of the new homes, communicating the options available to residents and promoting the importance of participating in the resident ballot to decide whether the HRW scheme happens.

MASTERPLAN ENGAGEMENT

Additionally, and in parallel to this, the engagement team also carried out engagement regarding the overall masterplan design, with both the Love Lane Estate residents and the broader community, including residents living nearby, businesses, and people who visit the area.

HOUSING OFFER CONSULTATION

As well as the engagement activities on the new homes and masterplan, LBH consulted and engaged Love Lane residents during this period on their housing offer. This included a Local Lettings Policy for the new homes, a Leaseholder Offer, and a proposed set of commitments for non-secure tenants living in temporary accommodation. The feedback from this exercise informed the final Local Lettings Policy and Leaseholder Offer, agreed by Cabinet in July 2021. This housing offer was included as part of the Landlord Offer published in July alongside the masterplan and new home proposals.

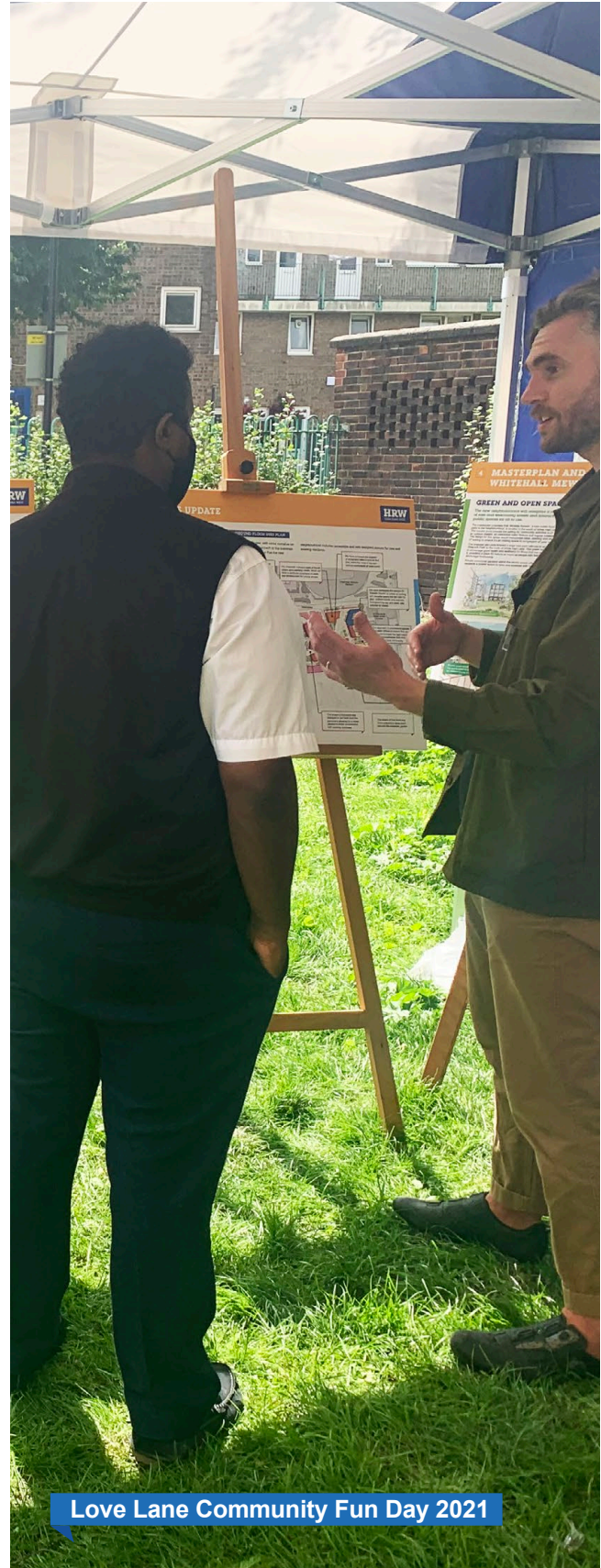
LOCAL PRESENCE

The Grange, situated adjacent to the Love Lane Estate, acted as a hub for all HRW engagement and activity. LBH officers from the regeneration team, including dedicated re-housing and engagement officers, have been based at these premises throughout the project (excluding a period during the COVID-19 pandemic). This has been crucial to their role leading on the consultation and engagement around the housing offer, enabling staff to be available to the community on a day to day basis and bring engagement activities to residents.

The hub has at several stages displayed the latest designs. This provided residents and neighbours the opportunity to visit staff, discuss their concerns, and ask questions about the proposals. In 2018 the hub was developed into a permanent exhibition and held new homes drop-in sessions. In the summer of 2021 the hub was used as an exhibition space and for drop-in sessions and meetings. A permanent exhibition of the planning submission designs will be exhibited at the Grange from November 2021 onwards.

DEMOGRAPHIC MONITORING

Where possible efforts were made throughout all stages of engagement to collect demographic data to ensure we were engaging with a representative spread of the community. This included an equalities monitoring form attached to all feedback forms. However, in many cases residents did not feel comfortable providing demographic data, and as such this dataset has been more limited than the feedback relating to the designs themselves. Therefore this information has only been included for the wide reaching data gained through online polls.



5.4. ENGAGEMENT TOOLS

STAKEHOLDER MAPPING AND DATABASE

At the outset of the programme the engagement team undertook a mapping exercise to identify key stakeholders in the local area. This built strong database of stakeholders who wanted to be kept informed about the project. The database was separated into a number of categories including: resident groups/ associations, faith groups, arts and culture, education, and political. The database was also added to following each engagement event as community members signed up to receive notifications throughout the engagement process. Following initial stakeholder mapping during Stage 0 in 2018 further mapping was carried out in 2021 to capture any new stakeholders.

WEBSITE, EMAIL, PHONELINE

At the beginning of the engagement process the engagement team set up a website (www.highroadwest.london) which included key information about the development, upcoming engagement events and ways to contact the project team to find out more information. A dedicated email address (enquiries@highroadwest.london) and phonenumber details of LBH Engagement and Regeneration officers were also shared and in operation for the duration of the project, with emails sent to the stakeholder database prior to the events or key communications for each stage of engagement.

NEWSLETTER, FLYERS AND POSTERS

A number of communication tools were used throughout the engagement process to spread awareness of the HRW development and share information on upcoming engagement events. A consultation/distribution area was established to reflect the scale of the development and to ensure that all communities surrounding the site had the opportunity to find out about the proposed development and take part in the consultation. This included the estate, neighbouring residents and the broader community (where relevant). Flyers and newsletters were distributed to the consultation area to promote engagement events and provide updates on project progress. Text message communications were circulated ahead of events where appropriate.

ONE-TO-ONE MEETINGS

Following the stakeholder mapping exercise, the engagement team approached a number of organisations who were within close proximity to the HRW area or had pre-existing links to the existing estate/local community. The purpose of the one-to-one meetings was to introduce the team and the project, understand local priorities and to inform the process of communication with the community.

SCHOOL POP-UPS

School pop ups were held at school assemblies where young people from the area were helped to understand and influence proposals to build new homes, play spaces, streets and facilities on their estate and/or local area.

RESIDENTS AND NEIGHBOURS MEETINGS & WALKABOUTS

Specific sessions were held with residents and immediate neighbours on a regular basis to share information and gain feedback from these groups. As part of the engagement with immediate neighbours the engagement team held a number of site walkabouts.

OUTREACH: PHONE CALLS

During the Stage 1 and 2 engagement which were undertaken during COVID-19 restrictions, the LBH engagement team undertook two rounds of phone calls with residents. This followed a previous survey of residents which identified that phone calls were the preferred engagement method. The purpose of this engagement was to ensure they had received the consultation and engagement material, had any questions around the proposals, and speak around any additional support which may be of benefit such as around digital inclusion and employment and skills.

OUTREACH: ESTATE POP-UPS

During the Love Lane resident, ballot, the LBH engagement team had a pop-up stall on the estate three times a week at various locations. This was to ensure that residents had an opportunity to speak to a LBH officer, had received their Landlord Offer and ballot papers, and had access to any support required, including independent advice and access to an interpreter and/or translated copies of the materials. A round of door-knocking by officers was also undertaken with the aim to speak to every household once to support the above.

DROP-IN EVENTS

The engagement process involved drop-in events, held with Love Lane residents, immediate neighbours and the broader community, focused on specific topics of interest. The aim of these events was to provide Love Lane residents with access to the team and allow time for more detailed conversations.

ONLINE WORKSHOPS

During the COVID-19 pandemic, particularly in Stage 2, online workshops allowed for some of the more focused engagement which might typically happen at in person workshops or drop-in events. The activities were designed to be as engaging and interactive as possible, using digital tools to ensure engaging virtually was not seen as a draw-back.

PUBLIC EXHIBITIONS

Public exhibitions provided an opportunity for the Love Lane residents and residents from the broader area to view masterplan designs including residential buildings and their layouts, the public park, public realm and ground floor unit uses.

INFORMATION BOOKLETS

During the COVID-19 pandemic, Information Booklets became a key tool to keep both residents and the broader community informed while in-person events were not feasible. Information Booklets took the place of exhibitions at key project milestones in Stages 1 and 3.



Pop up event at Sainsbury's

5.5. CATCHMENT AREAS

Engagement for the HRW development was aimed at three key catchment areas. The three groups received different communications and were invited to different events. The catchment areas are outlined below.

Love Lane Residents

All households on the estate (297 addresses) received communications relating to the masterplan. Residents eligible for a new home in the redevelopment, including both Council homes for tenants and equity loan homes for resident leaseholders, received specific communications relating to the design of the new homes and the Landlord Offer.

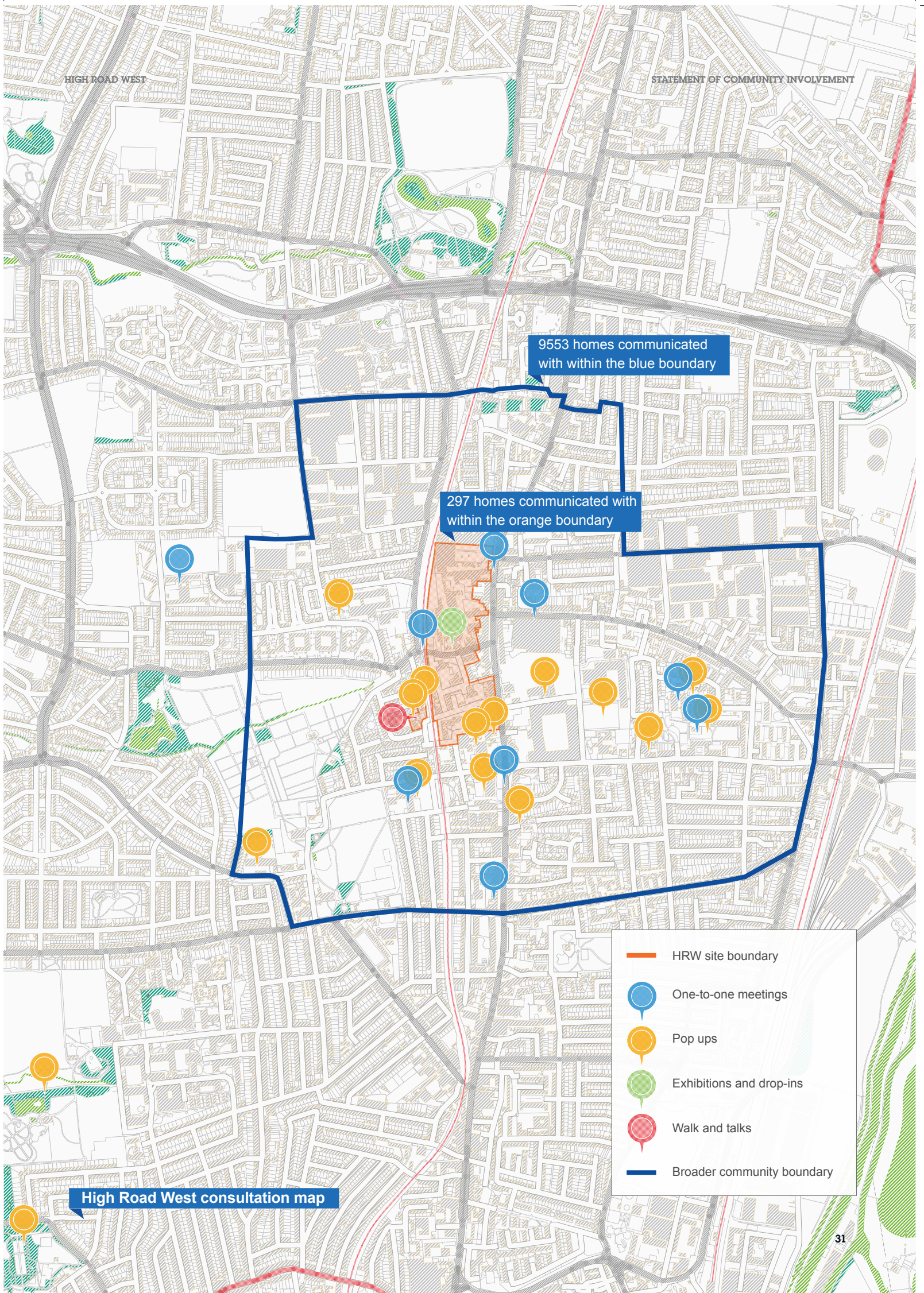
Immediate Neighbours

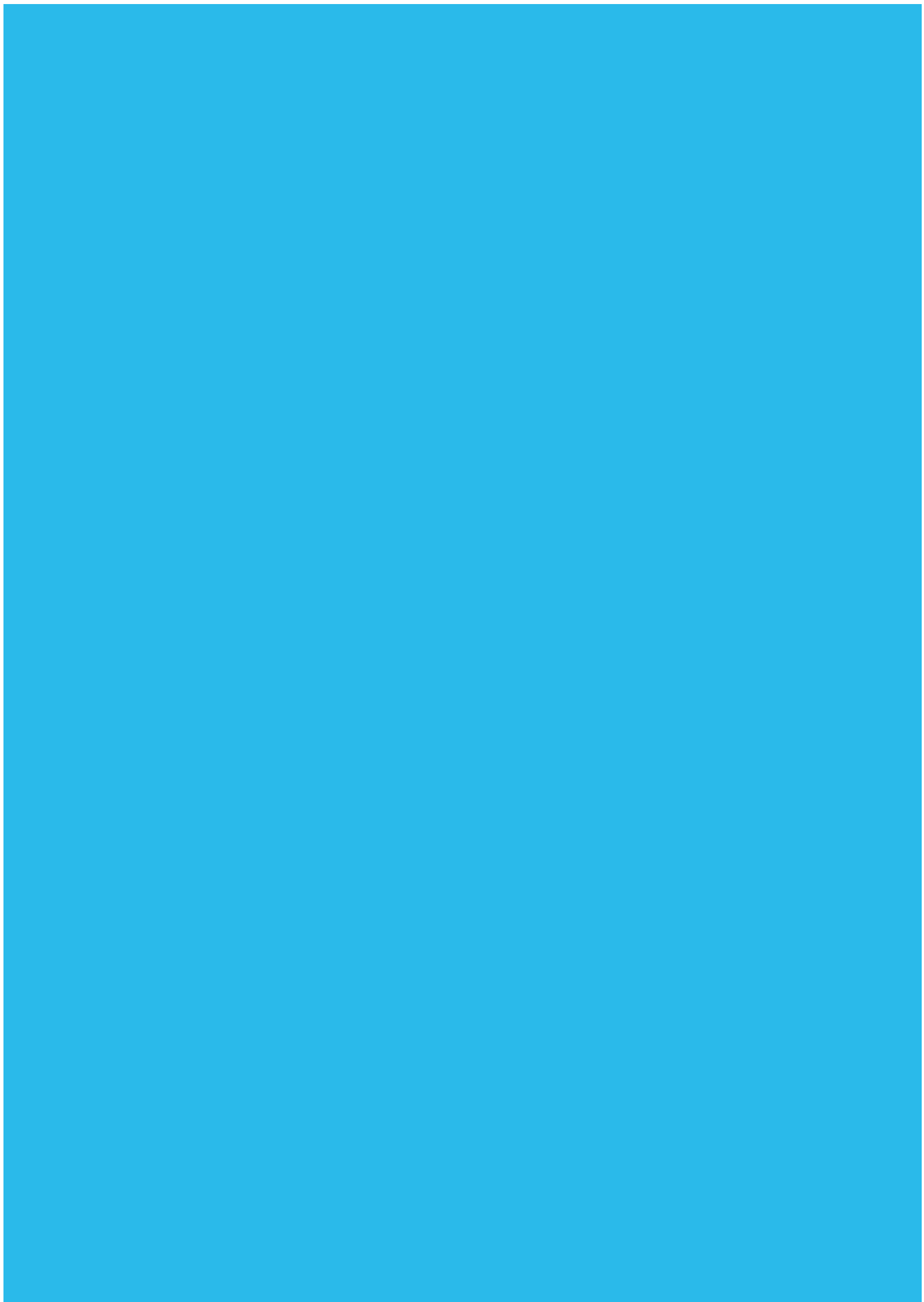
Immediate neighbours, consisted of 3,194 addresses, including all residents and businesses immediately adjacent to the HRW site, including the Headcorn and Tenterden Estate. Immediate neighbours generally received large-format printed communications with masterplan information and updates. These households and businesses were invited to masterplan-related consultation events as well as individual subject specific meetings and workshops.

Dedicated engagement sessions for businesses were also undertaken to provide an opportunity to speak about the proposals and signpost to wider business support initiatives.

Broader Community

The broader community consisted of an agreed consultation boundary around the HRW site including 6062 households. This group generally received small-format communications directing them to online versions of communication materials and feedback forms with the option to request printed copies and contact the team via email or telephone.





6 CONSULTATION FINDINGS

Between 2018 and 2021, the HRW masterplan gradually evolved in terms of its level of detail and supporting information, progressing from early concepts to more defined proposals. During this period and at four key points in the design process, the masterplan was shared with the local community for comment and input.

The findings from community feedback are set out in this report across these four key masterplan stages, highlighting information used to inform the consultation with local communities.

Consultation and gaining resident input on the masterplan was embedded within the design process and subsequently Studio Egret West, Pollard Thomas Edwards, LBH and Lendlease responded to each theme noting how the design proposals have developed and responded to the feedback received.

This chapter gives a detailed account of each event that took place throughout the four stages of consultation, outlining community priorities and the subsequent responses undertaken by the masterplanning team.

A full schedule of engagement can be found in Appendix 13.1.

6. CONSULTATION FINDINGS

6.1. RESIDENTS CHARTER AND DESIGN GUIDE

Prior to the pre-application public and stakeholder engagement carried out between early 2018 and September 2021, LBH had been working with residents, businesses and other local people since 2012 to develop a vision for HRW. Key parts of this engagement resulted in the residents charter and residents design guides which are outlined below. Both documents have informed the design of the masterplan, with the residents design guide having an important role in the design of the first new homes at Whitehall Mews.

RESIDENTS CHARTER

Between 2012 and 2014, a series of consultation workshops, events and 1-1 meetings were held for residents and businesses to share their ambitions for the area. This feedback was used to create the Masterplan Framework and guide for secure council tenants, leaseholders, businesses and private tenants. Residents also developed a Resident Charter, which was negotiated and agreed by LBH.

The Charter sought to establish the principles that should guide the regeneration of the HRW scheme, providing a framework on what should be included and how to achieve these aims. The charter was structured under six main headings which provided the main themes of the document:

1. Key principles
2. What kind of community
3. The type of place
4. Design of our new homes
5. The housing offer to residents
6. Working together

Over a six month period, consultation was undertaken to find out what residents wanted to be included in the Love Lane Estate Residents Charter. The programme of consultation included the Residents Charter Day, block meetings and focus groups, and different community events. It has provided opportunities for residents to express their views and ideas independently. In all, 90 residents contributed their views, opinions and suggestions.

RESIDENTS DESIGN GUIDE

Following the creation of the charter, the Resident Design Guide was formed.

In 2015 The Love Lane Resident Design Panel was set up to involve residents in all design aspects of the HRW scheme. After lots of consultation, design training and visits to other regeneration schemes a Residents Design Guide was put together. This guide was given to all potential development partners for HRW and to make sure their plans would meet the specific needs of Love Lane residents.

The Love Lane Residents' Design Guide focuses on the physical side of the regeneration proposals for HRW, utilising the influential Parker Morris Report from the 1960s as a basis for the report's approach and 'generosity of spirit' in moving forward and designing the new homes. The report condenses the below 6 key themes into three broad topic headings (Neighbourhood character, Public realm, Design of homes):

1. Shaping good places
2. Housing for a diverse city
3. From street to front door
4. Dwelling space standards
5. Homes as a place of retreat
6. Climate change mitigation and adaptation

Importantly, the biggest lesson from the resident engagement and subsequent charter and guide, was that residents' biggest priority was the design of their new homes rather than more general design and master planning considerations. As such the home has huge importance for the design moving forward. This guide has formed an important part of the principles of the replacement homes in the development and has been fundamental to the interior and exterior design of Whitehall Mews. The following page captures some of the Design Guide aspirations and their effect on the design of Whitehall Mews.



Masterplan Framework proposals used to support discussions for Love Lane Residents Charter and Design Guide

6.2. RESIDENTS CHARTER AND DESIGN GUIDE ENGAGEMENT RESPONSE

FEEDBACK	ACTION & RESPONSE AT WHITEHALL MEWS
NEIGHBOURHOOD CHARACTER	
<p>Residents set out the following principles in relation to neighbourhood character:</p> <ul style="list-style-type: none"> • A traditional street layout, opening onto Tottenham High Road. • Buildings of traditional design. • Mix of house types and sizes. • A mix of tenures in proposals which are tenure blind. • High Quality public and communal space. • Respect the local heritage (The Grange, railway arches). 	<p>Historic axis of Cranbrook Road to be retained at Whitehall Mews. Maintaining this is a key part of the landscape strategy moving forward.</p> <p>Whitehall Mews design utilises recognisable references (gables and balconies) and traditional materials (bricks) within the design.</p> <p>Whitehall Mews home types ranges from 1 bed flats to 4 be maisonettes. Whitehall Mews design references many historic aspects, such as the Grange, and the historic pot making industries.</p> <p>The designs will provide a high quality, mixed use public and communal space design.</p>
PUBLIC REALM	
<p>Residents set out the following principles in relation to public realm:</p> <ul style="list-style-type: none"> • Secure, properly lit, accessible entrances. • No long external walkways or internal corridors. • Designs should encourage natural surveillance. • Careful planting consideration. 	<p>Well lit, visible and safe entrances designed into the Whitehall Mews design, guided by Secure by Design input from the Metropolitan Police.</p> <p>Central cores in each block reduce corridor lengths. There is no external gallery access in the design of Whitehall Mews.</p> <p>Planting design has been carefully considered with an understanding of levels of light and usage of each area.</p>

FEEDBACK	ACTION & RESPONSE AT WHITEHALL MEWS
DESIGN OF HOMES	
<p>Residents set out the following principles in relation to the design of homes:</p> <ul style="list-style-type: none"> • Preference for medium rise buildings (4-5 storeys). • Generous distances between buildings. • A range of dwelling types and sizes to meet community needs. • Maximise housing provision, particularly family housing and accessible housing / adaptable housing. • Appropriately orientated housing with good views. • Dual aspect homes. • Traditional forms of construction and materials (i.e. bricks). • Adaptable living / kitchen space, able to be partitioned. • Single bedrooms should be able to allow study facilities. • Generous kitchens. 	<p>HRW provides a mixture of building typologies and scales throughout the masterplan, with Whitehall Mews at 5 and 6 storeys.</p> <p>Whitehall Mews home types range from 1 bed flats to 4 bed maisonettes, and will deliver on the housing need of existing residents.</p> <p>The homes at Whitehall Mews deliver will meet the GLA London Housing Design Guide as a minimum.</p> <p>All the homes in Whitehall Mews with 4 bedspaces or more are dual or triple aspect. The single aspect homes are predominantly high quality 1 bedroom apartments that face east and west, with wide frontages providing lots of daylight into the homes, and a window into the kitchen. There are no family homes that are single aspect, no single aspect homes facing onto the railway, and no single aspect north facing homes.</p> <p>Homes at Whitehall Mews have an option for a separate kitchen.</p> <p>All homes have access to private outdoor space and all residents have access to communal gardens.</p> <p>Study areas have been incorporated into the design to allow for working from home opportunities.</p> <p>There will be windows to large majority of kitchens.</p>

6.3. HOW THE COMMUNITY HAS SHAPED THE MASTERPLAN AT EACH STAGE

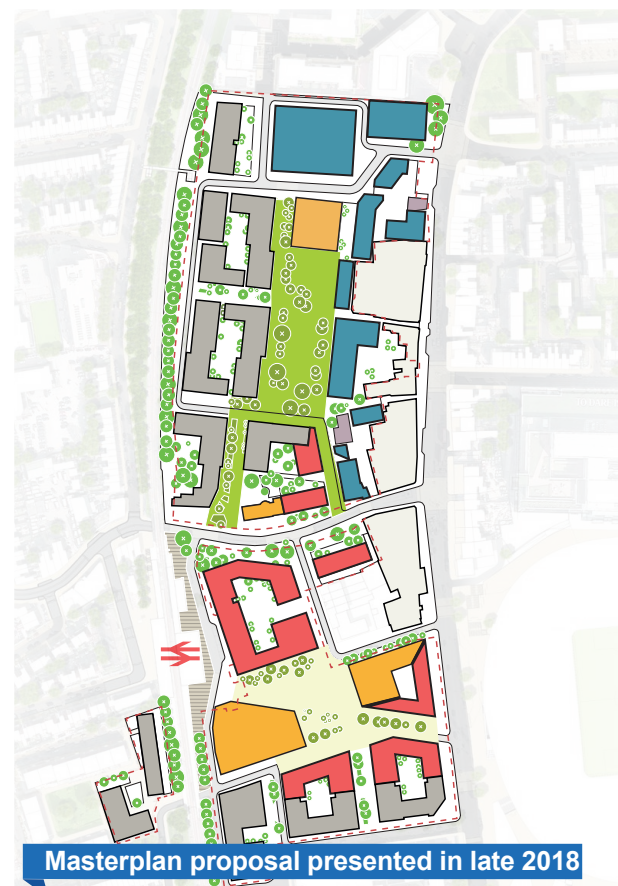
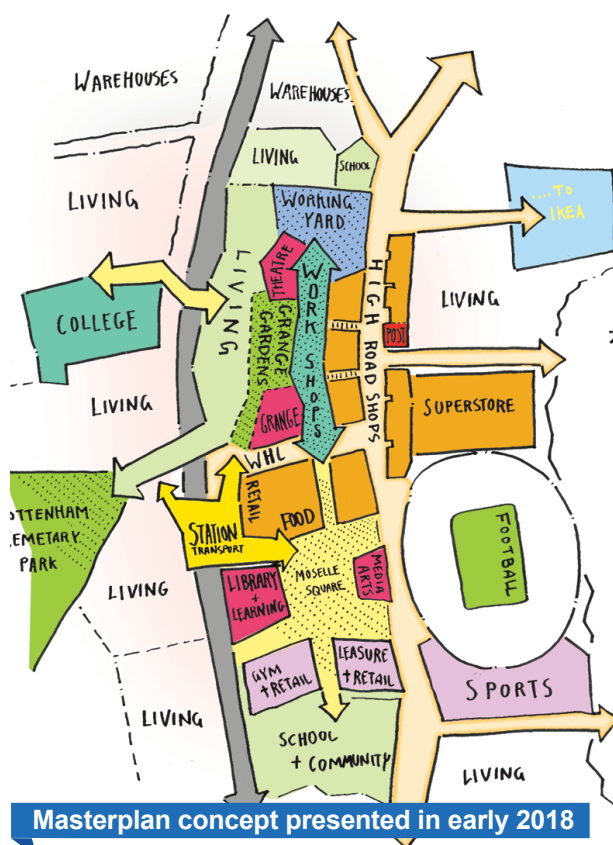
Stage 0 took place in February to December 2018, and focussed on reintroducing the project to Love Lane Estate residents and the broader community. The masterplan principles and opportunities were tested with the local community through a series of concept diagrams and sketches describing the interdependencies of different spaces and features of the masterplan.

Conversations with the community focussed predominantly on understanding how local people would like to use and experience the future HRW neighbourhood and feedback from the community informed more defined proposals which were developed and represented as a second iteration of the masterplan in late 2018. At this stage particular attention was given to outlining how the socio-economic aspirations raised by the community were being taken forward and refined.

Dedicated information sessions and events were provided for Love Lane residents detailing the features of the new homes being taken forward in alignment with the Residents Charter and Design Guide. Responses to the new homes proposals helped inform changes to detailed issues such as the preference/need for proposals to offer options for open or separated kitchens.

Stage 1 took place in February to April 2021 and focussed on presenting an updated and detailed HRW masterplan to the local community requesting feedback on particular features and amenities, whilst also encouraging general response and views.

Feedback supported the masterplanning team's development of design codes which within the outline application describe what different elements of the masterplan should aim to achieve as they are brought forward through detailed design.



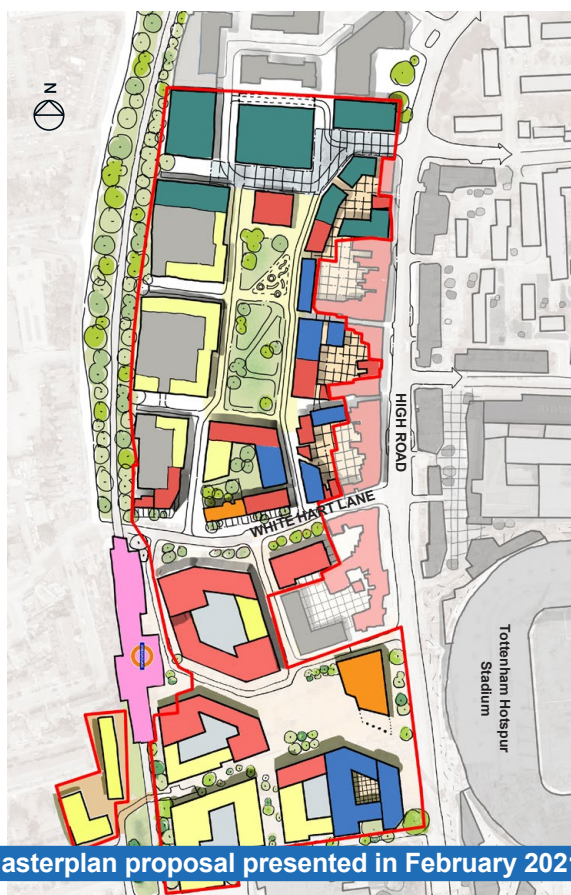
Stage 2 took place in May to July 2021, building on Stage 1 feedback from the community, dedicated consultation workshops provided further opportunity for interested members of the local community to inform the qualities of specific design proposals relating to three areas of community interest;

- Getting around and open spaces
- Neighbourhood look and feel
- Community workspaces and leisure.

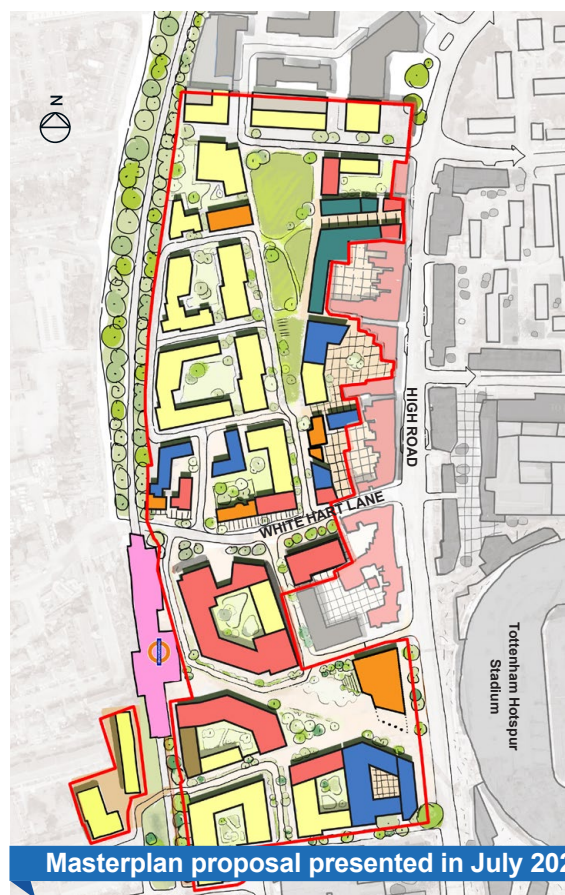
Discussions helped the masterplanning team explore local aspirations around the type of place the HRW neighbourhood should become to a greater level of detail. The workshop sessions also helped build a detailed understanding of local issues that could be addressed through the masterplanning process.

Stage 3 took place in August to September 2021, and provided an update on refinements made to the broader masterplan, importantly this stage of consultation presented the detailed designs of the first homes to be built at HRW in the Whitehall Mews area and subsequently the first detailed element of the hybrid planning application.

Following dedicated sessions with immediate neighbours, concerns were raised regarding the heights and impact that the first new homes would have on the existing neighbourhood. These sessions also provided an opportunity to explore what improvements the HRW development could offer to immediate neighbours.



Masterplan proposal presented in February 2021

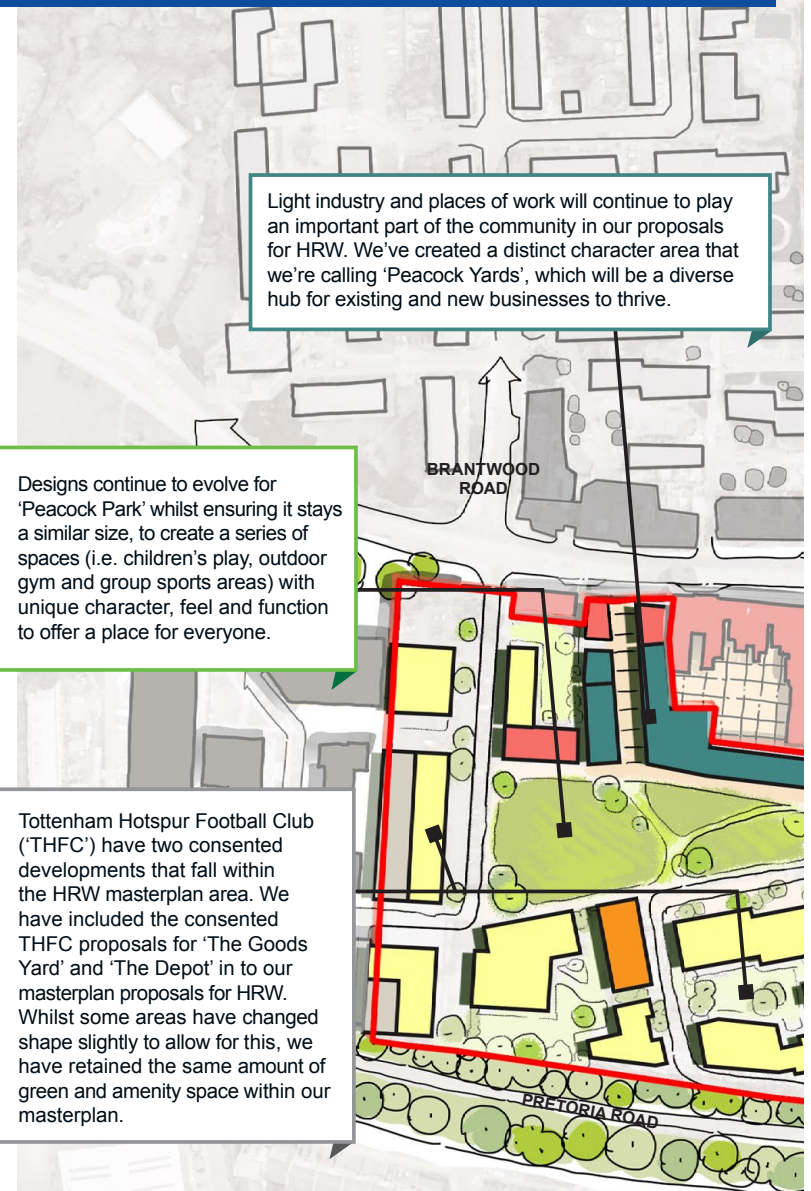


Masterplan proposal presented in July 2021

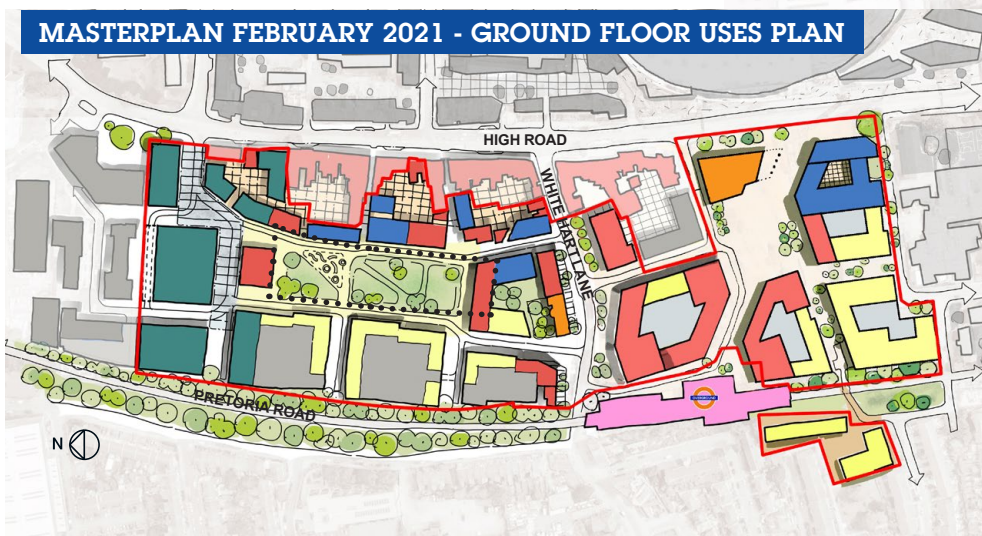
The plans on this page show how the HRW Masterplan evolved from February 2021 to July 2021.

The plan to the right shows the proposed ground floor uses, with some narrative on how feedback from residents, neighbours and the broader community fed back into the proposals. The approach to the buildings and home layouts has continued to be reviewed to ensure that the new neighbourhood includes accessible and well designed spaces for new and existing residents.

MASTERPLAN JULY 2021 - GROUND FLOOR USES PLAN



MASTERPLAN FEBRUARY 2021 - GROUND FLOOR USES PLAN

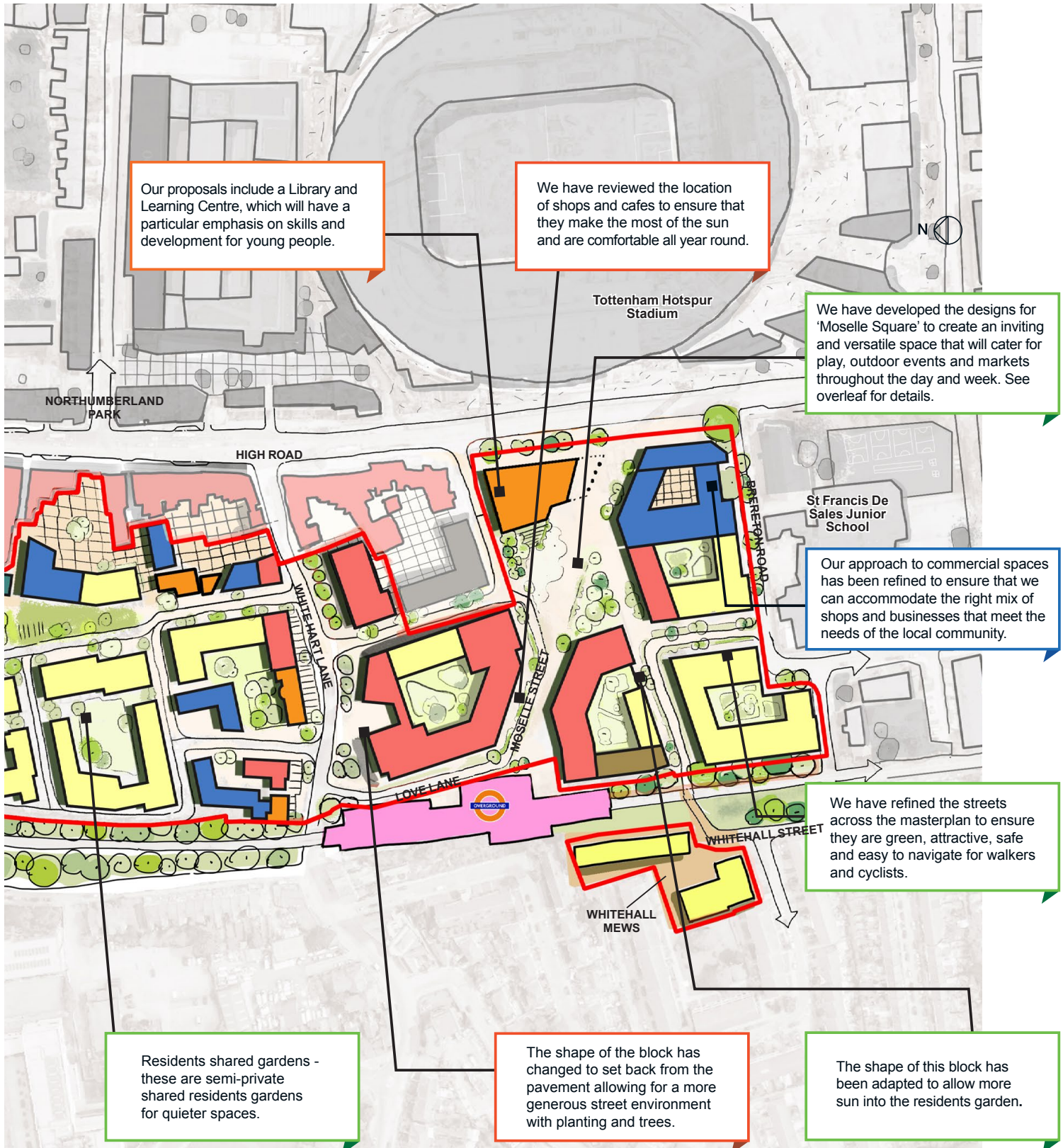


KEY

— - HRW Site Boundary

Ground Floor Uses

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



6.4. FINAL SUBMITTED MASTERPLAN

The community have been actively involved in shaping the masterplan for the HRW area between 2018 and 2021. The final masterplan responds to Love Lane residents' and local people's feedback.

The masterplan aims to deliver on the priorities of the community, including better-quality housing, more housing choice, new community facilities, an improved High Road, better quality and more open space.

As a final update on the outline application to Love Lane residents, immediate neighbours and the broader community, an exhibition will be held at the Grange to share the HRW Masterplan and detailed designs for Whitehall Mews that have been submitted for planning permission.

The scheme has a target to deliver over 2,600 new homes and 40% affordable housing, including 500 Council homes at Council rent.

As part of the scheme there will be a new public park for the whole community and shaded and green streets across the area, with spaces for children's play and a new public square to become civic heart for the neighbourhood, with spaces for markets and events.

The development will also include a Library and Learning Centre, with particular emphasis on skills development for young people. As well as a refurbished Grange Community Hub, accessible to all.

Investment in programmes that address issues of inequality and build community capacity will form an important part of the scheme with a range of new employment, education and training opportunities, which LBH will ensure local people benefit from. This includes:

- 500 new jobs and careers
- 1,500 training opportunities
- 3,300 construction jobs

SUBMITTED MASTERPLAN NOVEMBER 2021 - GROUND FLO



KEY

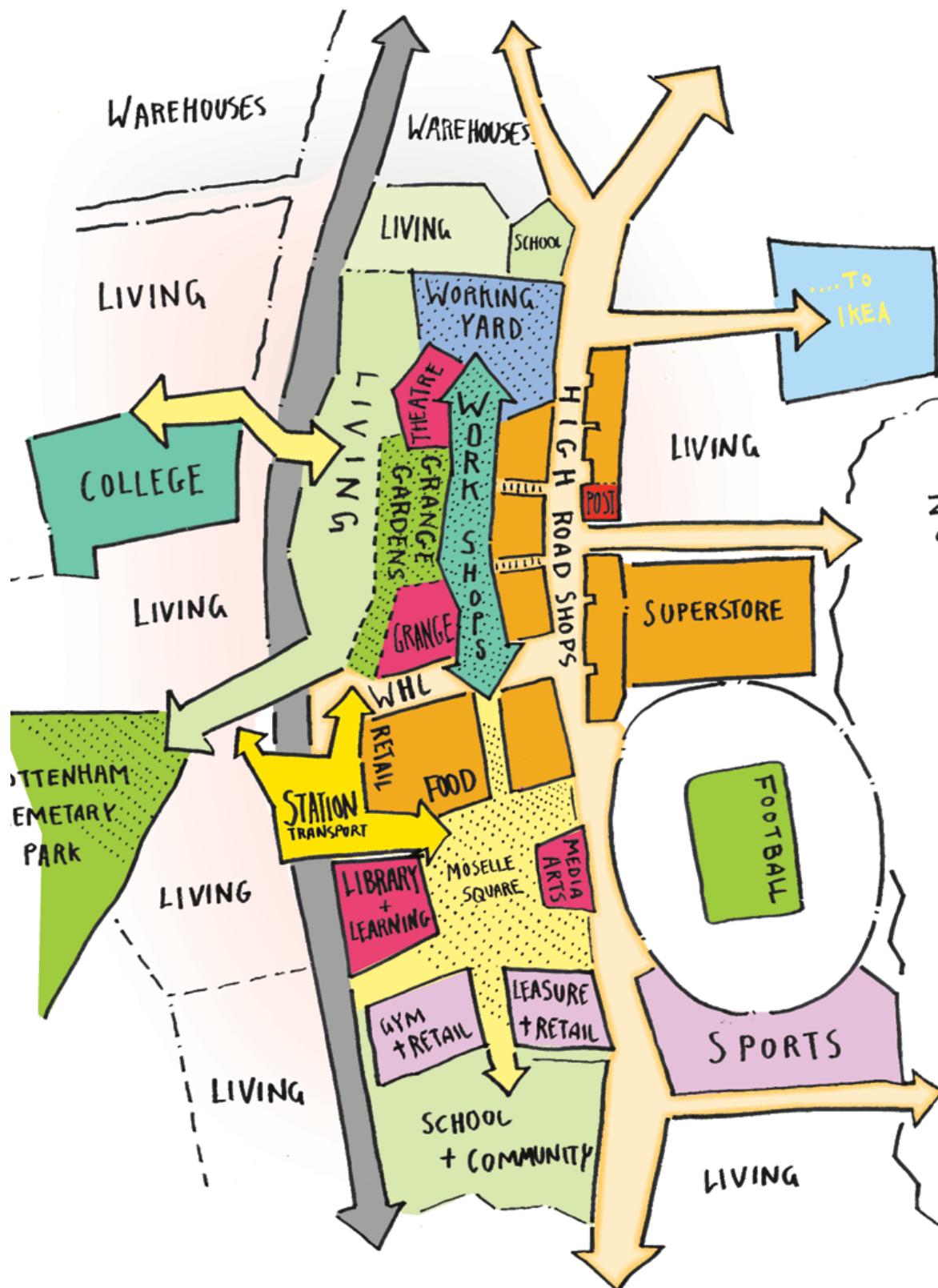
— - HRW Site Boundary

Ground Floor Uses

- - Retail / Food & Beverage / Leisure
- - Community Services / Library
- - Residential Homes
- - Workspace
- - Light Industry
- - Green Space

OR USES PLAN





Stage 0 - Masterplan concept presented in early 2018

7 STAGE 0 ENGAGEMENT

HOW WE ENGAGED

24,000+

Printed newsletters, flyers, and letters distributed.



37

One-to-one and group meetings held with stakeholders.



7

Information drop-in sessions and themed workshops held for Love Lane residents and neighbours.



9

Introductory pop-up events.



1

Community fun day.



1

Public drop-in exhibition.



1

Walk & Talk event.



CONSULTATION HIGHLIGHTS

700+

Conversations in person with residents and local community.

7

Schools and youth groups engaged.

776

Events attendees.

146

Responses to print and digital feedback forms.

164

Residents and local community signed up to the mailing list.

7. STAGE 0 ENGAGEMENT

7.1. STAGE 0 ENGAGEMENT FEBRUARY - DECEMBER 2018

PURPOSE OF STAGE 0 ENGAGEMENT

Stage 0 focussed on introducing and building awareness of the HRW project with the community through introductory newsletters, a series of pop-up street events, neighbourhood walk and talks, 1-to-1 meetings, and public exhibitions.

Specifically, the masterplan principles and early concepts were tested with the local community through a series of concept diagrams and sketches which described different spaces and features of the masterplan (see appendix 8.2). Conversations with the community focussed predominantly on understanding how local people would like to use and experience the future neighbourhood.

With Love Lane residents, an introduction to Lendlease and information relating to the delivery of the new homes was shared and discussed through a series of drop-in events and a residents fun day held on their estate.

Masterplan feedback

- The majority of local people who contributed to the consultation were positive about the redevelopment and thought this would be a good thing for the area.
- Generally, participants thought the sketches of open spaces looked good and were keen to contribute ideas about the types of activities and features they would like to see included and ways they would like to be able to use the spaces.
- Safety and security featured heavily in discussions with local people, with respondents wanting to see clearer ideas about how this could be improved. Walking routes in and around the neighbourhood were stated as needing better surveillance to help people feel safe.
- Respondents were particularly interested in seeing new youth and family orientated community facilities such as the new library but stated that these must be made affordable for local people.

- Residents thought that the proposed workspaces were interesting and that these could help encourage new local businesses. Thoughts were put forward suggesting that these should be subsidised for young people from the area.
- Similarly, local people were enthusiastic about the notion of a more diverse retail offer stating that the area would benefit from more variety but advised that these offers would need to be affordable to the local area.
- Public transport and parking were key issues which residents wanted to see explained in more detail, stating concerns about an already overloaded public transport and parking network.
- Participants also wanted to understand more about the heights and massing of the buildings being proposed. This was a particular concern for adjacent neighbours who stated concerns about being overshadowed by any tall buildings.

New homes feedback

- Discussions with Love Lane residents at the introductory events highlighted a desire to see comparisons of the new homes against existing home layouts. Residents stressed that this would provide a good understanding about the offer to them.
- Having lots of light (dual aspect) within the new homes and good access to private outdoor spaces were points that Love Lane wanted to see more information about.
- Following an exercise of measuring existing resident homes and providing floor layouts comparing these to layouts of the new homes, discussions with residents discerned that many households would like to see separate (rather than open plan) kitchens offered as an option.
- A major concern for residents was understanding how and when demolition and reprovion of their homes would happen. At this stage in the project, detailed information was yet to be finalised, however this was noted as critical to provide at the next stage of consultation.

Conclusions

Community input from this stage, helped the masterplanning confirm the masterplan principles and concept proposals, with community input helping to refine the designs of public spaces and inform the types of activities these could accommodate.

Community input also informed how local people would like to be able to travel in and around the area and helped the masterplanning team to understand where improvements to the existing provision could be supported or where good existing experiences needed to be safeguarded.

Feedback informed thinking relating to local business and workspace opportunities with consideration to how these could contribute to experiencing the HRW neighbourhood.

Responses to the new homes proposals helped inform changes to detailed issues such as the preference/ need for proposals to offer options for open or separated kitchens.





Pop-up event at Tottenham Sports Centre

STREET POP-UPS

As part of the early engagement around the HRW development, the HRW engagement team met with local people in Tottenham through a series of pop-up events.

9 pop-up events were held to provide the opportunity for people from the broader community that live and work in Tottenham to find out more about HRW, share any questions or early ideas, and to sign up to receive information about the project and the consultation.

The pop-ups were held at different locations surrounding the HRW site where local organisations and shops were nearby or where there was a high footfall. The busy locations were chosen to allow the engagement team to meet as many people as possible.

Date	Location
03.05.18	Ilse Almot Women and Children Centre
10.05.18	Lancasterian Primary School
10.05.18	High Road by Tottenham Sports Centre
11.05.18	Lee Valley Primary School
11.05.18	Sainsbury's
15.05.18	White Hart Lane Station
15.05.18	639 Enterprise Centre
19.05.18	B&M Store
23.05.18	Devonshire Hill Primary School

Overview

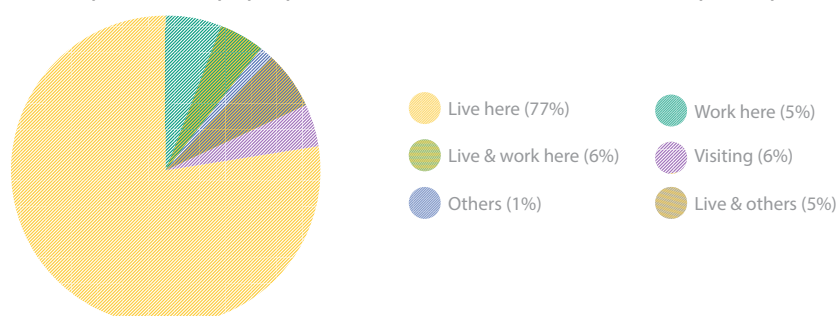
During the pop-ups, flyers (see Appendix 13.8) were given to passersby to inform them about the HRW development. While there was no definitive proposal at the stage, residents were encouraged to indicate any areas of interests and potential participation.

The engagement team spoke with over 600 people during the pop-up events and gave out more than 700 flyers. 94 canvass cards (see Appendix 13.8.2) were collected and 8 responses received online.

Most people lived around the HRW area and had received our introductory letter (see Appendix 13.5 & 13.5.1) and newsletter (see Appendix 13.6 & 13.6.1). Therefore, some were familiar with the HRW development and had follow-up questions.

The team presented interactive information boards to prompt questions that would help steer and shape the consultation. The aim was to find out how the local community felt about the new development, what aspects of the masterplan people would be most interested in getting involved in, which issues they considered to be important for the local area.

Most people who took part in the pop-ups were Tottenham residents, the split of participants is outlined in the pie chart below.



Comments feedback

The following feedback was gathered through post-it comments, canvas cards and the online survey.



Green & Open Spaces, Sport and Play - 30 comments

Many people were particularly inspired by the Peacock Park sketch and liked the idea for a new green space with play areas. People said they wanted to see additional green space, with play areas integrated, seating and clean spaces. Participants also commented on the need for sports spaces in the area, most notably football pitches and swimming pools. Granary Square (King's Cross) was referenced several times, as a family- focused open and play area.

Facilities & Activities for Young People - 30 comments

People expressed the need for more options for children and young people such as, different after-school activities. The need to keep young people off the streets and offer them opportunities was highlighted by many, and the need to tackle childhood obesity was mentioned. Other comments included the need to provide learning and creative opportunities for young people. Some examples that were mentioned include play and sports facilities and creative facilities, and the need to build youth clubs/centres/hubs was mentioned by many.

Jobs & Apprenticeships - 15 comments

Job creation for local people was generally mentioned as relevant, with people also commenting on the need for providing educational qualifications, apprenticeships. There were also mentions of working spaces needing to be affordable, as well as the need to prioritise the businesses being demolished.

Food - 11 comments

Many residents commented that they would like to see more variety of places to eat in the area, as well as a better choice of healthy food. Some specific comments included global cuisine and foods from different cultures, vegetarian and vegan food, as well as specific suggestions for there to be food markets and changing street food vendors.

Cars, Public Transport & Parking - 9 comments

People had concerns regarding parking provision in the area, mentioning that residential parking is already an issue, especially on match days, with increased pressures due to the THFC development mentioned. Capacity of local transport was also mentioned, bus and train, particularly on match days.

Events - 8 comments

People suggested different types of events should happen in the area and in the new public square, including an outdoor pop-up cinema, live music gigs and events, outdoor theatre performance, as well as performance space for local talent.

Arts & Culture - 8 comments

People suggested activities and spaces related to arts and culture, particularly public art reflecting upon the heritage or diversity of people in Tottenham, as well as installations, exhibitions, graffiti walls, creative artists. People also encouraged collaboration with locals.

Library - 7 comments

The new library drew the attention of many people who commented on different things they would like to see in the library, including IT and tech interactive touch screens, books for teens, free after-school activities, small coffee shops and meeting spaces for young people.

Walking, Cycling & Accessibility - 7 comments

Comments were made about accessibility for pedestrians, especially during matches, integrating cycling into the design and general accessibility for wheelchairs and for pushchairs.

Safety & Security - 6 comments

Residents stressed the need for high security around and within the new HRW development, particularly in light of violent incidents in the Tottenham area and drug dealing.

Leisure, Fun & Entertainment - 6 comments

There were some mentions of the need for more clothing shops and cafes, as well as other fun and leisure activities such as cinema, theatre, pub, arcade, a snooker hall.

Tottenham Identity

Many of the comments highlighted in different ways that what makes Tottenham unique is the local community - its diversity and community spirit.



Tottenham Identity Feedback Word Map

Conversational feedback

Through conversations with the local community, the engagement team have gained a better understanding of the local issues that should be addressed and aspirations for the new development. Below are the key topics of conversation covered at pop up events.

Crime and safety

People had concerns about the levels of crime, and in particular knife crime. Many parents mentioned a sense of uncertainty of whether Tottenham would be a suitable place for their children to grow up. Some pointed out there is a prevalent 'gang culture', and many do not feel safe in public spaces during night time. Many people wanted answers on how the designs of buildings and public realm of HRW would address concerns about safety. Several comments were made attributing the crime level to the lack of constructive activities for young people.

New stadium and crowd management

It was noted that crowds attracted by the Tottenham Hotspur stadium poses disruption to nearby neighbours during game days. Many feared that the increased capacity of the new stadium would worsen the disruption. While many welcomed the proposal of Moselle Square linking the upgraded station and the new station as an effective means of crowd management, some wanted further details of how this would be implemented. Several residents also expressed concern that the proposals to redevelop Love Lane Estate were solely to support the football club's plans and access to the stadium.

Affordability

For many people living in Tottenham, there is a positive sense of pride for the place they live in. There is a willingness for many to stay in the local area and see it grow. Many have feared that further new developments would mean that the area would no longer be affordable and accessible. In particular, some had raised concerns about the effects of gentrification. In general, most people who live in the area welcomed the new proposals. However, there is a prevalent concern that these changes will cause the inflation of property prices and, in turn, price out existing residents and local businesses. Therefore, many remained doubtful of whether they will truly benefit from the HRW development.

Regarding the affordability of housing, many had asked for further clarification of the definition of affordable housing and how such provision will address the increasing demand within the local area. There needs to be assurance that new affordable housing will be genuinely affordable. In addition, there was some early concern about the potential increase in service charge for both new and replacement homes, making it unaffordable.

The issue of affordability was frequently discussed beyond just housing, referring as well to community facilities, and the need for free indoor leisure and sports places, particularly for young people and children.

Impact on existing residents, businesses and community

Many people wanted to understand whether their homes are being demolished and whether residents are being relocated elsewhere. There were fears that people would be pushed out of the area and some concerns about gentrification. Many residents said that they are happy to see regeneration as long as existing residents are not being relocated elsewhere. There were also specific questions and concerns about some of the businesses that people cherish in the area and would like to see stay, particularly Chick King and B&M Store.

Local business and shops

While the site boundary has helped locate premises that will be demolished and relocated, many have called for further clarification of which shops and businesses will stay and which ones will be relocated.

Similar to housing provision, many questioned whether existing shop owners and businesses will be able to afford premises within the area. There were concerns over whether the development will only attract higher-end businesses to the local area, and as a result, they will be too expensive for existing local residents.

A welcoming place for all

Some local residents were doubtful of how the new facilities will benefit the whole local area but not only the new residents. There was some concern over the potential creation of a 'gated' community within the HRW area. For instance, the Peacock Park is considered to a favourable addition to the local area, however, some residents questioned the accessibility of it and felt they might be unwelcome. As a result, there was a sense of cynicism that the existing community would not see the benefits of the development.

Many had mentioned that isolation is a problem for many residents, and it is typical in the area that residents from one neighbourhood do not cross over to the neighbouring areas. This is because of gang and neighbourhood disputes, but also physical and mental boundaries. Comments were made that we should work with the community to understand how the HRW spaces can be welcoming to all and promote interaction within the local community.

Youth development

Overall, there was a particularly strong sense of concern over the lack of investment in the youth in the local area. Many mentioned that there needed to be facilities and activities for the young people to keep them occupied and stimulated so that time would not be spent in unproductive and potentially illicit ways.

The lack of leisure and activities for young people was mentioned by young people and children themselves, as well as by parents who often expressed fears that their children may end up with the wrong social groups, or that they stay closed in their homes because there is nothing for them to do.

Parents and children

There were a lot of conversations about activities and spaces needing to be more family-oriented, therefore, activities and spaces where parents can be occupied while children play, or spaces that offer something for both parents and children simultaneously.

Housing in the wider area

The issue of council housing and affordable housing was frequently mentioned by residents from the wider area. People complained about many living in temporary accommodation, about lack of tenure security, and about council tenants who cannot get access to the type of homes they need. Mental health problems were mentioned in relation to poor housing. In some instances, some even expressed their desire to see their buildings regenerated and demolished in order to gain access to council homes with more bedrooms.

Accessibility

Accessibility and pedestrian/cycling access was a recurring topic. People wanted to see better east west links and more done to encourage active travel throughout the site, including links and signposting to exploit existing local assets and green spaces such as Bruce Castle Park.

Effective communications

Although most people remained positive about the new changes to the local area, many had pointed out there is a proliferation of new developments, the new Tottenham Hotspur stadium being one of the notable examples.

Some households received multiple consultation documents such as letters, leaflets and newsletters from different developments, coming from LBH, developers, as well as different campaigners. They often communicate conflicting information. Some residents expressed frustration and confusion as to where and what is being developed and by who.

These residents want to see a greater clarity of information and any communication as minimal and effective as possible. Failing to do that will result in a decline of the level of engagement and, in turn, the willingness to participate in an engagement and consultation process.

The confusion of what HRW actually is might stem from its relatively low public profile. People were conflating concerns regarding the stadium development and Haringey Development Vehicle (HDV) when discussing the HRW proposals.

As the project progresses, communications should first and foremost help local residents identify the HRW development as distinct from other nearby developments, so that the feedback on the proposals is both productive and relevant.

Development Partnership and HDV

Although many people understood that Lendlease has been chosen by LBH as the development partner for HRW, many are unclear of what this partnership entails. For instance, to what extent LBH or the developer is involved in the development, and in what aspects.

There were general questions about the HDV proposals in place at the time, and whether HRW means the beginning of a wider regeneration programme including the HDV.

HRW – familiarity with the project and its boundaries

Some people had not heard of the HRW development at all prior to meeting us, and many were familiar as they had received our newsletter. Very few people from the wider area, apart from Love Lane residents, were aware of the masterplan framework and the existence of previous LBH led plans. Most people had no prior understanding of the project boundaries, nor what the masterplan would deliver.

Development timeframe

There is a general sense of excitement of the proposals, in particular, the new community facilities. However, there was a mild concern over the timeframe of the project. People were frequently asking about timeframes, which facilities would be delivered when. Some had felt that the development was too far reaching. This could potentially result in apathy and reluctance to involve. Many residents wanted to see how the development can benefit the local area in the nearer future and how it would respond to the longing for positive changes that are so urgently needed by the local community.



Pop-up engagement material

LOVE LANE RESIDENTS - EXISTING HOMES MEASUREMENTS

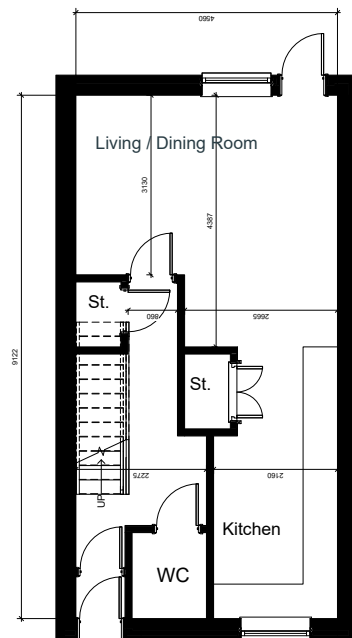
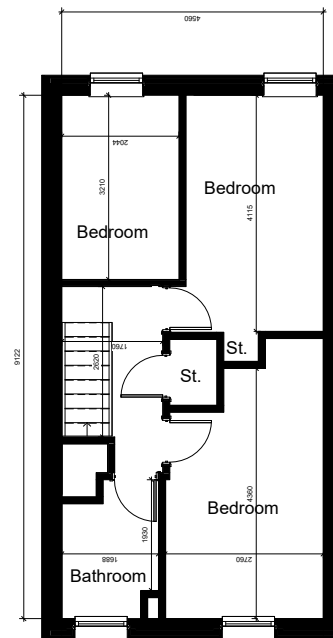
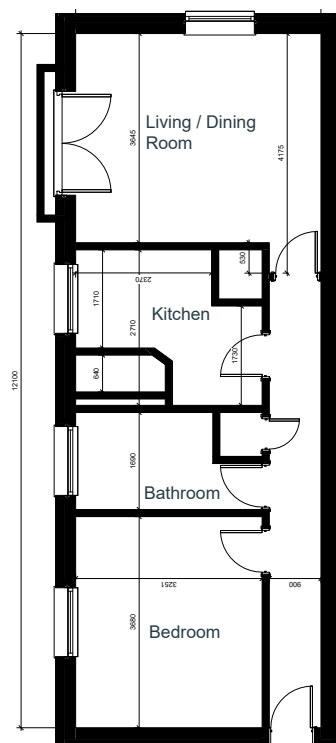
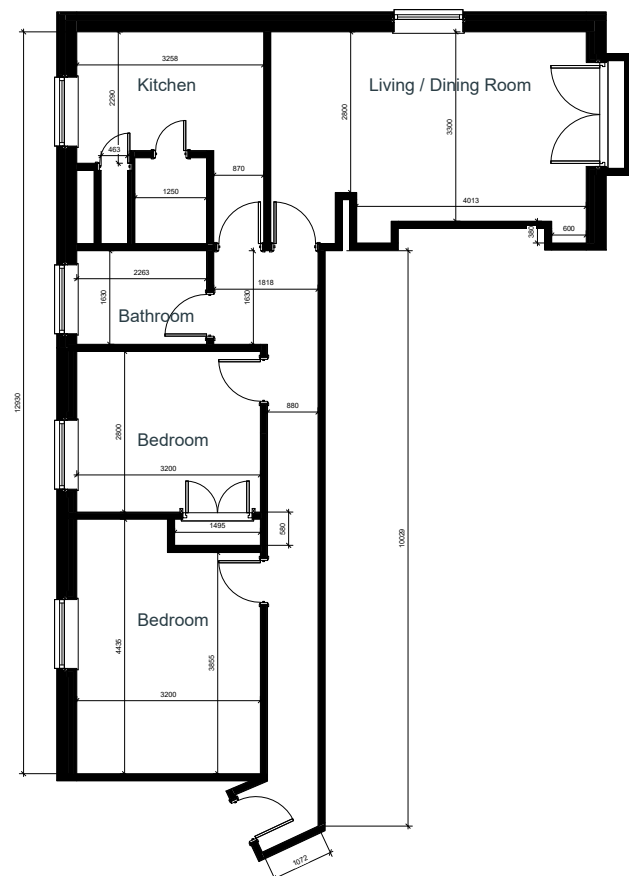
In order to better understand the Love Lane Residents Charter and Design Guide, and inform the design of the new homes, PTE and Lendlease visited and measured a sample of homes on the Love Lane Estate in 2018, including one bedroom apartments, two bedroom apartments, and three bedroom duplexes.

The measurements were taken on 19th April and 15th June 2018. Six homes were measured in total across the following properties on the estate.

- Moselle House
- Charles House
- Ermine House

PTE surveyed and drew the homes that were visited, and found that one and two bedroom homes were larger than current Nationally Described Space Standards (NDSS), but the family duplexes are much smaller.

The commitment at the first new homes at Whitehall Mews is to ensure that residents will receive a home at least as big as their current home. Therefore, one bedroom and two bedroom homes will be larger than the NDSS and the average home on Whitehall Mews is larger than NDSS.

3 Bedroom Duplex*Ground Floor**First Floor***1 Bedroom Flat****2 Bedroom Flat**

Existing Love Lane homes measurements

28.07.18 LOVE LANE COMMUNITY FUN DAY

Overview

LBH hosted a Love Lane Community Fun Day to engage with residents and offer information to residents wishing to understand more about the HRW project.

The event was held on Saturday 28th July and included a range of activities. Alongside the activities there were information stall where residents could find information on the masterplan.

Flyers (see Appendix 13.12) for the Love Lane Community Fun Day were distributed to residents and posters (see Appendix 13.12.1) were displayed around the estate. Around 38 adults and 20 children attended the Love Lane Community Fun Day.

The information displayed and feedback cards at the fun day can be found in Appendix 13.12.2 - 5.

Feedback

- While some residents were well informed about HRW, many did not have any awareness of the regeneration project and its implications on residents.
- There was confusion about project timelines, and especially around the demolition. Many residents were keen to understand when the redevelopment would happen.
- Some residents did not see the value in discussing socio-economic improvements on the estate, if existing buildings were due to be demolished. Some residents showed a level of apathy towards where socio-economic investment would be directed and their ultimate benefit.
- A total of 41 ideas and suggestions were received for things that needed to be improved on the estates and activities that could be funded. The majority of comments focused on addressing anti-social behaviour on estate and providing activities for children / young people.

Current issues identified on the estate included:

- Evening security inside the buildings
- The estate park needs to be improved
- Crime and robberies
- Drugs and prostitution
- Not enough visitor parking
- Fob doesn't work in hot weather
- Doorbells don't work, so people ring neighbouring ones

SEPT 18 ONWARDS

MASTERPLAN EXHIBITION

From September 2018 onwards the later proposals for the HRW masterplan were available for Love Lane residents, neighbours and the broader community to view at the Grange. The exhibition contained information on the following:

- New homes
- New workspaces, business premises and shops
- Open and green spaces
- New community and leisure facilities

Flyers (see Appendix 13.13) and a banner (see Appendix 13.13.2) were developed and circulated to encourage residents to view the proposals. The exhibition boards can be found in Appendix 13.13.3.

Every Thursday members of the engagement team were available for drop-in sessions at the Grange exhibition between 9.00am - 1.00pm and 5.00pm - 9.00pm.

As a result of the project pause at the end of 2018 the HRW masterplan exhibition remained on display at the Grange until the next stage of engagement in 2021. A quick facts booklet (see Appendix 13.14) was produced and circulated to residents in order to respond to frequently asked questions.



23.10.18
24.10.18

LOVE LANE RESIDENTS NEW HOMES INFORMATION DROP-IN EVENTS

Overview

New Homes Exhibition drop-in events were held at the Grange. In total 17 residents attended the events 13 of whom filled out feedback forms (see Appendix 13.14).

- 23rd October, 5.00pm - 9.00pm
- 24th October, 9.00am - 1.00pm

As well as the exhibition boards showing the layouts of the new homes, further supplementary information was presented highlighting timescales for the demolition and new homes, the location of replacement homes, the design standards for new homes, elements which residents can choose and precedent imagery.

To help describe the layouts of new homes to residents, 1:50 scale models of existing and proposed homes were built by PTE and displayed at the events. Models of the 1 and 2 bedroom apartments included a removable wall between the living room and kitchen to help to explain the choice of layout that the residents would receive.

A Turkish interpreter called Turkish households ahead of the event and was present to assist the 3 Turkish households that attended.

Feedback

- Residents were happy to have timelines and phasing relevant to their individual situations explained to them, as well as proposals
- It was reported that there was some confusion across the estate over when and how the demolition would take place
- Residents wanted to understand if they could choose when to move and where they would move
- Residents sought clarity on whether it would be possible to downsize or to move into a larger property, whether a needs assessment would be required, and what the timescales for this might be
- Residents sought further information on parking provision
- Residents wanted to know if they could choose the height of the buildings they move to and what floor they will live on
- Residents sought clarity on moving support, i.e. storage, moving costs, moving cookers and appliances into the new home
- Temporary accommodation residents wanted to understand what the implications of the ballot are for them – what does a 'yes' vote mean what does a 'no' vote mean?
- Some residents were interested in and generally supportive towards the wider masterplan
- Residents reported that there are many tenants and leaseholders that have never attended any consultation events and would benefit from the information provided

New Homes

- All residents were pleased with the proposed floor plans for the new homes
- Residents wanted to be able to choose if they had separate kitchen or not, but were happy with separating their kitchen from their living room
- Residents wanted a lot of daylight and big windows
- Residents would like to see windows in kitchen and in bathrooms, with some being concerned about bathroom ventilation
- All residents were pleased with the large balconies
- One resident didn't like the kitchen being far from entrance

OUTREACH

Supplementary to all the other engagement activities relating to the masterplan and new homes, dedicated engagement with Love Lane residents during Stage 0 focused on introducing the team, building trust and relationships and bringing residents up to speed with already confirmed information about the regeneration and the new homes.

04.05.18 Door-knocking

LBH met with around 50 residents through door-knocking. Notification letters (see Appendix 13.7) were sent to residents in advance of door-knocking.

04.05.18 Introductory coffee & cake

An introductory coffee and cake session was held as an informal drop-in and mingle event to allow residents to talk to members of the engagement team. 2 residents attended the coffee and cake session at the grange.

12.05.18 Information drop-in - Event 1

17.05.18 Information drop-in - Event 2

Overview

Information drop-in events were held at the Grange hosted by the HRW engagement team. Around 25 residents as well as at least 5 children attended the drop in events. Out of these 22 left feedback forms. At the event, there were information boards, discussion tables with information materials and feedback forms prepared. All attending residents had an opportunity to have a focused 1-1 conversation with team members, ask questions and leave feedback. A Turkish interpreter was present at both events.

Feedback

- Residents wanted new homes to have a lot of daylight and big windows (some residents had been on site visits and didn't like apartments with smaller windows).
- Residents wanted to be able to choose between open plan and separated kitchens, many preferred separated.
- Residents wanted windows in kitchen and in bathrooms.
- Residents had concerns about the size of rooms. Some commented that having a large living room and kitchen is important. Some stated that their current bedrooms were not big enough and they would like to have sufficient space to fit beds and furniture.

Common questions many residents had:

- When will they have to move, what phase will they be in?
- When will demolition start?
- Can they choose when to move and where to?
- Where will the Phase 2 homes be?
- How big are the new apartments - will they be able to downsize or increase size and when do they have to decide on this?
- How big are the rooms?
- How will the parking provision work?
- Will they be placed in high rise buildings? (Most did not want to be, some did not mind.)
- What will happen to temporary accommodation residents?
- How will rehousing work for residents in temporary accommodation?

General comments about the drop-in and consultation process:

- Residents were happy to come to learn more about the current timelines.
- Most thought that demolition would start earlier, few commented that the timeline has been constantly pushed back so they expect it to be pushed back again.
- Most wanted to be involved in future consultation, several leaseholders were not interested in the new homes and wanted to see a better offer from LBH.
- Some residents were sceptical about LBH listening to them.

Comments about future consultation:

- Residents mostly interested to come to next events and learn more about the phasing and about their new homes, residents staying in HRW are interested in the wider masterplan as well and would come to a public exhibition.
- Many feel they cannot read plans and would prefer site visits or other ways to better understand the new homes proposals.
- Some residents have already been on some site visits (Elephant and Castle, Newlon Housing, Tottenham Hale new housing).
- Residents reported that there are many tenants that have never attended any consultation events and are difficult to motivate to attend. They suggested to do some event at the estate and offer free food.





Walk & Talk with Headcorn and Tenterden residents

09.05.18 WALK & TALK WITH HEADCORN AND TENTERDEN RESIDENTS

A letter (see Appendix 13.11) was sent to Headcorn and Tenterden residents to invite them to a walk and talk session. The walk and talk with these immediate neighbours of the HRW site helped the project team gain a more focused and thorough understanding about the particularities of the neighbourhood as perceived by the local community. During the walk and talk local residents lead the engagement team on a walk around the area, identifying local assets, problems and priorities along the way, and directing the route based on their familiarity with the area. A summary of the key topics discussed is outlined below.

Green space

- The green square at the centre of the estate was very important to residents, and it was noted that this space is maintained by residents.
- There were some concerns about the formal look and feel of public spaces proposed in the masterplan and would prefer their green space to be safeguarded.
- Residents would be concerned about any suggestions of merging green spaces with the proposed development as this would impact their service charge and also ability to maintain their space.
- Residents were concerned about Haringey's record of maintaining public spaces and would like to understand more about how green spaces within the Whitehall Mews proposals will be managed/maintained - did not want this to have a negative impact on the neighbourhood.
- Stated they would strongly object to any play areas being provided in proximity to the existing homes due to their issues with sound insulation.
- Residents suggested that they would prefer to see more 1-bedroom households and fewer family households, to keep the area quieter.

Streets and connections

- There were concerns about anti-social behaviour in their area – prostitution particularly.
- Better street lighting and CCTV were suggested as potential positive contributions.
- Residents were concerned about the underpass connection to the HRW area which is currently a 'pigeon ally'. Would like to see improvements to this (potentially an art installation) and better lighting. Fundamentally, would like to feel connected and part of the new development.
- Residents would like to see a comprehensive parking strategy and improvements delivered to the current parking situation. Would support being included in the CPZ.

Existing facilities

- Residents currently have issues with the cleanliness of the neighbourhood and struggle with rubbish stores. Would like to see Whitehall Mews well maintained and would benefit from a joined-up proposal to rubbish collection points to help improve the neighbourhood.
- Residents were keen to work further on the consultation and to liaise with the Love Lane tenants and leaseholders that are staying so as to build a strong sense of community with newcomers.

Safety

Residents had issues with burglaries from back gardens and anti-social behaviour on the surrounding streets, and believed that better lighting and CCTV would help improve this.

ONE-TO-ONE MEETINGS

The engagement team met with key stakeholder groups working in the broader HRW area which informed the consultation strategy, helping build the teams' understanding of the area and offering feedback on different specific areas of expertise.

- At the beginning of the project, key stakeholder groups in the area were mapped, initially based on desktop research.
- The key stakeholder database was then regularly updated based on information from LBH, as well as feedback and referrals. The key stakeholders included resident associations, charities, schools, community organisations etc.
- E-mail invitations to meet were sent to over 100 organisations (see Appendix 13.4).
- Follow up invitations were sent to groups that didn't respond.
- Follow up phone calls were made to groups that we consider to be particularly active and relevant for the area.

The table below sets out the meetings that were held with local stakeholders as a result of this outreach.

Date	Location
08.03.18	Love Lane Residents Association
11.01.18 13.03.18	HTBG Residents Association
13.02.18 02.05.18	Independent Tenant and Leaseholder Advisor
Various dates	Lancasterian Primary School, Haringey Sixth Form College, St Francis de Sales RC Infant and Junior School, London Academy of Excellence Tottenham, Risley Avenue Primary School, Lee Valley Primary School, Duke's Aldridge Academy, Devonshire Hill Primary School, Ada, the National College for Digital Skills
	Meet the Midwives
26.02.18	The Grace Foundation
05.04.18	Discovering Tottenham
05.04.18	MAC-UK
12.04.18	Citizens Advice Haringey
16.04.18	St Francis de Sales
17.04.18	Friends of Downhill Park
18.04.18	Ilse Amlot Centre
30.04.18	Home Start Haringey
02.05.18	Sustainable Haringey

One-to-one meetings with key stakeholder groups provided a useful insight for the engagement team as the highlighted key priorities that the HRW team should look into as they develop the masterplan. The detail of these conversations covered; affordable housing, including definitions and types; impact of the masterplan on the existing community; sustainability, walking and cycling; opportunities for young people and youth outreach; sports and consultation approach. For full details of the topics covered refer to Appendix 13.2.



7.2. STAGE 0 ENGAGEMENT RESPONSE

NEW HOMES

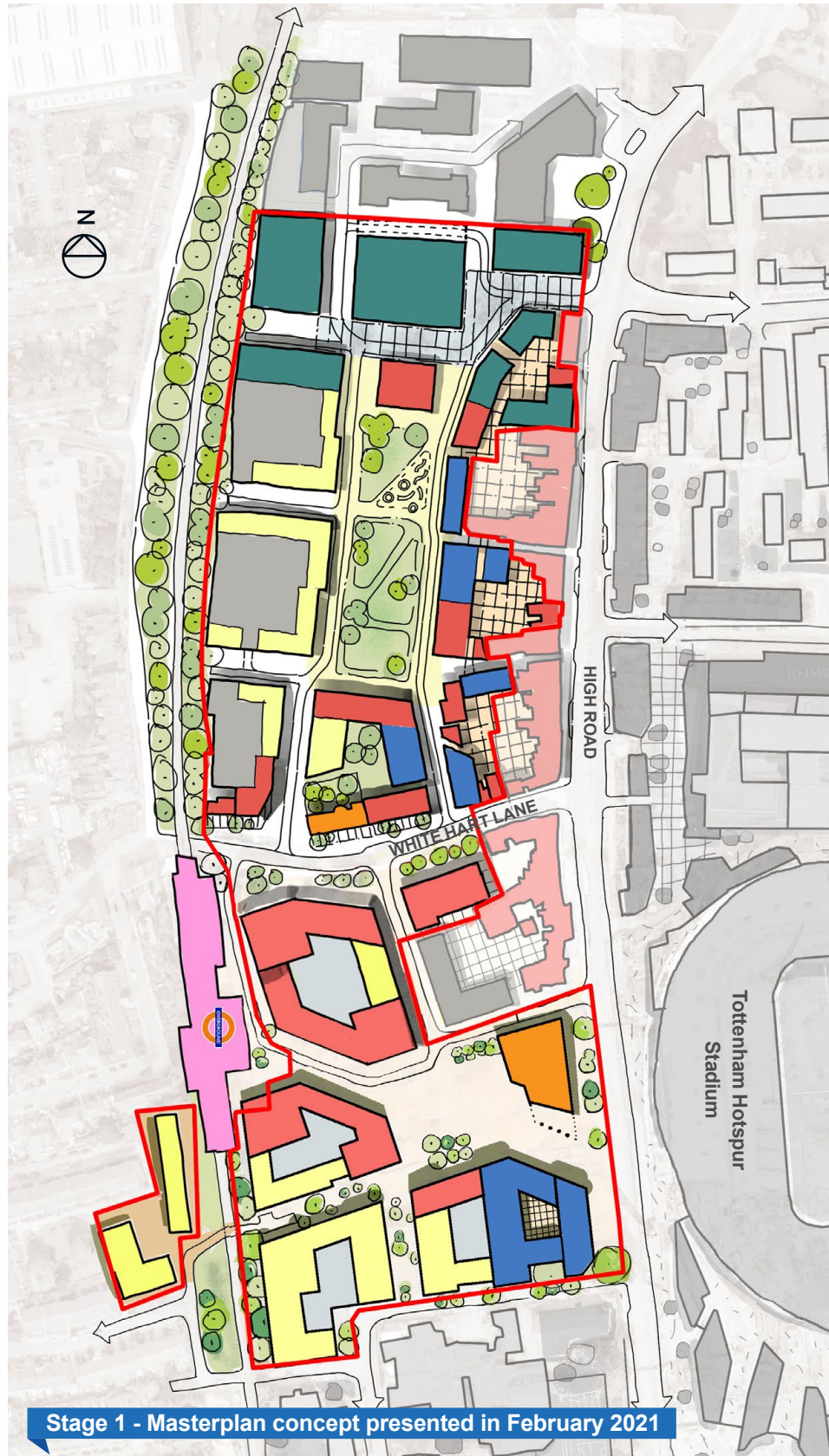
FEEDBACK	ACTION & RESPONSE
DESIGN & SPACE FEATURES	
<p>Many residents were keen to see their potential home layouts.</p> <p>Some residents were particularly keen to have separate kitchens from living rooms and having kitchens with windows.</p>	<p>The Design Team presented models and drawings of existing and proposed homes, to help to explain the layouts of Plot A to residents. This helped to demonstrate how homes at Plot A have been designed with windows in kitchens and with optional walls between kitchen and living rooms.</p> <p>Ongoing engagement will work with residents to choose finishes for certain aspects of their new homes.</p> <p>Every kitchen will have a cooker hood to remove steam or cooking smells, as well as windows to allow natural ventilation. The homes will be well ventilated to prevent mould and mildew.</p>
DAYLIGHT & OUTDOOR SPACE	
<p>Residents were keen to have daylight, large windows, and private outdoor space.</p>	<p>Every new home will have access to a private space such as a balcony, garden or terrace. Dual aspect homes will be delivered where possible and homes will be designed to offer a comfortable environment with good access to daylight.</p>
FLOOR PLANS & CHOICE	
<p>Residents liked the overall plans for the new homes but wanted clarity on housing options for those that may be overcrowded in their current home or wanting to downsize.</p> <p>Residents liked that the designs for new homes included options for separate kitchens in the Plot A layouts, and wanted to know if they would have a choice between open kitchen or separate kitchens.</p>	<p>Clarity on housing options was provided to residents through engagement Stages 1-3 and as part of the resident ballot and estate regeneration engagement.</p> <p>LBH are committed to give residents a choice of separate kitchen and living area where possible.</p>
MOVING HOUSE	
<p>A crucial concern for many was clarity and details on phasing plans and moving timelines (this was often raised across events).</p> <p>Many residents wanted to know more about the support they would get during their move including; storage, moving costs, help moving appliances/furniture into the new home.</p>	<p>Clarity on phasing plans, moving timelines and support was provided to residents through engagement Stages 1-3 and as part of the resident ballot engagement. LBH will continue to engage with residents to provide information on moving timelines and support.</p>

MASTERPLAN

FEEDBACK	ACTION & RESPONSE
LOCAL PARKS AND OPEN SPACES	
<p>Residents were interested and happy with the provision for open green spaces, particularly the proposals for “Peacock Park” in the masterplan, stressing on the need for play areas integrated with seating and good maintenance.</p> <p>Improvements to the existing public realm and green spaces was often raised as a concern, pointing to estate maintenance and improvements.</p>	<p>As part of a network of public open space, Peacock Park will continue to be central to the masterplan and a vital resource for the existing and new residents.</p> <p>At the next stages of engagement, the team committed to share the approach to play and leisure facilities, with ideas for integrated seating and dwell spaces.</p> <p>Large areas of the existing public realm will be rejuvenated through the regeneration of the site. The transformation of the Love Lane Estate will include improvements to a number of existing streets such as White Hart Lane, Love Lane and Whitehall Street.</p> <p>It was ensured that information on the approach to estate management would be provided at future engagement sessions.</p>
PARKING, MOVEMENT & ACCESSIBILITY	
<p>Accessibility and the capacity of local transport was a concern for many, particularly bus and train frequencies on match days.</p> <p>There were general concerns and confusion regarding the parking provisions that would be made, with some residents wanting to have more clarity on the provisions for visitor parking and access for service vehicles.</p>	<p>Transport studies of the existing public transport network have shown that the proposals can be accommodated within the existing capacity. As the scheme is developed further the team will ensure that demand can be met, and propose improvements to the existing network where needed.</p> <p>Resident surveys will be undertaken to assess the existing demand for parking, including type of car and usage. Further detail on the proposals for new residents parking would be shared at the next stages of engagement.</p>
BUILDING HEIGHTS & DENSITY	
<p>Residents wanted to see details on ‘real heights’ of buildings shown in the illustrative sketches.</p>	<p>At the next stages of engagement the indicative storey heights were included for proposed buildings and existing buildings for context and reference.</p>

FEEDBACK	ACTION & RESPONSE
NEIGHBOURHOOD QUALITY & SAFETY	
<p>Residents were concerned about overcrowding (crowd management) especially during match days (Tottenham Stadium). Concerns related to thoroughfares via the estate, noise, and disruption.</p> <p>Residents stressed on the need for better safety and security measures in the area. Anti-social behaviour and crime was a concern for many and brought up often during engagement.</p>	<p>During this stage engagement with Tottenham Hotspur Football Club and LBH had established several options that respond to and consider issues around crowd flow within and around the proposed development.</p> <p>Safety and security have been an important factor in the developing proposals. The proposed layout significantly improves the visibility and natural surveillance of streets and spaces from adjacent new and existing buildings and ground floor 'shopfronts'.</p> <p>As the proposals develop further detail on strategies for lighting, CCTV and crime prevention would be provided.</p>
COMMUNITY & YOUTH FACILITIES	
<p>Proposals for a new library / community space drew the attention of many who commented on different amenities they would like to see in the space including; IT facilities, meeting rooms etc.</p> <p>The need for more things for children and young people to do was highlighted during early engagement. Many expressed the need to offer opportunities to keep young people off the streets.</p> <p>Feedback reflected the need for more affordable spaces for sports and outdoor activities, most notably football pitches and swimming pools.</p> <p>Residents feedback also pointed out the need for more family focused events and activities, particularly to tackle social isolation in the area.</p>	<p>The new library and learning centre will provide a modern resource for the community, with meeting rooms, IT facilities and other community spaces. The proposals seek to combine the new library and learning centre with other leisure and community facilities, which will provide opportunities for all ages, including children and young people.</p> <p>Embedded within the proposed public realm, civic square, park and open spaces is a flexible lawn space for outdoor activities, play spaces, areas for exercise and socialising. The proposals are designed for flexibility and multi-generational use.</p>

FEEDBACK	ACTION & RESPONSE
LOCAL OPPORTUNITIES & JOBS	
<p>Job creation for local people was generally mentioned as relevant, with people also commenting on the need for providing educational qualifications and apprenticeships. There were also mentions of working spaces needing to be affordable, as well as the need to prioritise the businesses being demolished.</p>	<p>There are a number of areas within the proposals that can provide new and affordable workspace for both existing and new businesses. Peacock Yard and Roebuck Yards will be designed further to allow for a range of workspace unit types and sizes, such as micro and small enterprises and workshops for light industrial businesses.</p>
AFFORDABLE AND DIVERSE HIGH STREET & RETAIL	
<p>Feedback from many in the local community, especially youth groups said they would like to see affordable and better variety of shops and places to eat.</p>	<p>There will be significant improvements to the High Road through investment into the shopfronts and support for existing local businesses. Alongside the rejuvenation of the High Road will be new spaces for shops, cafes and restaurants will be focused around Moselle Square and White Hart Lane, allowing for a variety of businesses and offer for the community.</p>



8 STAGE 1 ENGAGEMENT

HOW WE ENGAGED

13,078

Printed masterplan packs,
flyers, or newsletters distributed.



4

Themed virtual
presentations shared online.



172

Love Lane Residents
spoken with by phone.



3,000

Printed feedback
forms sent out.



2

Live masterplan
Q&A sessions held.



CONSULTATION HIGHLIGHTS

1,618

Digital survey responses.

42

Event attendees.

109

HRW YouTube
video watches.

92

Returned print
feedback forms.

87

Feedback responses
received by phone from Love
Lane Residents.

8. STAGE 1 ENGAGEMENT

8.1. STAGE 1 ENGAGEMENT - FEBRUARY - APRIL 2021

PURPOSE OF STAGE 1 ENGAGEMENT

After a substantial pause on the masterplan consultation between late 2018 and early 2021, Stage 1 consultation focussed on re-presenting an updated HRW masterplan explaining the introduction of additional Council homes and confirming continued support for the HRW masterplan.

It was important for the consultation to recommunicate the full masterplan proposals to residents, demonstrating clearly that other than the addition of Council homes no major changes had been made since information was last shared in 2018.

To inform local people of the proposals, two consultation information packs were created; a masterplan information pack, which was sent to the broader community; and new homes pack specific to Love Lane residents.

Due to the inability to host physical events due to COVID-19 restrictions in place at the time, it was important to ensure that the consultation offered accessible means of participating for all members of the community. Printed masterplan information packs were sent to 3,194 addresses immediately surrounding the HRW site, complete with feedback forms and freepost envelopes for responses.

In addition to detailed masterplan imagery and plans, the consultation content also highlighted key design and socio-economic themes that had been raised by the community in 2018.

The intention of re-providing this information was to ensure valuable conversations of community interest were continued and that new voices were encouraged to join the consultation. An online survey was structured around these themes encouraging local people to provide further input to the following themes:

- A variety of new homes
- A series of public and green spaces
- Jobs - workspaces, businesses and retail
- New community and leisure facilities

All information packs complete with a digital version of the feedback form, were made available online via the project website. This was further supported by a series of live online Q&A sessions with the design team, which allowed local people the opportunity to ask questions about the project.

The consultation was also supplemented with a series of online 1-to-1 meetings with local community organisations.

Masterplan feedback

- Residents liked the proposed open spaces but wanted to see more green and natural spaces in the designs, with this wanted sustainability to push boundaries. Human well-being was raised as a new point in relation to green and open spaces, the importance of this being highlighted by the pandemic.
- Residents liked the quality and feel of the new development presented through examples, however, didn't feel that local identity was being represented enough and wanted to see more. This ranged from ensuring that the retail elements of the masterplan retained an independent offer as well as having an emphasis on 'healthy living' by providing fresh food alternatives for the area.
- Residents provided further input advising that routes and connections needed to be safe and enjoyable, where necessary incorporating CCTV.
- There was further support for providing facilities and infrastructure that will support and entertain young adults and children. Specific ideas included a skate park, playgrounds, a cinema and training for young people to get into good, well paid jobs.
- There were many calls from the community to ensure that the new retail, food and beverage offer within HRW is diverse, includes independent and small businesses with a combination of some national brands, and most importantly that the new supports and complements the existing business community on the High Road.

New homes feedback:

- Residents wanted further choice on the new homes design features and the team built this clarification into the landlord offer.
- Residents wanted more clarity on the private outdoor spaces they would have access to.
- Residents wanted further clarity on running costs.
- Residents wanted to see clearer commitments provided that rooms within the new development would not be smaller and that a choice between open plan and separated kitchens would be given within the Landlord Offer.
- Residents highlighted concerns regarding a lack of information relating to the moving process and requested more information on this.

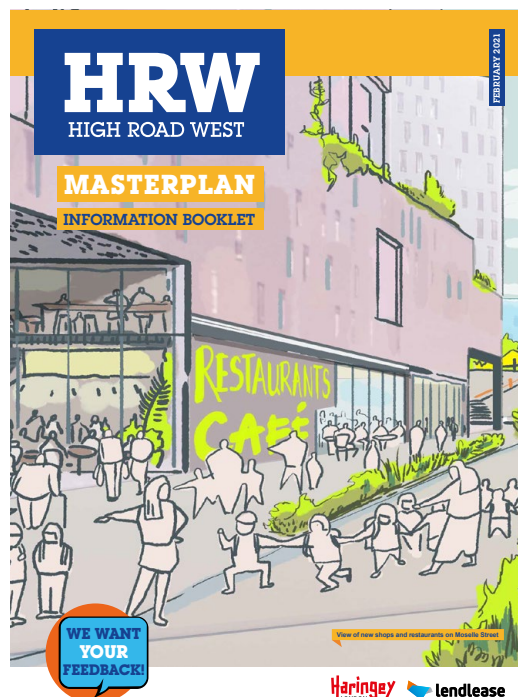
Conclusions

The consultation asked for confirmation and further thoughts on how the masterplan had responded to community priorities identified in 2018. Specifically, this asked for thoughts relating to particular masterplan features and amenities which had been developed in more detail following community input in 2018. Feedback on the proposals was overwhelmingly positive and provided a wide range of thoughts, ideas, and challenges.

A large proportion of the community feedback focussed on providing further thoughts and ideas about the type of place local people wanted to see and made a number of suggestions for refining design features illustrated in the proposals.

This allowed the design team to refine proposals and build in strategies for the use of spaces and their offer to the community. Information from the community was used to inform the development of masterplan design codes, describing what different elements of the masterplan should aim to achieve.

Feedback from Love Lane residents highlighted resident needs for further information and informed supplementary information that would help residents and could be included within the Landlord Offer.



Stage 1 engagement materials

NEW HOMES ENGAGEMENT

25.02.21 NEW HOMES PACKS

Overview

This information pack was distributed to the 260 homes within the Love Lane Estate that would be eligible for new home in the HRW development under the offer from LBH to residents, which was out for consultation at the same time. These documents can be viewed in full in Appendix 13.17 - 13.17.5, the contents are outlined below.

<i>Love Lane New Homes cover letter</i>	To introduce the purpose of this engagement and explain the difference between the New Homes Pack and the housing offer consultation and engagement documents (namely the Local Lettings Policy, Leaseholder Offer and proposed commitments to non-secure tenants) residents had already received.
<i>Introduction and checklist</i>	To explain what was inside the New Homes Pack, how to use each document, where and how to give feedback and promote events.
<i>New Homes Leaflet</i>	To provide details as to the key features of the new homes (size, choice, safety & security, outdoor space), show floor plans and introduce and invite residents to participate in the Resident Design Panel.
<i>New Homes Feedback Form</i>	To ask for feedback on the features of the new homes detailed within the New Homes Leaflet and provide an opportunity for ideas and further thoughts.
<i>New Homes Quick Facts Booklet</i>	To provide a quick-reference source for the commonly asked questions, organised by tenure. Questions and answers related to issues such as compensation, choice, needs assessments, timing and costs.
<i>Project Timeline</i>	To show how the project had got to its current iteration, the intended sequence of events moving forward, and key milestones such as the resident ballot and the proposed commencement of construction.
<i>Translation Form</i>	To give residents the opportunity to request all information in their preferred language or format.
	All Packs also included a Freepost return envelope to return their feedback and/or translation forms.

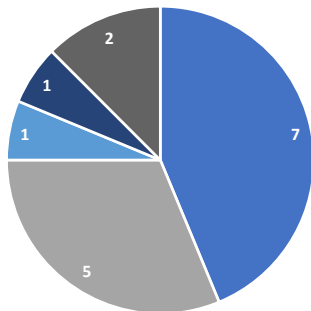


New Homes Pack sent to Love Lane residents

Feedback

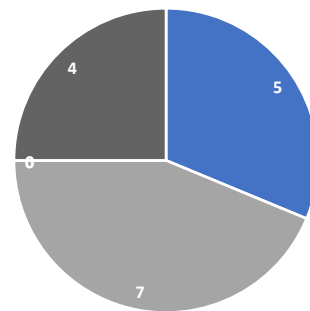
260 printed New Homes feedback forms were sent out to the residents of the Love Lane Estate within the 'New Homes Pack' on Thursday 25th February. Recipients were encouraged to fill these in to provide feedback on the contents and information within the pack both in writing, and over the phone in conversations with the Haringey engagement officers. 19 Feedback Forms were returned during the course of the one-month engagement period. Key findings are summarised below.

What do you think about the proposed design and space features for the new homes



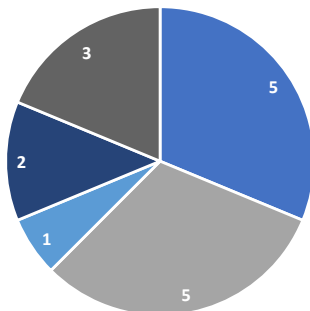
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What do you think about the accessible and adaptable homes features proposed?



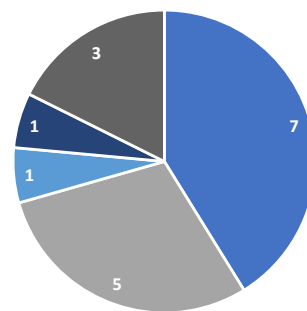
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What do you think about the types of options residents will have to customise their homes



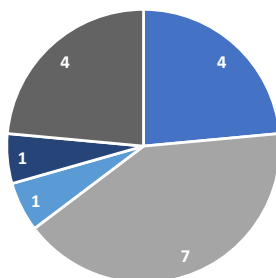
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What do you think about the safety and security features proposed for the new homes?



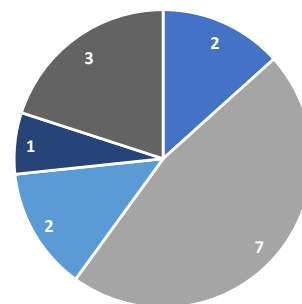
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What do you think about the proposed energy efficiency and the cost saving features for the new homes?



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What do you think about the example floor plans provided?



■ STRONGLY SUPPORT ■ SUPPORT ■ OPPOSE ■ STRONGLY OPPOSE ■ DON'T KNOW

Theme 1: Design and Space Features

- 4/6 comments generally praised the design & space features. 1 was complimentary of the private space, insulation & soundproofing. Another resident noted, separate to the homes, that they particularly liked that there will be more job opportunities for young people.
- 3 different comments expressed a need for more info on Whitehall Mews, the split between private & affordable homes & if rent & service charges will increase with the new homes.
- 3 residents stated that they are currently on 100% equity lease & do not want to transfer to shared equity.

Theme 2: Options to Customise New Homes

- 7 comments suggested residents are generally happy about the ability to customise the new homes to their individual needs.
- 1 individual felt they already customised their home at their own expense & wouldn't want to move, while another sought to ensure the new homes have good ventilation in bathrooms to avoid mould.

Theme 3: Energy Efficiency and Cost Saving Features

- 3/4 comments were generally happy about saving on living costs. 1 comment specifically mentioned their support of using water-saving fixtures and high-speed broadband.
- 3 residents requested the ability to choose their preferred energy supplier.
- 1 individual requested more information around how the new homes will be sustainable.

Theme 4: Accessible and Adaptable Homes Features

- 5/6 comments were generally supportive of the adaptability of the homes supporting greater independence of residents. 1 comment specifically supported lifts in the buildings & the ability to live in low-medium rise blocks.
- 1 resident sought assurance that homes will be adapted for those with disabilities.

Theme 5: Safety and Security Features

- 5 residents were pleased with the security features & how they will reduce unwanted guests within their buildings.
- 1 resident expressed concern that CCTV & electronic entry systems can break, are expensive to maintain & increase service charges.

Theme 6: Floor Plans

- 4/5 comments were generally positive of the floor plans. 1 comment was particularly happy with how spacious the homes look in the bedrooms, kitchen & living, as well as being happy with the balcony/private outdoor space.
- 7/11 comments suggested they would like a separate kitchen & living room & are against open plan. 2 individuals would like to see more kitchen cupboard space & 2 would like more space in general.
- 1 resident pointed out there are no 2 person, 2 bedroom flats shown in the floor plans.

06.03.21 09.03.21 NEW HOMES ENGAGEMENT EVENTS

Overview

The HRW engagement team promoted and held two live Q&A information sessions via Microsoft Teams held on the following dates:

- Event 1- 11am Saturday 6th March- 11 attendees
- Event 2- 7pm Tuesday 9th March- 9 attendees

These events provided the Love Lane residents with the opportunity to 'meet' the project team, watch a brief presentation giving an overview on the New Homes packs they had received, and ask questions.

In order to make the events as informative as possible, the engagement team also collated a list of questions that had been sent in prior to the events via phone, email or feedback forms in order to cover as many wide-reaching topics as possible and address the community's concerns.

Feedback

The main topics that were brought up in the attendee's questions were as follows:

- Parking - whether this will be provided in the new development, how much and to whom.
- Floor plans - whether residents will get a choice of a separate kitchen in the new homes and what floor they live on.
- Space and storage- questions around cupboard space in kitchens and the size of bedrooms.
- Timing - many residents are anxious to find out when the development will start, when they can move into a new home and how the phasing will work.
- New home offer certainty - many residents in temporary accommodation particularly are seeking certainty that they will be offered a new secure council home in the development. The proposal to offer non-secure tenants a new council home in the development was consulted on by LBH during this time.
- Moving house - residents had questions around where they might be moved to if they had to do so twice.
- Needs assessments - residents sought clarification as to whether there would be an updated needs assessment of their latest circumstances undertaken by LBH and if the new homes will be suitable and adapted to their family and disability needs.
- Living costs - residents sought more information around the cost of rent in the new homes and if they can choose their own energy provider.
- Gardens and outdoor space - residents wanted to know more about which buildings will have rooftop gardens, whether certain outdoor areas will be accessible to everyone or be private and if there will be parks and play areas for children.

DEC 20-JAN 21 LOVE LANE RESIDENT PHONECALLS

Overview

From December 2020 to January 2021 Haringey engagement team undertook one round of informal phone call conversations with Love Lane estate residents to find out their preferred method of communication and understand their access to digital platforms, due to the social distancing measures in place during the COVID-19 pandemic. It was clear that in order to deliver information in a fair and accessible method in a way that encourages feedback, the approach had to adopt a combination of digital and analogue materials.

ENGAGEMENT WITH LOVE LANE RESIDENTS ASSOCIATION

During 2021, Homes for Haringey supported the Love Lane Residents Association (RA) to re-start their activities. The RA met online on several occasions and in-person as COVID-19 restrictions started to lift, with the AGM planned to take place in late 2021. The RA was briefed by LBH officers on the latest proposals, and encouraged to provide their feedback through the engagement exercises. Feedback from the RA has indicated that they would be interested to develop community initiatives, and hear more about the socio-economic programme which is part of the scheme.

FEB-MAR 21 NEW HOMES PHONECALL ENGAGEMENT

Overview

During February and March, the LBH engagement team called all the residents of the Love Lane Estate. The purpose of these calls were to ensure they received the Masterplan/New Homes engagement packs, as well as the Housing Offer consultation material, and ask if they had any questions or concerns. Officers also directed residents to upcoming online events.

In total the engagement team spoke to 172 residents on the estate (65% of the total number of residents at that time). A summary of the key themes identified in these conversations can be found below.

Feedback

The majority of residents confirmed they had received the information pack.

The majority of temporary accommodation residents confirmed they understood that they were eligible for a new home in the HRW development under the proposals which were under consultation at that time.

A high number of residents spoken to expressed an interest in being involved in the Design Panel in the future stages.

Key Missing Information

Residents identified the following points as requiring more information

- Timing and Decant Process - residents asked questions around the length of time between when they would need to move house, when their current homes are demolished, and when their new home might be ready.
- 500 White Hart Lane development - residents asked about the details of another local development which secure tenants and resident leaseholders had the option to move to as part of their housing offer.
- Housing Offer - residents sought clarity around whether they would be eligible for a new home in the development and the type of homes these would be. Some of these residents were eager to get confirmation in writing from LBH that they would be offered a secure tenancy in the new development.

- Public Transport Capacity - residents wanted more information around how the new development will adapt to the addition of new residents in the area.
- Support with consultation process - residents were eager to gain support to get involved with the engagement process and were interested in what support could be offered by LBH in accessing digital platforms.

Key Concerns

Key concerns from residents included:

- Overcrowding - residents told the engagement officers that they are currently living in overcrowded conditions and would like to see more suitable housing provided.
- Moving and Decanting - residents expressed concern over the potential number of moves they may need to make during the regeneration process of the Love Lane Estate.
- Estate Management - residents were unhappy about the current state of the Estate and the amount of litter that is building up.
- Lack of trust in LBH - residents made it clear they had lost trust in LBH's commitments to date which is impacting their ability to support the proposals being engaged on.
- Anti-social behaviour Issues - residents expressed concern around the level of antisocial behaviour that occurs in and around the Estate in its current state.

Key Suggestions

5 different suggestions were put forward by 9 residents. Of these 4 wanted to put forward safer cycle parking for residents. 2 residents requested that the new home bidding process should allocate homes on a first-come-first-served basis. Others wanted confirmation of an independent ballot process, street art to add vibrancy to the community, and resident contributions to the final designs of the new homes.

MASTERPLAN ENGAGEMENT

23.02.21 THE MASTERPLAN PACKS

Overview

Due to the inability to host a large physical event due to COVID-19 restrictions in place at the time, it was important to ensure the engagement team were reaching as many members of the local Tottenham community as possible with both print and digital materials, and that everyone that wanted to participate was able to.

The Masterplan Packs were sent to 3,194 addresses immediately surrounding the HRW site in order to relaunch the masterplan engagement process, share the current stage of the planning and design process, promote the scheduled online events, and provide an opportunity to give feedback.

These documents can be viewed in full in Appendix 13.19 - 13.19.3.

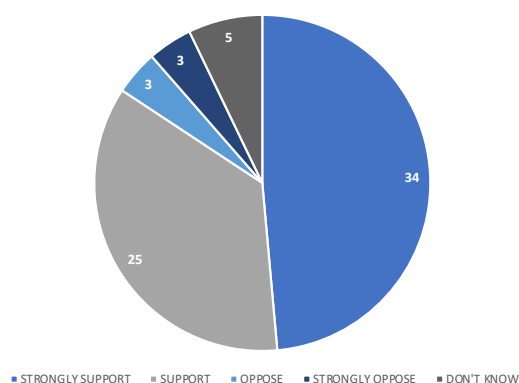
As well as the physical items that were posted out to the community, a series of social media Twitter posts were published on the Haringey twitter account during March to promote the public engagement for the masterplan and encourage the community to download the Information Booklet and get involved.

<i>Masterplan Cover Letter</i>	Re-introduced the masterplan engagement process, why we were sending the pack and how to get involved.
<i>Masterplan Information Booklet</i>	Provided an overview of the masterplan vision, four key themes, set out design aspirations, transport, phasing and timeline details. This also promoted the two upcoming online engagement events.
<i>Masterplan Feedback Form</i>	(See below)
<i>Translation Form</i>	To give residents the opportunity to request all information in their preferred language or format.
	All Packs also included a Freepost return envelope to return feedback and/or translation forms.

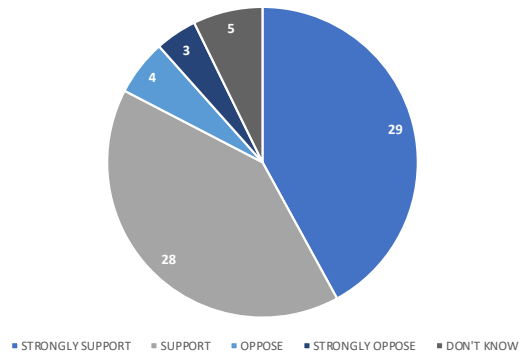
Over 3000 printed Masterplan Feedback Forms were sent out to the local community surrounding the HRW site on Tuesday 23rd of February. Recipients were encouraged to provide feedback by either filling in a form and returning via post or taking the online survey.

73 filled-in printed Masterplan Feedback Forms were received. This survey was also provided in a digital format for those that preferred, with 117 responses being provided in this format. The key response findings are summarised on the following pages.

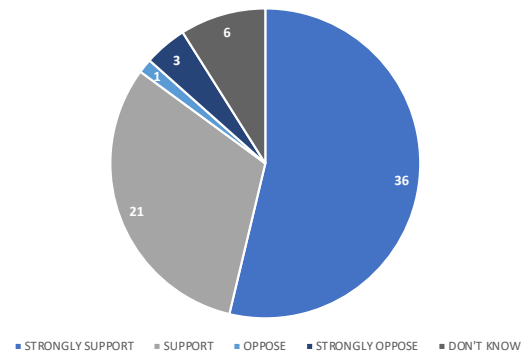
What do you think about our proposals for the evolving masterplan



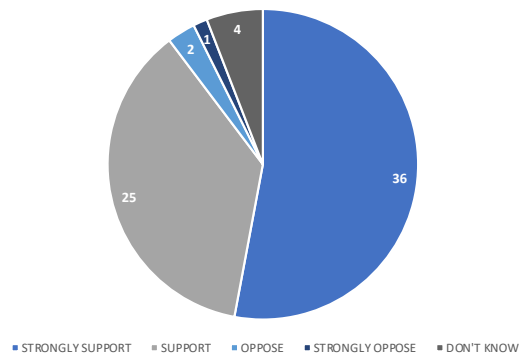
What do you think about our proposals for delivering a variety of new homes



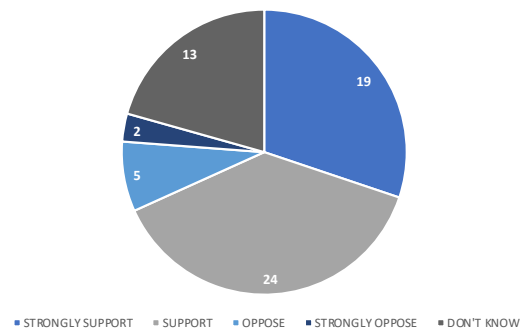
What do you think about our proposals for new community and leisure facilities



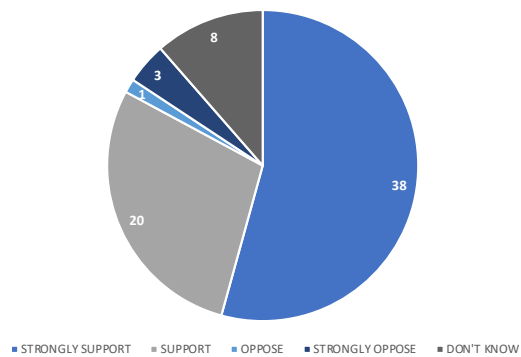
What do you think about our proposals for delivering a series of public and green spaces



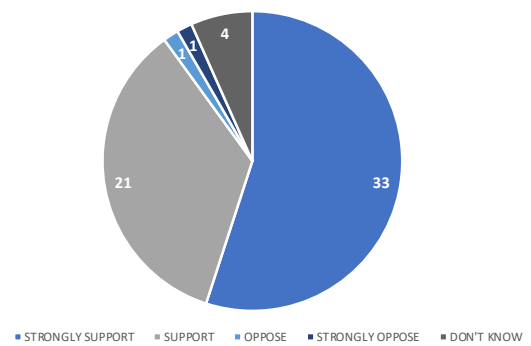
What do you think about our proposed approach to phasing and the timelines for the scheme



What do you think about our proposals for creating jobs and delivering new workspaces, business and retail spaces



What do you think about our proposals to invest in programmes and initiatives for local people



Theme 1: A Variety of New Homes

- There were 14 complementary comments with 6 focussing on improved neighbourhood character.
- 2 very specific suggestions were made: a) to put taller buildings between the station & Peacock Park, b) to ensure balconies are bird-proof.
- 9/30 comments expressed concern towards providing enough homes for local residents. 5 would like to see more social housing.
- 8/13 comments sought more info around the social & affordable housing split.

Theme 2: Public & Green Spaces

- 22/57 comments welcomed the play areas & family-friendly public facilities. 9 were happy about overall modernisation of the area.
- 17/32 comments expressed concern for public safety & how crime will be reduced. 6 were concerned that if public realm not managed correctly, it won't deliver the positive change needed in the area.
- 6/20 comments sought info about HRW impact on public transport capacity. 5 wanted to know more about maintenance & combating littering

Theme 3: Jobs, workspaces Business & Retail

- 7/14 comments were happy with the types & range of shops proposed. 3 positive comments about new jobs for the area.
- 4/8 comments want to see greater variety of food & retail, especially in the evening.
- 6/10 comments concerned that local businesses aren't being prioritised. 3 want local shops to stay in area.
- 12/19 comments seeking more info on how jobs will help local residents

Theme 4: New Community & Leisure Facilities

- 10/18 positive comments see the proposals helping mental & physical wellbeing of local community.
- 28 comments with 14 different suggestions of what to include, the most popular being a swimming pool, cinema, childcare & facilities for elderly.
- 5 different comments relating to maintenance of community assets, ensuring facilities suited to locals & maintaining the Grace Organisation.
- 1 comment requesting more information about the library.

Phasing & Timelines

- 1 person agreed that current timeline should help deliver higher quality.
- 18/20 comments want project to happen sooner and that the start date is later than anticipated.
- 9 comments seeking more information on timing. 4 were unsure if Love Lane residents would be rehoused.

Bringing New Opportunity

- 20/36 comments were support of the proposal helping local people. 10 comments suggesting HRW should aim to bring more money into the local economy.
- 9/10 suggestions directed at providing business loans & training for local people specifically.
- 16/20 comments were concerned that improvements won't target local residents.
- 9 comments expressing desire to know how initiatives will help youth specifically.

06.03.21
09.03.21

MASTERPLAN ENGAGEMENT EVENTS

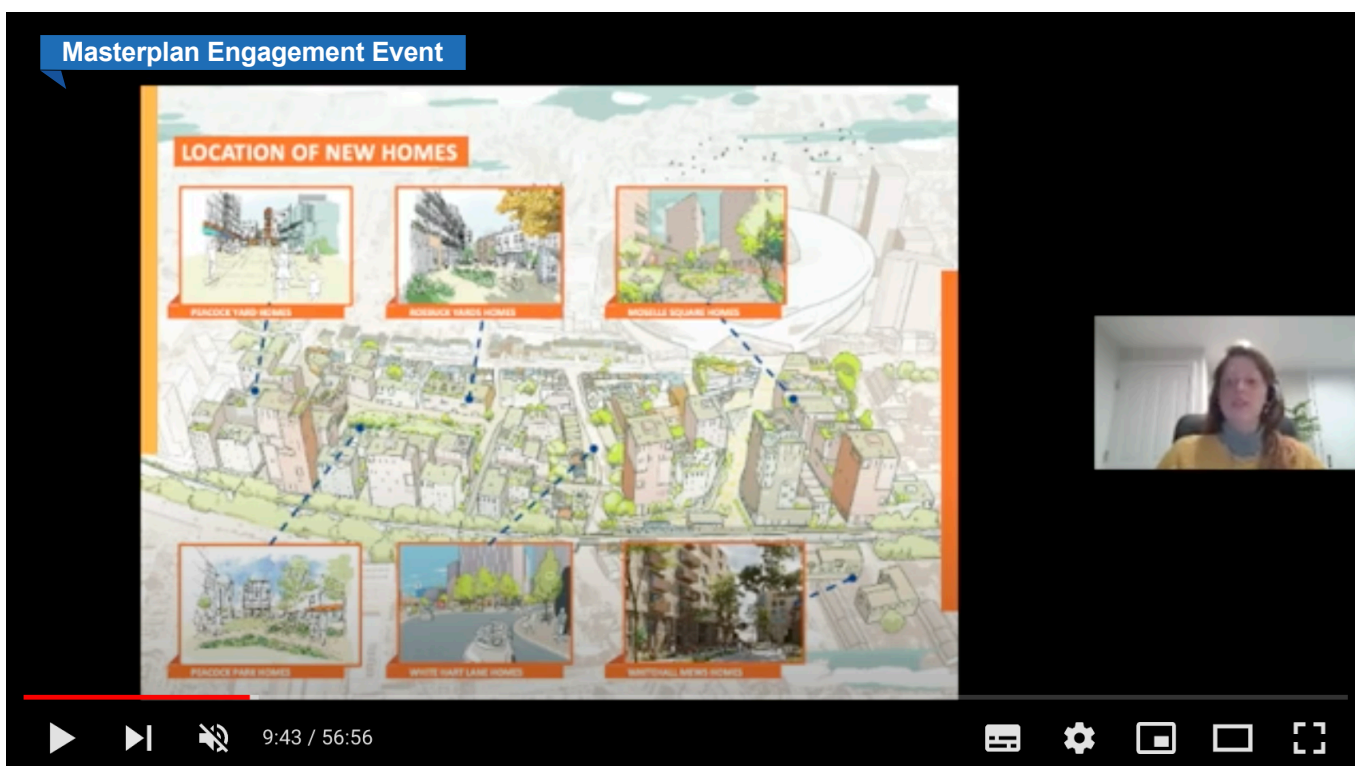
Overview

The project team promoted and held two live Q&A information sessions via Microsoft Teams held on the below dates:

- Event 1- 11am Saturday 6th March- 11 attendees
- Event 2- 7pm Tuesday 9th March- 9 attendees

These events provided the broader community the opportunity to 'meet' the project team, watch a brief presentation giving an overview on the masterplan packs they had received and the content within them, and ask questions.

In order to make the events as informative as possible, a list of questions were collated that had been sent in prior to the events via phone, email or feedback forms in order to cover as many wide-reaching topics as possible and address the community's concerns. The recording of this event can be watched on YouTube at the below link: <https://youtu.be/3wWt-VRkUvA>



22.02.21 - 19.03.21 MASTERPLAN ONLINE POLL

Overview

Between Tuesday 22nd February and 19th March an online survey poll was publicised on social media. The survey was advertised via social media and internet adverts targeted at individuals located within a 3km radius of the site.

Over the course of 4-week period 1,500 individuals took part on the survey which included a combination of multiple choice and free-text questions.

The demographic information on participants is displayed below.

Voter Segmentation



Key Insights

The community wanted to see homes for families and younger people in HRW. These were voters top choices with 54% and 46% respectively.

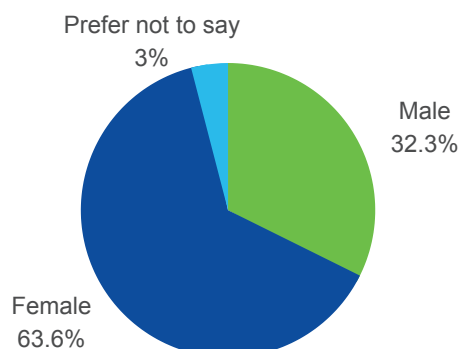


Heritage of the area is what the community saw as the top priority for naming the new square, library and park. The second favourite inspiration was local historical figures.

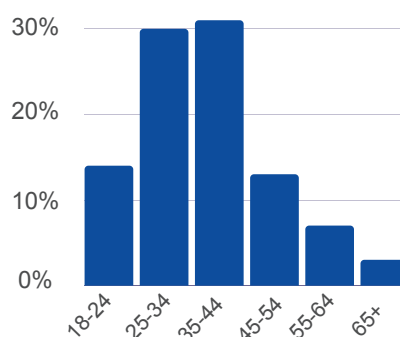
The community felt very positively towards improving the area, with an average slider score of 81%. Only 8% of voters responded negatively.



Gender Breakdown



Age Demographics



Voter Locations - zoomed in view



Voter Locations - wider location view



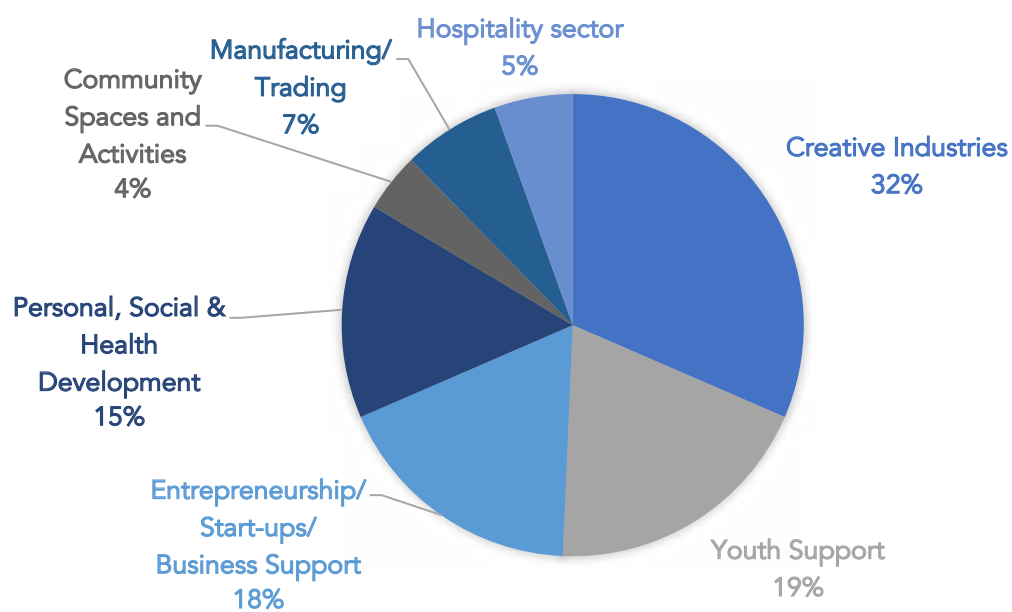
Feedback

There were 3 free-text questions which attracted 895 responses and 6 'voting questions' which received 9,606 individual 'votes'. See key response findings summarised on the following pages.

Question - "What industries & skills do you think are important to support in the community?". Respondents had the opportunity to vote for either:

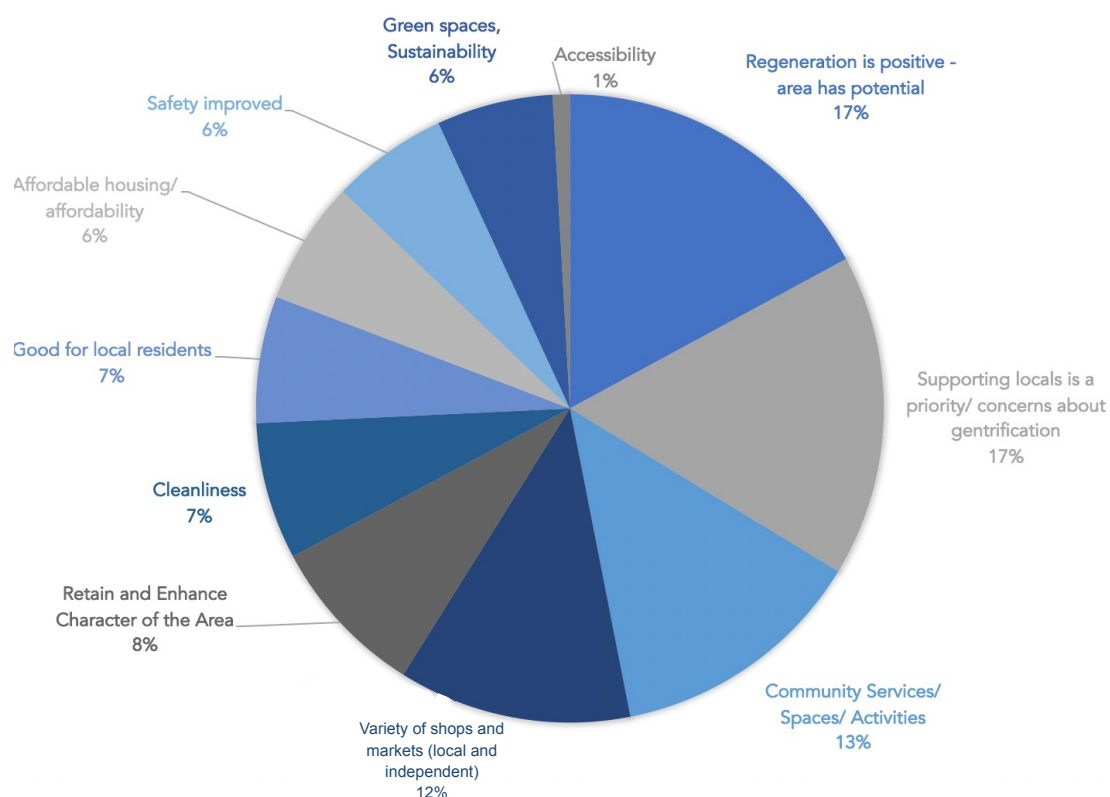
- "Digital skills training"
- "Training & support into work"
- Or "Write your own"

91 participants decided to provide their own free-text answer which resulted in 7 groups of ideas represented below.



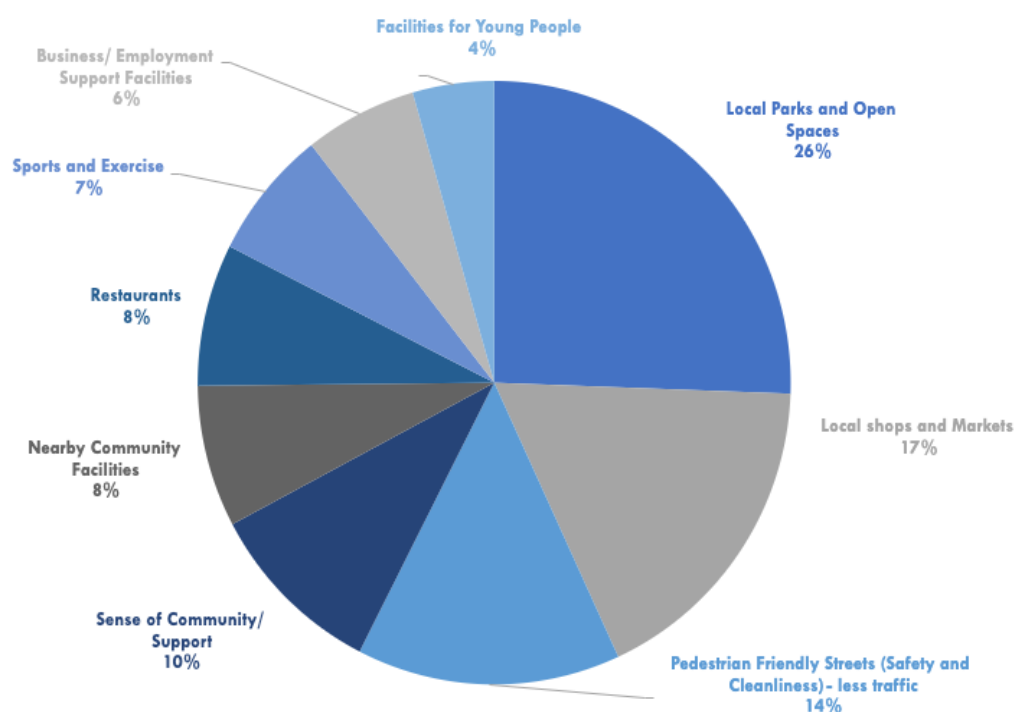
Question - “How do you feel about improving the areas of the High Road, THFC & the station?”

This question attracted 419 individual free-text responses, many of which covered multiple topics within one answer. There were 11 dominant themes shown below.



Question - “What’s become more important in your local area since the outbreak of Covid-19?”

This question attracted 332 valid free-text responses with the following dominant themes.



Respondents were also asked questions about the proposals. Their responses are summarised below.

Question 1 - What do you think about our proposals for the evolving masterplan?

- Many positive comments regarding the plans being much needed for creating pleasant and safe communal areas to foster a sense of community in the area.
- Suggestion for dog friendly retailers.
- Concern about local crime hotspots such as Northumberland Park.
- A desire for surrounding housing estates to be upgraded.
- Some stated the importance of providing opportunities for local businesses.
- Suggestion to incorporate more public seating in the design.
- Hope that the new proposed street will alleviate the busyness on match days.
- Support for the no / low traffic measures.
- Some concern about wind tunnel effect from heights, while others support the density of development for the area.
- Queries about traffic management and parking arrangements .
- Support the reprovision of social housing.

Question 2 - What do you think about our proposals for delivering a variety of new homes?

- Support the delivery of new affordable and sustainable homes which benefit existing residents and attract newcomers.
- New homes seen as a benefit for local investment and businesses.
- A desire to see a variety of homes with gardens, where possible.

Question 3 - What do you think about our proposals for delivering public & green spaces?

- More green spaces are needed around the High Road.
- Concern about green spaces attracting gangs and antisocial behaviour. Suggestion to incorporate CCTV in the design of new spaces to people feel safe.
- Positive comments about the design of the green spaces being well-lit with a good range of trees and lowers and benches creating a welcoming environment.

Question 4 - Do you have any name ideas for the new public square?

- There were numerous suggestions for the name of the square including: The Heart; Lane of Light; Harmony; Prosperity; Rosa; Liberty, and Commonwealth; Dame Jocelyn Barrow; and George Bewith - - landlord of the White Hart public house from 1859 to 1898 and also a nurseryman - had set up the Tottenham Nursery on the site behind his pub at 750 High Road.

Question 5 - Do you have any name ideas for the new community park?

- The suggestions for the name of the park were: North London community park; White Hart Lane park; Tottenham Park; Spirit Park; Lilywhite Park; and the Springs.

-

Question 6 - What do you think about creating jobs, delivering new work & retail spaces?

- Support for the idea of markets and workspaces.
- Locally-owned businesses were seen to drive the local economy. There was a desire to see more local businesses being supported through the regeneration rather than the introduction of chains.
- Expressed importance about accessibility to working near where you live.

- **Question 7 - What do you think about our proposals for new community & leisure facilities?**

- A desire to see more sustained investment in local community facilities.
- Proposed community and leisure facilities are seen to benefit local young and older people's wellbeing.
- Seen as a good way to create local job opportunities.
- The proposed theatre and library are seen as offering good choices of places to spend time other than the local park.

Question 8 - What do you think about our approach to phasing & the timelines for the scheme?

- HRW is seen as a long awaited development.
- Emphasis on the need to be considerate to surrounding neighbours during the construction phases of the redevelopment.

Question 9 - What do you think about investing in programmes & initiatives for local people?

- Local people welcome investment in social and community initiatives.
- The proposed investments are seen as very beneficial for local young people.
- Suggestion to involve local people in the decisions and delivery of the investments to help build a sense of community.

Question 10 - Do you have any further comments on the proposals for HRW?

- Many saw this as a much needed change and development for the area.
- Some concern about obscuring views to the Stadium.
- Highlighted the importance of supporting existing residents through the process.



02.03.21 MEETING WITH REPRESENTATIVES FROM HTBG RESIDENTS ASSOCIATION

Overview

Further to any engagement with the broader public consultation activities the engagement team including representatives from LBH, PTE and Soundings met with the Chair and Secretary of the HTBG Residents Association to reintroduce the project and discuss residents concerns and aspirations.

Feedback

- Residents highlighted that circumstances had changed from Headcorn and Tenterden's (H&T) perspective. Status of the estate's fire safety has changed since Grenfell.
- Residents noted the some residents struggle to obtain contents insurance for their homes.
- H&T had been in communications with LBH however Homes for Haringey is not communicating the changes to the works report. H&T have taken this to the LBH leader.
- Concern that some ex-housing association-owned properties are becoming unsaleable, therefore would like the support of LBH to find a solution.
- The existing properties in the H&T estate lack sound-proofing, therefore there is a concern that the construction work for HRW will significantly impact their homes and cause huge disruption.
- The Chair and Secretary were keen to protect the interests of the other H&T residents, emphasising that it is a very worrying time for the residents.
- The engagement team highlighted that they wanted to ensure the new homes don't impact negatively, and ideally impact H&T positively in the future.
- The engagement team made a commitment to carry out some daylight studies which will show the impacts of the development on the amenity space and the benefits that could come to them.
- The team highlighted potential improvements around entrance, refuse, storage experience that could be part of the broader HRW project, however it will never contradict fire safety and any of the other issues H&T are experiencing.
- The boundary of the proposed site for Whitehall Mews was clarified, and the design team confirmed there would not be a pathway through St Francis de Sales church and school land.
- Residents highlighted that the impact of Spurs development on the broader community was very bad.
- Residents would like to set up a very clear line of communication with Lendlease construction to make sure that issues can be raised immediately. Note that Homes for Haringey need to be brought into the discussion as the property managers for the Estate.

Clarity was requested on the following:

- When will the planning applications be lodged?
- Will the application be put in for phases? How will this work?
- Will there be amendments to phases that relate to the market?

17.03.21 NORTH TOTTENHAM BUSINESS ENGAGEMENT WORKSHOP

Overview

Further to any engagement with the broader public consultation activities an online workshop for local businesses was held on Wednesday 17 March 2021. The purpose of the event was to provide an update on the latest HRW proposals and designs and invite feedback to help further develop these ideas. This business focused session was in addition to the online Q&A events intended for a wider audience.

The event was promoted through a letter sent to local businesses, and an email sent to those on the Haringey Business Bulletin mailing list.

8 local business representatives attended, including members of the Tottenham Traders Partnership committee.

Feedback

The key observations from the event were:

- It was a shared view that the priorities for local businesses are to create jobs, training and other opportunities.
- Businesses welcomed improved communication and engagement and want to see transparency.
- Felt informed by the masterplan booklet they received.
- There is a recognition that to build a strong business community, there needs to be a range of engagement to support such a multicultural area to thrive. Barriers to engagement such as language and digital inclusion must be considered.
- Businesses would like more one to one engagement.

The key questions raised and discussed at the session included:

- How local businesses will be supported to relocate into the new spaces.
- Questions around affordability and lease / ownership arrangements for new commercial units.
- Protecting independent and small businesses over larger chains, to maintain a diverse commercial offer.
- Questions around the level of affordable housing that will be provided, with a desire to see local residents prioritised for the new homes.
- Need for the scheme to benefit the local economy and keep wealth local.
- Question for businesses within the masterplan area, and whether it is worth them investing in new business ventures if the area is to be redeveloped. Want to see information on support measures and timescales to help plan the future of their business.

8.2. STAGE 1 ENGAGEMENT RESPONSE

NEW HOMES

FEEDBACK	ACTION / RESPONSE
	Resident feedback gave clear direction to the team about the type of supplementary information to include within the Landlord Offer. The team took forward the inclusion of the information outlined below.
DESIGN & SPACE FEATURES	
Residents made it clear that they would like choice in the design features of the new homes and that storage is very important to them.	<p>A choice of interior finishes, for example kitchen units, door fronts, worktops and floor coverings will be provided to residents.</p> <p>Storage will be provided to Nationally Described Space Standards, at a minimum.</p>
OUTDOOR SPACE	
Residents were keen to know more about the types of private and communal outdoor space available to them in the new development.	Residents will have access to communal gardens, courtyards and green spaces within each phase, as well as the new public spaces within the masterplan such as Moselle Square and Peacock Park. Every home will have access to a private space such as a balcony, garden or terrace.
ENERGY EFFICIENCY & COST SAVING FEATURES	
Whilst some residents felt positively the development and cautiously optimistic about the offer of a new home, there were several concerns around the cost of running the homes and ensuring this is comparable to their current living costs.	<p>The new homes will be designed to be more energy efficient and should be cheaper to run. Homes will have higher performing windows and improved soundproofing.</p> <p>More detailed consultation on service charges will take place with residents in future as designs progress, with the aim to minimise these as far as possible.</p> <p>Maintenance costs have been considered in the design of Plot A, from careful consideration of the numbers of lifts to reducing the need for management based maintenance solutions.</p>
ACCESSIBLE & ADAPTABLE HOMES FEATURES	
Many residents, even those without accessibility needs themselves, saw the value in providing adaptable homes for the disabled and elderly.	Buildings will be designed to be accessible for all. A range of wheelchair adaptable homes will be available across the masterplan and the layouts of each will be designed to provide the additional space and features required to meet Part M.

FEEDBACK	ACTION / RESPONSE
SAFETY & SECURITY FEATURES	
<p>A common theme throughout the feedback was to ensure the new development combated anti-social behaviour, ensure the new homes feel safe, and enable children to play safely in the public realm and near their homes.</p>	<p>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.</p> <p>The Design Team have regularly consulted with the Metropolitan Police (Secure by Design) who have been advising on Plot A and the HRW Masterplan.</p>
FLOOR PLANS & CHOICE	
<p>There are mixed preferences towards open plan living versus a separate kitchen space, highlighting the priority to provide choice in this aspect.</p>	<p>There will be a range of layouts available across the masterplan, including separate and open plan kitchen/living arrangements.</p>
ROOM SIZES	
<p>Some residents were concerned that the bedrooms in particular look smaller than their current home.</p>	<p>All new homes will have spacious rooms that will be built to the 'London Plan and Good Quality Homes for all Londoners' space standards, exceeding these in many cases.</p>
MOVING HOUSE	
<p>Many residents are unsure how many times they may have to move house in order to live in the new HRW development which in some cases, is deterring them from wanting to live in the development and instead move elsewhere in the borough.</p>	<p>A phased approach to the development will take place to minimise disruption for residents and the local community. 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.</p>

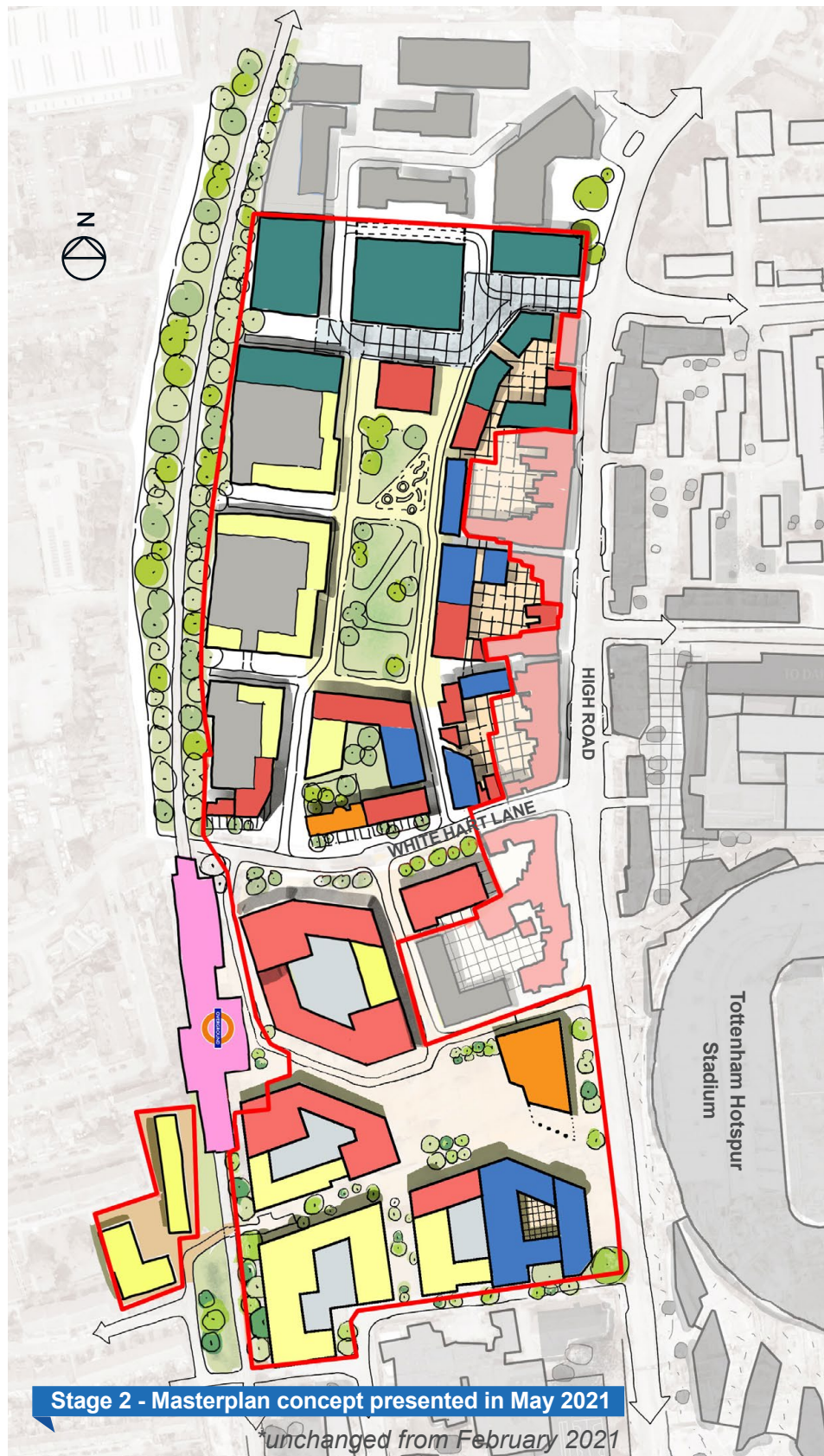
MASTERPLAN

FEEDBACK	ACTION / RESPONSE
LOCAL PARKS & OPEN SPACES	
Participants are eager to see more green and landscaped space within the new development that is safe, well-maintained and family-friendly. This was particularly clear in the context of what people prioritise in the wake of the Covid-19 pandemic.	HRW will deliver a new public park for the whole community and shaded and green streets across the area, with spaces for children's play. Green and open space will also be provided through podium spaces, roof gardens and pocket spaces.
SUSTAINABILITY	
Many respondents would like to see HRW pushing the status quo with regards to sustainability performance and standards.	The masterplan has been developed alongside an exemplar sustainability strategy representing a benchmark in sustainable urban regeneration. This will include; highly energy efficient homes designed and built to minimise energy costs to users, use of photovoltaics to allow for local energy generation, site wide sustainable urban drainage systems to minimise the impact of water and reduce flooding, and significant tree planting and a net gain in green open space throughout the area to reduce the urban heat island effect and tackle air quality issues, amongst many more strategies across the site.
NEIGHBOURHOOD QUALITY	
Neighbourhood quality was brought up in relation to many different themes of the development including New Homes, Green & Open Space and Jobs, Workspace and Retail. There is an overall consensus that the community are proud of their local place identity and would like that to shine through, whilst recognising the area could be improved.	The design team share local resident's passion for their community and have developed the proposals with a focus on neighbourhood quality at every level of design. The design of the masterplan's range of streets and public open spaces has particularly sure to create spaces designed for people first and foremost. Developing designs with the end user in mind allows the scheme to create homes and spaces that meet people's needs, offer comfort, security, social interaction and a sense of enjoyment to use and spend time in, ultimately, creating spaces residents can be proud to call their home. Particular care has been placed in retaining and celebrating the character and identity of the local area, to create a place that continues the legacy of the people, businesses, buildings, and natural features that make this a unique place.

FEEDBACK	ACTION / RESPONSE
NATURAL WILDLIFE HABITATS	
<p>Many comments were made in support of incorporating more natural wildlife habitats into the new development to increase biodiversity and promote human wellbeing.</p>	<p>The emerging landscape proposals seek to retain and enhance the sites existing natural habitats. A network of rain gardens will take their influence from the marshland landscapes of the Lea Valley, to create lush street side habitats. Further wetland planting will be included in the new park, creating a ecologically rich environment to encourage a re-population of the area by wildlife and nature.</p>
YOUTH FACILITIES	
<p>There was much support for providing facilities and infrastructure that will support and entertain young adults and children. Specific ideas included a skate park, swimming pool, playgrounds, a cinema and training for young people to get into good, well paid jobs.</p>	<p>Proposals for Peacock Park include play facilities for children of all ages. Outdoor gym equipment has also been introduced to offer good quality free fitness equipment for local residents. The Library and Learning Centre will offer a range of community and learning opportunities for local people. As the proposals emerge there will also be opportunities for local young people to get involved in the design, programming and operation of various meanwhile projects focussed on jobs, training and education.</p>
INDEPENDENT & DIVERSE HIGH STREET & RETAIL	
<p>There were many calls from the community to ensure that the new retail, food and beverage offer within HRW is diverse, includes independent and small businesses with a combination of some national brands, and most importantly that the new supports and complements the existing business community on the High Road.</p>	<p>Design development has focussed on creating flexible retail space to accommodate a mix of potential operators from smaller independent retailers to larger stores and restaurants. New development along the High Road and White Hart Lane will retain a retail presence to support the principal function and character of these streets as a places for local shops and restaurants. This will be supported by a range of retail, leisure and good quality food and beverage operators surrounding the new Moselle Square.</p>

FEEDBACK	ACTION / RESPONSE
PROMOTING HEALTH & WELLBEING	
<p>There was a clear emphasis on ensuring that the new development provides a good quality of life and in turn, improved wellbeing for its future and existing residents. Suggestions included providing abundant healthy fresh food produce options, an outdoor gym, clear and attractive walking routes and an increased sense of greenery and nature.</p>	<p>Buildings and open spaces have been designed with principal consideration to people's health and wellbeing, including: allowing good access to daylight into homes and positive views out of them; easy access to private, communal and public open space for all residents; an abundance of trees and street planting to create a colourful softness to the urban environment; providing spaces designed for community interaction, encouraging people to be outside engaging with the social life of the community; buildings and spaces designed to minimise the impact of noise and air pollution; designing streets and rooftops to be safe and minimise the impact of wind.</p>
A VARIETY OF HOMES	
<p>Whilst the digital survey responses prioritised homes for families and young people, it is important to recognise the younger demographic of these respondents. Many other comments in the paper feedback forms recognised the needs of the elderly and those with disabilities too, confirming a need for homes to suit a variety of needs and demographics.</p>	<p>HRW will develop a range of new homes, with a mix of types and sizes of homes in a neighbourhood that are welcoming for all parts of the community.</p>
SAFETY	
<p>Safety and specifically, the desire to incorporate CCTV cameras around the site is a theme that was mentioned within all questions and topics. The community are eager to have safer homes, methods of transport, public spaces and facilities as this has been an issue for many local residents to date.</p>	<p>HRW will work with advisors such as the Met Police and youth workers to design out anti-social behaviour and potential criminal activity. This will ensure we create streets and public spaces that feel safe and secure at all times of day for all ages.</p>
PROVIDING ENOUGH HOMES FOR LOCALS	
<p>Whilst many respondents were happy with the design and quantity of the homes being proposed, there was an overarching concern that these homes must be affordable, attainable and suitable for the existing Tottenham community, especially the residents of Love Lane Estate.</p>	<p>HRW will target to deliver of 2,600 new homes and 40% affordable housing, including 500 Council homes at Council rent.</p>

FEEDBACK	ACTION / RESPONSE
AFFORDABILITY <p>Affordability of houses, retail and amenities was highlighted as a concern for many respondents. There is a general desire to avoid gentrifying the area, pricing local people out and also losing its cultural identity in the process.</p>	
<p>Many people are very supportive of the proposals and design but are concerned that a lack of funding in the future could result in poor maintenance and therefore degradation of the area.</p>	<p>HRW will deliver investment in programmes that address issues of inequality and build community capacity.</p> <p>HRW will establish a management plan to ensure that all streets and public open spaces will be well managed, clean and inviting for people to use.</p>



9

STAGE 2 ENGAGEMENT

HOW WE ENGAGED

1000+

Workshop invitation /
reminder emails sent.



3

Themed design
workshops held.



3,194

Masterplan Workshop
flyers distributed.



49

Stakeholder emails
sent.



3

One-to-one meetings
with stakeholders.



CONSULTATION HIGHLIGHTS

55

Event workshop attendees.

154

HRW YouTube
video watches.

8

Flipbooks and
feedback forms
returned.

9. STAGE 2 ENGAGEMENT

9.1. STAGE 2 ENGAGEMENT - MAY - JULY 2021

PURPOSE OF STAGE 2 ENGAGEMENT

Building on Stage 1 feedback from the community, consultation during Stage 2 took place through a series of online workshops, which sought to investigate specific areas of community interest in more detail by offering opportunities for members of the local community to discuss openly with the masterplanning team proposals relating to:

- Getting around and open spaces
- The neighbourhood look and feel
- Community workspaces and leisure

The workshops were an opportunity for the design team to work with the community at a more detailed level, exploring specific thoughts and ideas through group conversations. These conversations were supported by presentations with precedent images illustrating examples of the type of spaces and places HRW could deliver.

Masterplan feedback – getting around and open spaces

- **Parking, traffic management, pedestrian safety, and green modes of transport** were all aspects of getting around the neighbourhood that residents raised as important for the masterplan to consider. There was general agreement that shifting to more sustainable modes of transport and increasing accessibility to public transport would be a good thing for the masterplan to support, however there were mixed views on how this could be achieved. Residents agreed that parking should be provided across the masterplan but some felt this should be limited in order to reduce car dependency whilst others advised that current provision should be maintained.
- **Safety and security improvements** for pedestrians was something residents' thought would help support uptake of public transport. Linked to improving uptake of public transport was stronger management of THFC matchday crowds. CCTV was cited as a must in helping to reduce anti-social behaviour in the area.

- **Estate management** was also cited as an important contributor to the area feeling safer. Residents were concerned that landscaped space will become messy and littered and that tree-lined streets would encourage littering.
- **Event space, play areas, biodiversity, and general maintenance** were all aspects of the masterplan that residents supported and wanted to see provided across the masterplan, however workshop participants identified the need for these provisions to be curated carefully and in moderation in order to strike the right balance for the area. Outdoor events and celebrations were supported and residents suggested that the occurrence of regular and seasonal events should take place within spaces such as Moselle Square, however residents suggested these types of public activities should be held in moderation and take place on the periphery so as not to dominate key public open spaces.
- Residents were very supportive of play spaces but suggested that high quality spaces for children to play should be provided near their homes as well as across the large public spaces.

Masterplan feedback – neighbourhood look and feel

- **Heritage, architectural style, and Tottenham's local identity** were aspects of the masterplan that residents felt important to spend time discussing with the design team.
- In reviewing example images of what type of place HRW could look like, residents were generally open to new style buildings but wanted to ensure they respected the local context, especially its industrial past.
- Residents supported the introduction of new features such as cobbled streets and varied architecture across the masterplan but felt that more work could be done to try and represent the local identity of North Tottenham. There was support for 'celebrating notable people, music and local history'.

- **Busy streets and tall buildings** were looked at in terms of the type of pedestrian environment they would create and whether this felt right for the area. Participants supported mitigating overshadowing of tall building as much as possible with generous spaces at the ground level and most residents agreed that busy streets feel safer and support local businesses. However, there was concern that overly open and sparse spaces that can feel bleak and unsafe.
- **Home working spaces and a variety private outdoor spaces** were raised by residents during the workshops as something the masterplan should consider due to new trends working from home.

Masterplan feedback – community facilities, workspaces, and leisure facilities

- **Local programmes delivered through the new library space and community facilities** were described by residents as some of the most exciting aspects of the masterplan. Residents felt that it was important to provide as many opportunities for learning, socialising, arts and cultural experiences as possible. Residents suggested this was something the community should be included in through further consultation.
- **Maintenance of community facilities** – similarly to the maintenance of the public spaces, residents stated that the upkeep of community facilities as being fundamental to generating a positive offer for the local area.
- **Local business opportunities created through new work-spaces** were seen as a positive by residents attending the workshop. Feedback on introducing food producers as a key user of light industrial workspaces was overwhelmingly positive, with residents citing this as an opportunity to add to North Tottenham's distinct reputation. Comments were also supportive for creative making contributing to the local offer.
- However, residents challenged the need for all spaces to be provide through new buildings and suggested that existing buildings should also be invested in.
- **A diverse food and shopping provision**, is something residents felt responded well to the needs of the area and suggested that better family friendly and affordable dining options should be prioritised. Residents stressed a need to ensure small independent retailers were included with the retail environment.
- Residents did not feel positive about the introduction of night-time drinking suggesting that this would cause issues with anti-social behaviour.

Conclusions

Discussions on these topics helped the masterplanning team explore local aspirations to a greater level of detail and helped build further understanding of local issues so that where possible these could continue to be addressed through the masterplanning process.

NEW HOMES ENGAGEMENT

LOVE LANE RESIDENT PHONECALLS

The LBH regeneration team undertook a round of phone calls with residents in April and May 2021. The focus of this engagement was on residents current parking needs, to help inform the provision in the new development.

Residents were also asked whether they had any questions around the new homes and masterplan proposals at this stage, and also if they would be interested in being part of a new Design Panel, which is planned to be set up later this year.

In this engagement exercise, officers spoke to 131 residents, around 50% of the total living on the estate at that time.

In regard to parking, the key findings were as follows:

- Car parking was important to residents.
- 63 residents drove a car.
- 21 of residents who drove a car noted that they had a disability.
- 29 residents used their cars to commute.
- 25 residents used their cars for shopping errands and leisure.
- 2 residents used their car for work.

The key questions or comments raised aside from parking included:

- Desire for certainty on the housing offer to residents, particularly tenants in temporary accommodation.
- Timescales for the redevelopment and when residents would need to move.
- Feeling that the plans have been going on for a long time .
- Whether residents would need to move temporarily elsewhere while waiting for their new home to be built.
- When the ballot is due to take place..
- Desire for information on how high up the new council homes will be located.
- Feedback around the kitchen/living room layouts, with several residents expressing a preference for separate kitchen/living room rather than an open-plan arrangement.
- Concerns around anti-social behaviour issues on the current estate and repair issues in the existing properties.
- How specific housing needs will be taken into account for the allocation of the new homes, for example through adaptations or provision of a ground floor property.



Love Lane Estate

MASTERPLAN ENGAGEMENT

MASTERPLAN THEME WORKSHOPS

Overview

The three workshops held in May 2021 were well attended. The activities were designed to be as engaging and interactive as possible, using the digital tools to ensure engaging virtually was not seen as a draw-back.

The workshop topics were based on key themes that came through in the Stage 1 feedback which enabled us to share design responses to feedback and stimulate conversations between the design team and local community on topics perceived as important.

The attendees generally came with a positive attitude, asked questions of the project team and provided many useful insights as to their priorities. Feedback provided after the event was positive which was evidenced by many attendees attending more than one, or all three of the workshops during the week.

The below sets out the dates of the three online and virtual Masterplan Theme Workshop events and how many people attended:

- **Workshop 1, Getting Around and Open Spaces**
6.30pm Tuesday 25th May - 15 attendees
- **Workshop 2, Neighbourhood Look and Feel**
7.30pm Tuesday 25th May - 16 attendees
- **Workshop 3, New Community, Workshops and Leisure Facilities**
6.30pm Thursday 27th May - 24 attendees

Each event was hosted on Zoom video conferencing software where the facilitator shared their screen and followed a presentation. The presentation structure was as follows for all three workshops:

- Introduce the panel and project team
- Instructions on how to use Zoom
- Brief project introduction and context
- Theme introduction and map of where the infrastructure being discussed will be located in the future HRW site
- Interactive workshop activity including polls which were used to prompt discussion about specific elements of each option and shape the design proposals
- Conclusions and reminder to return feedback forms and the workshop activity book

Key response findings from the workshops summarised on the following pages.

Communications were sent out to the local community to promote the Masterplan Theme Workshops. Interested individuals were asked to RSVP by Thursday 20th May in order to receive a 'Workshop Activity Pack' ahead of the event.

This pack provided participants an idea of what to expect in the live workshop (although there was no request for them to prepare anything ahead of the event), acted as a tangible and visual prompt during the discussions, and a method for providing written, more detailed feedback after the event.

<i>Introduction & instructions flyer</i>	A4 Narrow 4 pages - This document introduced the workshops, conveyed what topics would be discussed in which of the three workshops and provided detailed instruction for how to use Zoom software and join the event.
<i>Masterplan Workshop Activity Book</i>	A4 60 pages - The activity book provided an aid for the workshop activities. There was a separate chapter for each of the three sessions for attendees to fill in and return to the engagement team.
<i>Workshop Feedback Form</i>	A4 2 pages - The feedback form reflected on the workshops, asked how attendees found the quality and topics discussed in the events as well as what they would like to discuss and how in the future.
<i>Freepost return envelope</i>	A1 - Provided to all attendees in order for them to return their workshop activity books and feedback forms.



Masterplan Workshop Activity Book

Getting Around and Open Spaces			
Question	Key Preferences	Key Concerns	Key Suggestions
1: What type of gardens do you think the residents would benefit from the most?	<ol style="list-style-type: none"> 1. Appreciative of additional planting & biodiversity 2. Preference for Children's play areas 3. Support for Community Grow Gardens 4. Need more children's play space in the area 5. Support for open lawn gardens 	<ol style="list-style-type: none"> 1. Already have community gardens in the area, improve those / put elsewhere / need something new here 2. Concern for ASB and vandalising 3. Concern about noise from children's play 4. Needs to cater to more than just children 5. Reassurance of ongoing maintenance 6. Concerns about attracting pests 7. Concerns about maintenance & littering 	<ol style="list-style-type: none"> 1. Concern about match-day people traffic interfering / damaging green space 2. Well-designed footpaths 3. Importance of safety in all areas
2: What type of features do you think the local community would benefit from the most?	<ol style="list-style-type: none"> 1. Supportive of quiet spaces 2. Supportive of an outdoor gym 3. Support for open lawn for picnics & relaxing 4. Supports infrastructure for child's play 5. Preference for facility to be flexible 6. Preference for larger open spaces 	<ol style="list-style-type: none"> 1. Good for summer but won't be used in colder months 2. Supportive of multi-use games & children's play area 3. Existing spaces like this are underused and only cater to one age group 4. Concern for ASB & late-night drinking 5. Concern about maintaining quietness on match days 	<ol style="list-style-type: none"> 1. Good quality, attractive & comfortable seating 2. All landscaping to be flexible & accessible to all ages, ability & good in all weather 3. Look to Spa Fields & Finsbury Park Station for inspiration 4. Security patrols to keep areas safe
3: What type of features do you think would activate and make this public space vibrant for the local community	<ol style="list-style-type: none"> 1. Space for seasonal events / stalls 2. Benches and seating 3. Supportive of the economic benefits of hosting events & stalls 4. Art / sculpture has a positive impact 5. Likes Water features & fountains 	<ol style="list-style-type: none"> 1. Concern for longevity of water features (won't be used in colder months), safety & maintenance 2. Benches & seating encourages loitering and ASB 3. Art & sculpture is not considered to be beneficial for the area 4. Space for seasonal events only in moderation 	<ol style="list-style-type: none"> 1. Commission a local artist

4: What type of features do you think would make you feel the most safe and comfortable while walking?	<ol style="list-style-type: none"> 1. Tree-lined & planted walkways 2. Shops near new homes 3. Busy & lively streets 4. CCTV is of high importance 5. Supportive of dedicated crossings 6. Traffic calming measures - Safety for pedestrians & cyclists 	<ol style="list-style-type: none"> 1. Concern about changes to routes & slowing down cars 2. Concern that tree-lined streets encourage littering 	<ol style="list-style-type: none"> 1. Integrate bike & walking routes with existing connections 2. Increased street lighting preferable to increase sense of safety 3. Suggestion to use traffic lights at WHL crossing 4. Introduce more bike storage
5: What type of features do you think would most encourage cycling in and around HRW?	<ol style="list-style-type: none"> 1. Support dedicated cycle lanes to increase safety 2. Support well-lit streets to reduce crime & increase sense of safety 3. Support secure bicycle parking 4. Support public cycle hire station 	<ol style="list-style-type: none"> 1. Not in favour of cycle lanes at the expense of roads 2. Concern around expense of cycle parking 	
6: What feature do you think is most important to help achieve a sustainable, green neighbourhood at HRW?	<ol style="list-style-type: none"> 1. Supports car-free zones to make streets safer for cyclists & pedestrians 2. Supportive of parking bays with electrical charging points 3. Limited street parking 4. Supportive of Car Clubs & adding amenity to residents 	<ol style="list-style-type: none"> 1. Car clubs considered redundant / provide no benefit to the area 2. Concern that interventions may increase disruption & traffic on match days 3. Does not support limited street parking - causes more traffic & already too many parking restrictions for residents 	
7: Which of these facilities and features do you think would most benefit the residents of HRW?	<ol style="list-style-type: none"> 1. Supportive of visitor parking facilities 2. Supportive of Secure parking for residents 3. Supportive of street parking but a limited provision 4. Supportive of car clubs- and small vans 	<ol style="list-style-type: none"> 1. Should not be exclusive and only benefit few residents 2. Street parking looks cluttered & is impractical 3. Car clubs would not be supported in this area 	<ol style="list-style-type: none"> 1. Anti-gated communities, priority for equal parking 2. Priority for safe & easy access for emergency services around parking provision 3. 50% new flats should be car-free
8: Which of these do you currently think is the greater priority for public transport in and around HRW?	<ol style="list-style-type: none"> 1. Easy access & proximity (especially to encourage those with mobility issues to use public transport) 2. Different transport options- new connections to more places 3. Increased frequency of trains or buses 4. Need to address overcrowding in future 		<ol style="list-style-type: none"> 1. Step-free access to platforms for those with mobility issues 2. Safe bike lock-up storage by WHL stations

Neighbourhood Look and Feel			
Question	Key Preferences	Key Concerns	Key Suggestions
1: When you walk around your neighbourhood, what do you like most to look at / experience?	<ol style="list-style-type: none"> 1. Restore local heritage architecture 2. Natural features, trees & greening for improving local area 3. Social & community history is the most important experience 4. Support for retention of Industrial Heritage 5. Buildings 6. Tottenham Hotspur as a key visual experience in the area 7. Retention of historic trees 8. Ensure local people are part of the new development plans 	<ol style="list-style-type: none"> 1. Spurs are not a priority/ would rather focus on other aspects of the area 2. Not much meaningful industrial history left 	<ol style="list-style-type: none"> 1. Look to local examples- Tottenham Marshes, Bruce Castle Park, Tottenham Cemetery, Tottenham Peace Garden 2. Spurs to be more involved with local community & outreach 3. Improve safety & cleanliness of alleyways, roads & fringe areas 4. Look to retain & enhance the railway arches along White Hart Lane like Kings Cross 5. Restoration of Roadway Tavern, Penhurst Rd 6. The Selby Centre could be used to celebrate & enhance social community history
2: What would you like to see most celebrated to reflect identity and heritage / history of North-Tottenham?	<ol style="list-style-type: none"> 1. Support celebrating Notable People 2. Encouraging of celebrating Tottenham's local history 3. Support celebrating music, sports & ethnic backgrounds of the area 	<ol style="list-style-type: none"> 1. Celebrities from the area don't stay or return 2. Notable dates & milestone not of interest 3. Not many significant historic buildings left 4. Culture, sport and ethnicities are not of interest 	<ol style="list-style-type: none"> 1. Ensure homes are suitable for young people 2. Emphasis on supporting contemporary multiculturalism rather than focus on historic people which can exclude new groups 3. Working from home to be incorporated into new designs 4. Good wifi provision throughout the site & homes
3: What are your priorities when you think of building location and heights?	<ol style="list-style-type: none"> 1. Support emphasis on sunlight & not too much overshadowing 2. Support for green spaces 3. Support for businesses on the High St 	<ol style="list-style-type: none"> 1. Concern over ASB potential with overly open spaces 2. Openness can make a place feel bleak & sparse 3. Important that this can be maintained 	<ol style="list-style-type: none"> 1. Mitigate noise from road 2. No cladding; consider fire safety 3. Desire to ensure streets stay busy

4: We'll be building a variety of homes. What do you think is the most important feature of these new buildings?	<ol style="list-style-type: none"> 1. Supports lifts & convenient access 2. Also provides play for children 3. Support welcoming & safe entrances & communal areas 4. Support for residents to have private balconies 	<ol style="list-style-type: none"> 1. Security, safety and privacy in place too 2. Concerns about crime and ASB without a manned concierge 3. Limited benefit and concern balconies can become untidy & eyesores 4. Concerns about maintenance and crime 	<ol style="list-style-type: none"> 1. Suggest choice of balcony or garden for residents 2. Belief that good design & maintenance will encourage residents to take more pride of place 3. Natural landscaped areas that also provide play opportunities for children 4. Provision of sufficient space & storage in new homes 5. Privacy measures eg ability for residents to see out, but passers-by's cannot see in
5: What's most important to you in terms of the buildings in your neighbourhood?	<ol style="list-style-type: none"> 1. Building materials must be in keeping with surrounds e.g. bricks, colour, façade 2. Should be interesting 3. Supportive of unique features such as sculpture & cobble walkways 4. Supports of street names & signs 	<ol style="list-style-type: none"> 1. Should be in keeping with the area 2. Consider accessibility for elderly, etc. 3. No cladding please! 	<ol style="list-style-type: none"> 1. Continuity of materials important throughout the development 2. Suggestion to look to Lawrence Rd in Seven Sisters for brick design inspiration 3. Look to Apex House in Seven Sisters

Community, Workshops and Leisure Facilities			
Question	Key Preferences	Key Concerns	Key Suggestions
1: Which of these spaces or facilities do you think you would use the most in the library?	<ol style="list-style-type: none"> 1. The most popular requests were for IT facilities, books & reading materials to be provided in the library. 2. Participants were eager to have relaxed & quiet areas to study or work away from home. 3. Some saw the library as an additional place for social groups to meet. 	<ol style="list-style-type: none"> 1. Sought reassurance that any new library facilities would be maintained properly. 	<ol style="list-style-type: none"> 1. One individual suggested audio-books also be provided as a resource at the library.
2: The type of groups / people do you think would most benefit from a community hub?	<ol style="list-style-type: none"> 1. Using hobbies and craft to encourage people to meet and combat loneliness. 2. Community and social meet-up groups 3. Family and parent groups 4. Community groups specifically to attract and bring young people together 5. Focus on improving the quality and management of existing services than providing new facilities. 	<ol style="list-style-type: none"> 1. North Tottenham community already has these types of facilities, so they don't need new. Suggestion to improve the existing offer instead. 	<ol style="list-style-type: none"> 1. Note that the Selby Centre & Bruce Grove Youth Centre already offer this service. 2. Question around who will manage the facility into the future. 3. Commercial uses such as a pub for match days 4. Existing local GP offer not up to standard 5. Need to ensure facility reflects local demographic needs 6. Supports more diversity of courses for local community
3: How would you like to see the workshops and creative spaces?	<ol style="list-style-type: none"> 1. Food producers & the economic benefits & visitation that they can bring to the area 2. Art studios & creative maker spaces 3. Light industrial (ceramics, car repair, carpentry) 4. Local workshops for community hire 5. Would welcome more diversity of & healthier food options 6. Supportive of celebrating Tottenham's history of food producers 7. Supports people starting new local businesses 8. Supports food as a vehicle for community cohesion 	<ol style="list-style-type: none"> 1. Some felt that the area already has light industrial space that needs rejuvenating & attention rather than building new facilities in this development. 	<ol style="list-style-type: none"> 1. Skills development 2. Ultra-flexible spaces to facilitate all options

4: What type of restaurants and cafes would you most like to see in the local area?	<ol style="list-style-type: none"> 1. Food markets / food to go 2. Important to have a night-time economy 3. Daytime dining and cafes 4. Family friendly restaurants 5. Supports local entrepreneurial opportunities 6. Encouraging of healthier food options than currently provided 7. Affordability is a priority 	<ol style="list-style-type: none"> 1. Bars & pubs exclude wider community 2. Concern pubs & bars would encourage ASB 	<ol style="list-style-type: none"> 1. No more betting shops 2. Cafes and shisha bars to cater for non-drinking night-time socialising
5: What would be the most important to you with regards to the restaurant or cafes in the neighbourhood?	<ol style="list-style-type: none"> 1. Choice and variety 2. Local / independent traders 3. Affordability 4. Big brand national outlets 5. Supportive of more healthy options 	<ol style="list-style-type: none"> 1. Several comments were made against big brand shops and food outlets that counteract a place's local character. 	<ol style="list-style-type: none"> 1. NA
6: What types of shops do you think would make HRW a destination you can be excited and proud of?	<ol style="list-style-type: none"> 1. Independent / small businesses 2. Popular high street brands 3. Shops with unique and niche offerings 4. Seasonal market and stalls 	<ol style="list-style-type: none"> 1. Concern over gentrification 	<ol style="list-style-type: none"> 1. Supportive of all interventions as long as they're well run 2. Against betting shops 3. Post office
7: What types of community events / activities would you most look forward to & think best celebrate community spirit?	<ol style="list-style-type: none"> 1. Family fun fairs / festival celebrations 2. Outdoor cinema / music or performance events 3. Food markets 4. Art and craft fairs 	<ol style="list-style-type: none"> 1. Some expressed a concern for future events due to past experiences being negative, having witnessed anti-social behaviour and non-family friendly environments. 	<ol style="list-style-type: none"> 1. Suggestion to incorporate programme of events & Tottenham Carnival 2. Buskers and a bandstand 3. Diversity of offer (to be known for things other than football) 4. Suggests bad weather options 5. Ice skating rink 6. Pop-up events like cinemas & fun fairs

13.07.21 SCHOOL WORKSHOP WITH DUKES ACADEMY

Overview

This schools workshop was facilitated by LBH with Students from Dukes Academy. Approximately 140 students attended the workshop ages between 15 and 16 years of age. Materials used included the workshop activity booklet from the masterplan events as well as the masterplan booklet. The workshop activity booklet exercise was well received, and allowed students to gain an understanding of the type of features that will make a public space vibrant, safe, and comfortable, as well as gaining an understanding of sustainable green issues and how planning can help with solutions. Discussions also took place around career development / pathways into Town Planning and how their views as young people can feed and shape future planning.

Feedback

General

- Students were enthusiastic about the HRW scheme and the opportunities that it can bring to the community.

Safety

- Students felt unsafe on Park Lane and the roads just off Park Lane this is where they regularly get approached by known gang members.
- Feel they cannot go out during the winter as it gets dark early and feels very unsafe (the school don't hold detentions in the winter as they are aware of this issue).
- Would like alley ways to be better lit and perhaps street art on the pavements.
- Would like more police presence in the area.
- Students were not happy with the number of drug and alcohol users they meet on their way to school.
- The majority of students felt safest on the high street and around the stadium, especially because of CCTV and footfall.

Local assets and attributes

- Students really liked the stadium.
- Students dislike grey buildings and would like the area and streets to be more colourful and uplifting.
- Would like American Diner restaurants as part of the HRW scheme, fewer take aways and fast-food places.
- Students were not familiar with the Youth Clubs and activities available in their local area.

Transport

- Students stated they did not like cars and roads and would like more pedestrianised areas as they feel safer and more peaceful.

03.05.21 MEETING WITH REPRESENTATIVES FROM HTBG RESIDENT ASSOCIATION

The engagement team including representatives from LBH, Lendlease, PTE and Soundings, as well as Homes for Haringey, met with the Chair and Secretary of the HTBG Residents Association. While the masterplan and design of Whitehall Mews had not changed significantly the purpose of this meeting was to follow up on some of the points raised at the previous meeting and provide residents with an opportunity to speak with a Homes For Haringey representative.

29.06.21 MEETING WITH HARINGEY CYCLE CAMPAIGN

The engagement team including representatives from LBH, Lendlease, SEW and Soundings met with the Secretary and Consultations Coordinator for Haringey Cycling Campaign.

A presentation was shown by the engagement team which covered the overall masterplan proposals, focusing on placemaking moves, routes and connectivity. The following topics were covered as part of the discussion.

- Clarity was provided on both the project and consultation timeline.
- There was discussion around extending the link through Percival Square.
- HCC were supportive of the steer away from shared surface and incorporating a 2-way cycle lane into one-way car roads.
- The engagement team explained how movement will work on match days - parts of the surrounding roads will be entirely cut off 2 hours before and after kick-off. HRW team are working with THFC and local authorities to incorporate secure by design to ensure the safest strategy, and have designed the routes to be suitably wide to accommodate the flow of people.
- Cycle parking was discussed, with focus on match spectators, and attractive, safe and accessible cycle storage for residents.
- Car parking provision for the development including blue badge spaces was discussed.

05.07.21 MEETING WITH ST FRANCIS DE SALE

Members of the engagement team, including LBH, Lendlease, and SEW attended the Governors meeting for St Francis de Sales School. A presentation was shown by the team which covered team introductions, project overview, delivering social value and education engagement.

9.2. STAGE 2 ENGAGEMENT RESPONSE

MASTERPLAN - GETTING AROUND & OPEN SPACES

FEEDBACK	ACTION / RESPONSE
BIODIVERSITY	
Biodiversity was identified as a priority and something to be incorporated into all types of outdoor space.	Proposals will retain and respect the setting of the ecological corridor running along the railway, ensuring this maintains its status as an important local habitat supporting rich biodiversity. New trees and building mounted roosting features will support local bat populations, allowing them to remain and thrive. A site wide approach to planting and greening the community will seek to green the urban landscape, creating a character of lush greenery throughout.
ONGOING MAINTENANCE OF GARDENS, GREEN & OPEN SPACES	
The ongoing maintenance of gardens, green and open spaces was a frequent concern for residents. They supported ideas proposed in the workshop activity, as long as they will be maintained into the future. Comments were particularly cautious about seasonal restrictions of water features that could date easily and soon break or be vandalised. Residents worried that landscaped space will become messy and littered. Several believe that tree-lined streets would encourage littering and not be maintained.	<p>HRW will establish a management plan to ensure that all streets and public open spaces will be well managed, clean and inviting for people to use.</p> <p>Designs have been developed to allow suitable space for ground level access for maintenance to all buildings.</p>
SAFETY	
Safety was a priority for all transport and open space features and designing out anti-social behaviour must be a priority in future designs. Several comments expressed concern around any feature that might encourage loitering, such as benches. CCTV was seen as a must for the majority of workshop participants.	The HRW team will work with advisors such as the Met Police and youth workers to design out anti-social behaviour and potential criminal activity. This will ensure we create streets and public spaces that feel safe and secure at all times of day for all ages.
EVENT SPACE	
Many would like to see more space for and occurrence of regular and seasonal events, however these should be in moderation, not too frequent and take place on the periphery so as not to dominate key public open spaces.	Proposals for both 'Moselle Square' and 'Peacock Park' are being developed with community events in mind, creating flexible spaces that can be used for a range of events for local people.

FEEDBACK	ACTION / RESPONSE
GREEN MODES OF TRANSPORT	
<p>Providing reliable & safe alternatives to cars will be important in encouraging those that can adopt more sustainable modes of transport. Streets need to feel safer and the frequency of local buses and trains will need to increase in order to make car alternatives more attractive. Currently the priority is still on individual car ownership and not impeding on these journeys. Residents recommended working with Tottenham Hotspur to encourage sustainable transport modes on match days to reduce impact of these events on the local community.</p>	<p>Proposals for the new cycle link through the scheme ensure that it is safe for all users and delivers a new quiet route through the area to encourage more people to get on their bikes. Cycle stores within buildings have been designed to be safe and secure. The design of Moselle Square has been developed to allow for safe, easy and quick movement between the station and stadium on match days with ample public cycle parking in the public realm for those visiting by bike.</p> <p>Specific Car Club bays are identified on the residential streets to encourage easy access to vehicles for all residents.</p>
PARKING	
<p>Further information about the advantages of using Car Clubs could be beneficial in the local community. Many participants did not see the benefit of car-sharing facilities.</p> <p>Views on street parking were conflicting. Some requested more spaces as they currently find parking in the streets expensive and difficult. While others would prefer less parking and clutter on their streets.</p>	<p>HRW will aim to ensure all existing households will have the option of a parking permit within the neighbourhood or on nearby roads, and continue to engage with residents and undertake further surveys to ensure the appropriate parking provision.</p>
TRAFFIC MANAGEMENT	
<p>The management of match-day traffic to reduce impacts on residents both pedestrian and vehicular was a high priority.</p>	<p>The HRW team will work closely with LBH, THFC and other stakeholders to ensure impact of match-day traffic is minimised.</p>
PLAY	
<p>Most comments were very supportive of the provision of child-centric infrastructure to ensure high quality spaces for children to play and feel safe in near their homes.</p>	<p>Play is a key driver of the landscape design across the site, with formal and more informal play features included throughout the streets and open spaces. The proposals aim to create playable ways to move through the community so that the streets are equally enjoyable as they are functional. Formal play and exercise equipment and open spaces are targeted at children and adults of all ages, fostering a playful approach to engaging in the urban environment. Dedicated early years play space will also be located within communal resident gardens and on low level roof terraces to offer easy access to play for families.</p>

MASTERPLAN - NEIGHBOURHOOD LOOK AND FEEL

FEEDBACK	ACTION / RESPONSE
BUILT HERITAGE & MATERIALITY	
Building heritage and materiality was a strong priority. Respondents were generally open to new style buildings but wanted to ensure they respect the local context, especially its industrial past.	The masterplan will comprise a range of build styles ranging from a heritage led design approach through to contemporary feature buildings. Buildings adjacent to existing heritage buildings will take influence from their historic neighbours, using similar materials and celebrating the area's industrial past through their detailing. Those set around the new public open spaces will be more modern in their design.
ARCHITECTURAL DETAILS	
Participants supported incorporating details such as cobbles, and varied architecture as long as it remains accessible to all and maintains some level of continuity throughout the development.	Detailed analysis of the existing architectural vernacular of the area has informed the proposed design and detailed features of the buildings and open spaces, to create a place which celebrates the best of the area and feels like an extension to the residual character of the community. This includes using red and bricks, contemporary cobbled streets, wrought iron work and locally recognisable brick pattern work.
TOTTENHAM IDENTITY	
More work could be done to try and identify what the local identity of North Tottenham really is. Participants were somewhat in support of 'celebrating notable people, music and local history' but more needs to be done to define the specifics of these cultural identity features.	Opportunities are being explored to incorporate local people in the design and programming of meanwhile projects which could focus on celebrating the legacy of local people, events and stories. The proposals seek to remember the legacy of the existing place through the names of the masterplan's new streets and open spaces.
WORKING FROM HOME	
Participants suggested the development should cater for people working from home such as well-adapted homes and good Wi-Fi provision.	Homes will be designed to offer comfortable environment for home working with dedicated home office space, good access to daylight, uplifting views out of the home and capabilities for high speed internet access. Opportunities are also being explored for co-working spaces to be introduced to some of the commercial spaces across the site.

FEEDBACK	ACTION / RESPONSE
TALL BUILDINGS	
<p>Participants supported mitigating overshadowing of tall building as much as possible and ensuring they have green spaces around them. Feedback was also cautious of overly open and sparse spaces that can feel bleak and unsafe.</p>	<p>Tall buildings have been limited to a small number along the western boundary, to allow the rest of the masterplan to be of a lower scale. These have been developed to allow suitable levels of daylight, limit overshadowing of streets and open spaces and to promote safe and comfortable wind conditions. All buildings are within easy reach of either communal or public open spaces which are designed to be relaxing and welcoming environments for all. Street trees, planting, play features and seating will ensure that open spaces feel contained, animated, lush and colourful rather than sparse and intimidating.</p>
STREETS	
<p>Most people agreed that busy streets feel safer and support local businesses.</p>	<p>The ground floor layouts to all buildings have been developed to ensure that all streets are activated by shop fronts and business or front doors to private homes and communal entrance lobbies, encouraging a coming and going of people, ensuring streets are lively and safe. Suitable street lighting and an approach to designing out crime will allow people to feel safe at night.</p>
PRIVATE OUTDOOR SPACE	
<p>Comments regarding private outdoor space varied with some suggesting balconies can become untidy and unsightly, others in strong support of private balconies and many suggesting that there should be both private gardens and balconies in the development.</p>	<p>Buildings will offer a mix of private balconies and terrace gardens depending on their location within the building. These will be comfortable spaces offering views over green streets, open space and the wider community.</p>

MASTERPLAN - NEW COMMUNITY, WORKSHOPS AND LEISURE FACILITIES

FEEDBACK	ACTION / RESPONSE
FACILITIES MAINTENANCE	
The most common remark mentioned in relation to the library was ongoing maintenance. Participants saw a definite need for improved, new library facilities but sought reassurance that they would be well-maintained into the future.	Lendlease will work closely with LBH and support them in the management of the library and its facilities to ensure it is well maintained into the future.
LIBRARY FUNCTIONS	
The library was recognised as an important facility to support learning and socialising as well as an alternative work environment for professionals working from home.	Detailed proposals for the library building will be developed through a process of community engagement to offer spaces and facilities that best meet community needs.
LOCAL CLUBS	
There was support for hobbies and craft clubs in the new community hub. Many clubs already exist in the area and would benefit from having access to the new community hub or library.	The masterplan offers a range of spaces to support community activities of varying scales. These will all be highly accessible and prominent within the scheme, forming the focus for community life.
LIGHT INDUSTRIAL WORKSPACE	
<p>The feedback on introducing food producers as a key user of the light industrial workspaces was overwhelmingly positive, due to the economic benefits, as well as being an opportunity to add to North Tottenham's wider reputation.</p> <p>Comments were supportive using the light industrial space for creative making and local services. Many made recommendations to address the quality of current industrial buildings in the area rather than providing new stock.</p>	In order to offer all the potential benefits the masterplan offers, the decision as been made to remove the existing industrial buildings on the site. However these will be replaced by a cluster of new purpose built buildings able to house a range of different light industrial operations. These uses will be integrated into a safe, welcoming and pedestrian friendly environment, in contrast to London's typical industrial landscapes.
FOOD AND SHOPPING	
<p>Participants wanted better quality, more diverse and healthier food choices, with better day time, family-friendly yet affordable dining options. Participants were cautious of introducing too many night-time dining and drinking establishments due to anti-social behaviour.</p> <p>There was varying sentiment with regards to independent versus 'big brand' food and shopping outlets.</p>	New retail and food and beverage spaces have been designed to accommodate a mix of operators from small and local to larger chains. A focus will be placed on family friendly dining options and avoid an over dominance of drinking venues and late night operation. Future community engagement will explore the types of retailers local people would like so as to get the right mix for Tottenham.

10 STAGE 3 ENGAGEMENT

HOW WE ENGAGED

3,500

Printed masterplan update packs and flyers distributed, or available at the Grange / events.



2

Masterplan drop-in sessions.



1

Business drop-in session.



564

Emails sent to mailing list.



2

1-1 stakeholder meetings.



1

Love Lane Community Fun Day.



CONSULTATION HIGHLIGHTS

200+

Event attendees.

78

HRW Online booklet views.

3

Returned print feedback forms.

10. STAGE 3 ENGAGEMENT

10.1. STAGE 3 ENGAGEMENT - AUGUST - SEPTEMBER 2021

PURPOSE OF STAGE 3 ENGAGEMENT

Stage 3 of the consultation focussed on introducing detailed designs for the first new homes - referred to as Whitehall Mews - and recording resident feedback in relation to these proposals.

Information regarding Whitehall Mews, built on previous discussions held with the community and provided new information outlining the heights and massing, access points and amenities, architectural look and feel, and public realm features through a series of plans and sketches.

Information relating to the broader masterplan was also recommunicated during Stage 3, outlining minor updates and refinements that had been made.

The masterplan and new homes information was sent to all Love Lane residents and households within the immediate area, with information also presented at the Love Lane Fun Day.

Following these events, the masterplanning team worked with Tenterden and Headcorn Residents Association regarding concerns that had been raised in relation to the detailed proposals for Whitehall Mews but also interrogating improvements that could be carried out on their estate to address existing issues and to support integration with the new development.

Whitehall Mews feedback

- Proposals for Whitehall Mews were well received by Love Lane residents when presented during the summer fun day, with questions relating to the main proposals mainly focussing on details relating to the Landlord Offer.
- Representatives from the Tenterden and Headcorn Residents Association raised a number of concerns regarding the impact that the Whitehall Mews development would have on their adjacent properties.
- A dedicated walk and talk followed by workshop was held with the Tenterden and Headcorn residents to work through key issues raised.

- During the walk and talk residents highlighted to the team a number existing issues on the estate (such as poor distribution of bin stores and improvements required to green spaces) which impacted day to day activities. The design team committed to providing potential solutions to these issues to help support better integration of the Whitehall Mews development.
- During the workshop, the masterplanning team highlighted issues that were unable to be addressed, such as further reducing the heights of the proposed buildings, due to the need to deliver council homes in this location. The team then presented a series of contributions that the development could make to improve the public realm of the existing estate.

Conclusions

The masterplanning team have committed to further work with Tenterden and Headcorn residents to provide improvements to their existing estate in order to better support integration of the Whitehall Mews development.



Love Lane Community Fun Day 2021

MASTERPLAN & NEW HOMES ENGAGEMENT

10.08.21 Masterplan and Whitehall Mews Update Information Booklet

Following feedback from the community in Stage 1 and 2 engagement, the updated masterplan and proposals for Whitehall Mews, which responded to feedback from the community, were communicated back to Love Lane residents, immediate neighbours and the broader community via a Masterplan and Whitehall Mews Information Booklet.

The booklets were printed and distributed at all engagement events and sessions throughout Stage 3 engagement. This included; the Love Lane Community Fun Day, the Landlord Offer Outreach Sessions, the Masterplan Drop-In Sessions, Business Engagement Sessions and any other stakeholder engagement. The booklet was also uploaded onto the HRW website and LBH's HRW webpage.

Widely distributed flyers (outlined above) advertised the availability of updated information and shared directions to view the booklet digitally or physically.

The booklet was split into two sections and contained the following:

Masterplan

- An introduction with an overview of the HRW project and the purpose of the booklet.
- A timeline demonstrating the story so far and what happens next.
- A summary on feedback from the most recent Stage 1 and 2 engagement and how this feedback has been incorporated into the HRW proposals.
- An updated masterplan plan showing progress from early 2021.
- An update on proposals for green and open space.
- An update on proposals for community, leisure and retail.
- Next steps.

The first new homes

- An overview of the proposals, heights, homes types, and how the buildings work.
- Design of the buildings and private outdoor space.

The feedback forms were printed and distributed at all engagement events and sessions throughout Stage 3 engagement. This included; the Love Lane Community Fun Day, the Landlord Offer Outreach Sessions, the Masterplan Drop-In Sessions, Business Engagement Sessions and any other stakeholder engagement. The booklet was also uploaded onto the HRW website and LBH's HRW webpage. Recipients were encouraged to provide feedback by either filling in a form and returning via post or filling out a form online.

Widely distributed flyers (outlined opposite) advertised the availability of updated information, the opportunity for feedback and shared directions to view the feedback form digitally or physically.

3 filled-in printed masterplan feedback forms were received. The feedback form was also provided in a digital format for those that preferred, however no responses were received in this format. The key response findings are summarised opposite.

Theme	Does updated approach respond to the needs of the community	Further suggestions
Masterplan Update: General	N/A	<ul style="list-style-type: none"> • Would like to see a children's playground as part of the masterplan • Would like to see a leisure centre and outdoor gym • Would like to see what the masterplan can deliver for older people • Toilets are needed at White Hart Lane station • Concern about decision making through digital engagement, the engagement team should be at the Grange.
Masterplan Update: Public and Green Spaces	All respondents agreed	<ul style="list-style-type: none"> • Consideration should be given to food growing and maintenance • Wildlife habitats and biodiversity provision • Involve local people in the design and installation of green spaces • Discreet security for safety • Traffic management on match days to avoid disruption to residents
Masterplan Update: New Community & Leisure Facilities	All respondents agreed	<ul style="list-style-type: none"> • Would like to see an 'idea store' style library • Kings Cross and Seven Sisters libraries are good examples • Library should be user friendly and create spaces for people to gather • There should be space for a food bank / community fridge
Masterplan Update: Jobs, Workspaces & Retail	All respondents agreed	<ul style="list-style-type: none"> • Would like to see a wide range of affordable products in the new shops • Mixed views on new restaurants and cafés
New Homes	All respondents agreed	<ul style="list-style-type: none"> • Support for solar panels (thought benefit should be further explained to residents) • Should be clear that although council rents may increase slightly (although LBH had set a limit for existing residents) this will be balanced with energy saving • New homes need a range of bin types (recycling, food waste etc.) • Suggestion to identify all the types of bin stores on map proposals



14.08.21 Love Lane Community Fun Day

Overview

LBH hosted a Love Lane Community Fun Day to mark the start of the ballot period and engage with residents wishing to understand more about the next stages of HRW project. Around 200 residents attended the event.

The event was held on Saturday 14 August from 12.00pm-4.00pm on the grass area outside Ermine House.

The event included a range of activities including face painting, bungee run, climbing wall, and a DJ bus. Activities helped successfully engage with the teenage age group and younger children.

Alongside the activities there were two information stalls. One information stall focused on the Landlord Offer and ballot. A second Masterplan and New Homes stall contained exhibition boards explaining the latest proposals and copies of the Masterplan Update Booklet and feedback form. The masterplan stall was an important opportunity to ensure Love Lane residents understood the most recent masterplan proposals. To help describe the layouts of new homes to residents, 1:50 scale models of the proposed homes were displayed within the stall.

A variety of LBH services were present to promote opportunities and listen to the community's concerns and aspirations. These included the Community Safety Team, Haringey Adult Learning, Employment Support, Social Economic, Housing management as well as community led initiatives such as the local growing project and Beyond Mentoring. A translator was also present.

Feedback

While much of the feedback received at the Landlord Offer stall related to the ballot and Landlord Offer, conversations in the masterplan stall focused on the new homes and wider masterplan. Feedback from both stalls relates to the wider masterplan.

- Many of the residents were largely positive about the scheme and wanted it to happen.
- A number of residents who had been involved in the consultation process from the early stages expressed that they were keen for the redevelopment of HRW to go ahead.
- Many residents had not understood that the development would not happen unless they voted 'yes' in the ballot. Residents also sought clarity on how to vote in the ballot and if the Landlord Offer was a binding legal commitment to them, should they vote yes.
- Many residents were very eager for new homes and wanted the development to happen but were concerned about how long the process would take and needing to stay in their current homes (in poor living conditions) for that period of time.
- Residents queried the location of their homes in the phasing process and the level at which their new home would be situated.
- Many queries about phasing were addressed.
- There were numerous queries about building heights. Generally the distribution of various heights was received positively.
- There were several existing building maintenance complaints and local anti-social behaviour concerns relayed to the LBH team.
- Many residents mentioned safety and overcrowding.

20.08.21 24.08.21 Masterplan Drop-in Sessions

Overview

Two masterplan drop-in sessions were held following the release of the Masterplan and Whitehall Mews Update Booklet. The events provided an opportunity for Love Lane residents, immediate neighbours and the broader community to talk through the latest updates with the design team and ask any questions.

Widely distributed flyers (outlined above) advertised the two drop-in session dates and the information was also available on the HRW website. While door knocking the LBH engagement team encouraged Love Lane residents to visit the drop-in sessions to find out more about the masterplan and the first new homes at Whitehall Mews.

The drop-in sessions were held at the Grange on the following dates and times:

- Friday 20th August 10.00am - 1.00pm - Masterplan drop-in session 1 - 7 attendees
- Thursday 24th August 4.40pm - 7.30pm - Masterplan drop-in session 2 - 5 attendees

Feedback

An overview of feedback received through conversations with drop-in attendees is provided below.

- Would like to see information on the facilities for older people and what will be done for them as part of the masterplan. Specifically in relation to music, art and creative spaces.
- Green and public spaces within the masterplan would benefit the whole community.
- Safety is important due to the amount of young children in the area.
- All attendees felt positively about new community and leisure facilities. One suggested they would like more places for people to gather within the library, suggesting the Marcus Garvey Library is a good example.
- One resident felt that the area didn't need more restaurants and cafes.
- Attendees generally felt positively about the first new homes and how they responded to the needs to the community.
- It was suggested that the communal outdoor space would be well used.
- One attendee suggested Tottenham Traders Partnership is consulted on the proposals.
- Attendees highlighted community importance of local pubs and that they should be retained as part of the proposal - British Queen and Railway Pubs.
- Attendees highlighted the importance of a match day parking strategy.
- Attendees highlighted that the station needs to feel safe.
- Concerns about waste were raised - attendees noted the need to be a coherent strategy across HRW.
- Some attendees raised concerns about 'scaremongering' going on toward Love Lane residents.

26.08.21 Business drop-in session

Overview

A dedicated breakfast drop-in session for local businesses was held following the release of the Masterplan and Whitehall Mews Update Booklet. The event provided an opportunity for local businesses to talk to the HRW engagement team about the latest proposals, ask any questions and give feedback.

The sessions took place at the Grange with the exhibition boards from the masterplan drop-in session as a backdrop. Copies of the Masterplan and Whitehall Mews Update Booklet and feedback form were also available for reference.

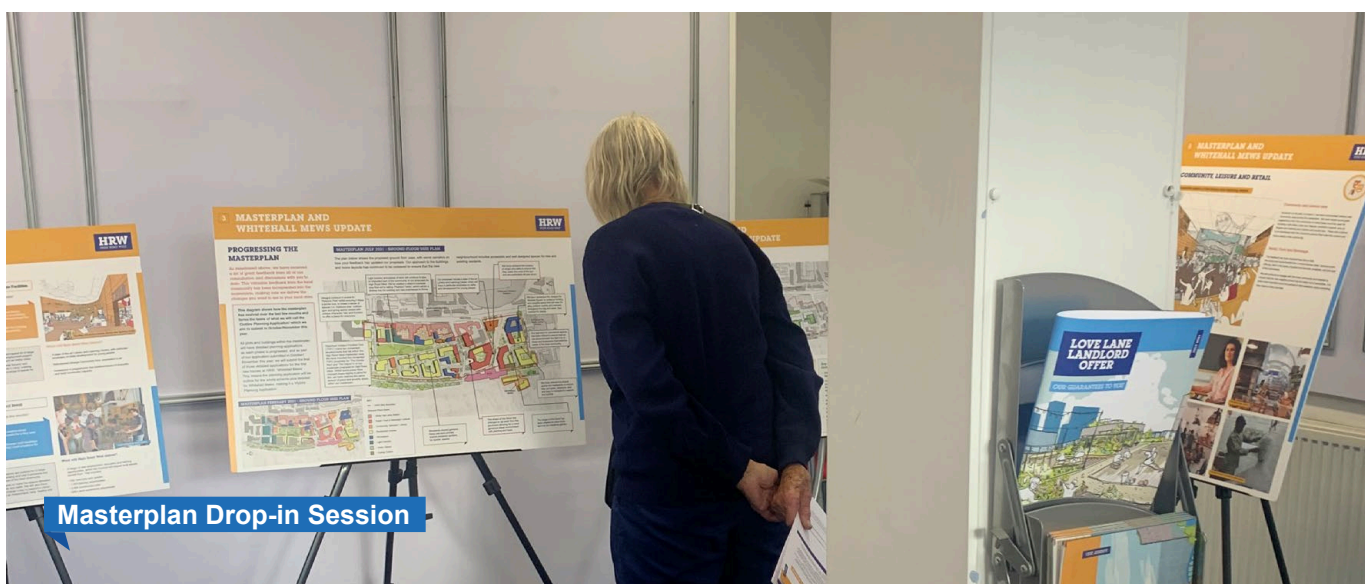
Letters (see Appendix 13.24) notifying businesses about the session were circulated to all businesses within the broader community a week before the event.

The session took place on Thursday 26th August, 8.00am - 10.00am.

Two local business representatives attended the event.

Feedback

- One attendee was unsupportive of the project as they believed it will provide a lack of job opportunities. The engagement team explained the significant job and apprenticeship opportunities including over 3000 jobs during construction and 500 new long terms permanent opportunities.
- One attendee was generally very positive about the scheme and wanted to see the whole area improve as soon as possible. Significant social issues in and around the area were highlighted by the attendee who felt that the masterplan would significantly help these issues.
- The extent of retail and commercial opportunities was discussed.
- One attendee was interested in timeline of the project and when it would impact their business. Relocation of their business either on or off the site was also discussed.



24.08.21 MEETING WITH REPRESENTATIVES FROM HTBG RESIDENTS ASSOCIATION

Overview

Following one-to-one meetings in Stage 1 and 2, the engagement team including representatives from LBH, Lendlease, PTE, SEW and Soundings met with the Chair and Secretary of the HTBG Residents Association. The meeting was a precursor for a larger format meeting / workshop with the whole Residents Association, and was an opportunity to agree the agenda for this. The meeting allowed the engagement team to speak with residents following the release of the most recent masterplan and Whitehall Mews information, and discuss potential improvements which could be made to the existing Headcorn and Tenterden Estate as part of the HRW proposals.

To aid the discussion A1 drawings were presented which showed the ground floor and upper floor of Whitehall Mews, and extended to the context of the Headcorn and Tenterden Estate.

06.08.21 MEETING AND WORKSHOP WITH HTBG RESIDENTS ASSOCIATION

Overview

Following the precursor meeting held at the end of August, the engagement team, including representatives from Lendlease, PTE and Soundings met with the HTBG Residents Association. The purpose of the meeting and workshop was to share the most recent masterplan and Whitehall Mews information, and discuss any potential improvements which could be made to the existing Headcorn and Tenterden Estate as part of the HRW proposals.

The meeting was advertised via flyers (see Appendix 13.25) which were sent to all addresses within the estates. Refreshments were provided.

The first half of the meeting / workshop involved presentations from the project team. PTE presented the latest updates to the masterplan followed by more detail on the proposals for the first new homes at Whitehall Mews. Proposed floor plans, sunlight comparisons and indicative visuals were shown. SEW presented a number of potential landscape opportunities for the Headcorn and Tenterden Estate. These included potential improved secure bin, bike and caretakers stores, potential improved boundary treatments, and potential growing space and planting.

The second half of the meeting / workshop involved a table top workshop session where residents and facilitators split into groups and discussed potential improvements to the existing estate.

The discussions are summarised below.

Feedback

General

- Residents noted concerns about increases in service charges and suggested any improvement inside the estate boundary should be carried out by Lendlease to avoid residents incurring any costs.
- Residents voiced frustrations they were not eligible to vote in the Love Lane resident ballot but will be impacted by its outcome as an estate adjacent to the proposed development which will have amenities they do not have.
- Residents raised safety concerns and the potential for the provision of CCTV.
- The lack of soundproofing on the Tenterden Estate was noted, and how this affects everyday living creating a lack of privacy for residents.

Sunlight impact

- Residents wanted to understand the impact in sunlight in December as well as understanding the impact HRW will have on light levels inside the existing homes.

Building heights

- It was noted that in 2018 the HTBG RA requested that any new proposals were no higher than the existing estate. Residents feel this request has been ignored. Residents suggested heights could step back to reduce the impact on the existing estate.

Building layouts

- Residents emphasised the importance of ensuring updates to the proposed building layouts were communicated clearly to them.

Cars and parking

- Concerns about the impact of deliveries and parking for Whitehall Mews were highlighted. In particular, residents felt Headcorn Road could be negatively effected as it is effectively a cul-de-sac.
- Residents noted that there is already a lack of parking provision which will be made worse by the development. They would like their parking hours extended.
- Residents highlighted the ongoing issue with lack of disabled parking provision on the estate.

Outdoor space

- Residents highlighted that their green square is already an echo chamber, and were concerned that this would be made worse both during construction and once the buildings are inhabited.

Boundaries

- Residents highlighted that the existing stepped gates create issues for moving furniture and people with buggies.

Construction

- Residents would like assurance that materials etc. will not be stored on their estate during construction as has happened at other developments. Residents highlighted their desire to have an ongoing relationship with Lendlease throughout construction.

Homes for Haringey and LBH

- Residents felt strongly that a representative from LBH and Homes for Haringey should attend any meetings with them going forward. They also raised a number of ongoing maintenance issues as well as difficulties with communications.

Potential improvements to the Headcorn and Tenterden Estate

- Residents noted the importance of balancing any potential improvements against any increase in service charge which would make improvements less appealing.
- In general all residents would welcome secure bin and bike storage, they would like clarity on any payments required.
- Resident queried if pram storage could be incorporated into new secure structures.
- Residents welcomed the idea of bin stores being fob accessed by only the properties on the Headcorn and Tenterden Estate.

- Residents highlighted that garden waste from the proposed ground floor properties along the railway at WHM would likely be disposed of over their rear wall and would need to be carefully managed.
- Residents noted the proposed ground floor homes at WHM had individual bins at the front of homes. There is an ongoing issue at Headcorn and Tenterden where people don't use the bins outside their homes due to odours etc.
- A secure boundary to the estate was welcomed. Residents highlighted that securing the boundary of the estate was important to them.
- There was discussion around whether gates should be a fob access or self closing. Fob access would create an access issue for the residents along Tenterden Road who access their homes from the green.
- Residents were generally supportive of improvements to planting and landscape, and would welcome improvements if they did not affect their service charge.
- It was noted that historical issues with landscape maintenance have not been addressed by Homes for Haringey. There were several discussions around the future maintenance of all proposals.
- It was suggested a path or route through it which lead to something such as a bench, however some residents were cautious of this as there has been historical issues with antisocial behaviour around benches.
- Residents suggested the underside of the railway bridge could be painted to improve its appearance.
- Residents noted that as new homes were being wired for the most up to date tech in terms of internet etc, they felt that Headcorn and Tenterden residents should benefit in some way as their current tech infrastructure is very poor.



Headcorn and Tenterden Estate

10.2. STAGE 3 ENGAGEMENT RESPONSE

FEEDBACK	ACTION / RESPONSE
MASTERPLAN FACILITIES	
<p>The facilities within the masterplan were a key talking point, with suggestions for an outdoor gym, leisure centre and children's playground.</p> <p>Participants wanted to understand what the masterplan will deliver for older people.</p>	<p>Our vision for both Moselle Square and Peacock Park have continued to develop to include facilities for people of all ages. The final design proposals will consider opportunities for a range of outdoor gym equipment and exercise equipment targeted at older people.</p>
PUBLIC AND GREEN SPACES	
<p>Food growing and maintenance continued to be key topics.</p> <p>Participants suggested that local people should be involved in the design and installation of green spaces.</p>	<p>Emerging meanwhile projects will seek to involve local people in a range of community focussed proposals including planting and growing projects. The design of communal amenity gardens continues to promote growing features.</p>
TRAFFIC MANAGEMENT	
<p>The management of match-day traffic to reduce impacts on residents was important. Participants also wanted to see a match day parking strategy.</p>	<p>The HRW team will work closely with LBH, THFC and other stakeholders to ensure impact of match-day traffic is minimised.</p>
NEW COMMUNITY & LEISURE FACILITIES	
<p>Participants generally felt positively about the library facilities, suggesting they should be user friendly and create spaces for people to gather, as well as accommodating community facilities like a food bank or community fridge.</p>	<p>The Library and Learning Centre will be a hub for community life with opportunities being explored to collaborate with a range of local service providers to share space within the building. The team will continue to work with local people to understand the most appropriate uses for this exciting asset.</p>
JOBS & WORKPLACES	
<p>Some participants were concerned with the number of jobs the scheme will deliver.</p>	<p>The project will improve training and employment opportunities for local residents through apprenticeships, work placements as well as a number of construction and end-use jobs.</p>
RETAIL	
<p>Participants wanted to see a wide range of affordable products available within the new retail offer.</p> <p>Participants continued to have mixed views on new restaurants and cafes.</p>	<p>Proposals will be brought forward to accommodate a range of potential operators and businesses, offering opportunities for retailers of varied price points to reflect the diverse community of HRW. Restaurants and cafes will be sensitively brought forward with close consideration to the potential impact on residents.</p>

FEEDBACK	ACTION / RESPONSE
EXISTING FACILITIES	
<p>The community importance of local pubs was highlighted with some participants urging that existing pubs are retained as part of the proposals.</p>	<p>All existing pubs surrounding the site will be retained. The current British Queen pub on the site has been vacant for over ten years. Proposals have opted to replace this and relocate restaurant and dining venues into the heart of the scheme to create a cluster of vibrant spaces surrounding the new Moselle Square.</p>
SAFETY	
<p>Participants were clear that safety within the new masterplan would be key to its success. They felt safety around the station in particular needed to be addressed.</p>	<p>Safety remains a key principle behind the masterplan. All streets and open spaces will be well lit and overlooked to create safe and welcoming routes. This is particularly the case for the route to and from the station which will be transformed into one of the masterplan's primary movement routes, creating an active and highly populated routes, reinforcing a sense of safety and comfort.</p>
WASTE MANAGEMENT	
<p>Participants wanted to see a coherent strategy for waste across the whole HRW Masterplan.</p>	<p>An integrated waste management strategy has been developed to ensure waste is easy to dispose of and collect to ensure buildings and open spaces are clean, cared for and well maintained. The design of buildings and streets ensures efficient waste collection with minimal disruption to residents.</p>
CONSULTATION	
<p>There was discussion about the risk of decision making through digital engagement.</p>	<p>Moving forward the team will aim, as much as possible, to hold all future engagement in person to make the most of the opportunity for more intimate conversations and group discussions which are limited in digital engagement.</p>

FEEDBACK	ACTION / RESPONSE
SUSTAINABILITY	
Participants were generally supportive of the approach to the first new homes and were supportive of the proposals for solar panels but felt that the cost saving benefits of these needed to be further explained to residents.	The first new homes will surpass required energy targets, and with the addition of the PVs, the energy performance of the new homes will be better than the existing Love Lane Estate homes, which will result in more comfortable homes and lower energy bills.
REFUSE STORAGE	
Refuse storage for the new homes was a key topic. Residents felt a range of bin types needed to be provided, and careful consideration needed to be given to monitoring and managing how residents dispose of waste and use the bins provided to them.	The first new homes will have safe and secure communal bin stores that are located close to main entrances, and accessible only to residents. These spaces will be managed by the building management company. Family duplexes will have individual bin stores in their front gardens.
MOVING HOME	
Many existing residents were concerned about how long the development process would take and needing to stay in their current homes (in poor living conditions) for that period of time.	Homes for Haringey are currently carrying out stock condition surveys on the Love Lane Estate to establish the condition of the existing homes, which will help identify essential works to be carried out prior to the redevelopment. Over and above the normal repairs service, LBH will carry out monthly estate walkabouts and hold repairs surgeries to identify and resolve any outstanding repairs.
SUNLIGHT IMPACT	
Neighbouring residents wanted to understand the impact in sunlight in December as well as understanding the impact HRW will have on light levels inside the existing homes.	The HRW engagement team will share this information with neighbouring residents at planned future consultation

FEEDBACK	ACTION / RESPONSE
BUILDING HEIGHTS	
<p>Existing residents sought clarity about which level their new homes would be situated.</p> <p>Neighbouring residents had concerns about the height of the first new homes and how this would impact them.</p>	<p>There will be a range of buildings and heights throughout the HRW neighbourhood. 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.</p>
CARS AND PARKING	
<p>Neighbouring residents were concerned about the impact of deliveries and parking, with the potential for existing parking issues to be exasperated by the first new homes.</p>	<p>Traffic surveys will be undertaken to assess the impact of the completed development on the surrounding area this information will be used to inform parking requirements. Delivery drivers will be able to park in designated loading zones adjacent to homes to undertake resident deliveries.</p>
CONSTRUCTION	
<p>Neighbouring residents wanted assurance that their estate would not be used for construction storage. Residents highlighted their desire to have an ongoing relationship with Lendlease throughout construction.</p>	<p>Lendlease have committed to minimising disruption during construction, and have high standards of construction management.</p> <p>Lendlease will have access to the land on the other side of the railway where construction materials etc. can be stored so they will not need to use the existing estate.</p> <p>Further information on construction management and liaison will be shared with residents at the planning exhibition.</p>



11 LANDLORD OFFER AND REGENERATION BALLOT

11. LANDLORD OFFER & BALLOT

11.1. LANDLORD OFFER & REGENERATION BALLOT AUGUST - SEPTEMBER 2021

SUMMARY

During the preparation of the planning application for HRW, LBH undertook a ballot of Love Lane residents in line with the GLA's Estate Regeneration Capital Funding Guide.

In line with the guidance, a Landlord Offer document was produced which set out the offer to residents on the estate including their right to remain, and the broad vision, priorities and objectives for the scheme. This document captured:

- The housing offer to residents, agreed by LBH's Cabinet in July 2021 and supported by the HRW Local Lettings Policy and Love Lane Leaseholder Offer. The offer was consulted and engaged on across February and March 2021, which itself built on engagement over several years, including the Resident Guides agreed in 2014.
- The masterplan and new home proposals, reflected and responded to the engagement that had taken place with residents and the community through Stages 0 to 2. The masterplan information presented in the Landlord Offer was consistent with the 'Masterplan Update Booklet' produced as part of the Stage 3 engagement with the wider community.

The ballot was independently administered by Civica Election Services (CES), and took place from 13 August 2021 to 6 September 2021. The qualifying criteria to vote in the ballot is set by the GLA.

The Landlord Offer included the following key guarantees should eligible residents vote 'yes' in the ballot.

- **Secure tenants** - were guaranteed a new council home in the newly redeveloped neighbourhood or the option to move to another council home elsewhere if preferred.
- **Non-secure tenants living in temporary accommodation** - were guaranteed a new council home in the newly redeveloped neighbourhood on a permanent secure tenancy.
- **Resident leaseholders** - were guaranteed a new affordable home in the newly redeveloped neighbourhood, with an offer of financial support from LBH through an enhanced equity loan. If resident leaseholders would prefer to live elsewhere they have the option of an affordable home in Haringey or nearby with financial support from LBH through an equity loan, or a leasehold swap with an existing council-owned property in the borough, subject to limited availability.

The Landlord Offer can be viewed in full at the following link https://www.haringey.gov.uk/sites/haringeygovuk/files/love_lane_landlord_offer_final.pdf.

OUTREACH

In the lead up to and during the ballot period, LBH officers were on the estate speaking to residents. The purpose of this engagement was to ensure that voters had received their Landlord Offer and ballot papers, had the opportunity to ask an officer any questions around the offer, and were aware of where to access support. This included independent advice and access to an interpreter and/or translated copies of the documents. The ballot vote was confidential, and as such officers did not at any stage ask what a resident had voted.

A pop-up stall was present on the estate three times a week from late July until the end of the ballot, to provide residents with the opportunity to speak to a LBH officer and have any questions answered. These took place from 10am-2pm at the following locations:

- Tuesdays – Grass area outside Charles House
- Thursdays – Grass area on Whitehall Street
- Fridays – Front of Ermine House

These sessions were held in a clearly identifiable Haringey branded gazebo. Officers were also available on request for a 1-1 meeting at the Grange building on White Hart Lane at a time that suited them, including in the evening. A poster promoting these sessions was also placed in the residential blocks on the estate.

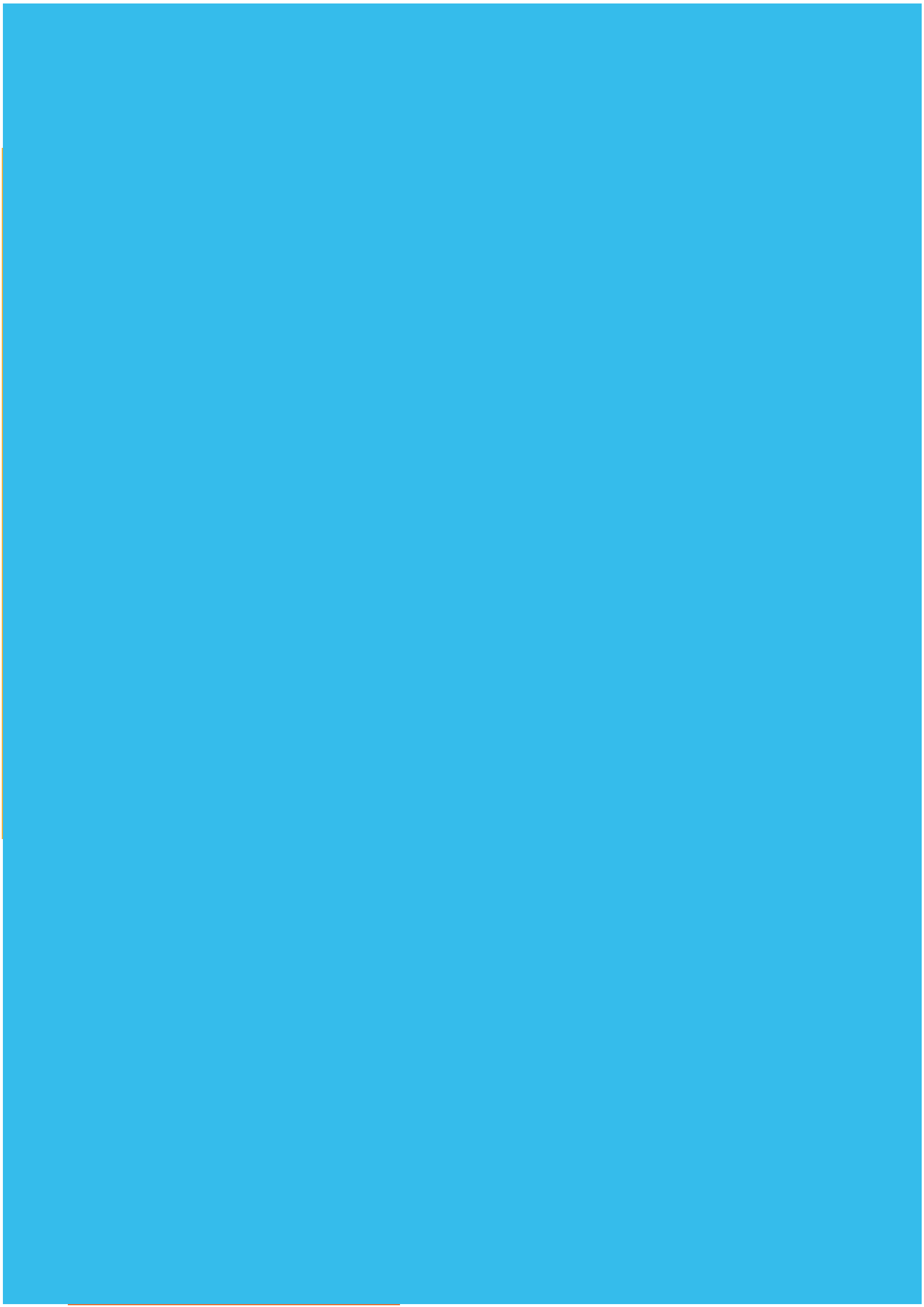
Officers aimed to speak to every household once and undertook a round of door-knocking and phone calls to speak to residents who had not been reached through the pop-up events.

A reminder text message was also sent to residents to encourage them to participate in the ballot prior to the deadline.

OUTCOME

Voting in the ballot closed on Monday 6 September 2021. Residents of the Love Lane Estate voted in favour of the plans to regenerate the Love Lane Estate as part of the HRW scheme.

On a turnout of 69.4%, 55.7% of eligible residents backed plans to regenerate the estate. The result of the ballot was announced on 7th September 2021 in a letter (see Appendix 13.23).



12 NEXT STEPS

This chapter outlines the next steps in the HRW development process.



12. CONCLUSION & NEXT STEPS

Throughout the consultation process, working closely with local communities has created enormous value in developing the HRW masterplan proposals. Consultation since 2018 has covered a wide range of topics and local communities have helped guide our understanding of the type of place they see as benefitting the area both now and in the longer term.

The outline application clearly sets the parameters for the future development and importantly guides the type of place HRW should be. However, as each piece of the outline comes forward for detailed planning, there will be further opportunity to look at design in further detail in collaboration with local communities.

For the first detailed phase of the development (Whitehall Mews), we have worked very closely with Love Lane residents to collaboratively develop proposals for the first new homes and public realm surrounding this. This collaborative approach has brought enormous value to the designs and is an approach we want to undertake in guiding detailed planning.

Supporting this, we have heard from local communities that there is a clear desire to continue working closely with us in relation to the detailed design proposals of the HRW masterplan - with particular interest for elements such as Peacock Park and the new Library and Learning Centre.

The Grange, a continued information point

- Throughout the consultation, the Grange which sits at the heart of the Love Lane estate, has been a space offering a constant point of information for the HRW masterplan and also a place for local people to drop-in and raise any queries with the engagement team.
- During the planning application period and as the project progresses, the Grange will continue to be a space that offers important information both in relation to design progression and also matters of delivery such as construction.

Love Lane residents

- The engagement team will have a continued presence at the Grange, with particular emphasis being placed on supporting Love Lane residents in their next steps, including housing need

assessments and ensuring their preferences are reflected in the new homes.

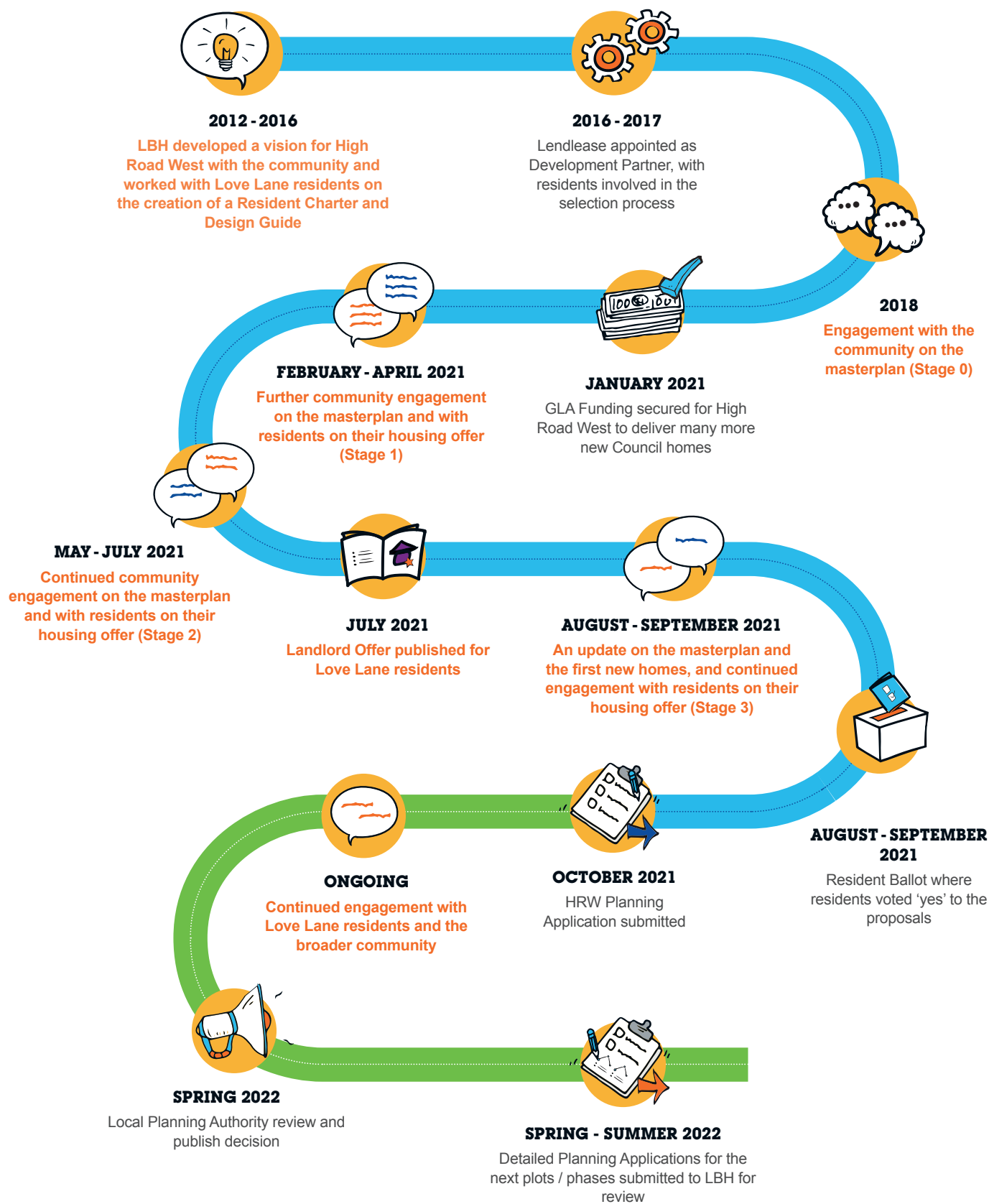
- For the first detailed phase of the development (Whitehall Mews), we have worked very closely with Love Lane residents to collaboratively develop proposals for the first new homes.
- This is a great example of what we mean by a collaborative approach for further stages and Lendlease and LBH are committed to working closely with Love Lane residents in relation to new homes across the masterplan, including through a refreshed Design Panel.

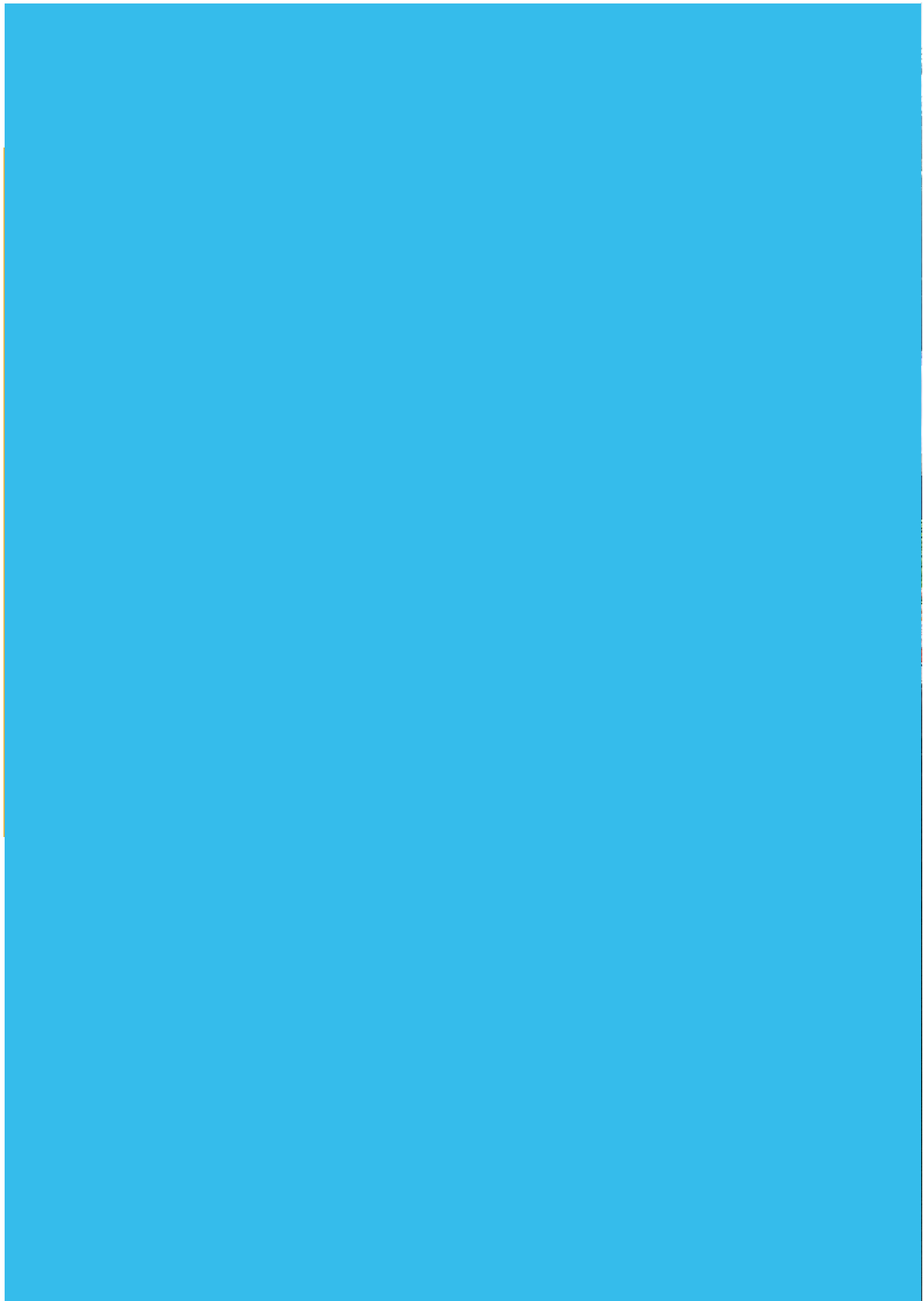
Local businesses

- As outlined within this report, there has been a strong desire to see any new commercial and retail offer providing opportunities for existing businesses to relocate into the new spaces.
- The scheme is a phased development, and subject to planning consent, it will be several years before there is any changes for local businesses. LBH and Lendlease are committed to work with businesses and the community as the scheme progresses to develop the designs for other parts of the masterplan area, such as the High Road and the Peacock Industrial Estate, and provide support with current and future relocation options including within the redevelopment area.

Immediate neighbours T&HRA

- Whilst not able to respond further on the heights issues raised by T&HRA, the masterplanning team are committed to ensuring work to bring improvements to the existing estate are developed and submitted as a separate planning application.
- Lendlease have also committed to continue working with residents of the existing estate, providing information relating to construction, and how the impact will be minimised as far as possible.
- LBH have also committed to a separate meeting with HTBG residents to discuss specific matters separate to HRW, including estate management and parking in the local area.





13 APPENDICES

The appendices contain a record of communication and engagement material provided during all engagement events and activities.



13.1. SCHEDULE OF ENGAGEMENT

DATE	EVENTS/COMMUNICATIONS
ONGOING ENGAGEMENT	
22.11.21	Planning submission exhibition
Ongoing	Continued engagement with Love Lane Residents
Date TBC	Meeting with HTBG to discuss planning submission designs and documents
STAGE 0 ENGAGEMENT	
Communications	
27.03.18	Dedicated engagement and consultation email set up
27.03.18	Engagement and consultation website published
27.03.18	8720 x introductory letters distributed
03.05.18	Door knocking notification distributed
05.05.18	8720 x newsletters distributed
05.05.18	Walk and Talk invitation distributed
Engagement Events	
26.02.18	Meet the Midwives' at 100 Whitehall Street
07.03.18	SportInspired introduction with St Francis de Sales RC Infant and Junior School
07.03.18	SportInspired introduction with Brook House Primary School
08.03.18	SportInspired at Tottenham Green Leisure Centre
14.03.18	Meeting with independent Tenant and Leaseholder Advisor
20.03.18	Education Initiative with Lea Valley Primary School
22.03.18	Career event at Haringey Sixth Form College
26.04.18	Garden Tidy Up at The Grange
02.05.18	Presentation at London Academy of Excellence
03.05.18	Pop-up at Ilse Amlot Centre
04.05.18	Love Lane Estate door knocking
04.05.18	Introductory coffee and cake
09.05.18	Walk and Talk with Headcorn and Tenterden residents
10.05.18	Pop-up at Tottenham Sports Centre
10.05.18	Pop-up at Lancastrian School
11.05.18	Pop-up at Lea Valley School
11.05.18	Pop-up at Sainsbury's
12.05.18	Love Lane Residents Information Drop-in
15.05.18	Pop-up at 639 Enterprise Centre
15.05.18	Pop-up at White Hart Lane Station
17.05.18	Love Lane Residents Information Drop-in

DATE	EVENTS/COMMUNICATIONS
19.05.18	Pop-up at B&M Store
23.05.18	Pop-up at Devonshire Hill Primary School
28.07.18	Love Lane Community Fun Day
September 2018	Masterplan exhibition
17.10.18	Youth employment & skills workshop
23.10.18	Love Lane residents new homes information drop-in
24.10.18	Love Lane residents new homes information drop-in
One-to-one Meetings	
11.01.18	Meeting with HTBG Residents' Association
13.02.18	Meeting with Independent Tenant and Leaseholder Advisor
26.02.18	Meeting with the Grace Foundation
28.02.18	Meeting with Lancasterian Primary School
01.03.18	Meeting with Haringey Sixth Form College
08.03.18	Meeting with Love Lane Residents' Association
08.03.18	Meeting with London Academy of Excellence
09.03.18	Meeting with Councillor Sheila Peacock
13.03.18	Meeting with HTBG Residents' Association
14.03.18	Meeting with Risley Avenue Primary School
20.03.18	Meeting with Aecom
22.03.18	Meeting with Haringey Sixth Form College
05.04.18	Meeting with Discovering Tottenham
09.04.18	Meeting with MAC-UK
09.04.18	Meeting with Councillor Sheila Peacock
12.04.18	Meeting with Citizens Advice Haringey
16.04.18	Meeting with Roman Catholic Church of St Francis de Sales
17.04.18	Meeting with Friends of Downhill Park
18.04.18	Meeting with Ilse Amlot Centre
30.04.18	Meeting with Home Start Haringey
01.05.18	Meeting with Duke's Aldridge Academy
02.05.18	Meeting with Sustainable Haringey
02.05.18	Meeting with Independent Tenant and Leaseholder Advisor
03.05.18	Meeting with Ada College
08.05.18	Meeting with Somerford Road Adventure Playground

DATE	EVENTS/COMMUNICATIONS
STAGE 1 ENGAGEMENT	
Communications	
	Press release - GLA funding announcement
	Haringey website update
	Lendlease website update
25.02.21	260 x New Homes Information packs distributed
23.02.21	6062 x Masterplan flyers distributed
23.02.21	3194 x Masterplan Information packs distributed
23.02.21	3000+ x Masterplan feedback forms
March 2021	Social media posts to promote Masterplan engagement
22. 02. 21- 19. 03. 21	Online survey poll
Engagement Events	
Dec-Jan 21	Love Lane Estate resident phone calls
06.03.21	New Homes Live Q&A session - Event 1
09.03.21	New Homes Live Q&A session - Event 2
Feb-March 21	Phone calls to ensure residents understood New Homes packs and Ballot process
22.02.21 - 19.03.21	Masterplan online poll
06.03.21	Masterplan Live Q&A session - Event 1
09.03.21	Masterplan Live Q&A session - Event 2
	Masterplan video presentation
18.03.21	Engagement summary newsletter
One-to-one Meetings	
02.03.21	Meeting with representatives from HTBG Residents Association
17.03.21	North Tottenham Business Engagement Workshop
STAGE 2 ENGAGEMENT	
Communications	
04.06.21	Invitation for 1-1 session sent to stakeholders
10.05.21	Masterplan Theme Workshop flyer
19.05.21	Masterplan Theme Workshop invitation email
Engagement events	
25.05.21	Themed Masterplan Design Workshop - 1
25.05.21	Themed Masterplan Design Workshop - 2
27.05.21	Themed Masterplan Design Workshop - 3
13.07.21	School workshop with Dukes Academy
One-to-one Meetings	
03.05.21	Meeting with representatives from HTBG Residents Association

DATE	EVENTS/COMMUNICATIONS
29.06.21	Meeting with Haringey Cycling Campaign
05.07.21	Meeting with St Francis De Sale
	Friends of the Earth & Tottenham Civic Society
Door Knocking	
Various dates	Door knocking
LANDLORD OFFER & REGENERATION BALLOT	
Communications	
30.07.21	Landlord Offer distributed to Love Lane residents
Various dates	Landlord offer outreach sessions (Weekly Tuesday-Friday)
13.08.21	Ballot voting opened
11.08.21	Masterplan and WHM update flyers distributed to Love Lane residents
06.09.21	Ballot voting close
07.09.21	Ballot result announced
Door Knocking	
Various dates	Door knocking
STAGE 3 ENGAGEMENT	
Communications	
10.08.21	Invitation for 1-1 session sent to stakeholders
10.08.21	6062 x Masterplan and WHM update flyers distributed
10.08.21	Mailchimp email on Masterplan and WHM update
10.08.21	Updated Masterplan and Whitehall Mews Information booklet online
10.08.21	Feedback form online
13.08.21	Updated Masterplan and Whitehall Mews Information booklet at the Grange
13.08.21	Feedback form distributed
18.08.21	Business engagement letters distributed
24.08.21	Meeting with representatives from HTBG Residents Association
Engagement Events	
14.08.21	Love Lane Community Fun Day
20.08.21	Masterplan drop-in session - Event 1
24.08.21	Masterplan drop-in session - Event 2
26.08.21	Business drop-in session
One-to-one Meetings	
24.08.21	Meeting with representatives from HTBG Residents Association
Group Meetings	
06.09.21	Meeting with HTBG Residents Association

13.2. SUPPLEMENTARY ENGAGEMENT ACTIVITIES

STAGE 0 - ONE-TO-ONE MEETINGS

Key topics of conversation at one-to-one meetings are summarised below.

Affordable housing - definitions and types

- Stakeholders wanted to understand what the proportion and mix of affordable homes in the new scheme would be, and whether these would be truly affordable.
- Views that shared ownership homes should not be considered affordable housing.
- Questions about who would manage the affordable homes.

Impact on the existing community

- Most stakeholders enquired what the offer to Love Lane residents will be, and whether they have the option to remain on the estate.
- Many were concerned about the potential for rising house prices which force people to relocate out of the area.
- Stakeholders felt Love Lane residents should receive professional support in their rehousing process.
- Isolation was highlighted as a big problem for local residents, especially among more marginalised families and communities.

Sustainability, walking and cycling

- It was suggested that cycle-friendly infrastructure should be designed into the proposals early on.
- Segregated cycling and pedestrian paths are crucial on key east-west and south-north directions, only secondary smaller routes or minor access roads should be pedestrian/cycle shared.
- Cycling should be connected to wider network.
- Main routes within the scheme are viewed as being the High Road, White Hart Lane and through Moselle Square.
- Haringey Cycling Campaign offered help and support for the planning process. (This has since been followed up through a dedicated stakeholder meeting).

Opportunities for young people and youth outreach

- Young people in the area are at risk of joining gangs and crime. Many drop out of education early and then have limited access to jobs and possibilities.
- There is a lack of support and/or role models for young people in the area, leading to a lack of awareness around career options and life prospects beyond school.
- Youth clubs have been closing in the area, and there is less for young people to do after school, so they end up being picked up by gangs.

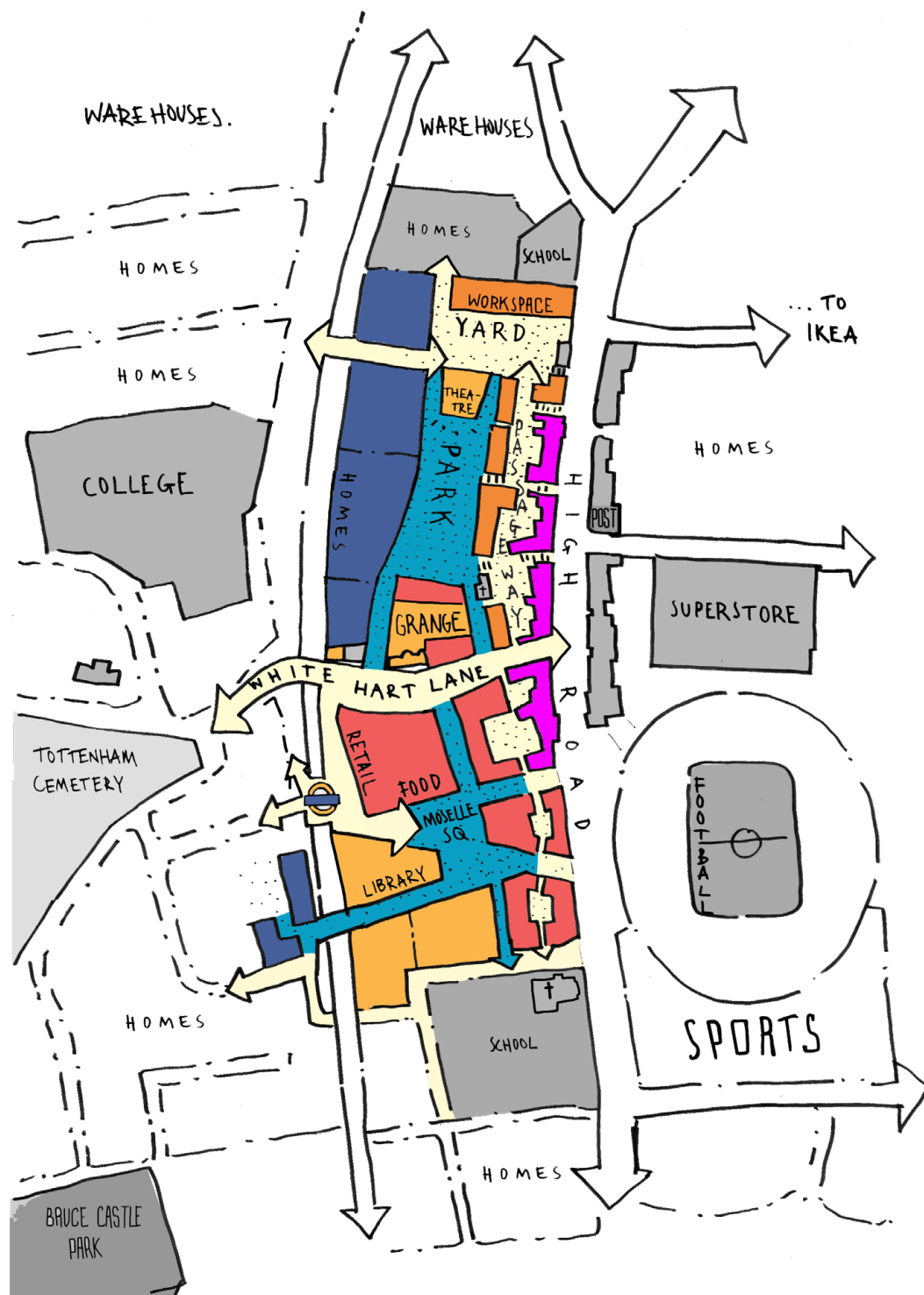
- Successful outreach programmes for young people should include organising events that will attract them in the first place - such as sports tournaments, gaming and media tournaments, fun events, big brand names.
- Young people in Tottenham spread news through word of mouth.

Sports

- Sports are very popular with the younger generations in Tottenham, not only limited to football.
- Tottenham Community Sports Centre is only affordable sports provider in the area, they should be consulted should any plans for sport provision arise, but ideally investment should be made in the Centre as part of the regeneration. Tottenham Community Sports Centre offered to partner in organising dedicated events.

Consultation

- Clarity should be given on what is open for consultation and what has already been decided on, especially if people are investing additional time on a Community Liaison Group or other forums.



13.4. ONE-TO-ONE EMAIL INVITATION



Re
High Road West
Lendlease

Meeting invitation

Date
19 March 2018

Dear xxx,

Lendlease has recently been appointed as Haringey Council's development partner for the High Road West Masterplan, and we would like to take this opportunity to introduce ourselves to all residents, businesses and organisations in the area. We are committed to engaging and involving communities in an open and transparent manner, and will work with local residents, businesses and organisations to ensure the High Road West responds to the community's hopes and aspirations.

The High Road West site sits to the west of the new Tottenham Hotspur FC stadium stretching from Tottenham High Road to the railway lane. On the south of the site is the existing Love Lane housing estate, with the Peacock Industrial Estate and the former Sainsbury's site immediately to the north. The project will include 2,500 new homes and 9,000 sq m of commercial and retail space for the people of Haringey. It is our intention to work with you to ensure that High Road West becomes a new urban centre for Tottenham with new homes and workspace; a new district energy centre; a revitalised high street with local shops and restaurants; walking routes through new parks and public squares; a new library, learning and education centre; and an art and cultural district at the heart of the development.

We are writing to you because we would like to set up a meeting with you as a representative of xxxxx.

The aim of our meeting will be to introduce ourselves, gain an understanding of local issues and needs, build our understanding of local perceptions and sentiments around the project as it stands and generally have a good discussion.

With this in mind we will be in the neighbourhood on the following dates and times and would like to know if any of the following would be suitable for us to meet you,

- Week commencing 19 March between 9.00am and - 9.00pm
- Week commencing 26 March between 9.00am and - 9.00pm

I look forward to hearing from you.

Kind regards,

Iain Glover
High Road West Engagement Team

Lendlease
20 Triton Street,
Regent's Place,
London NW1 3BF

Soundings
148 Curtain Road
London EC2A 3AT

T | -
E | info@highroadwest.???
W | www.highroadwest.london

13.5. HRW INTRODUCTORY LETTER (RESIDENTS)



**Re:
Door-knocking
notification**

Dear Love Lane resident,

As you may know, Lendlease has recently been appointed as Haringey Council's development partner to deliver the High Road West (HRW) regeneration, that includes redeveloping the Love Lane Estate.

This is why we would like to start our engagement with Love Lane residents – introduce ourselves to you and give you the opportunity to ask any questions.

We, the HRW Engagement Team, joined by HRW Project Director Richard Fagg from LendLease and Haringey housing and engagement officers, will be passing through the estate and door-knocking to introduce ourselves on the 4th May between 3pm and 6pm.

If you do not want us to pass by your home, please let us know by calling 0800 124 4081, by writing to info@hrwcommunity.co.uk, or by leaving a note on your door.

Please feel free to give us a call if you have any questions.

We hope to meet you soon.

Yours sincerely,

HRW Engagement team

Engagement Team

T | 0800 124 4081
E | info@hrwcommunity.co.uk
W | www.highroadwest.london



13.5.1. HRW INTRODUCTORY LETTER (NEIGHBOURS)



Re
High Road West
Lendlease
Introductory letter

Date
March 2018

Page
01/02

Dear Neighbour,

As you may know, Lendlease has recently been appointed as Haringey Council's development partner to deliver the High Road West regeneration scheme. We would like to take this opportunity to introduce ourselves to all our neighbours including local residents, businesses and organisations in the area.

I want to emphasise that we are committed to engaging and involving you in an open and transparent way and that we will work with you to ensure the High Road West masterplan responds to the community's aspirations.

It is our intention to work with you to shape High Road West's future and that it becomes a new urban centre for Tottenham with new homes and workspace; a new district energy centre; a revitalised high street with local shops and restaurants; walking routes through new parks and public squares; a new library, learning and education centre; and an art and cultural centre at the heart of the development.

Building on the previous work and engagement completed by Haringey Council, we will be using the approved 2014 High Road West masterplan as a starting point for more detailed design work, aiming to submit the final masterplan proposals to Haringey Council in October 2018. Over the coming months, we will be out and about in the local area meeting people and introducing ourselves through pop-up street events and we will be based at The Grange (32 White Hart Lane) from mid-April where you can drop in anytime during working hours to speak to a member of the team.

We would also like to introduce our partner, Soundings, who will be working with us as part of the High Road West engagement team to ensure an open and meaningful discussion with you around the masterplan.

We are eager to meet you and involve you in the development of a more detailed masterplan that we aim to present to Haringey Council later in the year. There are a variety of ways you can get involved in shaping these proposals. To find out more and sign up to receive regular updates on upcoming engagement and consultation events, please visit <https://www.highroadwest.london/> or contact us using the details provided below.

Our plans also reach far beyond the physical transformation of the area. Our efforts will also extend to support social and economic opportunities for change to create a better future for all. Whether it's your wellbeing or job opportunities, skills training and so forth, we will collectively make a difference.

I look forward to meeting you in the near future.

Kind regards,

Richard Fagg
Project Director - High Road West



Lendlease
20 Triton Street,
Regent's Place,
London NW1 3BF

Engagement Team
The Grange,
32 White Hart Lane
Tottenham N17 8DP

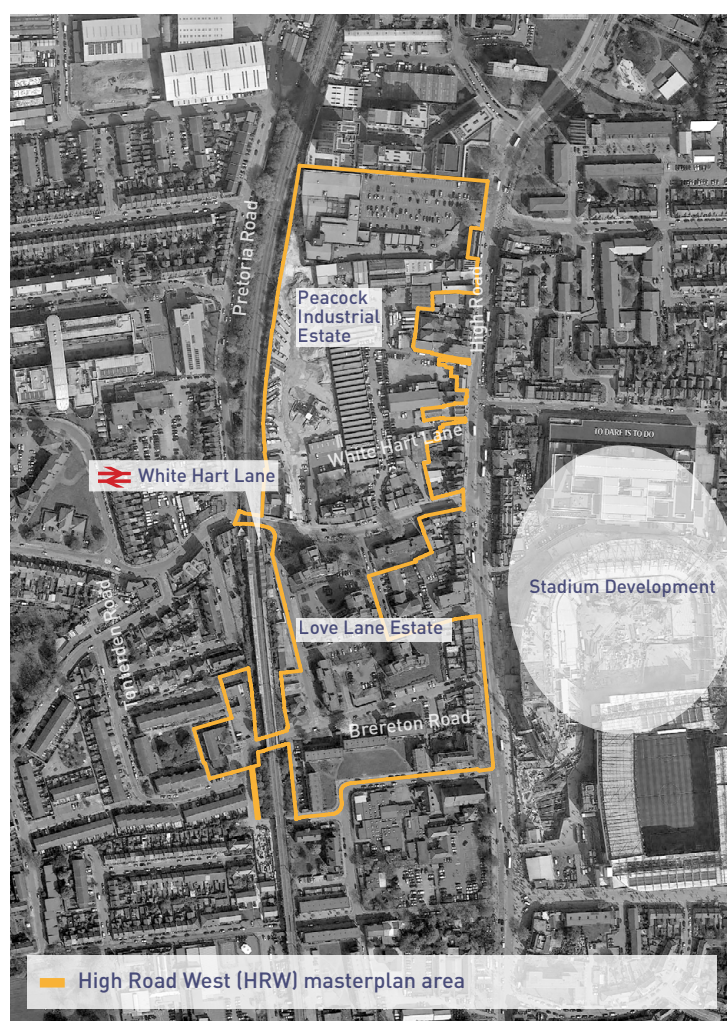
T | 0800 124 4081
E | info@hrwcommunity.co.uk
W | www.highroadwest.london



Re
High Road West
Lendlease
Introductory letter

Date
March 2018

Page
02/02



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T | 0800 124 4081
E | info@hrwcommunity.co.uk
W | www.highroadwest.london

13.6. NEWSLETTER 1

HRW
 HIGH ROAD WEST

HRW NEWSLETTER | MAY 2018

WELCOME TO THE FIRST HIGH ROAD WEST NEWSLETTER

High Road West (HRW) is a significant redevelopment project situated in the heart of North Tottenham.

The redevelopment will bring major improvements to the area, such as new homes, workspaces and thousands of new jobs for the community. HRW will see the creation of public squares, parks and a new library for everyone to enjoy. There will also be replacement Council homes. All of these connected with attractive walking routes. The development will also provide a district energy centre.

At Lendlease, we feel lucky to have been selected by Haringey Council as the partner for HRW. We are looking forward to engaging with the local community in Tottenham to see how we can best meet your aspirations for the development. This newsletter explains our plans for the next few months, and how you can get involved in shaping the HRW development proposals.

Artist's impression of Moselle Square within HRW

HIGH ROAD WEST A SNAPSHOT

WHERE IS HIGH ROAD WEST (HRW)?

We are proposing to redevelop the HRW area (shown by the orange boundary) located between White Hart Lane Station and the High Road. The HRW area stretches to Brook House Primary school to the north and Breerton Road to the south. HRW is not part of the Haringey Development Vehicle (HDV).

WHO IS AFFECTED BY THE DEVELOPMENT?

We want to ensure that HRW brings improvements and benefits for the existing community and neighbours, as well as the wider Tottenham area.

To build a better High Road West and bring the changes you've told us you want to see, a number of properties will need to be demolished to allow for new buildings, more homes, improved community and leisure facilities and plenty of open space.

HRW will provide replacement homes as part of the development for Love Lane secure tenants and residential leaseholders. And we will be offering relocation support to all businesses that wish to stay within the HRW area and those that want to relocate elsewhere.

WHEN WILL THE PROJECT HAPPEN?

The proposals will be submitted to Haringey Council as a planning application. We are aiming to do this in October 2018. After that, the Council will review the application and make a decision.

OTHER DEVELOPMENTS IN THE AREA

Alongside the delivery of HRW, other developments are underway in the local area. These include the new Tottenham Hotspur FC stadium that will create new homes, commercial and sports facilities, and the upgrade of the White Hart Lane station.



HRW NEWSLETTER | MAY 2016

HIGH ROAD WEST
YOUR THOUGHTS

HIGH ROAD WEST
YOUR THOUGHTS

In 2012 Haringey Council set out their ambition for the HRW area to be redeveloped. The 2014 Masterplan Framework was the result of three years of community engagement and consultation led by Haringey Council. It reflected the views of residents and created a vision for what you as residents felt HRW should deliver for Tottenham. For us, the 2014 Masterplan Framework sets clear guidance for what we must deliver. However, it is just our starting point – over the coming months we will

be producing more detailed designs, and we want you to play a part in shaping these. The information below shows both how we are following guidance from the 2014 Framework, but also shows areas that we are refining. Most importantly, it highlights areas where we would really love to have input from the local community.

WHAT IS A MASTERPLAN?
A masterplan is a proposal for what a development will include and where things will go. Through a series of drawings, it shows how the development will be laid out, what the buildings will be used for and of course, where homes will be located. The HRW masterplan will progress in more detail what the 2014 Master Framework has set out.

We will be working on progressing designs for our masterplan over the coming months. Before we start designing, it's important for us to understand what HRW means to you and what your priorities are. You can comment on these questions on our website www.highroadwest.london or by talking to our engagement team. We would like to understand:

- How you think the masterplan could reflect the Tottenham identity?
- Which parts of the masterplan would you most like to be involved in designing?

THE 2014 FRAMEWORK STATED...

HOW THE 2016 MASTERPLAN WILL REFINE THESE THOUGHTS...

EARLY IDEAS FOR SPACES WITHIN THE 2016 MASTERPLAN...

You want better-quality housing and more choice. You also want all homes to have open space and access to facilities – particularly for children – and think that homes should not be built in high-rise towers.

You need more job and training opportunities for local people, and more needs to be done to attract business to the area.

You want more and better-quality community facilities, such as new health services.

You want more leisure facilities and activities for young people.

You said you want to see a thriving High Road with a broader range of shops, particularly independent traders. Many people said there should be more cafes and restaurants.

You want a safe and attractive environment to live and work in, as many of you do not currently feel safe in the area, especially at night. You said that you want more better-quality public spaces, with plenty of green open space for use by the community, with safe play areas.

NEW HOMES & LIVING

We will be creating over 2,500 homes and at least 35% will be affordable homes. We are also building 191 replacement homes for secure tenants and residential leaseholders of the Love Lane Estate. The illustration shows how we think the main areas will work, but because we are at such an early stage of the project, this only shows what is happening on the ground floor. Many of the buildings will have things happening on the ground floor and homes above. By June 2016, before we carry out engagement on the proposals, we will share drawings showing this clearly.

WORKSPACE

We think it's really important for different local businesses to thrive, and that's why we will include spaces for light industry as well as workspaces for makers and craftsmen. We hope this will create a new kind of neighbourhood where you can live, work and play. We will also be investing in programmes to provide jobs and training for local people.

NEW COMMUNITY & LEISURE FACILITIES

An exciting part of HRW will be the creation of a new cutting-edge Library and Learning Centre, as well as a Media and Arts Centre and Theatre which everyone will be able to use. There will be a new public square in the heart of HRW and this will become a gathering place for leisure and cultural activities. We want you to shape the designs and suggest what types of activities should take place in the square and how it can benefit everyone, especially young people.

We will be creating a community hub with new facilities at The Grange. There will be spaces for meetings, activities for young people and events for local groups. We would love your feedback on ways to make this a true hub for the community. The Station Master's House will be used as a nursery, supporting affordable childcare solutions for the local community.

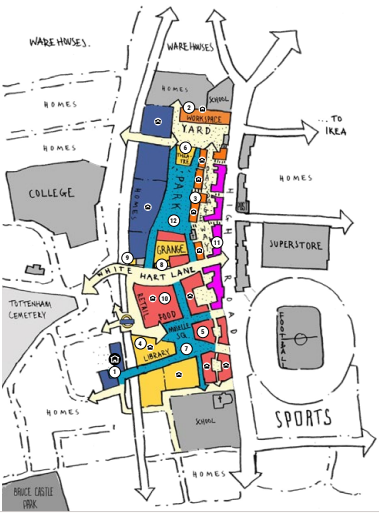
RETAIL & ENTERTAINMENT

The HRW development will deliver new shops and restaurants, as well as a better range of businesses and new spaces for local entrepreneurs to start their own firms. Outside of the masterplan, we have already started investing in improvements to the High Road. This has included supporting local business owners in refurbishing their shop fronts so that the High Road will be a more welcoming place for shoppers and visitors.

PUBLIC & GREEN SPACES

We hope that through our upcoming conversations, we will have a better understanding of how you want to use these new spaces and what your priorities are for the area. Your help will ensure we create spaces which are safe, welcoming and fun for all to use. We are excited about the designs for a new park that will be open for everyone to enjoy.

We will ensure the design of new buildings and public spaces respects and celebrates Tottenham's unique heritage and architecture style. Our proposals will also recognise the significance of the North Tottenham Conservation Area. We will preserve and enhance it in terms of scale, design and materials.



- Residential areas
- Public & Green spaces
- Retail & entertainment
- Homes on upper floors
- Shop-front improvements
- Community & Leisure
- Workspace
- First replacement homes



HRW NEWSLETTER | MAY 2016

LOCAL INVESTMENT
BENEFITS FOR THE COMMUNITY

LOCAL INVESTMENT
WORKING WITH THE COMMUNITY

As well as ensuring that physical design and public spaces will all promote interaction, healthy lives and safer, stronger communities, we are also committed to ensuring that the benefits of regeneration and improved local economy flow through to all residents in

Tottenham. That local people are at the heart of the regeneration and that they can benefit from the opportunities it will bring. Set out below are things that we have already committed to providing for the HRW area.

4,000 JOBS London Living Wage jobs and careers with at least 40% going to local people	3,500 JOBS 3,500 jobs created during the construction phase of the project	EDUCATION 620 educational programme places for young people	TRAINING 1,500 training opportunities & more than 200 work experience placements	APPRENTICESHIPS 200 apprenticeships and dedicated funding & support to help unemployed people into work
1,000 SPORTS PLACEMENTS 1,000 places on sport, activity and health programmes	1.3ha OPEN SPACE 1.3 hectares of publicly accessible parks, green spaces	2.5ha GARDENS 2.5 hectares of communal private gardens and play areas	ACTIVITY SPACES Outdoor gym, walking and running spaces, and cycling routes	HEALTH Community mental health programme & wellbeing support for the elderly
GARDENING Community Grow Gardens at the Grange	NURSERY An additional childcare facility at the Station Master's House	NEW LIBRARY A new Library – State of the art facility for the whole community	£100K FOR TOTTENHAM PEOPLE PRIORITY £100k per annum for ten years committed to the Tottenham People Priority working group where community representatives will work alongside Lendlease and Haringey Council, helping make the decisions on where and how to invest.	
NEW COMMUNITY SPACE The Grange Community Hub – refurbished and activated with community uses	Media and Arts Centre – multi-use space for the community to produce art, performance space and film as well as place for socialising and having fun.			
		£500k to deliver the 'Revitalising the High Road' programme. Helping with business support and grants to improve shop fronts, layouts, merchandising and improve the online presence		An enterprise hub for co-working, business advice and entrepreneurship

The masterplan cannot achieve positive change for Tottenham alone. It has to be supported by investment in a number of programmes and initiatives.

We want to work with the local community to understand how and where investments could be made, where partnerships could be formed and how we can support new ideas.

BUILD LOCAL PARTNERSHIPS	INVEST IN EXISTING INITIATIVES	SUPPORT NEW IDEAS	STRENGTHEN LOCAL NETWORKS
INCREASED ACCESS TO SPORT AND EXERCISE			
We have some initial ideas but would like to hear your views. Some of our initial ideas include: <ul style="list-style-type: none">• Increased access to sport and exercise• Education, skills and employment initiatives to support local people into long-term careers• Physical and mental well-being programmes for all• Increased access to arts and culture• £1m dedicated to supported community-led programmes.			
EDUCATION, SKILLING AND EMPLOYMENT INITIATIVES		INCREASED ACCESS TO ARTS AND CULTURE	

HIGH ROAD WEST
COMMUNITY INVOLVEMENT

COMMUNITY INVOLVEMENT

We want to make Tottenham an even better place to live and work. We know that we cannot achieve this on our own. That's why we want to hear from you about our proposals. How will the community benefit from the new development and what are your priorities? Your feedback will help us improve and refine our proposals for HRW. It will also help us create a place that truly belongs to Tottenham.

WHERE ARE WE NOW?

We are in the early stage of shaping design ideas for HRW. That's why your input and involvement are especially important to us. In the coming months, the design team will be working with you so that our ideas respond to your aspirations.

WHY DO WE WANT TO HEAR FROM YOU?

We are excited about HRW, but as much as possible we also want to make sure our proposals meet your aspirations. We will be creating new homes, workspaces, leisure and community facilities. We want everyone in Tottenham to be able to use and benefit from them. We want you to have your say.

WHO ARE WE TALKING TO?

Every Tottenham resident has a stake in the future of HRW, and so we want to talk to as many people as possible. Nevertheless, we are aware that our proposals will have a more immediate effect on some local residents and businesses. Separate and dedicated support is being provided to those who are affected the most. As a priority, we will be working closely with the Love Lane residents who will be able

to have a say in designing their new replacement homes by working with our architects.

As well as talking to residents and businesses, we will also be working closely with the Council to ensure we fulfil the commitments previously made in the Love Lane Resident Charter and the High Road Business Charter. These two Charters were produced after careful consultation with residents and businesses.

HOW CAN YOU GET INVOLVED?

There will be plenty of opportunities for you to get involved over the coming weeks and months. Conversations will be taking place through meetings with local groups and organisations, pop-up street events, exhibitions, workshops and through Community Liaison Groups. We will also be conducting surveys and regularly updating our website so that you always have the latest information. We will be publishing newsletters regularly to make sure you are kept informed.

THE ENGAGEMENT TEAM



LENDLEASE AND SOUNDINGS

The HRW Engagement Team is dedicated to ensuring a positive, open and meaningful dialogue with the local community alongside the council engagement team.

The team is made up of members from Lendlease and Soundings. Soundings are independent community engagement specialists with over 20 years of experience. Soundings will be facilitating and recording the masterplan consultation.

INTRODUCING THE
THE HRW TEAM

THE DESIGN TEAM



STUDIO EGRET WEST

Since early 2005, Studio Egret West has delivered high-quality places through combining memorable architecture, strategic urban design and ecology-driven landscape on some of the most exciting placemaking projects in London and the UK.

Studio Egret West will be working closely with the community through design workshops to develop the proposals for HRW's community facilities.

POLLARD THOMAS EDWARDS

Pollard Thomas Edwards (PTE) specialises in the creation of new neighbourhoods and the revitalisation of old ones. PTE has been creating durable and award-winning housing for more than 40 years.

PTE will be working particularly closely with the Love Lane residents to ensure their replacement homes reflect their needs and aspirations.



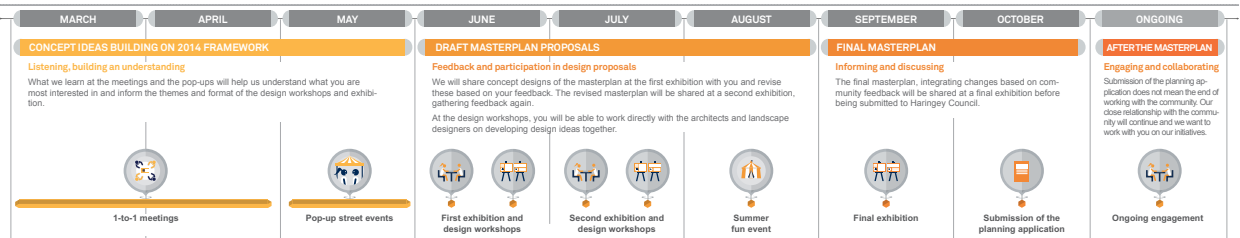
LDA DESIGN

LDA Design is a creative consultancy with expertise in landscape-led design. LDA believes that the quality of the landscape and public spaces is crucial to the success of any new place.

LDA will be leading the landscape design of HRW and work directly with the local community through design workshops to deliver attractive and sustainable open and green spaces.

COMMUNITY ENGAGEMENT AND CONSULTATION
TIMELINE

We will be gathering your thoughts on HRW and sharing your feedback and emerging designs through a series of community engagement and consultation activities this year.



CONTACT US



Example of a pop-up event organised by Soundings - look out for us in your area soon!

CONTACT US

Starting from May, we will be out and about talking to the community through pop-up street surveys in the local area. This will be a great opportunity for us to get to know you and for you to find out more about our proposals.

We are also currently looking at plans to set up a Community Hub at the Grange where we will hold engagement and consultation activities, such as meetings and exhibitions, and where the HRW Engagement Team will be based.

The Community Hub will provide:

- A place for information, updates and face to face discussion with the High Road West project team;
- A welcoming, inclusive and accessible place for project activities and events to take place;
- A space that the community can use for events, social gatherings, meetings, workshops, programmes and other activities

If you would like to hear more about the project, or would simply like to be kept updated with HRW and all the latest events including exhibitions and workshops, please contact us using the information below.

HRW ENGAGEMENT TEAM

0800 124 4081

info@hrwcommunity.co.uk

www.highroadwest.london



13.6.1. NEWSLETTER 2

HRW
 HIGH ROAD WEST

HRW NEWSLETTER | SEPTEMBER 2016

WELCOME TO THE SECOND HIGH ROAD WEST NEWSLETTER

We are delighted to announce a new £1 million Community Impact Fund has been created to benefit those living in and around the High Road West (HRW) redevelopment scheme. £100k will be spent every year on community initiatives and projects for the next ten years.

A Community Impact Group (CIG) has been set up to ensure this money is spent on projects that deliver activities, events and services that will directly benefit the local community. We are very excited to have two local residents on the group, a representative from the Youth Council working alongside the developer, Lendlease and Haringey Council representatives.

In addition to this funding, a number of projects such as shop front improvements on the High Road and new training and employment schemes are underway too.

In this newsletter, you can find out more about the Community Impact Fund, what's happened to date and how you can get involved.

The HRW Engagement Team meeting the local community at a pop-up event

HIGH ROAD WEST PROJECT UPDATES

HIGH ROAD WEST – KEY FACTS

High Road West (HRW) is a significant redevelopment project situated in the heart of Tottenham that will be delivered by developer Lendlease in partnership with Haringey Council.

WHERE IS HIGH ROAD WEST (HRW)?

We are proposing to redevelop the area located between White Hart Lane Station and the High Road. The HRW area stretches from Brook House Primary school to the north and Brereton Road to the south.

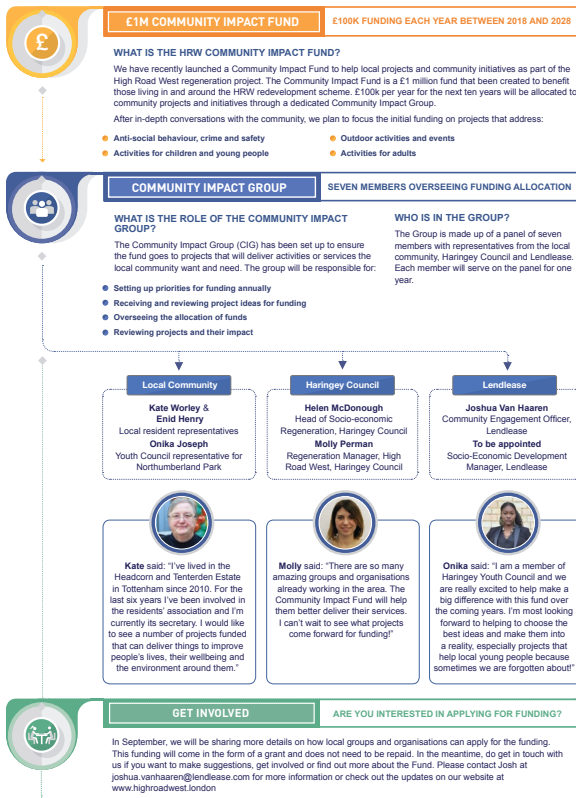
WHAT WILL HIGH ROAD WEST DELIVER?

The redevelopment will bring major improvements to the area. It will see the delivery of over 2,500 new homes, workspaces and thousands of new jobs for the community. HRW will see the creation of public squares, parks and a new library for everyone to enjoy. There will also be replacement Council homes. All of these connected with attractive walking routes.

WHO IS AFFECTED BY THE DEVELOPMENT?

For these improvements to be delivered, Love Lane Estate residents and some businesses along the High Road and White Hart Lane would have to be relocated. HRW will provide replacement homes as part of the development for Love Lane residents. We will also be working closely with all local businesses to offer support and guidance. For businesses wishing to stay in the HRW area, we will be making every effort to assist in the relocation process.

INVESTING IN THE LOCAL COMMUNITY

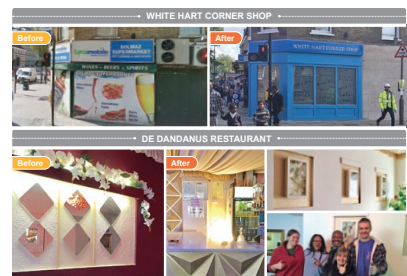


WHAT HAVE WE BEEN DOING IN TOTTENHAM

REVIVING BUSINESSES ON THE HIGH ROAD

We have been delivering improvements to businesses through a comprehensive business revival programme with our specialist partner Retail Revival. It includes improving physical premises and supporting business practices such as visual display, marketing and food hygiene training. If you are interested in being part of the programme, please email info@hrwcommunity.co.uk for more information.

Theresa Nhwachukwu, owner of African cuisine restaurant De Dandanus said, "My customers love the improvements. I have had numerous new bookings since the works have happened. The website has created a new way for us to engage with new clients who didn't know we existed before."



SPORTSPIRED

Since 2017, we have partnered with the charity Sportspirited to run sport programmes for young people. In March 2018, we held our first Community Games involving volunteers and coaches from Lendlease, local community sports clubs and Sportspirited. It gave children a taste of six sports – street dance, boxing, dodgeball, athletics, basketball and the Paralympic sport bocce. Students from Duke's Aldridge Academy also acted as young leaders at the events, tutoring younger pupils and organising sessions.



EMPLOYING LOCAL PEOPLE FROM TOTTENHAM

TOTTENHAM GRADUATE

Lendlease's graduate scheme offers roles in construction, consulting, development and finance. We are excited to welcome our first Tottenham-based graduate, Afeen Ahmed, who is due to start her role as an Assistant Development Manager in September 2018. Afeen holds a postgraduate degree in Housing and City Planning from UCL.



Afeen said: "I am looking forward to working at Lendlease and the chance it offers to be part of a diverse team. I was motivated to apply to Lendlease by the company's commitment to delivering not only economic but also social change, including the vision they have for growth and opportunities in my local area."

ASSISTANT ENGAGEMENT OFFICER

23-year-old local resident Corey Newton has joined the HRW project team as an Assistant Community Engagement Officer. Corey was recruited through the charity A Band of Brothers (ABOB) who work with young men who have been involved in the criminal justice system, providing them with the support they need to make the transition into adulthood free of crime.



Corey said: "As a community engagement officer, I speak with members of the community to find out what their concerns are and helping reassure them. I am considering working towards a university qualification within real estate management. My hope for the future is that crime in Haringey will decrease."

APPRENTICE

We have employed our first Digital Marketing Apprentice to work as part of the HRW project team. 17-year-old Kai Bishop studied at secondary school and college in Tottenham and he will now work with our Communications Manager to run the website and social media channels for HRW.



Kai said: "This opportunity to work with Lendlease is along the lines of what I've always aspired to do, focusing on English and Media. Getting to work here as an apprentice has opened up my view of where I can go with my career. I plan to go into very similar work once I have completed my eighteen-month stay."

YOU CAN NOW MEET US AT THE GRANGE

Earlier this year you may have met the High Road West Engagement Team who were out and about in the Tottenham talking to local people. We have also met with more than 25 local groups and organisations and held workshops at 9 different schools in Tottenham.

Meeting and talking to people helps us understand the local area and what makes it special. From our conversations, we've learnt a lot about your priorities for what the HRW project could bring.



Some of the early findings and priorities from our conversations are set-out below. This is just a starting point and we'd like to continue talking to local people over the coming months to find out more about what you think.

We are very excited to announce that the HRW Engagement Team will be soon based in The Grange where we hope you will visit us to find out more about the project and share your thoughts.

WHAT YOU'D LIKE TO SEE IN TOTTENHAM

- More provision of green and open spaces
- Opportunities and activities for young people
- Activities to address crime and safety
- Family focus activities and events
- More social interaction to tackle isolation
- Better variety of places to eat
- Access to jobs and apprenticeships
- More provision of green and open spaces

MEET THE HRW ENGAGEMENT TEAM

From late September 2018, you can visit us at The Grange to find out more about the High Road West regeneration proposals. Please check out our website for more details or contact the HRW Engagement Team.

If you would like to hear more about the project, or would simply like to be kept updated with HRW and all the latest events including exhibitions and workshops, please contact us using the information below.

THE GRANGE
32-34 White Hart Lane Tottenham N17 8DP

HRW ENGAGEMENT TEAM

0800 124 4081
info@hrwcommunity.co.uk
www.highroadwest.london
[@highroadwest](https://twitter.com/highroadwest)



13.7. DOOR KNOCKING NOTIFICATION



**Re:
Door-knocking
notification**

Dear Love Lane resident,

As you may know, Lendlease has recently been appointed as Haringey Council's development partner to deliver the High Road West (HRW) regeneration, that includes redeveloping the Love Lane Estate.

This is why we would like to start our engagement with Love Lane residents – introduce ourselves to you and give you the opportunity to ask any questions.

We, the HRW Engagement Team, joined by HRW Project Director Richard Fagg from LendLease and Haringey housing and engagement officers, will be passing through the estate and door-knocking to introduce ourselves on the 4th May between 3pm and 6pm.

If you do not want us to pass by your home, please let us know by calling 0800 124 4081, by writing to info@hrwcommunity.com, or by leaving a note on your door.

Please feel free to give us a call if you have any questions.

We hope to meet you soon.

Yours sincerely,

HRW Engagement team

Engagement Team

T | 0800 124 4081
E | info@hrwcommunity.com
W | www.highroadwest.london



13.8. POP-UP - FLYER

THE PLANS FOR HIGH ROAD WEST WILL CREATE A NEW NEIGHBOURHOOD WITH HOMES, WORKSPACES AND THOUSANDS OF NEW JOBS FOR THE COMMUNITY

New homes & workspace A revitalised high street

A new library & learning centre A new district energy centre

New parks & public squares Replacement Council homes

LEARN MORE ABOUT THE HIGH ROAD WEST PROJECT, THE ENGAGEMENT PROCESS AND HOW TO GET INVOLVED.

GET INVOLVED

Lendlease will be working in partnership with Haringey Council on delivering the HRW project. Over the coming months, there will be plenty of opportunities for you to get involved, through pop-up street events, surveys, exhibitions, workshops and Community Liaison Groups.

If you would like to hear more about the project, or would simply like to register your interest in being kept updated with the scheme, please visit the website or contact the dedicated engagement team using the information below.

CONTACT THE HIGH ROAD WEST ENGAGEMENT TEAM

☎ 0800 124 4081

✉ info@hrwcommunity.co.uk

🌐 www.highroadwest.london

13.8.1. POP-UP BOARDS

COMMUNITY INVOLVEMENT

Over the next few months, we will be working with you to gather your thoughts on the development of High Road West. We will be sharing your feedback along with emerging designs and detail through a series of community engagement and consultation activities. Here are some of our plans showing how you can get involved.

MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	ONGOING			
CONCEPT IDEAS BUILDING ON 2014 FRAMEWORK <i>Listening, building an understanding</i> What we learn at the meetings and the pop-ups will help us understand what you are most interested in and inform the themes and format of the design workshops and exhibition.			DRAFT MASTERPLAN PROPOSALS <i>Feedback and participation in design proposals</i> We will share concept designs of the masterplan at the first exhibition with you and revise these based on your feedback. The revised masterplan will be shared at a second exhibition, gathering feedback again. At the design workshops, you will be able to work directly with the architects and landscape designers on developing design ideas together.			FINAL MASTERPLAN <i>Informing and discussing</i> The final masterplan, integrating changes based on community feedback will be shared at a final exhibition before being submitted to Haringey Council.		AFTER THE MASTERPLAN <i>Engaging and collaborating</i> Submission of the planning application does not mean the end of working with the community. Our close relationship with the community will continue and we want to work with you on our initiatives.			
 1-to-1 meetings			 Pop-up street events			 First exhibition and design workshops	 Second exhibition and design workshops	 Summer fun event	 Final exhibition	 Submission of the planning application	 Ongoing engagement

YOUR INPUTS AND COMMENTS TODAY WILL HELP US INFORM THE NEXT STAGES OF CONSULTATION AND DESIGN.

Q1

SPACES?

PEOPLE?

EVENTS?

ACTIVITIES?

BELONGING?

HISTORY?

WHAT MAKES TOTTENHAM A UNIQUE PLACE?

1 Idea sketch for Moselle Square

HRW
HIGH ROAD WEST



A new public square at the centre of the development, surrounded with new shops & restaurants, new library & education centre and potentially a new arts & media centre. This new open public space will be an opportunity for new spaces to socialise, relax and hold community events.

Any other comments or ideas?

Q2

HRW

FEBRUARY 2021 MASTERPLAN

Haringey Lendlease

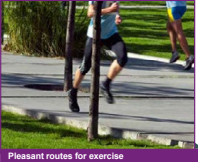
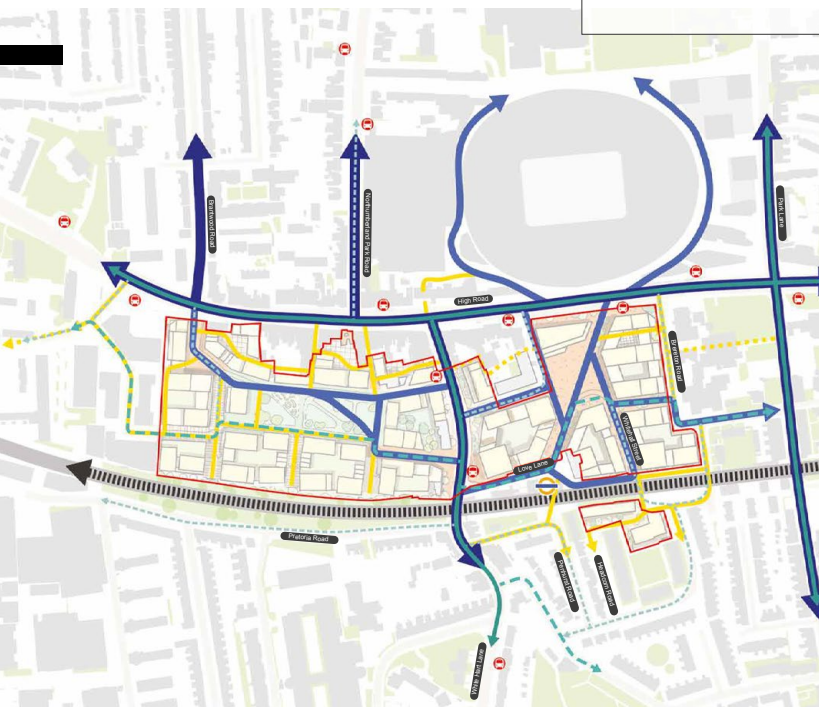
HIGH ROAD WEST MASTERPLAN INFORMATION BOOKLET

HIGH ROAD WEST MASTERPLAN INFORMATION BOOKLET

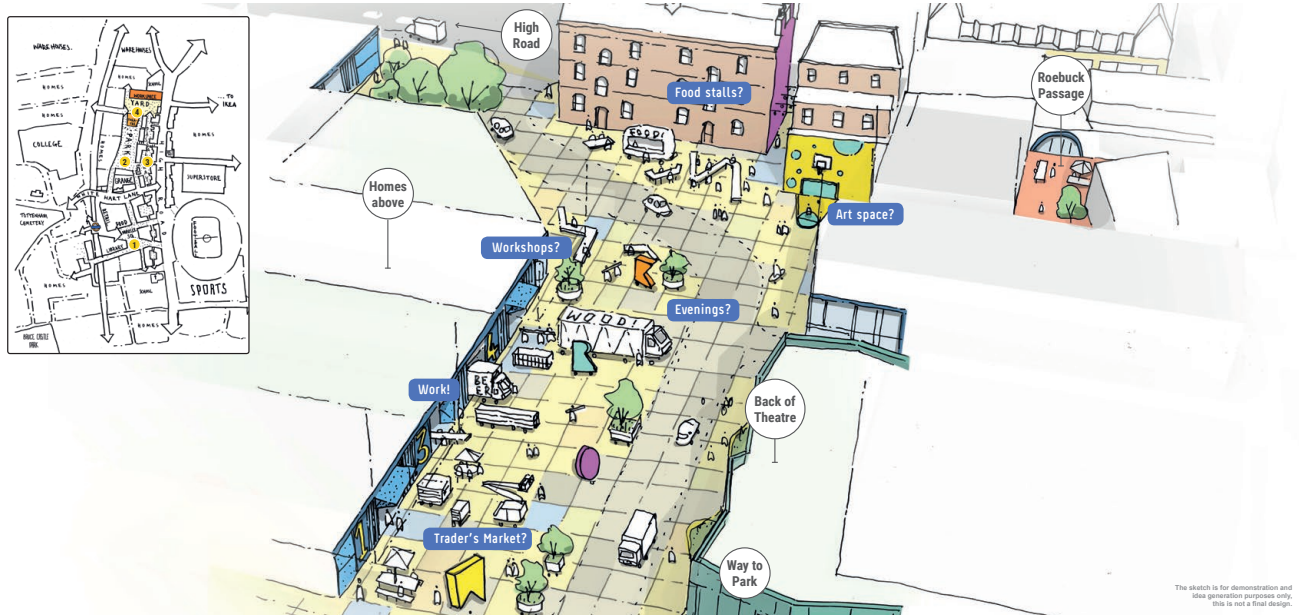
GETTING AROUND

High Road West will be a pedestrian and cycle-friendly neighbourhood. Pleasant streetscapes will put people first with low traffic and car-free streets around the public spaces seamlessly connecting homes, shops and transport hubs.

MOVEMENT DIAGRAM



4 Idea sketch for Peacock Yard

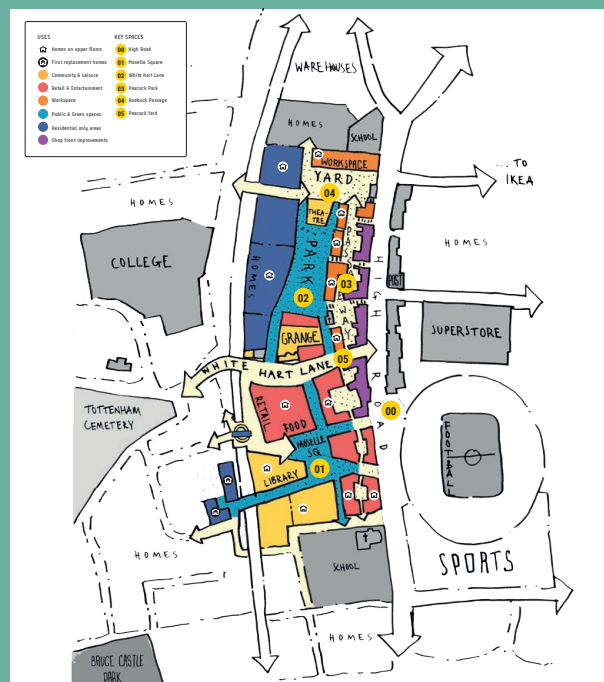
HRW
HIGH ROAD WEST


A worker yard where local light industrial businesses could be located, such as food and beverage production and textile production. There will be homes on upper floors, giving people the opportunity to work close to where they live. There would also be a community theatre.

Any other comments or ideas?

Q2

MASTERPLAN DIAGRAM

HRW
HIGH ROAD WEST


This diagram shows how we are thinking of progressing the masterplan, where the main streets, public spaces and buildings would be located and how they would all be connected. The diagram shows the ground floor uses of the buildings – there will be homes on the upper floors above most buildings.

Any other comments or ideas?

Q2

Q2

The plans for High Road West will deliver a new neighbourhood for Tottenham built around key spaces illustrated on the right.

WHAT IDEAS/THOUGHTS DO YOU HAVE FOR THESE SPACES, THAT WE CAN EXPLORE TOGETHER IN UPCOMING EVENTS?

HRW
HIGH ROAD WEST

TO ANSWER THE QUESTION

- 1  **Pick a flag**
- 2  **Write your idea**
- 3  **Pin it on a sketch**
- 4  **Tag it with a sticker**

Category Tags







Q3

To ensure new changes in the masterplan go hand in hand with benefits and opportunities for the community, we are committed to investing money in the local community. As a starting point we'd like to hear from you.

WHAT DO YOU THINK ARE THE TOP THREE PRIORITIES FOR YOUR COMMUNITY?

HRW
HIGH ROAD WEST

TO ANSWER THE QUESTION

- 1  **Pick your priority stickers**
- 2  **Stick them on your canvass card**
- 3  **Tell us more about your priorities**
- 4  **If you like, pin your card to share**

Some priority areas...

Advice services - housing, finance jobs	Arts & culture	Community facilities - centres/hubs
Community festivals, events, celebrations	Safety & reducing crime	Education, skills & training
Elderly inclusion & support	Employment, jobs & apprenticeships	Financial support for local businesses, groups & organisations
Leisure, fun & entertainment	Mental health	Migrant & refugee support
Minority group support	Protecting local heritage	Sports & physical health
Support for starting new businesses	Others?...let us know	

13.8.2. POP-UPS - CANVAS CARD

[illegible]

HRW
HIGH ROAD WEST

Q3

WHAT DO YOU THINK ARE THE TOP THREE PRIORITIES FOR YOUR COMMUNITY?

Stick your picks in the boxes below

PRIORITISE NOW - FOR SHORT TERM

Paste your sticker here

PRIORITISE OVER THE NEXT 5-10 YEARS - LONG TERM

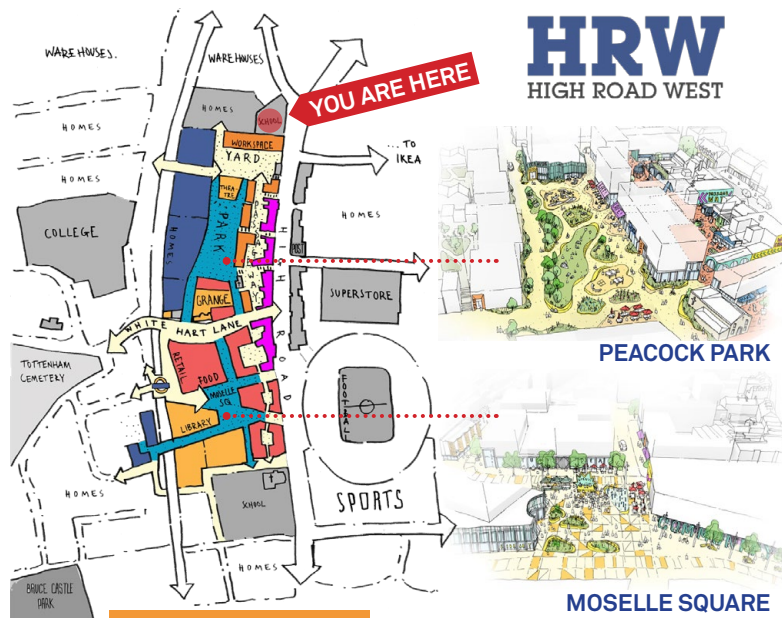
Paste your sticker here

Paste your sticker here

Please tell us why you have chosen these as your priorities.

13.9. SCHOOL POP-UPS FEEDBACK CARD

MY IDEAS ...



13.10. LOVE LANE RESIDENTS FEEDBACK FORM

FEEDBACK FORM FOR LOVE LANE RESIDENTS

Eğer Türkçe konuşmak istiyorsanız bize söyleyin.

If you want this form translated in another language, let us know.

Name and surname

Contact details:

You are:

☐ Secure tenant ☐ Leaseholder ☐ Temporary accommodation ☐ Private renter

1. Have you received enough support in understanding the regeneration and rehousing process to date - if not, how can this be improved?

Landlease (High Road West) Limited (Landlease) has been chosen as the developer of the High Road West development scheme. We have engaged Sounding (Consultation) Limited (Sounding) to work with us as community consultants. We will use the information you provide to keep you updated about this new development. You have the right to request access or deletion of the data we collect on this form and you can also ask us to update your information or ask us to stop using the data. By filling in this form you agree to your details being stored and used for the purposes set out above. Please note that leaving your contact details is entirely optional, and if you have any questions, comments or concerns about the use of your data, or wish to withdraw this consent (which you can do at any time) please ask for our fair processing notice or contact dp@soundingsoffice.com.

3. Do you have any other questions or comments for us?

FOR SECURE TENANTS AND LEASEHOLDERS ONLY

4. Would you like to be involved in the new replacement homes consultation?

☐ Yes ☐ No ☐ Maybe ☐ I don't know

What do you think about our proposed consultation approach?
Do you have any comments on how you would like us to consult you?

13.11. HTBG RA WALK AND TALK INVITATION



**Re:
Invitation to
Consultation on
High Road West for
HTBG residents**

Dear Resident,

Correction: the event will take place on Wednesday 9th May 2018. Please disregard the previous letter. We apologise for any confusion caused.

As you may know, Lendlease has recently been appointed as Haringey Council's development partner to deliver the High Road West (HRW) development.

You may be aware that an important part of the HRW Masterplan is to provide new homes for Love Lane residents, and that some of these will be located in two new buildings called Whitehall Mews which will sit next to the HTBG Estate.

An important part of our engagement and design process is working with residents from the HTBG Estate and the Love Lane Estate to ensure we are designing something that will benefit everybody. The start of this design process is to understand the local area and how residents feel about existing circumstances and perhaps identify areas that could be improved.

We would like to invite you to take part in a 'Walk and Talk' of the neighbourhood which is an opportunity for you to tell us about the area you live in, what you like most about it and what perhaps doesn't work so well.

Led by Kate and Barbara from your Residents' Association, the Walk and Talk will be an informal stroll around your neighbourhood covering points of interest with us (members of the HRW Engagement Team) and the architects Tricia and Alina from PTEa who will be working on the designs for Whitehall Mews.

We hope this will be an opportunity for the project team to gain a better understanding of the local area and to openly discuss any queries you may have. Feedback from the day will inform design workshops that we would like to hold with you when the architects are developing designs for the buildings and public spaces.

The Walk and Talk will take place on **Wednesday 9th May from 6:30pm–8:00pm**, starting at the Irish Community Centre, and concluding with a brief discussion over some snacks and refreshments.

We hope you will be able to join us there!

If you have any questions, please give us a call at 0800 124 4081 or write us at info@hrwcommunity.co.uk.

We look forward to meeting you on Wednesday.

Yours Sincerely,

High Road West Engagement Team

13.12. LOVE LANE FUN DAY - FLYER



LOVE LANE ESTATE

SATURDAY BBQ

16 JUNE 11AM-3PM

OUTSIDE CHARLES HOUSE

JOIN US FOR FOOD DRINKS & A CHAT!

As you may know, Lendlease is working in partnership with Haringey Council on delivering the HRW project. This includes redeveloping the Love Lane Estate.

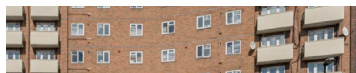
We'd like to invite all Love lane residents to join us for an informal event in the open space outside Charles House this Saturday. We hope we can get to know more about all Love Lane residents and answer any questions you have about the HRW project and the plans for Love Lane Estate.

Come along with your family and we look forward to seeing you this Saturday!

0800 124 4081

info@hrwcommunity.co.uk

www.highroadwest.london



13.12.1. LOVE LANE FUN DAY - POSTER



LOVE LANE ESTATE

SATURDAY BBQ

16 JUNE 11AM-3PM

OUTSIDE CHARLES HOUSE

JOIN US FOR FOOD DRINKS & A CHAT!

As you may know, Lendlease is working in partnership with Haringey Council on delivering the HRW project. This includes redeveloping the Love Lane Estate.

We'd like to invite all Love lane residents to join us for an informal event in the open space outside Charles House this Saturday. We hope we can get to know more about all Love Lane residents and answer any questions you have about the HRW project and the plans for Love Lane Estate.

Come along with your family and we look forward to seeing you this Saturday!



0800 124 4081
info@hrwcommunity.co.uk
www.highroadwest.london

13.12.2. LOVE LANE FUN DAY - BOARDS

Community Impact Group

HRW
HIGH ROAD WEST

The **community impact group** has been set up as one of the many local investments to benefit the local community and area.

A £100,000 each year for 10 years has been allocated for local projects and initiatives in Tottenham that benefit

the community. Your resident representatives are here today to find out how you would like to be involved and contribute to projects being delivered.

This could really help make a difference in Tottenham, so please share your thoughts with us.

WHAT IS THE GROUP FOR?



WHO IS ON THE GROUP?

The group is made up of a panel of seven members and each member serves on the panel for one year.

<p>2</p> <p>Local resident representatives</p> <p>Kate Worley and Enid Henry</p>	<p>1</p> <p>Youth Council representative for Northumberland Park</p> <p>Onika</p>	<p>1</p> <p>Head of socio-economic regeneration, Tottenham Haringey Council</p> <p>Helen McDonough</p>
<p>1</p> <p>Regeneration manager, High Road West Haringey Council</p> <p>Molly Perman</p>	<p>1</p> <p>Community engagement officer, Sustainability Lendlease</p> <p>Joshua Van Haaren</p>	<p>1</p> <p>Socio-economic development manager Lendlease</p> <p>To be decided</p>

WHAT WILL THE GROUP DO?



How would you like to contribute?



There are many ways you could contribute and be involved with the fund.
Please fill our card and drop it in our community impact box to let us know.

Local Investment

Benefits for the community

As well as ensuring that physical design and public spaces will all promote social interaction, healthy lives and safer stronger communities, we are also committed to ensuring that the benefits of regeneration and improved local economy flow through to all

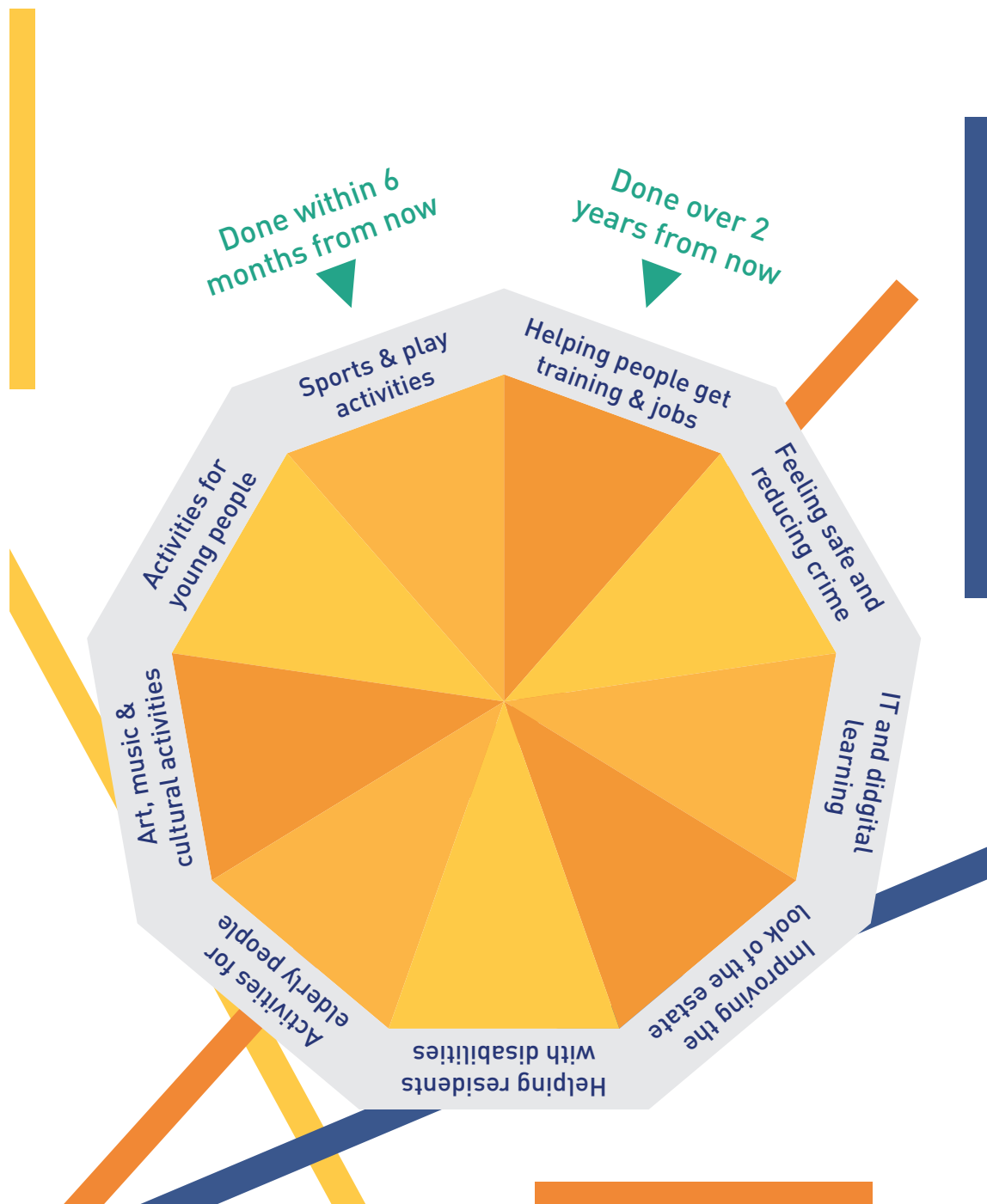
residents in Tottenham. That local people are at the heart of the regeneration and that they can benefit from the opportunities it will bring. Set out below are things that we have already committed to providing for the HRW area.

				
500 JOBS	3,500 CONSTRUCTION JOBS	EDUCATION	TRAINING	APPRENTICESHIPS
London Living Wage jobs and careers with at least 40% going to local people	3,500 jobs created during the construction phase of the project	620 educational programme places for young people	1,500 training opportunities & more than 200 work experience placements	200 apprenticeships and dedicated funding & support to help unemployed people into work
				
1,000 SPORTS PLACEMENTS	1.3ha OPEN SPACE	2.5ha GARDENS	ACTIVITY SPACES	HEALTH
1,000 places on sport, activity and health programmes	1.3 hectares of publicly accessible parks, green spaces	2.5 hectares of communal private gardens and play areas	Outdoor gym, walking and running spaces, and cycling routes	Community mental health programme & wellbeing support for the elderly
				
GARDENING	NURSERY	NEW LIBRARY	£100K PER YEAR FOR COMMUNITY IMPACT GROUP	
Community Grow Gardens at the Grange	An additional childcare facility at the Station Master's House	A new Library – State of the art facility for the whole community	£100k each year for 10 years committed to the Community Impact group where community representatives will work alongside Lendlease and Haringey Council, helping make the decisions on where and how to invest.	
	<div><div>The Grange Community Hub – refurbished and activated with community uses</div><div>Media and Arts Centre – multiuse space for the community to produce art, performance space and film as well as place for socialising and having fun.</div><div>£500k to deliver the 'Revitalising the High Road' programme. Helping with business support and grants to improve shop fronts, layouts, merchandising and improve the online presence</div><div>An enterprise hub for co-working, business advice and entrepreneurship</div></div>			
NEW COMMUNITY SPACE				

Love Lane Wheel of Ideas



Spin the wheel and share your ideas!



What needs to improve at Love Lane?



WHAT YOU'VE SAID

Below are some priorities and concerns that you have shared with us for Love Lane estate during previous consultation (run by Haringey council) and also during drop-in sessions and conversations earlier this year.

While working on addressing these, we'd like to know if you have more and specific priorities that we should take into consideration.

Please take a post-it, write your comment and paste it along the categories on the right.

Need more job and training opportunities for residents

Need for more parking spaces

Gang related crime, prostitution, drug dealing and robberies

Lack of positive activities & initiatives for young people

Poverty and unemployment

Need for social events and initiatives, including practical support and cultural/art activities

Social isolation and lack of activities for elderly

Lack of activities addressing needs of residents with disabilities

Need to improve the look of the estate

TELL US WHAT YOU WOULD LIKE TO SEE IMPROVED

FOR OUTDOOR SPACES ON THE ESTATE

FOR HOMES ON THE ESTATE

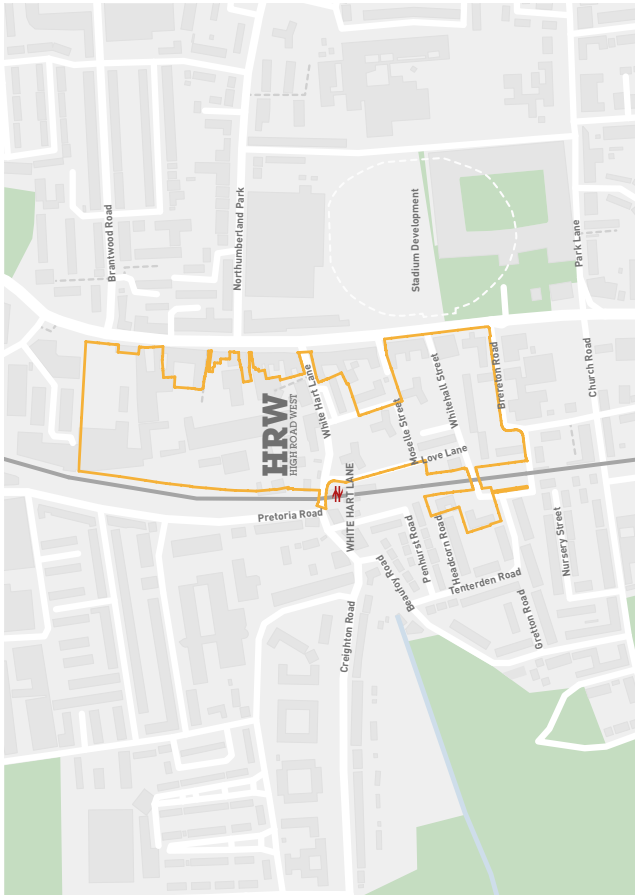
FOR PEOPLE THAT LIVE HERE

13.12.3. LOVE LANE FUN DAY - FLIP BOOK



WHERE IS HIGH ROAD WEST?

We are proposing to redevelop the HRW area (shown by the orange boundary) located between White Hart Lane Station and the High Road. The HRW area stretches to Brook House Primary school to the north and Brereton Road to the south.



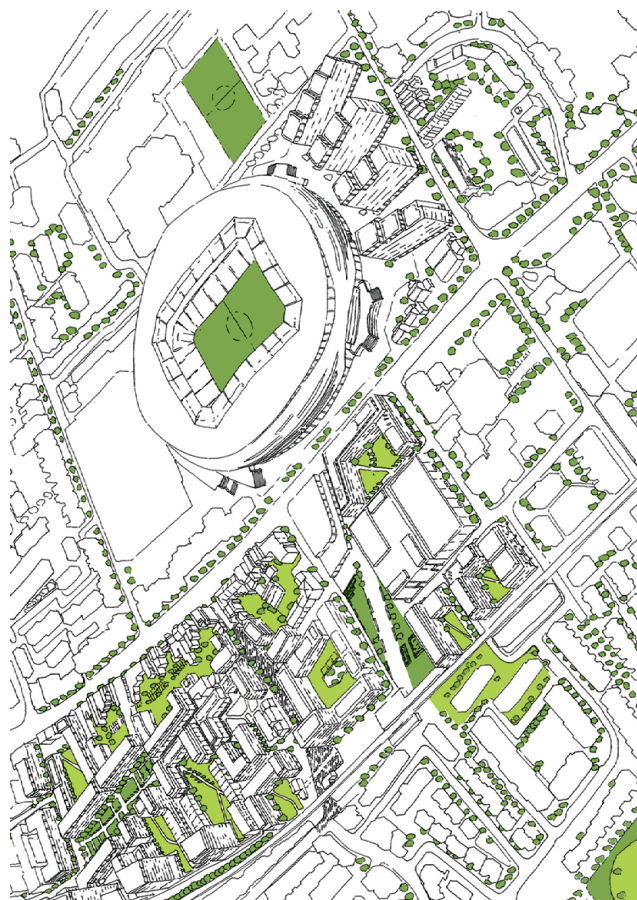
2014 MASTERPLAN FRAMEWORK WHAT HAPPENED?



2014 MASTERPLAN FRAMEWORK WHAT YOU HAVE SAID

2014 MASTERPLAN FRAMEWORK

<p>Better-quality housing and more housing choice</p> <p>You want better-quality housing and more choice. You also want all homes to be suitable for use by the widest range of people, as well as facilities – particularly for children – and think that homes should not built in high-rise towers.</p>	<p>A safer and more attractive environment to live and work</p> <p>You want a safe and attractive environment to live and work in, as well as facilities for children in the area, especially at night.</p>	<p>More leisure facilities and activities for young people</p> <p>You want more leisure facilities and activities for young people.</p>	<p>New community facilities</p> <p>You said that you want more and better-quality community facilities, such as new health services.</p>	<p>An improved High Road with a wider retail offer</p> <p>You want to see a thriving High Road with a broader range of shops, particularly independent traders. Many of the shops are struggling to survive, and said there should be more cafés and restaurants.</p>	<p>More job and training opportunities for local people</p> <p>There is a need for more job and training opportunities for local people, and more needs to be done to attract new businesses to the area.</p>	<p>Better quality and more open space</p> <p>It is clear that you want more better-quality public spaces, with plenty of green open space for use by the community, with play areas for children.</p>
<p>The masterplan framework set out a plan for over 1,400 homes. There was a mix of flats and maisonettes and houses for most people's housing requirements at all stages in their lives, in particular for families. This would create a mixed community where people of all ages would have access to private open space – such as gardens, balconies or shared courtyards. There were a limited number of homes that would be affordable would not be for families or affordable housing.</p>	<p>The masterplan framework set out how new open spaces and a network of paths and cycle routes would be created and safe to walk or cycle through High Road West. There were better lighting, CCTV and streets that are designed with safety in mind. A new outdoor gym would be created and people would have access to private open space – such as gardens, balconies or shared courtyards. There were a limited number of homes that would be affordable would not be for families or affordable housing.</p>	<p>The masterplan framework proposed a new sports centre with facilities for a range of sports, a new library, learning and education centre and a new community hub. The new sports centre would be a brand new, modern health centre and community centre, with a focus on providing facilities for people living in High Road West.</p>	<p>The new community hub would put new facilities at the heart of High Road West, with a new library, learning and education centre and a new community hub. The new sports centre would be a brand new, modern health centre and community centre, with a focus on providing facilities for people living in High Road West.</p>	<p>The masterplan sets out how Tottenham High Road should be the place where local people are able to do their weekly shopping, with a better mix of shops, including independent traders and entrepreneurs to start their own firms. Improvements to shop fronts and how the High Road looks and feels will make it a more attractive place to live and work, with a range of new retail units in the White Hart Lane railway arches, providing space for new businesses and existing traders to expand into.</p>	<p>The masterplan framework set out how High Road West could become a new leisure and sports destination for north London, attracting new businesses around the station. The new sports centre would be a brand new, modern health centre and community centre, with a focus on providing facilities for people living in High Road West.</p>	<p>The masterplan framework set out how the amount of public space could be doubled – with the large Mossle Square and Peacock Gardens park creating a new green space. People could spend quality time and have fun. Open space could be what the new High Road West is known for, with a mix of green spaces and play areas. While Hart Lane Station and along the road.</p>



HRW MASTERPLAN
HOW HAS IT PROGRESSED?



2014 MASTERPLAN FRAMEWORK

KEY AREAS:

- 1 Peacock Gardens
- 2 Peacock Mews
- 3 White Hart Lane
- 4 High Road
- 5 Moselle Square

NUMBER OF HOMES PROPOSED:
1,400

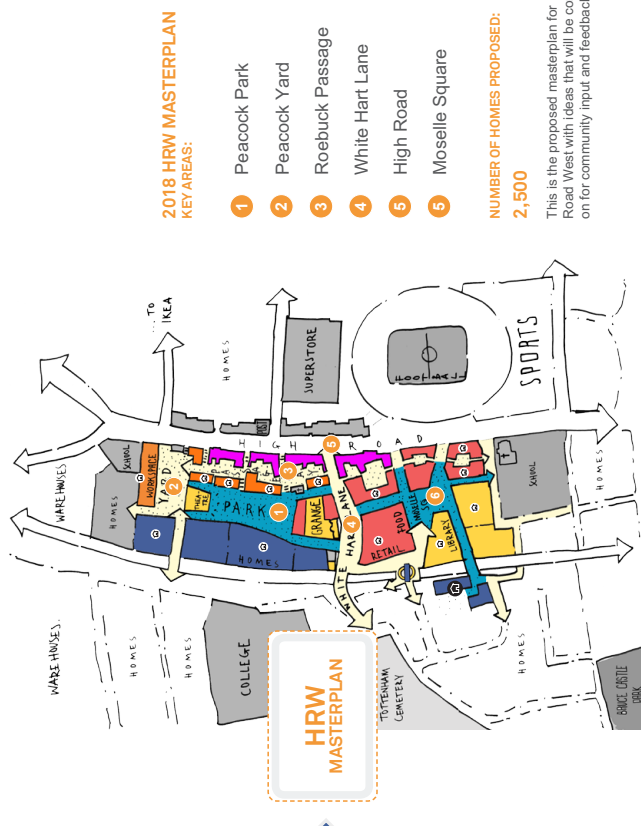
HRW MASTERPLAN
WHAT'S HAPPENING NOW?



Haringey Council appointed Lendlease as the development partner for HRW in 2017.

The engagement team has done a series of meetings, pop-ups and events with local stakeholders this year that will continue as the project progresses.

HIGH ROAD WEST
HOW WILL IT BENEFIT THE COMMUNITY?

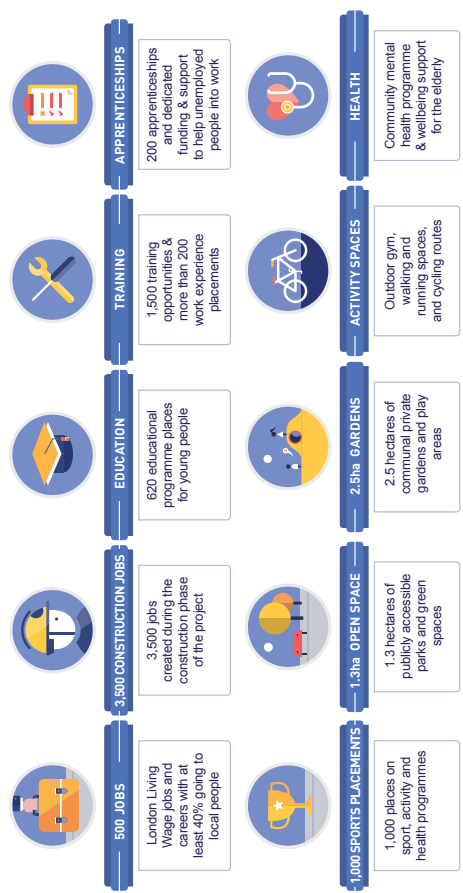


2018 HRW MASTERPLAN
KEY AREAS:

- 1 Peacock Park
- 2 Peacock Yard
- 3 Roebuck Passage
- 4 White Hart Lane
- 5 High Road
- 6 Moselle Square

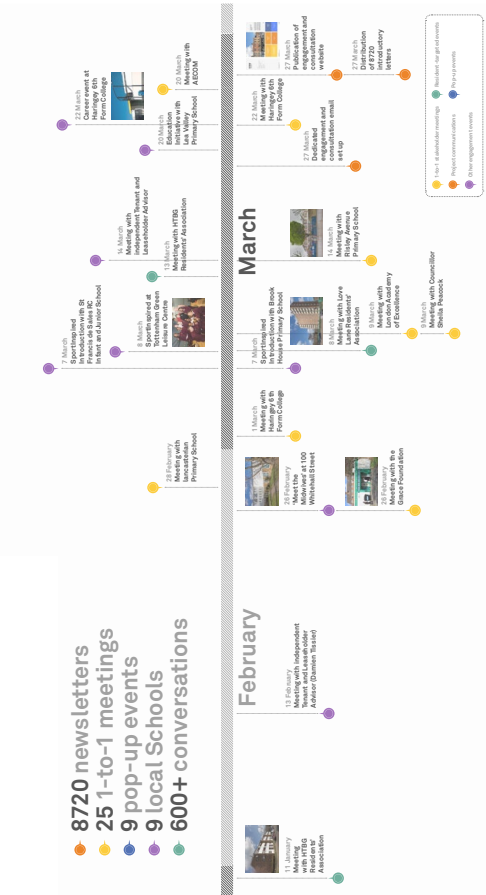
NUMBER OF HOMES PROPOSED:
2,500

This is the proposed masterplan for High Road West with ideas that will be consulted on for community input and feedback.



HIGH ROAD WEST
WHAT THE HRW ENGAGEMENT TEAM HAS DONE SO FAR?

8720 newsletters
25 1-to-1 meetings
9 pop-up events
9 local Schools
600+ conversations



Community Grow Gardens at the Grange

An additional childcare facility at the Station Master's House

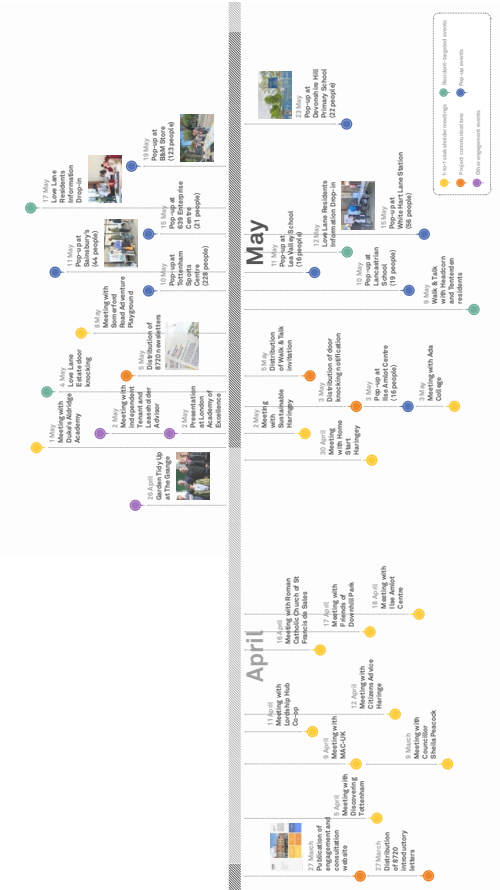
A new Library – A state of the art facility for the whole community

£100k each year for 10 years committed to the Community Impact group where community representatives will work alongside Lendlease and Harrogate Council, helping make the decisions on where and how to invest.

An enterprise hub for co-working, business advice and entrepreneurship.

Media and Arts Centre – multi use space for the community to produce art, performance space and film as well as place for socialising and having fun.

The Grange Community Hub – refurbished and activated with community uses.



13.12.4. LOVE LANE FUN DAY - FEEDBACK FORM



The HRW redevelopment will bring major improvements to the area, such as new homes, workspaces and thousands of new jobs for the community.

HRW will see the creation of public squares, parks and a new library for everyone to enjoy which will be free and open to all residents. There will also be replacement Council homes. All of these connected with attractive walking routes. The development will also provide a district energy centre.

We are committed to investing money in the local community that help bring benefits and opportunities. Your comments will help Lendlease decide how to invest in Love Lane and the wider area in coming months.

1. Would you like us to keep you informed about the project?

- ☐ Yes
☐ No

2. Contact Details

Your name
Address
Email
Telephone
Organisation (if applicable).....

Soundings (based in London) & Lendlease (based in London) will hold your details securely. We will not pass on your details to a third party or use them for any other purposes. By filling in this form you agree to your details being stored and used for purposes of this project which is to keep you informed about project updates, events and other project related information and communication. Please note that leaving your contact details is entirely optional, and for further details ask for our fair processing notice or contact dp@soundingsoffice.com

3. Do you live on Love Lane Estate?

- ☐ Yes, I'm a secure tenant ☐ Yes, in temporary accommodation ☐ No
☐ Yes, I'm a leaseholder ☐ Yes, I'm a private renter

4. Do you know about the High Road West project?

- ☐ Yes, I'm well aware ☐ Yes, I'm partially aware ☐ No, just heard about it ☐ No, not at all

5. Based on what you know about the project, do you think it will benefit you?

- ☐ Yes ☐ Cannot say
☐ No ☐ Maybe, if

6. Tell us if you'd like to know more

.....
.....
.....



YOU HAVE ALREADY TOLD US YOUR PRIORITIES DURING THE 2012-2014 CONSULTATION AND DURING EVENTS THIS YEAR, PLEASE LET US KNOW IF THEY ARE STILL RELEVANT.

1. Are these priorities for the Tottenham area still relevant?

Please pick your **top 3 priorities** and let us know if there are any other not covered.

- ☐ Better quality housing and more housing
☐ Safer and more attractive place to live and work
☐ More leisure facilities and activities
☐ New community facilities
☐ An improved High Road with a wider retail offer
☐ More job and training opportunities
☐ Other

2. Are these priorities for Love Lane estate still relevant?

Please pick your **top 3 priorities** and let us know why. Also if there are any other priorities not covered here, tell us.

- ☐ Job and training opportunities
☐ More parking spaces
☐ Measures for security and safety on the estate
☐ Activities for young people and children
☐ Initiatives to help unemployed people
☐ Initiatives to fight isolation and loneliness
☐ Arts, music, cultural activities and fun events
☐ More activities for the elderly
☐ Help for residents with disabilities
☐ Repairs in the homes on the estate
☐ Improving the outdoors of the estate
☐ Other

Thank you for telling us what you think, this will help us make the right investments for the community.

13.12.5. LOVE LANE FUN DAY - CIG CARD

HRW
HIGH ROAD WEST

COMMUNITY IMPACT GROUP

1. How would you like to contribute?

☐ Do a project

☐ Have a vote in selecting projects

☐ Suggest ideas for projects

☐ Just be kept informed

☐ Any other way? Tell us

.....

.....

2. Are there good local groups or activities that you already know of?

.....

.....

13.13. MASTERPLAN AND NEW HOMES EXHIBITION - FLYER (RESIDENTS)

HRW HIGH ROAD WEST

HOW TO GET IN TOUCH

If you would like to hear more about the project, or ask any questions, please contact the HRW Engagement Team using the information below or visit us at The Grange during the opening times.

THE GRANGE
32-34 White Hart Lane
Tottenham N17 8DP

OPENING TIMES
Every Thursday
9am-1pm and 5pm-9pm

HRW ENGAGEMENT TEAM

☎ 0800 124 4081
✉ info@hrwcommunity.co.uk
🌐 www.highroadwest.london
🐦 @highroadwest



HRW HIGH ROAD WEST

HIGH ROAD WEST EVENTS FOR LOVE LANE

An important consultation process – a ballot – specific to the Love Lane Estate must now take place. If Love Lane residents choose to go ahead with the redevelopment of the estate, the HRW project will go ahead and we will then work with the local community to shape the final proposals for HRW.

To help inform your decision, the latest proposals for the HRW project are now available to see at The Grange.

The HRW Engagement Team are now based at The Grange every Thursday and are available to talk to you about the latest proposals and about our community investment programme which is now underway.

Alongside this, we will also be running a series of events at The Grange to introduce our plans to create a better neighbourhood for all Love Lane residents and share more about what the High Road West regeneration scheme will bring to you and the wider community.

Come and share your views!

COMMUNITY INVESTMENT INFORMATION EVENT

We want to work with you to make sure that local investment reaches everyone within the community!

We will be showcasing a number of potential investments for the area and for the Love Lane Estate which we would love to get your input.

This event will be held at The Grange at the beginning of October and repeated towards the end of the month. Each time we will hold a morning and evening session.

3 OCT
 WED 10AM – 12PM &
 6:30PM – 8:30 PM



31 OCT
 WED 10AM – 12PM &
 6:30PM – 8:30 PM



YOUTH EMPLOYMENT & CV WRITING WORKSHOP

If you're between 15 and 25 years old, come along to learn how to write your CV and to create your LinkedIn profile. Get ready to apply for jobs with the help of our mentors from Mac-UK and BeOnsite! We will also be providing more information on the job and training opportunities that HRW could bring.

This event will be held at The Grange in mid-October and repeated in November.

17 OCT
 WED 3PM – 5PM



14 NOV
 WED 3PM – 5PM



NEW HOMES INFORMATION EVENT

Are you interested to see our design proposals for the replacement homes? We will be holding a drop-in information event where we will show images and design proposals for your replacement homes.

This event will be held over two days at The Grange at the end of October.

23 OCT
 TUE 5PM – 9PM



24 OCT
 WED 9AM – 1PM



13.13.1. MASTERPLAN AND NEW HOMES EXHIBITION - FLYER (WIDER AREA)

HIGH ROAD WEST

UPDATES

SEPTEMBER 2018

OPEN
EVERY THURSDAY
**9AM – 1PM &
5PM – 9PM**

Come and visit us at The Grange to see the latest design proposals for the High Road West project and talk to the HRW Engagement Team!

We are very excited to announce that the latest proposals for the HRW project are now available to see at The Grange.

Pop in and see us on a Thursday to find out more about proposals for:

- New homes
- New workspaces, business premises and shops
- Open and green spaces
- New community and leisure facilities

The team will be on hand to answer any questions you may have. You can also get involved in our community investment programme which is now underway.

Alongside this, Love Lane residents will soon take part in a ballot to decide if the redevelopment of their estate should go ahead. If you would like more information on why a ballot is taking place visit www.tottenham.london/HRWB

HIGH ROAD WEST

VISIT US AT

THE GRANGE

If you would like to hear more about the project, or ask any questions, please contact the HRW Engagement Team using the information below or visit us at The Grange during the opening times.

THE GRANGE
32–34 White Hart Lane
Tottenham N17 8DP

HRW ENGAGEMENT TEAM
☎ 0800 124 4081
✉ info@hrwcommunity.co.uk
🌐 www.highroadwest.london
🐦 @highroadwest

OPENING TIMES
Every Thursday
9am–1pm and 5pm–9pm

13.13.2. MASTERPLAN AND NEW HOMES EXHIBITION - BANNER

HRW
HIGH ROAD WEST

HIGH ROAD WEST REGENERATION SCHEME

**NEW
EXHIBITION**

OPEN TO EVERYONE!

EVERY THURSDAY
.....
9AM - 1PM | 5PM - 9PM

The latest information and designs for the High Road West regeneration scheme are now available to see and discuss at the Grange.

Come to see the exhibition and talk to the HRW team to learn more about the programme and the proposed new homes, business and work spaces, community spaces, parks and play areas.

HRW ENGAGEMENT TEAM
☎ 0800 124 4081
✉ info@hrwcommunity.co.uk
🌐 www.highroadwest.london
🐦 @highroadwest

COME ALONG TO THE GRANGE AND TELL US WHAT YOU THINK!

13.13.3. MASTERPLAN AND NEW HOMES EXHIBITION - BOARDS

HRW
HIGH ROAD WEST

Welcome

Residents and the local community are at the heart of the High Road West (HRW) regeneration scheme. From 2012 onwards Haringey Council and the community have been working together to discuss and agree on how the area could be developed.

Following a fair and open procurement process, Lendlease was selected as the preferred development partner for the HRW scheme in 2017.

The Council and Lendlease are committed to working with the community to further develop the proposals for HRW.

HRW has the potential to deliver around 2,500* new homes, including new council-owned social rented homes, 500* new jobs and 3,500* construction jobs, a new public park, public square, a Library and Learning Centre, new shops and spaces for leisure activities.

In the following boards, you will find out more detail about the proposals for the area. If you have any questions, please ask the team or fill in a comment card.

**All figures are indicative and subject to the planning process.*

WHERE IS HRW?

We are proposing to redevelop the area located between White Hart Lane Station and the High Road. The HRW area stretches from Brook House Primary school to the north and Brereton Road to the south.



KEY AREAS AT HRW





The story so far

For three years, the local community worked with Haringey Council to create a vision and set out shared ambitions for High Road West (HRW). The result of this collaboration was the 2014 HRW Masterplan Framework.

Residents have helped develop key design documents that have shaped the regeneration proposals for HRW. The Residents Charter and Design Guide set out residents' aspirations for the replacement homes for Love Lane Estate. Residents have also been instrumental in the procurement process to select Lendlease, the development partner for the scheme.

The community have been clear all along that they want better-quality housing and more housing choices, new community facilities, an improved High Road and better quality open spaces. These principles from the High Road West Masterplan Framework are at the heart of what the HRW scheme could create for the local area.

Building on these principles, we (Haringey Council and Lendlease) have been working together with the local community since early 2018 to gather initial thoughts on a 'Draft HRW Masterplan.'

2012

CONSULTING WITH THE LOCAL COMMUNITY

Architects ARUP were appointed to help Haringey Council work with the community to develop a High Road West Masterplan Framework. This is a technical document that shows where homes, open spaces and key buildings could be.

Between 2012 and 2014, a series of consultation workshops, events and 1-1 meetings were held for residents and businesses to share their ambitions for the area.

This feedback was used to create the Masterplan Framework and guide for secure council tenants, leaseholders, businesses and private tenants. Residents also developed a Resident Charter, which was negotiated and agreed by the Council.

After two years of consultation and residents showing strong support for the HRW regeneration proposals, the Framework Plan, Residents Charter and the guides were approved by Haringey Council's cabinet on Tuesday, 16 December 2014.

2015

LOVE LANE RESIDENTS DESIGN GUIDE

In 2015 The Love Lane Resident Design Panel was set up to involve residents in all design aspects of the HRW scheme. After lots of consultation, design training and visits to other regeneration schemes a Residents Design Guide was put together. This guide was given to all potential development partners for HRW and to make sure their plans would meet the specific needs of Love Lane residents.

2017

PROCUREMENT WITH LOVE LANE RESIDENTS

Following extensive community consultation, Haringey Council's Cabinet agreed in December 2015 that a development partner could be sought to deliver the HRW scheme.

The search for a partner started in May 2016. Residents played a key role in the bidder selection (procurement) process. A resident procurement team was set up to make sure residents views were at the heart of the potential partners proposals for the area. Lendlease was selected as the development partner for HRW in 2017.

2018

LENDELEASE START WORK WITH THE COMMUNITY

Since March 2018, we have been presenting our 'Draft HRW Masterplan' to local people, listening to your wants and needs. A masterplan is a proposal for what a development could include and where things could go.

You've also been giving your feedback on what improvements you would like to see happen now in the area.

We've started programmes and initiatives to bring improvements and opportunities to the area including creating a £1m Community Impact Fund (see 'what has started' board for more info).

More activities will take place in 2019 if Love Lane residents decide the estate should be redeveloped and the HRW scheme goes ahead.

2019

FINALISING THE HRW MASTERPLAN

An important consultation process - a ballot - specific to the Love Lane Estate must now take place.

If Love Lane residents choose to go ahead with the redevelopment of their estate, the HRW project will go ahead and we will then work with the local community to shape the Final HRW Masterplan. Local ideas and knowledge will be crucial to helping us create a place we can all be proud of.





Bringing new opportunities

The community are at the very heart of our plans for HRW and the HRW scheme will ensure that your aspirations are met. We are committed to ensuring that the benefits of the HRW project flow through to all residents in Tottenham and that everyone can benefit from the opportunities it will bring.

Delivering new homes must go hand-in-hand with social benefits such as improved skills, employments and training opportunities. As part of our HRW partnership, Lendlease will contribute £10m towards investment in a number of programmes and initiatives.

We've been talking to you about your priorities and our ideas for how these can be achieved are set out below.

JOBS AND TRAINING



500 NEW JOBS

London Living Wage jobs and careers with at least 40% prioritised for local people



TRAINING

1,500 training opportunities and more than 200 work experience placements



EDUCATION

620 educational programme places for young people



200 APPRENTICESHIPS

200 apprenticeships and dedicated funding and support to help unemployed people into work

1,000 SPORTS PLACEMENT

1,000 places on sport, activity and health programmes

COMMUNITY INVESTMENTS



COMMUNITY IMPACT GROUP

As a top priority for Love Lane residents, we have recently launched a Community Impact Group to identify local projects and community initiatives to fund as part of the HRW regeneration project.

The Community Impact Fund is a £1 million fund that has been created with £100k spending per year for the next ten years to benefit those living in the Love Lane Estate and around the HRW redevelopment scheme.



GARDENING

Community Grow Gardens at the Grange



HEALTH

Community mental health programme and wellbeing support for the elderly



COMMUNITY HUB

The Grange Community Hub – refurbished and activated with community uses with your input



HIGH STREET IMPROVEMENTS

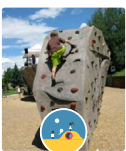
£500k for revitalising the High Road. This provides business support and a shopfront improvement programme to lift the look and feel of the High Road and retain local shops.

NEW COMMUNITY SPACES



OPEN GREEN SPACES

1.3 hectares (the size of 1 football pitch) of publicly accessible parks, green spaces



NEW GARDENS

2.5 hectares (the size of 2 football pitches) of communal private gardens and play areas



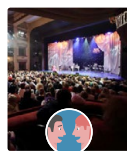
ACTIVITY SPACES

Outdoor gym, walking and running spaces, and cycling routes



NURSERY

An additional childcare facility at the Station Master's House



LIBRARY AND LEARNING CENTRE

A new Library and Learning Centre with state of the art facilities for the whole community



THEATRE

A Community Theatre that would be open to all to hold cultural events and performances



MEDIA ARTS CENTRE

A multi-use space for the community to produce art, performance space and film as well as a place for socialising and having fun

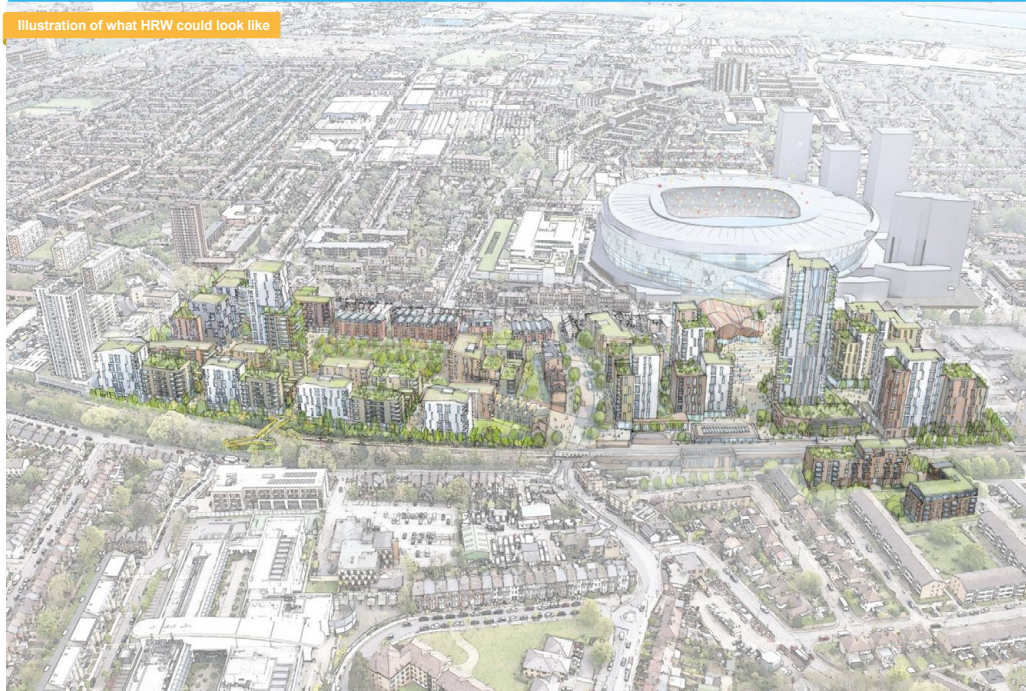


The Vision for High Road West

The vision for HRW is to create a vibrant and sustainable neighbourhood and a new leisure destination for London.

This vision will build a bright future upon a proud past by delivering physical change and targeted socio-economic initiatives, which draw on the history, culture and authentic nature of the area and support the existing needs of the area's diverse communities. The bright future will foster optimism, nurture opportunities and give residents and businesses choices and the freedom to grow.

Illustration of what HRW could look like



To achieve this vision, we have set the following project objectives:

- Regenerate the Love Lane Estate, ensuring that all current and secure tenants are re-housed within the area in high-quality and high-performing homes built to the London Mayor's Design Guide Standards.
- Deliver a broad mix of tenures including innovative new affordable housing products and (potentially) private rented sector in a tenure blind development.
- Create a new attractive, vibrant and economically successful local centre within the south of the site, which supports both the future community and the creation of a leisure destination alongside planned development at Tottenham Hotspur Football Club, whilst also measurably increasing employment opportunities.
- Delivering new community facilities that meet the needs of an increased population, including a new library and learning centre and, if necessary, health and educational facilities.
- Provide wider social and economic benefits for the local community, including employment, education, health and community safety benefits as set out in the Tottenham People Programme.
- Deliver high-quality design which will create a healthy, safe and economically active neighbourhood and high-quality architecture that responds to the existing character and heritage of the area.
- Significantly increase the amount and quality of public space in the area, including delivering a new high-quality public square, which is activated with community and other uses, to link White Hart Lane station to the High Road.
- Ensure that environmental sustainability is designed into the scheme addressing urban challenges such as climate change adaptation, noise pollution and air quality.

How we aim to progress the Vision

The 2014 Masterplan Framework was the result of three years of community engagement and consultation led by Haringey Council. It reflected the views of residents and local community to create a vision for what you felt HRW should deliver for Tottenham. For us, the 2014 Masterplan Framework sets clear guidance for what we must deliver.

However, it is just our starting point – over the coming months we will be producing more detailed designs, and we want you to play a part in shaping these. The information below shows both how we are following the 2014 framework, but also areas that we are refining. Most importantly, it highlights areas where we would really love to have input from the local community.

You said...

You want better-quality housing and more choice. You also want all homes to have open space and access to facilities – particularly for children – and think that homes should not be built in high-rise towers for Love Lane residents

NEW HOMES AND LIVING

We will be creating around 2,500* homes and at least 750* will be affordable homes. We are also building 191* replacement homes for secure tenants and residential leaseholders of the Love Lane Estate. Many of the buildings will have shops, cafés, workspaces or community facilities on the ground floor and homes above.

**All figures are indicative and subject to the planning process.*



You said...

You need more job and training opportunities for local people, and more needs to be done to attract business to the area.

WORKSPACES

We think it's really important for a variety of local businesses to thrive, and that's why we will include spaces for light industry as well as workspaces for makers and craftspeople. We hope this will create a new kind of neighbourhood where you can live and work. We will also be investing in programmes to provide jobs and training for local people.



You said...

You said you want to see a thriving High Road with a broader range of shops, particularly independent traders. Many people said there should be more cafés and restaurants.

BUSINESS AND RETAIL

The HRW development will deliver new shops and restaurants, as well as a wider range of businesses and new spaces for local entrepreneurs to start their own firms. Outside of the Masterplan, we have already started investing in the improvements to the High Road. This includes supporting local business owners and in some cases refurbishing their shop fronts so that the High Road will be a more welcoming place for shoppers and visitors.



You said...

You want a safe and attractive environment to live and work in, as many of you do not currently feel safe in the area, especially at night. You said that you want more better-quality public spaces, with plenty of green open space for use by the community, with safe play areas.

PUBLIC AND GREEN SPACES

Your help and input will ensure we create spaces which are safe, welcoming and fun for all to use. We are excited about the design for the new park that will be open for everyone to enjoy. We will ensure the designs of new buildings and public spaces respect and celebrate Tottenham's unique heritage and architectural style. We will preserve and enhance it in terms of scale, design and materials. Our proposals will also recognise the significance of the North Tottenham Conservation Area.



You said...

You want more and better-quality community facilities, such as new health services.

You want more leisure facilities and activities for young people.

NEW COMMUNITY AND LEISURE FACILITIES

An exciting part of HRW will be the creation of a new cutting-edge Library and Learning Centre, as well as a Media Arts Centre and Community Theatre which everyone will be able to use. There will be a new public square in the heart of HRW and this will become a gathering place for leisure and cultural activities. We want you to shape the designs and suggest what types of activities should take place in the square and how it can benefit everyone, especially young people.

We will be creating a community hub with new facilities at The Grange. The Station Master's House will be used as a nursery, supporting affordable childcare solutions for the local community.





Draft HRW Masterplan

You've given your opinions on key themes guiding the HRW scheme including overall design, housing, businesses, open spaces and community benefits.

Building on your feedback we want to work with you to create a Masterplan that really meets the communities wants and needs.

The key elements that we think will help achieve your aims for HRW are set out here.

Homes

Create an inclusive community and deliver modern and high-quality homes that meet the needs of the residents and maximise their choices.

Workspaces

Create new work and business spaces and help more local people get access to job opportunities. Provide a variety of shops, cafes and restaurants that integrates new, old, local and high street options.

Business and Retail

Deliver new shops and restaurants, as well as a wider range of businesses and new spaces for local entrepreneurs to start their own firms.

Open and Green Spaces

Create open spaces that are accessible to the whole community that adds to the network of green spaces in the area to promote healthier living.

Community Focused

Create distinct areas dedicated to community facilities, and work with the local community on co-designing many of the new facilities and open spaces.

DRAFT HRW MASTERPLAN - GROUND FLOOR USES



01 Homes



PRIORITY REPLACEMENT HOMES AT HRW

Residents have been clear in their consultation response about new homes: "The community has made clear the need to provide better quality housing and more housing choice. There has been an emphasis on the need to provide more affordable housing, specifically for young people and first-time buyers. However, residents have also recognised the need to provide a mix of housing types (including houses, flats and maisonettes) and tenures to meet people's needs at all stages in their lives and create a mixed and balanced community"

We will deliver 191* high-quality, safe and secure, replacement homes for council tenants and resident leaseholders which will be owned by the Council. We also aim to offer new routes to home ownership and affordable rental options, widening the choice and diversity of tenures for households of different incomes, ages, life stages and aspirations.

**All figures are indicative and subject to the planning process.*

PROPOSAL FOR PROVISION OF NEW HOMES

Our proposal for HRW - which would be subject to a planning process - would include over 2,500* high-quality, sustainable homes, with at least 750* affordable homes (a net increase of 539*), which will meet the Council's housing strategy on affordability, ensuring that the homes will be affordable for local people.

**All figures are indicative and subject to the planning process.*

We want to deliver modern, high-quality homes that meet the needs of the residents and maximise choice. HRW will be an inclusive community with a wide mix of tenures, providing a range of options for housing, including social, affordable, private rental and private sale. All homes will be tenure blind.

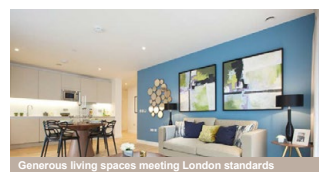
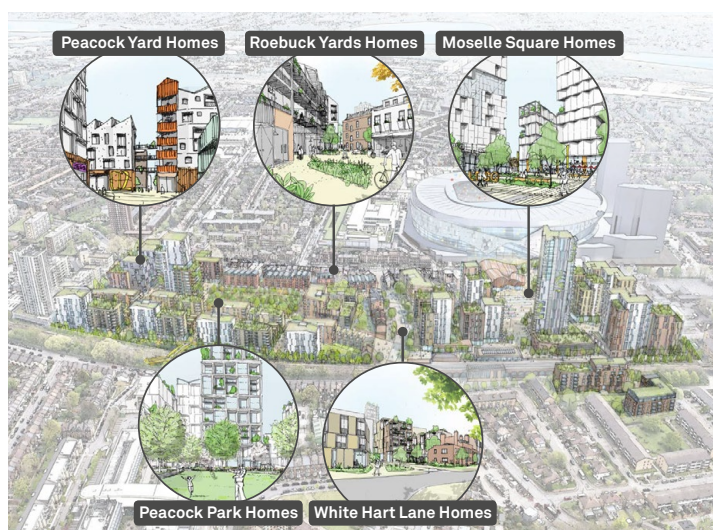
As the project progresses, we will continue to consult you through design workshops to help you decide what homes and surrounding neighbourhoods should look like. The new buildings and replacement homes will be built in accordance to requirements set out in the Design Guide put together based on previous consultation. We will continue to work to the Love Lane Residents Charter to progress and refine ideas.



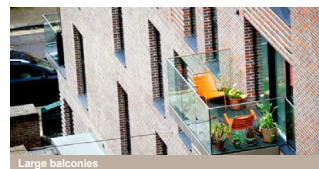
High-quality, safe, replacement homes for council tenants and resident leaseholders



A range of new homes for households of different incomes, ages life stages and aspirations



Generous living spaces meeting London standards



Large balconies



Living spaces with natural lighting

HRW
 HIGH ROAD WEST

Workspaces and Businesses



You said...

You want to see a thriving High Road with a broader range of shops, particularly independent traders.

There is a need for more job and training opportunities for local people, and more needs to be done to attract new businesses to the area

We will...

- Create new work and business spaces to help more local people gain access to job opportunities.
- Provide workspaces and workshops for new and relocated businesses and enterprises.
- Provide a range of shops, café and restaurants that integrates new, old, local and high street options.

PEACOCK YARD



Peacock Yard will create a new environment where light industrial businesses and workspaces are combined in a neighbourhood with homes above



ROEBUCK YARDS



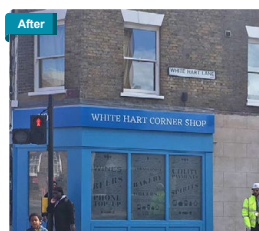
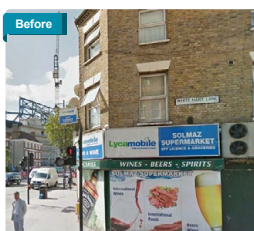
Creating spaces for new and creative enterprises



Providing a variety of shops and workspaces to help more local people to get jobs.

Roebuck Yards will also connect with existing shops on the High Road creating an exciting place to shop and visit.

HIGH ROAD IMPROVEMENTS



NEW RETAIL AND SHOPS

A variety of cafés, shops and restaurants



HRW
HIGH ROAD WEST

Open and Green Spaces



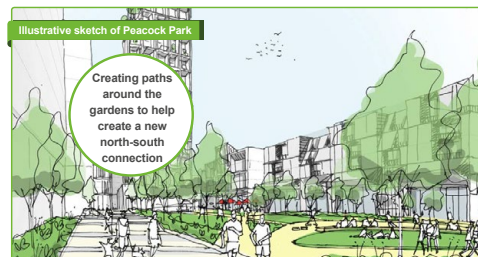
You said...

You want more better-quality public spaces, with plenty of green open space for the community, with safe play areas for children.

We will...

Create a new community park that is accessible to the whole community

PEACOCK PARK

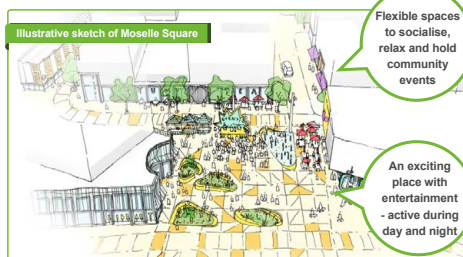


The new park will be a safe community park with activities for all.

It will have space for young and old including areas for sport and play, such as flat lawns for football and play equipment.

There will also be quiet areas for people to enjoy.

MOSELLE SQUARE



A new square (Moselle Square) would become the new civic heart of HRW. This would be welcoming, open and inclusive, surrounded by shops, cafés, and a place for hosting community events.

It would have two community uses - the Library and Learning Centre and the new Media and Arts building.

Community Focused



You said...

You want more and better-quality community facilities and dedicated activities for young people.

We will...

Create distinct areas dedicated to community facilities, and work with the local community on co-designing many of the new facilities and open spaces.

LIBRARY AND LEARNING CENTRE



A world-class Library and Learning Centre, welcoming to all ages and backgrounds

Will include other uses, to bring the community together, including a cafe, enterprise space for businesses and meeting room space for the community

THE GRANGE - COMMUNITY HUB



We will be creating a community hub with new facilities at the Grange, with spaces for meetings, activities for young people and events for local groups

MEDIA ARTS CENTRE



The Media Arts Centre could have multi-use halls, exhibition spaces, shopping, food stalls and meeting rooms for all to use.

COMMUNITY THEATRE



HRW
HIGH ROAD WEST

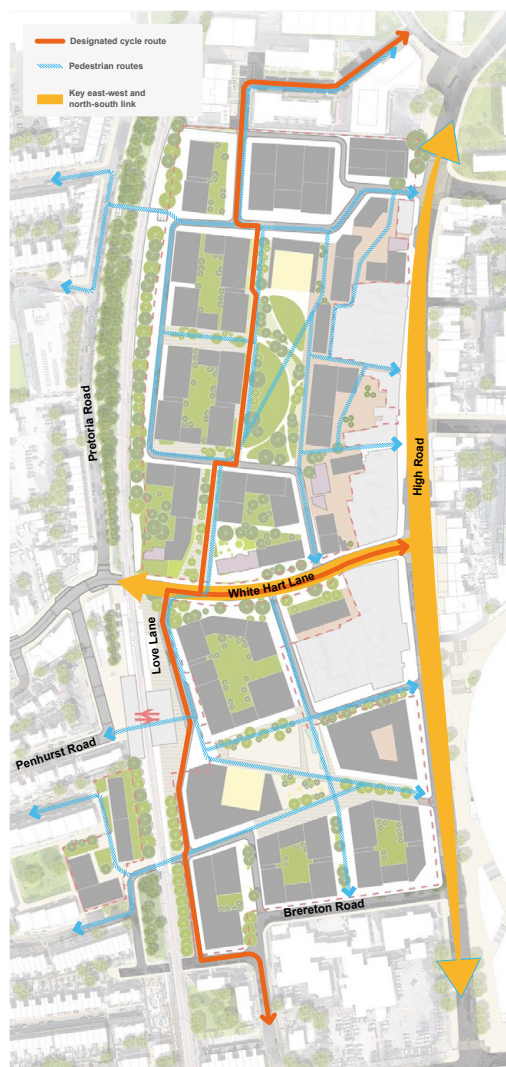
Getting Around



HRW will be a pedestrian and cycle friendly neighbourhood with pleasant streetscapes. We will put people first, by minimising vehicle movement around these key spaces.

The Masterplan will create neighbourhoods which are accessible by all forms of transport and have attractive walkable streets including new north-south and east-west links.

PEDESTRIAN AND DEDICATED CYCLE ROUTES AND LINKS



Pedestrian route connecting White Hart Lane Station and the High Road



Well connected streets with new safe and distinct routes for pedestrians and cyclists, with a purpose-built pedestrian route that would connect the revamped White Hart Lane Station and Tottenham High Road

Traffic calming measures



Traffic speeds in the area could be reduced by new traffic-calming measures. Parking provisions would include both on-street and basement parking

Dedicated cycle routes with safe cycle storage



Cycling could be encouraged through new cycle routes and safe cycle storage, linking to wider regional and national cycle networks

HRW HIGH ROAD WEST

When would this happen?

The community has told us they would like to see more homes, improved community and leisure facilities and plenty of open space. In order to bring these changes a number of properties will need to be demolished. This will include Love Lane Estate and Peacock Industrial Estate.

The demolition and construction of the HRW project is aimed to start by 2021 and be completely finished by 2030. Our top priority is for this to be done in a way that minimises disruption to local people. This means not everything can be demolished at the same time. Instead, buildings will be demolished at different times through a series of 'phases'. The demolition phases may need to be reviewed as part of the formal planning process, however the dates set out below give a good indication of how the project would go ahead.

WHAT DOES PHASING MEAN?

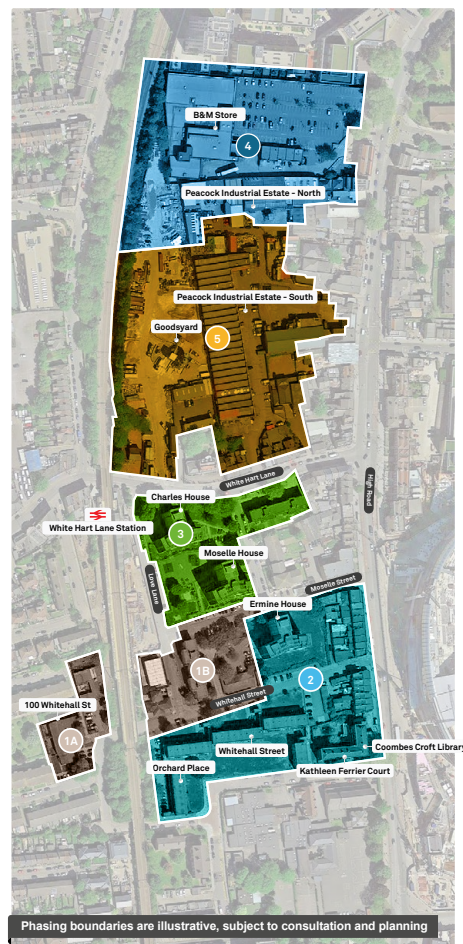
Phasing means splitting up the entire development area into smaller areas of land or 'phases'. This allows the HRW project to bring gradual improvement to the area, prioritising early delivery of key community assets such as new replacement homes and a new library and learning centre, whilst minimising disruption.

WHY ARE PROJECTS PHASED?

This is done so that there is minimal disruption to residents and businesses, and so that Love Lane residents can remain together with their neighbours and move at the same time. Whilst not under construction, land earmarked for development would be used in a creative way that benefits local people - such as temporary gardens, art installations or community events.

PROPOSED LOCATION AND TIMELINE OF PHASES

Phase 1A			
Target demolition start	2021	Target completion	2022
What would be demolished?	What we aim to deliver?		
<ul style="list-style-type: none">Grace Centre100 Whitehall Street	<ul style="list-style-type: none">New replacement homes		
Phase 1B			
Target demolition start	2022	Target completion	2024
What would be demolished?	What we aim to deliver?		
<ul style="list-style-type: none">2-32 Whitehall Street N17 8BP	<ul style="list-style-type: none">New public library and learning centreDistrict energy centreApproximately 250 new homes		
Phase 2			
Target demolition start	2022	Target completion	2025
What would be demolished?	What we aim to deliver?		
<ul style="list-style-type: none">2-26 Orchard Place N17 8BA3-29, 31-61, 63-89 Whitehall Street N17 8BPKathleen Ferrier Court N17 8BYCoombes Croft Library N17 8BY4-18 Brereton Road N17 8BYErmine House Moselle Street N17 8BE	<ul style="list-style-type: none">New community facilities (Media Arts Centre)New leisure, retail or workspace unitsNew Public Square (Moselle Square)Approximately 500 new homes		
Phase 3			
Target demolition start	2024	Target completion	2026
What would be demolished?	What would be delivered?		
<ul style="list-style-type: none">Charles House Love Lane N17 8DBMoselle House William Street N17 8DD9-39 White Hart Lane N17 8BU	<ul style="list-style-type: none">New leisure, retail or workspace unitsNew public realm and play spacesUp to 500 new homes		
Phase 4			
Target demolition start	2024	Target completion	2027
What would be demolished?	What would be delivered?		
<ul style="list-style-type: none">B&M StorePeacock Industrial Estate North	<ul style="list-style-type: none">New workspaces including affordable maker spaces and light industrialNew Community Spaces including a new community theatreInterim New Public ParkNew office spacesApproximately 700 New homes		
Phase 5			
Target demolition start	2027	Target completion	2029
What would be demolished?	What would be delivered?		
<ul style="list-style-type: none">Peacock Industrial EstateCarberry Enterprise CentreGoodyard and businesses on the old Sainsbury's site	<ul style="list-style-type: none">New public park including play areasNew retail and workspacesApproximately 500 New homes		



What has started?

£1M COMMUNITY IMPACT FUND

COMMUNITY IMPACT FUND £100K FUNDING EACH YEAR BETWEEN 2018 AND 2028

WHAT IS THE HRW COMMUNITY IMPACT FUND?

We have launched a Community Impact Fund to help local projects and community initiatives as part of the High Road West regeneration project. The Community Impact Fund is a £1 million fund that has been created to benefit those living in and around the HRW redevelopment scheme. £100k per year for the next ten years will be allocated to community projects and initiatives through a dedicated Community Impact Group.

COMMUNITY IMPACT GROUP SEVEN MEMBERS OVERSEEING FUNDING ALLOCATION

WHAT IS THE ROLE OF THE COMMUNITY IMPACT GROUP?

The Community Impact Group (CIG) has been set up to ensure the fund goes to projects that will deliver activities or services the local community want and need. The group will be responsible for:

- Setting up priorities for funding annually
- Receiving and reviewing project ideas for funding
- Overseeing the allocation of funds
- Reviewing projects and their impact

WHO IS IN THE GROUP?

The Group is made up of a panel of seven members with representatives from the local community, Haringey Council and Lendlease. Each member will serve on the panel for one year.

Local Community	Haringey Council	Lendlease
Kate Worley and Enid Henry Local resident representatives	Helen McDonough Head of Socio-Economic Regeneration, Haringey Council	Joshua Van Haaren Community Engagement Officer, Lendlease
Onika Joseph Youth Council representative for Northumberland Park	Molly Perman Regeneration Manager, HRW, Haringey Council	To be appointed Socio-Economic Development Manager, Lendlease



Kate said: "I've lived in the Headcorn and Tenterden Estate in Tottenham since 2010. For the last six years, I've been involved in the residents' association and I'm currently its secretary. I would like to see a number of projects funded that can deliver things to improve people's lives, their wellbeing and the environment around them."



Molly said: "There are so many amazing groups and organisations already working in the area. The Community Impact Fund will help them better deliver their services. I can't wait to see what projects come forward for funding!"



Onika said: "I am a member of Haringey Youth Council and we are really excited to help make a big difference with this fund over the coming years. I'm most looking forward to helping to choose the best ideas and make them into a reality, especially projects that help local young people because sometimes we are forgotten about!"

GET INVOLVED **ARE YOU INTERESTED IN APPLYING FOR FUNDING?**

APPLY FOR FUNDING

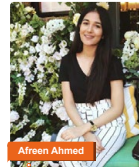
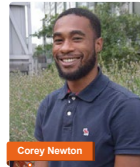
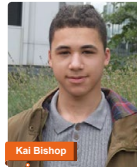
We will be sharing more details on how local groups and organisations can apply for the funding. This funding will come in the form of a grant and does not need to be repaid. In the meantime, do get in touch with us if you want to make suggestions, get involved or find out more about the Fund. Please contact Josh at joshua.vanhaaren@lendlease.com for more information or check out the updates on our website at www.highroadwest.london

SPORTS INSPIRED PROGRAMME

Since 2017, we have partnered with the charity SportInspired to run sports programmes for young people. In March 2018, we held our first Community Games involving volunteers and coaches from Lendlease, local community sports clubs and SportInspired. It gave children a taste of six sports – street dance, boxing, dodgeball, athletics, basketball and the Paralympic sports bocce. Students from Duke's Aldridge Academy also acted as young leaders at the events, tutoring younger pupils and organising sessions.



EMPLOYING LOCAL PEOPLE FROM TOTTENHAM

Tottenham Graduate	Assistant Engagement Officer	Apprentice
<p>Lendlease's graduate scheme offers roles in construction, consulting, development and finance. We are excited to welcome our first Tottenham-based graduate, Aftreen Ahmed, who is starting her role as an Assistant Development Manager in 2018. Aftreen holds a postgraduate degree in Housing and City Planning from UCL.</p>  <p>Aftreen said: "I am looking forward to working at Lendlease and the chance it offers to be part of a diverse team. I was motivated to apply to Lendlease by the company's commitment to delivering not only economic but also social change, including the vision they have for growth and opportunities in my local area."</p>	<p>23-year-old local resident Corey Newton has joined the HRW project team as an Assistant Community Engagement Officer. Corey was recruited through the charity A Band of Brothers (ABOB) who work with young men who have been involved in the criminal justice system, providing them with the support they need to make the transition into adulthood free of crime.</p>  <p>Corey said: "As a community engagement officer, I speak with members of the community to find out what their concerns are and help reassure them. I am considering working towards a university qualification in real estate management. My hope for the future is that crime in Haringey will decrease."</p>	<p>We have employed our first Digital Marketing Apprentice to work as part of the HRW project team. 17-year-old Kai Bishop studied at secondary school and college in Tottenham and he will now work with our Communications Manager to run the website and social media channels for HRW.</p>  <p>Kai said: "This opportunity to work with Lendlease is along the lines of what work I've always aspired to do, focusing on English and Media. Getting to work here as an apprentice has opened up my view of where I can go with my career. I plan to go into very similar work once I have completed my eighteen-month stay."</p>



Next Steps

WORKING WITH YOU IN 2019

An important consultation process - a ballot - specific to the Love Lane Estate must now take place.

If Love Lane residents vote yes for the redevelopment of their estate, we will be able to further develop the Masterplan with you.

The Masterplan will help to deliver better-quality housing, more housing choice, new community facilities, an improved High Road, better quality and more open space the community have asked for.

PROGRESSING THE HRW MASTERPLAN

INVESTING IN THE COMMUNITY



1-to-1 meetings



Pop-up street events



Design workshops



Fun family events



Public walk-in exhibitions

WHAT WE WANT TO ACHIEVE WITH YOU IN 2019

We want to work with the local community to understand what projects and activities you would like to see funded, where partnerships could be formed and how we can support new ideas.

We have some initial ideas but would like to hear your views. Some of our initial ideas include:

- Increased access to sport and exercise
- Education, skills and employment initiatives to support local people into long-term careers
- Physical and mental well-being programmes for all
- Increased access to arts and culture
- £1m dedicated to supported community-led programmes

INCREASED ACCESS TO SPORT AND EXERCISE



EDUCATION, SKILLING AND EMPLOYMENT INITIATIVES



INCREASED ACCESS TO ARTS AND CULTURE



YOUR POINTS OF CONTACT

WE WANT TO HEAR WHAT YOU THINK OF THE PROPOSALS SHOWN HERE AND GET YOUR FEEDBACK.

FILL IN OUR FEEDBACK CARD OR SPEAK WITH A MEMBER OF OUR TEAM IF YOU HAVE ANY QUESTIONS



Molly Perman
Regeneration Manager
molly.perman@haringey.gov.uk
020 8489 6930



Ian Cruise
Engagement Officer
ian.cruise@haringey.gov.uk
020 8489 3127 or 07773 958564



Richard Fagg
Lendlease Project Director
enquiries@highroadwest.london

13.14. MASTERPLAN AND NEW HOMES EXHIBITION - FEEDBACK CARD

FEEDBACK CARD	
<p>We want to hear what you think of the HRW proposals shown here. If the HRW project goes ahead in 2019, we will work with you to further develop the HRW Masterplan.</p>	
<p>Q1</p> <p>Tell us what areas of the HRW Masterplan would you most like to be consulted on?</p> <p> <input type="checkbox"/> New homes <input type="checkbox"/> Workspaces and businesses <input type="checkbox"/> Open and green spaces <input type="checkbox"/> Community facilities <input type="checkbox"/> Getting around <input type="checkbox"/> Other? </p> <p>Tell us why?</p>	<p>Q3</p> <p>Are there any areas of the HRW Draft Masterplan presented here that you are concerned about?</p> <p>.....</p> <p>.....</p> <p>Q4</p> <p>Do you have any other comments or questions?</p> <p>.....</p> <p>.....</p>
<p>Q2</p> <p>Tell us what aspects of the HRW Draft Masterplan presented here are you most excited about?</p> <p> <input type="checkbox"/> Homes <input type="checkbox"/> Workspaces and businesses <input type="checkbox"/> Open and green spaces <input type="checkbox"/> Community facilities <input type="checkbox"/> Getting around <input type="checkbox"/> New opportunities <input type="checkbox"/> Other? </p> <p>Tell us why?</p>	
<p>YOUR DETAILS</p> <p>Would you like us to keep you informed about the project? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p> Name Do you... Address <input type="checkbox"/> Live on Love Lane Estate Postcode <input type="checkbox"/> Live nearby Phone <input type="checkbox"/> Work nearby Email <input type="checkbox"/> Other </p> <p><small>Soundings (based in London) & Lendlease (based in London) will hold your details securely. We will not pass on your details to a third party or use them for any other purposes. By filling in your details you agree to your details being stored and used for purposes of this project which is to keep you informed about project updates, events and other project related information and communication.</small></p> <p><small>Please note that leaving your contact details is entirely optional, and for further details ask for our fair processing notice or contact dpo@soundingsoffice.com</small></p>	
<p>HRW HIGH ROAD WEST</p>	

13.15. HRW QUICK FACTS BOOKLET



About HRW

What is High Road West (HRW)?

High Road West (HRW) is the project name for the proposed redevelopment of the areas that are shown within the site boundary on the next page.

What is the vision for HRW?

The vision for HRW is to create a vibrant and sustainable neighbourhood and a new leisure destination for London.

What HRW aims to deliver?

The HRW scheme will bring major improvements to the area. Around 2,500 new homes will be built. This includes replacement Council homes and affordable homes for local people. HRW will create new work and retail spaces for businesses and create thousands of new jobs for the community. There will also be public squares, parks and a new library and learning centre for everyone to enjoy.

Who is involved?

From 2012 onwards Haringey Council and the community have been working together to discuss and agree on how the area could be developed. Following a fair and open procurement process, Lendlease was selected as the preferred development partner for the HRW scheme in 2017 and is now working with the Council and the local community to take the plans forward.



Where is HRW?

1

The area HRW covers is broadly between Tottenham High Road and White Hart Lane Station. It runs from Brereton Road in the south to the B&M Home store in the North.

- HRW site boundary
- Peacock Industrial Estate and B&M site area
- Love Lane Estate site area
- 100 Whitehall Street site area



What would HRW aim to deliver?

The local community have given their opinions on key themes guiding the HRW scheme including overall design, housing, businesses, open spaces and community benefits. Building on your feedback we want to work with you if the project progresses to create a Masterplan that really meets the communities wants and needs.

The six key themes guiding the HRW scheme are:

Homes	Open and Green Spaces
Workspaces	Community Facilities
Business and Retail	Improved Connections

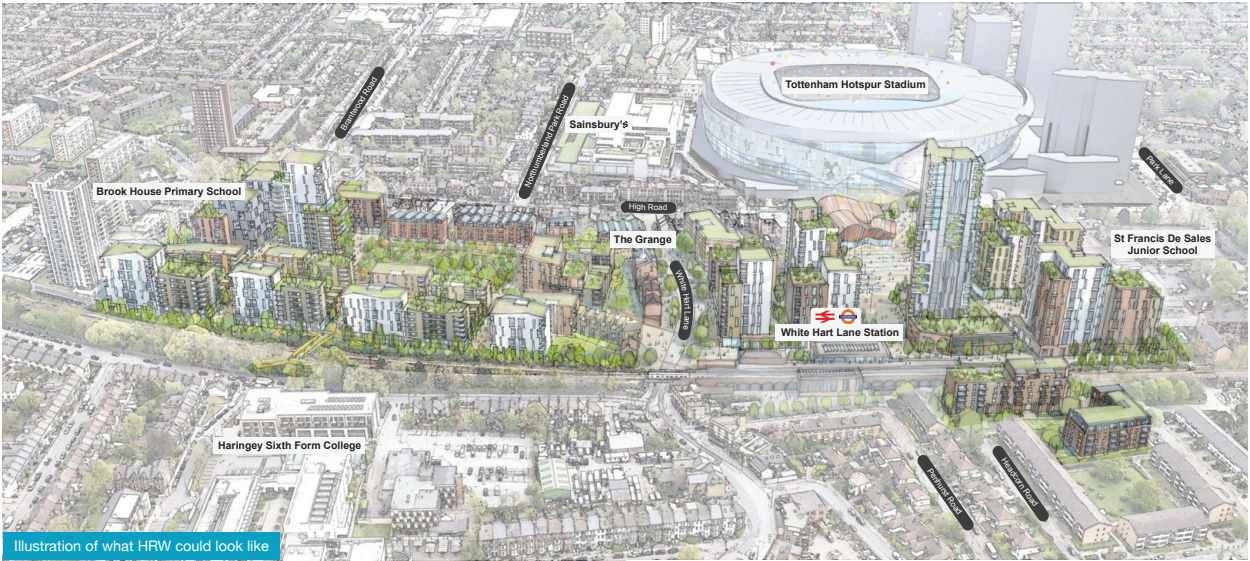
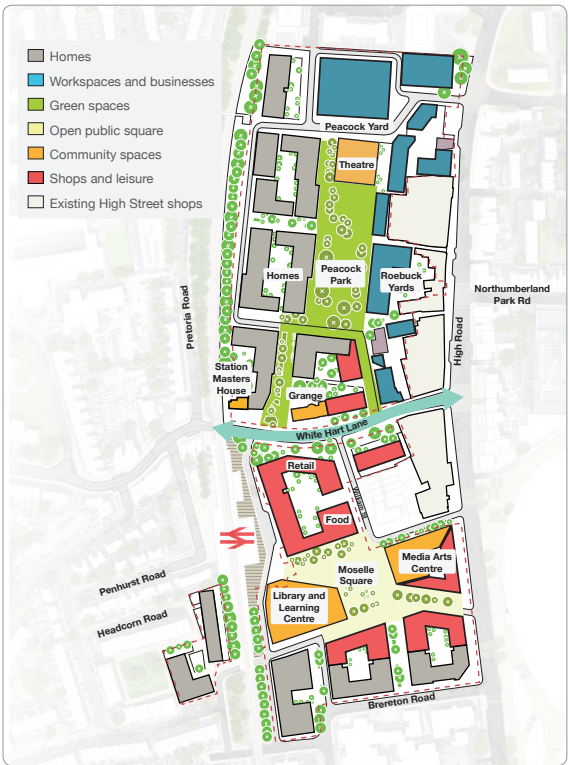


Illustration of what HRW could look like

Draft HRW Masterplan Ground Floor Uses



Homes

Create an inclusive community and deliver modern and high-quality homes that meet the needs of the residents and maximise their choices.



Workspaces

Create new work and business spaces and help more local people get access to job opportunities.



Business and Retail

Deliver new shops and restaurants, as well as a wider range of businesses and new spaces for local entrepreneurs. Integrate new, old, local and high street options.



Open and Green Spaces

Create open spaces that are accessible to the whole community that adds to the network of green spaces in the area to promote healthier living.



Community Facilities

Create distinct areas dedicated to community facilities, and work with the local community on co-designing many of the new facilities.





New Homes and Living



Proposal for provision of new homes

Our proposal for HRW - which would be subject to a planning process - would include over 2,500* high-quality, sustainable homes, with at least 750* affordable homes including 191* leaseholder and council homes (a net increase of 539*), which will meet the Council's housing strategy on affordability, ensuring that the homes will be affordable for local people. **All figures are indicative and subject to the planning process.*

Priority replacement homes at HRW

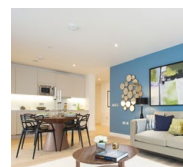
We will deliver 191* high-quality, safe and secure, replacement homes for council tenants and resident leaseholders which will be owned by the Council. We also aim to offer new routes to home ownership and affordable rental options, widening the choice and diversity of tenures for households of different incomes, ages, life stages and aspirations. **All figures are indicative and subject to the planning process.*



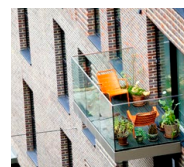
High-quality, safe, replacement homes for council tenants and resident leaseholders



A range of new homes for households of different incomes, ages life stages and aspirations



Generous living spaces meeting London standards



Large balconies



Living spaces with natural light

Workspaces and Businesses

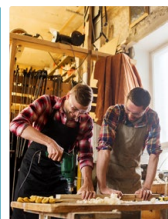


HRW will create new work and business spaces to help more local people gain access to job opportunities. It will provide workspaces and workshops for new and relocated businesses and enterprises. HRW will create space for a range of shops, cafes, bars and restaurants that integrates new, old, local and high street options.



Inspired by the existing Peacock Estate

Peacock Yard will create a new environment where light industrial businesses and workspaces are combined in a neighbourhood with homes above.



Creating spaces for new and creative enterprises



Roebuck Yards will connect with existing shops on the High Road creating an exciting place to shop and visit. Providing a variety of shops and workspaces to help more local people to get jobs.

HRW will bring new retail with a variety of cafes, shops and restaurants.



Open and Green Spaces



We will create open spaces that are accessible to the whole community, adding to the network of green spaces in the area to promote healthier living.



Creating paths around the gardens to help create a new north-south connection



Illustrative sketch of Moselle Square

The new park will be a safe community park with activities for all. It will have space for young and old including areas for sport and play, such as flat lawns for football and play equipment. There will also be quiet areas for people to enjoy.



An exciting place with entertainment - active during day and night



Creating spaces to play, eat and have picnics

A new square (Moselle Square) will become the new civic heart of HRW. This will be welcoming, open and inclusive, surrounded by shops, cafes, and a flexible place for hosting community events, socialise and relax.



Community Facilities

HRW will create distinct areas dedicated to community facilities, and work with the local community on co-designing many of the new facilities and open spaces.



Illustrative sketches of the library and learning centre

A new children's and general library



A high-quality study space, with computers

A world-class Library and Learning Centre, welcoming to all ages and backgrounds. It will include other uses, to bring the community together, including a cafe, enterprise space for businesses and meeting room space for the community.



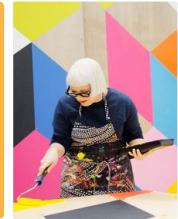
Illustrative sketch of the community theatre



A community theatre would be a new space to hold cultural events and performances.



The new Media Arts Centre could have multi-use halls, exhibition spaces, shopping, food stalls and meeting rooms for all to use.



The Grange will be refurbished to become an improved community hub for North Tottenham residents.



The Grange will be a welcoming community space and information centre, that can host a range of community events and programmes, from resident meetings, community grow gardens to health and wellbeing clinics.



Investing in the Community



The HRW scheme will bring not only physical changes in the area, but also social, economic and health benefits for the local community. Delivering new homes must go hand-in-hand with social benefits such as improved skills, employments and training opportunities. As part of the HRW partnership, Lendlease will contribute £10m towards investment in a number of programmes and initiatives.

Community Impact Fund

Along with other ongoing programmes we have also launched a £1 million Community Impact Fund to help local projects and community initiatives as part of the HRW project. £100k has already been allocated to community projects and initiatives through a dedicated Community Impact Group (CIG). If the HRW project goes ahead, the Group will continue to invest £100k each year for the next 10 years.

Based on conversations with the community so far, we plan to focus the initial funding on projects that address:

- Outdoor activities and events
- Activities for adults
- Anti-social behaviour, crime and safety
- Activities for children and young people

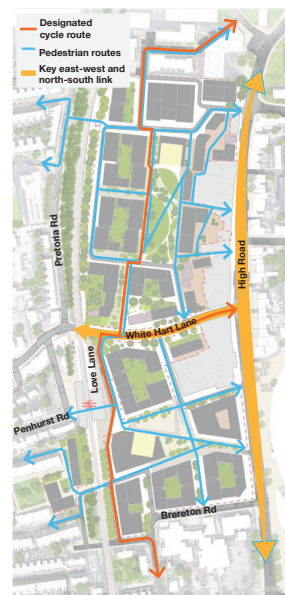


To find out more, submit project ideas or to be kept informed about project funding and updates, get in touch with us using the details at the back of this booklet.

Improved Connections



HRW will be a pedestrian and cycle friendly neighbourhood with pleasant streetscapes. We will put people first, by minimising vehicle movement around these key spaces. The Masterplan will create neighbourhoods which are accessible by all forms of transport and have attractive walkable streets including new north-south and east-west links.



Pedestrian route connecting White Hart Lane Station and the High Road



Traffic calming measures



Dedicated cycle routes with safe cycle storage

Resident Ballot



Resident ballot on the HRW Regeneration scheme

Haringey Council intend to hold a resident ballot in 2019 on whether the Love Lane Estate is demolished to enable the High Road West Regeneration scheme to go ahead.

Why do we need to have a ballot?

On 18 July 2018, the Mayor of London introduced a requirement which means that any landlord, such as the Council, seeking Greater London Authority (GLA) funding for a strategic estate regeneration project which involves the demolition of social housing must demonstrate that they have secured resident support for their proposals through a ballot.

In this case Haringey Council are the landlord and the strategic estate regeneration project is the High Road West Regeneration scheme. To deliver new homes, jobs, businesses and community space we will need to demolish homes on the Love Lane Estate.

Haringey Council have asked for funding from the GLA to help deliver genuinely affordable housing within the scheme.

The offer to residents

Haringey Council is the landlord of the Love Lane Estate and after consultation with residents we will be putting together a Landlord Offer.

The Landlord Offer will outline the details of the HRW Regeneration scheme and associated ballot, including the question to be put to residents in the ballot and the timing of the ballot. The Landlord Offer will include details of:

- The vision, priorities and objectives of the project, including the estimated number of new homes and mix of homes.
- The full right to return or remain for social tenants.
- The offer for leaseholders.
- Commitments to ongoing consultation and engagement.
- The offer for those in Temporary Accommodation.

Who will be responsible for undertaking the ballot?

Haringey Council are in the process of appointing an independent body to undertake the ballot.

The independent body will review processes for registration of voters, distribute the Landlord Offer, advise Haringey Council on the question to be put to ballot, ensure that votes are accurately recorded and counted, and confirm the overall ballot process meets GLA requirements.

Proposed timelines

Who is eligible to vote in the HRW ballot?

The ballot is open to all residents' aged 16 years or older living on the Love Lane Estate who meet one or more of the following three eligibility criteria:

- Social tenants, including those with secure, assured, flexible or introductory tenancies, named as a tenant on a tenancy agreement dated on or before the date the Landlord Offer document is published.
- Resident leaseholders or freeholders who have been living in their properties as their only or principal home for at least one year prior to the date the Landlord Offer is published and are named on the lease or freehold title for their property.
- Any resident whose principal home is on the estate and who has been on Haringey Council's housing register for at least one year prior to the date the Landlord Offer is published, irrespective of their current tenure.
- Residents living in temporary accommodation and private rented sector tenants are not eligible to vote, unless they have been on the local authority housing register for one year or more prior to the date the Landlord Offer is published (regardless of how long they have lived on the estate).

The eligibility criteria is taken from the Mayor of London's guidance on ballots.

What are the timelines if the scheme goes ahead?

High-quality replacement homes will be provided for all eligible Love Lane residents within the High Road West Scheme. The approximate target dates for building the new homes and for the demolition of the existing blocks are set out here and is aimed to start earliest by 2021 and be completely finished by 2030.

What does phasing mean?

Our top priority is for the demolition and construction to be done in a way that minimises disruption to local people. This means not everything can be demolished at the same time. Instead, buildings will be demolished at different times through a series of 'phases'.

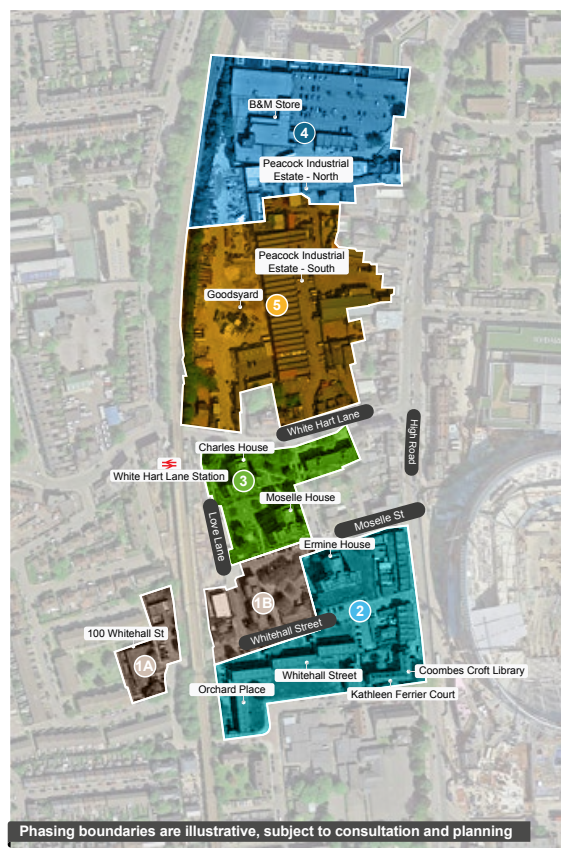
Phasing means splitting up the entire development area into smaller areas of land or 'phases'. This allows the HRW project to bring gradual improvement to the area, prioritising early delivery of key community assets such as new replacement homes and a new library and learning centre, whilst minimising disruption.

The phasing approach is still work in progress; we are working towards enabling all residents to move directly to their new home before their existing home is demolished.

The demolition phases will need to be reviewed as part of the formal planning process, however the dates set out on the following pages give a good indication of how the project would go ahead.

The replacement homes will be built in several phases. All replacement homes will be within approximately 5 minutes walk from where your current home is and will be spread across different buildings in the development south of White Hart Lane.

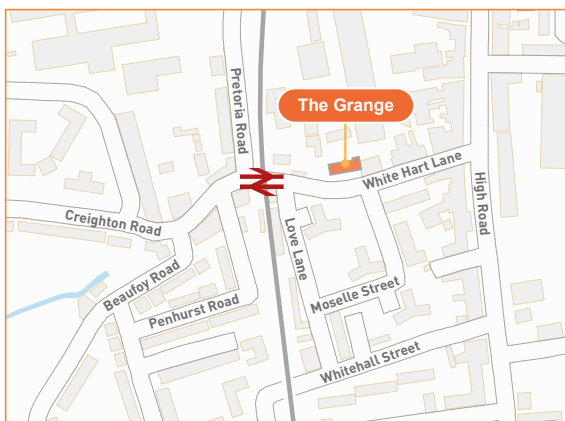
Phase 1A	Target demolition start	2021	Target completion	2022
What would be demolished?	What we aim to deliver?			
<ul style="list-style-type: none"> Grace Centre 100 Whitehall Street 	<ul style="list-style-type: none"> New replacement homes 			
Phase 1B	Target demolition start	2022	Target completion	2024
What would be demolished?	What we aim to deliver?			
<ul style="list-style-type: none"> 2-32 Whitehall Street 	<ul style="list-style-type: none"> New public library and learning centre District energy centre Approximately 250 new homes 			
Phase 2	Target demolition start	2022	Target completion	2025
What would be demolished?	What we aim to deliver?			
<ul style="list-style-type: none"> 2-28 Orchard Place 3-29, 31-61, 63-89 Whitehall Street Kathleen Ferrier Court Coombes Croft Library 4-18 Brereton Road Ermine House, Moselle Street 	<ul style="list-style-type: none"> Community facilities (Media Arts Centre) New leisure, retail or workspace units New public square (Moselle Square) Approximately 500 new homes 			
Phase 3	Target demolition start	2024	Target completion	2026
What would be demolished?	What we aim to deliver?			
<ul style="list-style-type: none"> Charles House Love Lane Moselle House William Street 9-39 White Hart Lane 	<ul style="list-style-type: none"> New leisure, retail or workspace units New public realm and play spaces Up to 500 new homes 			
Phase 4	Target demolition start	2024	Target completion	2027
What would be demolished?	What we aim to deliver?			
<ul style="list-style-type: none"> B&M Store Peacock Industrial Estate North 	<ul style="list-style-type: none"> New office spaces and workspaces including affordable maker spaces and light industries New community spaces (community theatre) and an interim public park Approximately 700 New homes 			
Phase 5	Target demolition start	2027	Target completion	2029
What would be demolished?	What we aim to deliver?			
<ul style="list-style-type: none"> Peacock Industrial Estate Carberry Enterprise Centre Goodyard and businesses on the old Sainsbury's site 	<ul style="list-style-type: none"> New public park including play areas New retail and workspaces Approximately 500 new homes 			



Contact us

6

If you would like to find out more about the Community Investments or if you have any questions about the scheme, get in touch with us using the details below.



THE GRANGE

32-34 White Hart Lane
Tottenham N17 8DP

HRW ENGAGEMENT TEAM

☎ 0800 124 4081
 ✉ info@hrwcommunity.co.uk
 🌐 www.highroadwest.london
 🐦 @highroadwest



Haringey LONDON 















13.16. KEY AREAS FLIPBOOK



IN THIS FLIPBOOK

If the HRW regeneration project goes ahead, we will work with you to progress the HRW masterplan.

This flipbook presents precedent images and potential options for key spaces that we would like your input and feedback on.

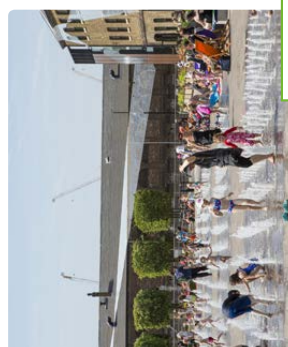
		MOSELEY SQUARE	03
		PEACOCK PARK	11
		PEACOCK YARD	17
		ROBUCK YARDS	19
		LIBRARY AND LEARNING CENTRE	22
		MEDIA AND ARTS CENTRE	26
		COMMUNITY THEATRE	30
		COMMUNITY HUB AT THE GRANGE	33
		PROGRESSING THE VISION	35

Refer to the draft HRW Masterplan - Ground floor uses board

MOSELLE SQUARE

A new square (Moselle Square) would become the new civic heart of HRW. This will be welcoming, open & inclusive, surrounded by shops, cafes, and will host community events.

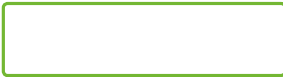


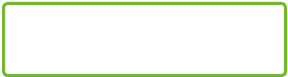






































































































































































































































































































































































It will have two community uses - the Library and Learning Centre and the new Media and Arts building.



WATER FEATURES



Mark in the boxes what you would prefer

The collage consists of 12 photographs arranged in a 4x3 grid. The first two rows show shops and markets, and the last two rows show bars and restaurants. Each photograph is placed in a box, with empty boxes provided for labeling. The scenes include people shopping in a store, a busy outdoor market, a woman in a colorful dress, a man pouring beer, a family eating pizza, and people socializing in a bar and restaurant.

PEACOCK PARK

The new park will be a safe community park with activities for all.


It will have space for young and old including areas for sport and play, such as flat lawns for football and play equipment.


There will also be quiet areas for people to enjoy.


PLAY AREAS

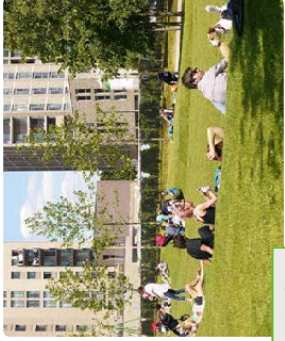
Mark in the boxes what you would prefer


12




















QUIET SPACES

FLAT LAWNS

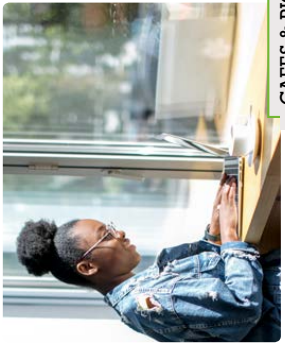
Mark in the boxes what you would prefer


Mark in the boxes what you would prefer


13

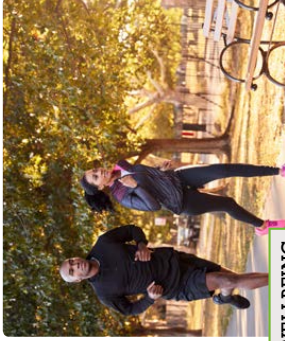
14


STATEMENT OF COMMUNITY INVOLVEMENT




















CAFES & PICNIC AREAS

SPORTS & WELLBEING

Mark in the boxes what you would prefer

Mark in the boxes what you would prefer

15

16

PEACOCK YARD

Peacock Yard will create a new environment where light industrial businesses and workspaces are combined in a neighbourhood with homes above.



LIGHT INDUSTRIAL BUSINESSES

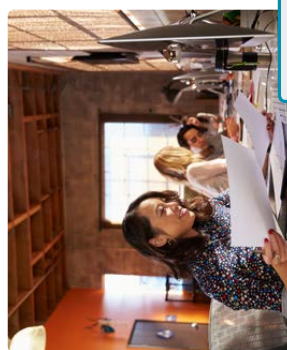


Mark in the boxes what you would prefer

18

ROEBUCK YARDS

Roebuck Yard will provide a variety of shops & workspaces to help more local people to get jobs. It will also connect with existing shops on the High Road creating an exciting place to shop and visit.



WORKSPACES



Mark in the boxes what you would prefer


20





CREATIVE MAKER SPACES & SHOPS

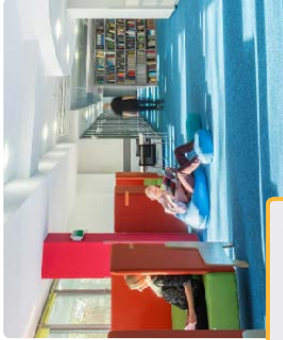

Mark in the boxes what you would prefer





LIBRARY AND LEARNING CENTRE

A world-class library and learning centre, welcoming to all ages and backgrounds.

Mark in the boxes what you would prefer





READING & STUDY AREAS


Mark in the boxes what you would prefer







IT FACILITIES

Mark in the boxes what you would prefer







MEDIA AND ARTS CENTRE

The media-arts centre could have multi-use halls, exhibition spaces, shopping, food stalls and meeting rooms for all to use.





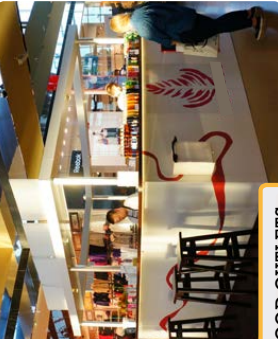

MEETING SPACES







ART & MUSIC FACILITIES





SHOPPING & FOOD OUTLETS





COMMUNITY HUB AT THE GRANGE



The Grange will be refurbished to become an improved community hub for North Tottenham residents, with spaces for meetings, activities for young people and events for local groups.






MULTI-USE HALLS


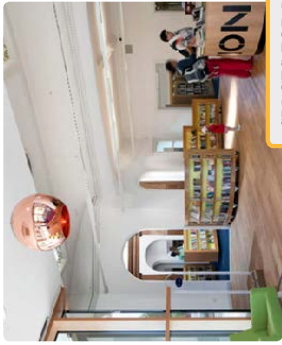
Mark in the boxes what you would prefer







COMMUNITY GARDEN

Mark in the boxes what you would prefer





SPACES FOR LOCAL GROUPS

Mark in the boxes what you would prefer



COMMUNITY THEATRE

A new space to hold cultural events and performances.







PERFORMANCE & DANCE SPACE

Mark in the boxes what you would prefer

PROGRESSING THE VISION

The 2014 framework gives a clear guide as to what the HRW project should provide for the local area. If Love Lane Estate residents choose to go ahead with redeveloping their estate, we will then work with the local community to shape the 'Final HRW Masterplan'.

The plans to the right show how the '2014 Framework Plan' (left) has been used to inform the 'Draft HRW Masterplan' (right). Importantly, all key principles have been taken forward, and additions and improvements have also been suggested.



2014 Framework

- New Homes**
5,150 with different mix, types and tenure. A new 'Love Lane Estate' will be built to a high quality and modern standards for existing residents.
- Peacock Gardens**
A residential area with new homes and a large park to the north.
- Peacock Mews**
New business spaces behind the High Road.
- High Road Improvements**
A new improved High Road with shop front and public space improvements.
- Improved White Hart Lane**
A new public square behind White Hart Lane with attractive new public space.
- Moselle Square**
A new public square surrounded by leisure and community facilities and cafes and restaurants.

Draft HRW Masterplan

- New Homes**
Over 5,150 new homes, a mix of types and tenure, we have enhanced the masterplan to deliver more community amenities and a greater number of local parks and accessible spaces.
- Larger Community Park**
Peacock Park would be central park, significantly increased in size offering more options for relaxing, play and other activities.
- Enhanced business spaces**
The package has been enhanced with public spaces behind the High Road to improve the High Road frontage called Peacock Yard.
- High Road Improvements**
Public space improvements with 15,000,000 of new public space to improve the High Road front.
- Improved White Hart Lane**
A wide, more generous White Hart Lane with attractive public spaces.
- Moselle Square**
Refined framing of the new public square by forestry, leisure facilities, shops and restaurants.
- Library and Learning Centre**
A new state of the art library and learning centre located for early delivery in the first phase.
- Community Theatre**
A new community theatre would be built to a high quality and modern standards for existing residents and performances.
- Light Industrial Workshops**
Peacock Yard would be light industrial workshops and a cultural centre located for early delivery in the first phase.

*All figures are indicative and subject to the planning process.

13.17. NEW HOMES PACK - COVERING LETTER



High Road West Regeneration Project Update

Tuesday, 23rd February 2021

Dear Love Lane Resident,

Following last month's announcement that the Mayor of London has agreed to additional funding to kick start our revised plan for the High Road West scheme – the council and Lendlease are excited to be re-starting our joint community engagement activities as we take a significant step forward in delivering this once in a lifetime opportunity.

High Road West will bring wide reaching improvements to the local area, delivering what the community have told us are your priorities. Priorities such as providing much needed high-quality homes including new council homes, new jobs and employment space and improved community facilities, such as the Library and Learning Centre and new and enhanced green and open spaces.

The scheme will also see £10 million of social and economic investment into the local community, and provide opportunities for residents to benefit from education, employment, and training. This will include the training needed to enable local residents to be part of physically building their neighbourhood. As we come out of the Covid-19 crisis, this scheme can be a fantastic boost to the local economy in north Tottenham and create jobs for those who live in and around the area.

The Council are committed to ensuring a fair and equal borough – and are determined that any new development in the borough must be shaped by the local community, and that local people must benefit most from the changes. Lendlease share these values and principles, and are dedicated to delivering on these commitments as the Council's development partner on High Road West.

That is why we are very pleased to share with you the latest proposals and designs for the High Road West scheme and the new council homes, and to ask for your feedback to help us to further develop these ideas to meet the needs of the community. More information on how you can let us know your views and get involved in the engagement activities planned for the coming weeks are provided in the enclosed High Road West masterplan booklet and feedback form. Additionally, a new homes engagement pack will be sent to you later this week.

What happens next?

The feedback we receive through this engagement will be carefully considered and will inform the council's final 'Landlord Offer' to residents. The 'Landlord Offer' is the document that eligible residents will be sent to help them decide whether to vote 'yes' or 'no' in a Ballot, on whether the High Road West Scheme should go ahead. The Ballot is due to take place later in the year.

It will also be the first stage of developing a planning application for the scheme, though residents, businesses and the wider community will continue to be involved as the planning process evolves and will have many further opportunities to shape the scheme over the next few years.

We look forward to speaking to you over the coming weeks.

Yours sincerely,

The High Road West Team



13.17.1. NEW HOMES PACK - INTRO CHECKLIST

HRW

HIGH ROAD WEST

This is your guide to what is included in your High Road West New Homes engagement pack.

Start by going through this guide to see...

1 Why are we sending this to you?

2 What is included in this pack?

3 What are the next steps?

We hoped we could take you through this information ourselves in person, but sadly Covid-19 means we can't meet right now.

So if you're able to, sit down, put the kettle on, and enjoy a cuppa' and a biscuit while you have a read - and we're still available to chat on the phone at any time. You can find our contact details on the back of this leaflet.

FEBRUARY 2021

Haringey
LONDON

lendlease

HRW

CHECK OUT WHAT'S IN THIS PACK?

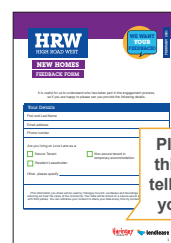
1 New homes leaflet



Open this up fully, browse both sides

See what your new home design and layout could look like

2 New homes feedback form



Please fill this out to tell us what you think

3 Quick facts pocket book



Keep this handy in case you have any questions

4 Free post envelope



Use this to return your New Homes feedback form to us

5 Project timeline



For information on what's happened before and what's coming next

6 Tea and biscuits



If you're able to, sit down, put the kettle on, and enjoy a cuppa' while you take it all in.

7 Magnet



Use this on your fridge to keep the Feedback Form and Project Timeline to hand

FEBRUARY 2021

HOW TO GET INVOLVED

**Fill in the New Homes feedback form**

Included in this pack is the **New Homes Feedback Form**. Please tell us what you think about the designs and features of our proposals.

Once you've completed the form please **put it in the FreePost Envelope** included in this pack and post it at your nearest post box or post office.

Please return this by **Sunday 21st March**.

**Fill in the Masterplan feedback form**

Earlier in the week you should have received a **Masterplan Pack** with a feedback form inside. You can either fill this in and return it with your New Homes Feedback Form.

OR

Take the online survey by following this link or QR code.



You can find this at:
HighRoadWest.London/GetInvolved

**Videos coming soon!**

To make this engagement as interactive as possible, we will be producing a series of videos to help explain the Masterplan Vision and what we intend to deliver. We will be uploading five short videos on the following topics soon:

1. **Introduction and Vision**
2. **New Homes**
3. **Public & Green Spaces**
4. **Jobs, Workspaces, Businesses and Retail**
5. **New Community and Leisure Facilities**

You'll be able to watch these videos soon at **HighRoadWest.London/GetInvolved**



YOU'RE INVITED

We're hosting some live Question & Answer sessions about the New Homes and the Masterplan. Here you'll be able to ask the project team all about the project and what this means for you.

Please join us at a time that is most convenient to you.

Below are the Microsoft Teams links and QR codes that will take you straight to the event.

NEW HOMES Q&A SESSION

11am Saturday 6th March
tinyurl.com/3x9mx2y3



7pm Tuesday 9th March
tinyurl.com/yx2c9uz9

MASTERPLAN Q&A SESSION

6pm Thursday 4th March
tinyurl.com/4ah49ccj



2pm Saturday 6th March
tinyurl.com/jvayzvex

Send us your questions via phone or email by Tuesday 2nd March so we can make sure the right person is there to answer you.

STAY IN TOUCH

If you would like to hear more about High Road West, have any questions or would simply like to be kept updated with the latest news and events, please contact us using this information:

Scott Mundy
Regeneration Officer, Haringey Council

Scott.Mundy@haringey.gov.uk

07971 837641

Avni Mehta
Project Lead, Lendlease

Enquiries@highroadwest.london

HRW FEBRUARY 2021

Haringey **lendlease**

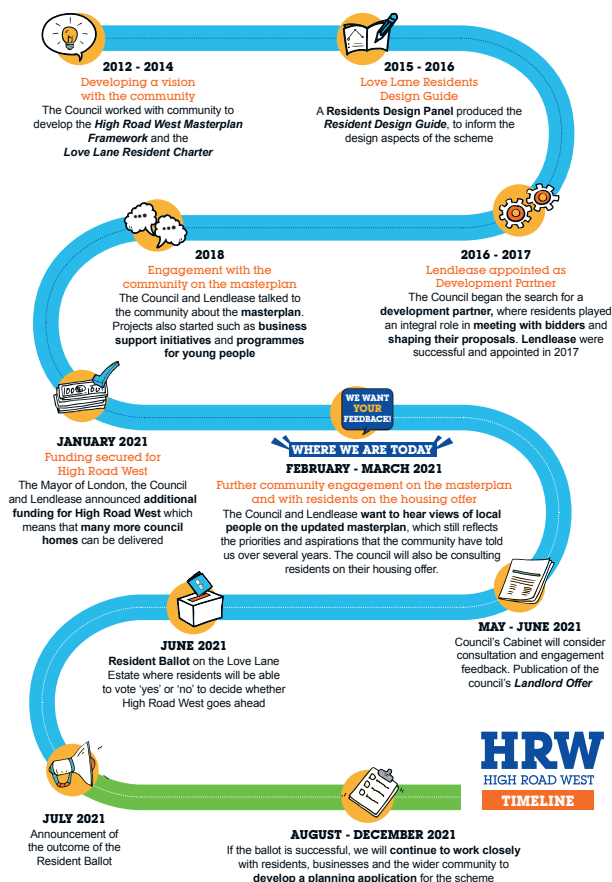


13.17.2. NEW HOMES PACK - TIMELINE



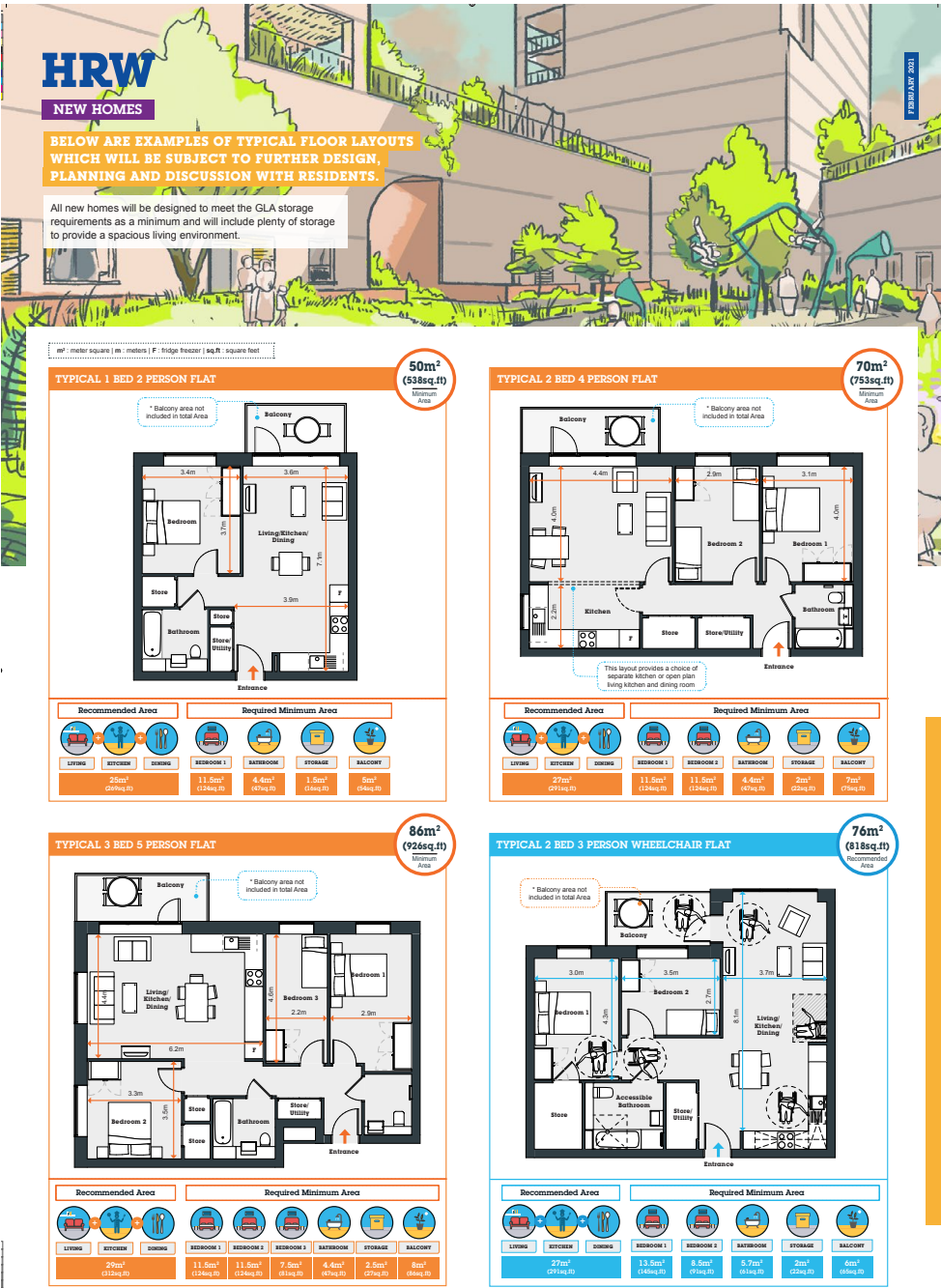
Glossary

- **Masterplan** – The vision and layout for High Road West, as set out in Masterplan Information Booklet and how these relate to each other.
- **Housing offer** – The council's two draft policies, the High Road West Local Lettings Policy and Love Lane Leaseholder Offer, which set out the proposed offers for residents on the Love Lane Estate, including the option to a move to a new home in High Road West. You should have received a separate consultation pack from the council with this information. If you haven't, please contact your engagement officer Lauren Schneider on lauren.schneider@haringey.gov.uk or 07816 151961.
- **Landlord Offer** – The council's formal offer to Love Lane residents, which will be the subject of the resident ballot and will be finalised once we listen to your feedback on the housing offer and masterplan.
- **Resident Ballot** – An independently run ballot where residents will be able to vote 'yes' or 'no' to decide whether High Road West goes ahead.



Refer to the Glossary overleaf for explanations of terminology used

[illegible]



13.17.4. NEW HOMES PACK - FEEDBACK FORM



It is useful for us to understand who has taken part in the engagement process, so if you are happy to please can you provide the following details.

Your Details	
First and Last Name	
Email address	
Phone number	
Are you living on Love Lane as a:	
<input type="checkbox"/> Secure Tenant	<input type="checkbox"/> Non-secure tenant in temporary accommodation
<input type="checkbox"/> Resident Leaseholder	
Other- please specify _____	
<small>(The information you share will be used by Haringey Council, Lendlease and Soundings for the purposes of ensuring we hear the views of the community. Your data will be stored on a secure server and will not be shared with third parties. You can withdraw your consent to share your data at any time by contacting the project team)</small>	



New Homes feedback

1a. What do you think about the proposed design and space features for the new homes (pages 3 and 4)?

☐ Strongly Support

☐ Support

☐ Oppose

☐ Strongly Oppose

☐ Dont Know

1b. Can you tell us why you think this and if there is anything else you would like to see included?

Do you have any other comments?

New Homes feedback form

2a. What do you think about the types of options residents will have to customise their homes (page 5)?

☐ Strongly Support

☐ Support

☐ Oppose

☐ Strongly Oppose

☐ Dont Know

2b. Can you tell us why you think this and if there is anything else you would like to see included?

Do you have any other comments?



New Homes feedback

3a. What do you think about the proposed energy efficiency and cost saving features for the new homes? (page 6)

☐ Strongly Support

☐ Support

☐ Oppose

☐ Strongly Oppose

☐ Dont Know

3b. Can you tell us why you think this and if there is anything else you would like to see included? Do you have any other comments?

4a. What do you think about the accessible and adaptable homes features proposed? (page 7)

☐ Strongly Support

☐ Support

☐ Oppose

☐ Strongly Oppose

☐ Dont Know

New Homes feedback form

4b. Can you tell us why you think this and if there is anything else you would like to see included? Do you have any other comments?

5a. What do you think about the safety and security features proposed for the new homes? (page 8)

☐ Strongly Support

☐ Support

☐ Oppose

☐ Strongly Oppose

☐ Dont Know

5b. Can you tell us why you think this and if there is anything else you would like to see included? Do you have any other comments?

HRW

New Homes feedback form

Equality monitoring

Councils have a responsibility to not discriminate against groups under protected characteristics as defined by the Equality Act 2010. This is why we would appreciate if you answered the following questions. Your answers are anonymous. The information collected as part of this form will be processed separately from any personal information.

1. Age Range	<input type="checkbox"/> 0 - 18	<input type="checkbox"/> 19 - 24	<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 35 - 44	<input type="checkbox"/> 45 - 60	<input type="checkbox"/> 61 +	<input type="checkbox"/> Prefer not to say
2. What gender to you identify with?	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to say				
Is your gender identity different to the sex you were assumed to be at birth?	<input type="checkbox"/> Yes, it's different	<input type="checkbox"/> No, it's the same	<input type="checkbox"/> Prefer not to say				
3. Do you have a disability, long-term illness or health condition? (disabled as defined by the Equality Act 2010)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say				
4. Ethnicity	<input type="checkbox"/> Asian / Asian British	<input type="checkbox"/> Black, African, Caribbean or Black British	<input type="checkbox"/> White / White British	<input type="checkbox"/> White Irish	<input type="checkbox"/> Mixed background	<input type="checkbox"/> Prefer not to say	<input type="checkbox"/> Other ethnic background please specify: _____
5. What is your religion or belief?	<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu	<input type="checkbox"/> Jewish	<input type="checkbox"/> Other - please specify: _____	<input type="checkbox"/> Sikh	<input type="checkbox"/> Muslim	<input type="checkbox"/> No religion or belief
6. Sexual orientation	<input type="checkbox"/> Straight	<input type="checkbox"/> Lesbian	<input type="checkbox"/> Gay	<input type="checkbox"/> Bisexual	<input type="checkbox"/> Prefer not to say		
7. Marriage & Civil Partnership	<input type="checkbox"/> Single	<input type="checkbox"/> Married	<input type="checkbox"/> Co-habiting	<input type="checkbox"/> In a civil partnership	<input type="checkbox"/> Divorced	<input type="checkbox"/> Widowed	<input type="checkbox"/> Separated
8. What is your first language?	<input type="checkbox"/> Albanian	<input type="checkbox"/> Akan	<input type="checkbox"/> Arabic	<input type="checkbox"/> English	<input type="checkbox"/> French	<input type="checkbox"/> Greek	<input type="checkbox"/> Kurdish
	<input type="checkbox"/> Polish	<input type="checkbox"/> Portuguese	<input type="checkbox"/> Somali	<input type="checkbox"/> Somali	<input type="checkbox"/> Spanish	<input type="checkbox"/> Turkish	<input type="checkbox"/> Prefer not to say
	<input type="checkbox"/> Other ethnic background - please specify: _____						

13.17.5. NEW HOMES PACK - TRANSLATION SHEET



DO YOU NEED THIS TRANSLATED?

If you want the information in this pack provided in your own language, please tick the relevant box below, fill in your name and address and return this to us in the freepost envelope provided.

- ☐ **Shqip (Albanian)**
Nese deshironi ta keni kete ne gjuhen tuaj, ju lutemi vendosni shenjen ne kuti, shenoni emrin dhe adresen tuaj dhe niseni me poste falas ne adresen e meposhtme.
- ☐ **Español (Spanish)**
Si quiere esto explicado en su propio idioma, por favor marque el casillero adecuado, ponga su nombre, apellidos y dirección y mándelo a la dirección indicada abajo.
- ☐ **Polskie (Polish)**
Aby otrzymać to w swoim języku, zaznacz pole, wpisz swoje nazwisko oraz adres i wyślij na adres poniżej.
- ☐ **Tiếng Việt (Vietnamese)**
Nếu muốn có tài liệu này bằng ngôn ngữ của quý vị, xin quý vị vui lòng đánh dấu vào ô hộp trống tương ứng, điền họ tên và địa chỉ của quý vị và gửi đến địa chỉ dưới đây.
- ☐ **Soomaali (Somali)**
Haddii aad qoraalkan ku rabto luuqadaada, fadlan sax mari sanduukha, kusoo buuxi magaca iyo ciwaankaaga, kuna soo dir boostada hoose ee lacag la'aanta ah.
- ☐ **Türkçe (Turkish)**
Bu kitapçığın Türkçesini istiyorsanız lütfen kutuyu işaretleyip, adınızı, soyadınızı ve adresinizi yazarak posta pulu yapıştırmadan aşağıdaki adrese gönderin.

Please indicate if you would like a copy of this information in another language not listed or any of the following formats:

- ☐ Large print ☐ On disk ☐ On audio tape
- ☐ Braille ☐ Another language
- please state: _____

Please state your details below:

Name: _____ Address: _____



Lauren Schneider, Community Engagement Officer, Haringey Council



Lauren.Schnieder@haringey.gov.uk



07816 151961



13.18. MASTERPLAN FLYER



The flyer features a vibrant illustration of a modern urban street scene with people walking, cycling, and a dog. A blue box in the top left corner contains the text 'HRW HIGH ROAD WEST'. Below the illustration, a blue banner reads 'MASTERPLAN ENGAGEMENT HOW TO GET INVOLVED'. The main text block is set against a white background with a blue border on the right. It includes a paragraph about funding from the Greater London Authority, a paragraph about re-starting community engagement, and a call to action for feedback. A red speech bubble icon says 'WE WANT YOUR FEEDBACK!'. The bottom right corner features the logos for Haringey London and Lendlease.

HRW
HIGH ROAD WEST

MASTERPLAN ENGAGEMENT
HOW TO GET INVOLVED

Haringey Council and Lendlease are delighted to announce that we recently secured funding from the Greater London Authority to kick start our revised plans for the High Road West scheme.

We are excited to be re-starting our joint community engagement activities as we take a significant step forward in delivering this once in a lifetime opportunity which will bring wide-reaching improvements to north Tottenham.

WE WANT YOUR FEEDBACK!

We want to hear your feedback and ensure that you, the local community, are at the heart of the redevelopment and an integral part of the neighbourhood's future.

Please visit HighRoadWest.London to learn all about the project.

Haringey
LONDON

lendlease

HRW



SEE THE MASTERPLAN BOOKLET

The Masterplan Booklet sets out the vision, objectives and key design details for this exciting regeneration project.



You can view the HRW Masterplan Booklet on the website at HighRoadWest.London

If you would prefer to receive a printed copy of the Masterplan Booklet, please send your request via the phone or email using the details provided on the back page.



TAKE OUR SURVEY

WE WANT YOUR FEEDBACK!

Tell us what you think about the Masterplan proposals by taking our Online Survey.



You can find this at:
HighRoadWest.London/GetInvolved

If you would prefer to receive a printed copy of the Masterplan Feedback Form, please send your request via the telephone or email using the details provided on the back page.



VIDEOS COMING SOON!

To make this engagement as interactive as possible, we will be producing a series of videos to help explain the Masterplan Vision and what we intend to deliver.

We will be uploading five short videos on the following topics soon:

1. Introduction and Vision
2. A Variety of New Homes
3. A Series of Public & Green Spaces
4. Jobs - Workspaces, Businesses and Retail
5. New Community and Leisure Facilities

You'll be able to watch these videos soon at HighRoadWest.London/GetInvolved

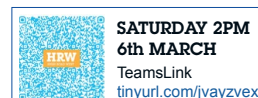
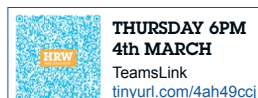


YOU'RE INVITED TO A LIVE Q&A WEBINAR

Join us for live Question & Answer sessions via Microsoft Teams.

After a short presentation, you will have the opportunity to ask the project team your questions about the project.

Sessions will be held on the following dates and links - please join the session most convenient for you:



Send us your questions via phone or email by Tuesday 2nd March so we can make sure the right person is there to answer you.



Send your questions to Enquiries@HighRoadWest.London



07971 837641

HRW

Haringey
LONDON



STAY IN TOUCH

If you would like to **hear more** about High Road West, **have any questions** or would simply like to be **kept updated with the latest news and events**, please contact us using this information:

Scott Mundy

Regeneration Officer, Haringey Council



07971 837641



Scott.Mundy@haringey.gov.uk

Avni Mehta

Project Lead, Lendlease



Enquiries@highroadwest.london



13.19. MASTERPLAN PACK - COVERING LETTER



High Road West Regeneration Project Update

Tuesday, 23rd February 2021

Dear Community Member,

Following last month's announcement that the Mayor of London has agreed to additional funding to kick start our revised plan for the High Road West scheme – the council and Lendlease are excited to be re-starting our joint community engagement activities as we take a significant step forward in delivering this once in a lifetime opportunity.

High Road West will bring wide reaching improvements to the local area, delivering what the community have told us are your priorities. Priorities such as providing much needed high-quality homes including new council homes, new jobs and employment space and improved community facilities, such as the Library and Learning Centre and new and enhanced green and open spaces.

The scheme will also see £10 million of social and economic investment into the local community, and provide opportunities for residents to benefit from education, employment, and training. This will include the training needed to enable local residents to be part of physically building their neighbourhood. As we come out of the Covid 19 crisis, this scheme can be a fantastic boost to the local economy in north Tottenham and create jobs for those who live in and around the area.

Haringey Council are committed to ensuring a fair and equal borough – and are determined that any new development in the borough must be shaped by the local community, and that local people must benefit most from the changes. Lendlease share these values and principles and are dedicated to delivering on these commitments as the council's development partner on High Road West.

That is why we are very pleased to share with you the latest proposals and designs for the High Road West scheme and to ask for your feedback to help us to further develop these ideas to meet the needs of the community. More information on how you can let us know your views and get involved in the engagement activities planned for the coming weeks are provided in the enclosed High Road West masterplan booklet and feedback form.

What happens next?

The feedback we receive through this engagement is really important and will inform the next stage of the masterplan. We want to build this future with you, the existing business and wider community. For existing businesses, we want to ensure that you can continue to thrive, create local jobs and contribute to the economic prosperity of the borough.

As you know, the next formal part of the process is a ballot of residents on the Love Lane Estate, whose homes will need to be demolished to build new homes as part of the scheme. This will ask residents whether the scheme should go ahead based on their new home offer and the masterplan.

Should residents vote 'yes', this will not be the end of engagement. We will continue to work closely with residents, businesses and the wider community to develop a planning application for the scheme. As the planning process evolves there will be many further opportunities to shape the scheme over the next few years and for the voice of the existing businesses and community at the heart of this new neighbourhood to be heard.

We look forward to speaking to you over the coming weeks.

Yours sincerely,

The High Road West Team



13.19.1. MASTERPLAN PACK - INFORMATION BOOKLET



HRW

HIGH ROAD WEST

FEBRUARY 2021 **MASTERPLAN**

Contents

Introduction.....	03
High Road West Today.....	04
The Story So Far.....	05
The Vision and Design Principles.....	06
Four Key Themes.....	07
The Evolving Masterplan.....	08
What High Road West Could Become.....	10
Getting Around.....	12
Themes:	
1. A Variety of New Homes.....	14
2. A Series of Public and Green Spaces.....	16
3. Jobs - Workspaces, Businesses and Retail.....	18
4. New Community and Leisure Facilities.....	20
Phasing and Timelines.....	22
Bringing New Opportunities.....	23
Get Involved and Stay In Touch.....	24

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.

We would love to hear what you think of the proposals so far! See how on page 3.

View of homes from residents' podium*

* Private raised open spaces and gardens for residents

2

HRW

FEBRUARY 2021 **MASTERPLAN**

HIGH ROAD WEST MASTERPLAN INFORMATION BOOKLET

HIGH ROAD WEST TODAY...

We are proposing to redevelop the area located between White Hart Lane Station and the High Road. The HRW area stretches from B&M Home Store to the north and Brereton Road to the south, as shown by the red line below.

AERIAL VIEW PHOTO

KEY

- - - HRW Site Boundary
- North of the site, including Peacock Industrial Estate and B&M Store
- South of the site, including Love Lane Estate
- 100 Whitehall Street Site Area

4



HIGH ROAD WEST MASTERPLAN INFORMATION BOOKLET

INTRODUCTION

We hope you, your families and friends have all been keeping well and safe during this unprecedented time. We understand this has been a really difficult time for everyone and our commitment to support you is at the forefront of our proposals for the High Road West scheme.

High Road West is a once in a lifetime opportunity to bring wide reaching improvements to North Tottenham, delivering much needed new high-quality homes including 500 council homes, jobs and training opportunities, new and improved community facilities such as a Library and Learning Centre, employment spaces, and green and open spaces including a brand new park and public square.

The scheme will have local people at its heart and ensure that they are an integral part of their neighbourhood's future.



Since 2012, Haringey Council has been working with residents, businesses and other local people to develop a vision for High Road West. In 2017 Lendlease was appointed as the development partner, and together with the Council are committed to developing and delivering this vision with the community.



Funding Secured!

In January 2021 the Council and Lendlease agreed additional funding with the Mayor of London to kick start our revised plan for High Road West. This means we can move onto the next stage of engagement with the community.



Much-Needed Council Homes

This revised plan includes 500 new council homes at council rents, which is more than three times the original proposals. This is part of the Council's commitment to deliver a new generation of council homes for local people.



Community Involvement

The scheme will benefit from substantial contributions from Lendlease, who will benefit with the Council to direct funding towards a range of social and economic programmes and initiatives in the local area.

The Council will ensure that local people benefit from the new education, employment and training opportunities, as part of our commitment to upskill the local community and ensure they are at the heart of building their neighbourhood.



HRW community fun day



HRW community drop-in event

How to Get Involved

WE WANT YOUR FEEDBACK!

Your feedback will inform the next stage of the masterplan.

Take A Survey

Fill in the paper feedback form provided or go to [HighRoadWest.London](#) to do this online.



Watch a Video

Soon we'll be releasing some video presentations to help bring this engagement to life. Look out for these on our website soon.



Attend a Live Q&A

See details on the back page of this document.



Get In Touch

Contact a member of the project team. Details on the back of this document.



THE STORY SO FAR

The timeline is a winding blue path with various icons representing different stages of the project. The path starts at the top left and winds its way down and around to the bottom right. Icons include a lightbulb, a book and pen, a gear, a speech bubble, a ballot box, a calendar, and a document with a checkmark.

HRW
HIGH ROAD WEST
TIMELINE

2012 - 2014
Developing a vision with the community
The Council worked with community to develop the *High Road West Masterplan Framework* and the *Love Lane Resident Charter*

2015 - 2016
Love Lane Residents Design Guide
A *Residents Design Panel* produced the *Resident Design Guide*, to inform the design aspects of the scheme

2018
Engagement with the community on the masterplan
The Council and Lendlease talked to the community about the masterplan. Projects also started such as *business support initiatives* and *programmes for young people*

2016 - 2017
Lendlease appointed as Development Partner
The Council began the search for a *development partner*, where residents played an integral role in *meeting with bidders* and *shaping their proposals*. Lendlease were successful and appointed in 2017

JANUARY 2021
Funding secured for High Road West
The Mayor of London, the Council and Lendlease announced *additional funding* for High Road West which means that *many more council homes* can be delivered

WHERE WE ARE TODAY
FEBRUARY - MARCH 2021
Further community engagement on the masterplan
The Council and Lendlease want to *hear views of local people on the updated masterplan*, which still reflects the priorities and aspirations that the community have told us over several years

JUNE 2021
Resident Ballot on the Love Lane Estate where residents will be able to vote 'yes' or 'no' to decide whether High Road West goes ahead

JULY 2021
Announcement of the outcome of the Resident Ballot

AUGUST - DECEMBER 2021
If the ballot is successful, we will *continue to work closely* with residents, businesses and the wider community to *develop a planning application* for the scheme

HRW FEBRUARY 2021 **MASTERPLAN**

HIGH ROAD WEST MASTERPLAN INFORMATION BOOKLET

THE VISION

Your vision for High Road West

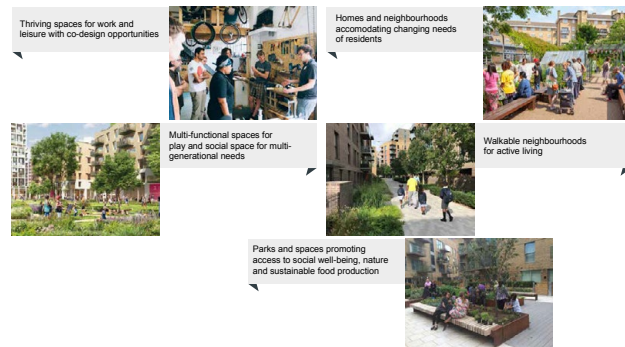
The Masterplan Framework agreed by the Council's Cabinet in 2014 was the result of two years of community engagement and consultation. It reflected the views of the local community to create a vision for what they felt High Road West should deliver:

**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**

Roof gardens leisure activity

DESIGN PRINCIPLES

The principles below will help us deliver the vision for High Road West.



6

FOUR KEY THEMES

Four key themes were identified as the priorities of the community in 2014.



A Variety of New Homes

YOU SAID...

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

WE WILL...

- Target to deliver over 2,600 new high-quality homes and 40% affordable housing, of which at least 500 will be council homes at council rent
- Provide a mix of types and sizes to maximise the choice for local people in a healthy and safe neighbourhood



A Series of Public and Green Spaces

YOU SAID...

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

WE WILL...

- Create a new public park for the whole community, including a children's play area, and a green grid connecting all parts of the area
- Create a new public square which will become the new civic heart of the neighbourhood



Jobs - Workspaces, Businesses and Retail

YOU SAID...

- More jobs and training opportunities for local people
- More to be done to attract business to the area
- A thriving High Road with a bigger range of shops and independent traders
- More cafes and restaurants

WE WILL...

- Create new work, business and retail spaces in an enhanced town centre in north Tottenham
- Invest in initiatives to ensure local people benefit from the substantial new employment, education and training opportunities
- Work with existing businesses to grow and thrive through a dedicated investment programme and opportunities to move into the new space



New Community and Leisure Facilities

YOU SAID...

- Better quality and more community facilities
- More leisure facilities and activities for young people

WE WILL...

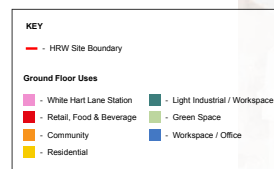
- Work with the community to deliver new community buildings including a world-class Library and Learning Centre, with particular emphasis on skills development for young people
- This will also include a refurbished Grange Community Hub, accessible to all
- Invest in programmes that address issues of inequality and build community capacity

7

THE EVOLVING MASTERPLAN

We have heard from the community on the key themes which are guiding the High Road West Masterplan, including new homes, open spaces, employment, community and leisure facilities. The evolving masterplan looks at how these key themes could come together.

MASTERPLAN GROUND FLOOR USES PLAN



Approach to heights

As set out in the masterplan framework, there will be some tall buildings within the High Road West area. All building heights will sensitively respond to the characters and scale of nearby buildings, with the tall buildings located along the railway line gradually stepping down towards the High Road. Key views will be celebrated, with one key tall statement building to help guide people through the neighbourhood. Buildings will be orientated to maximise views and light into homes, whilst maintaining privacy for residents and businesses. There will be careful design consideration to avoid overshadowing and overlooking into other buildings.



8

9

WHAT HIGH ROAD WEST COULD BECOME

This sketch illustrates how the High Road West area could look. An improved, vibrant neighbourhood would have a variety of different buildings with lots more green open spaces. Green streets and accessible routes will provide better links through and across the site to the High Road whilst blending into the existing surrounds.

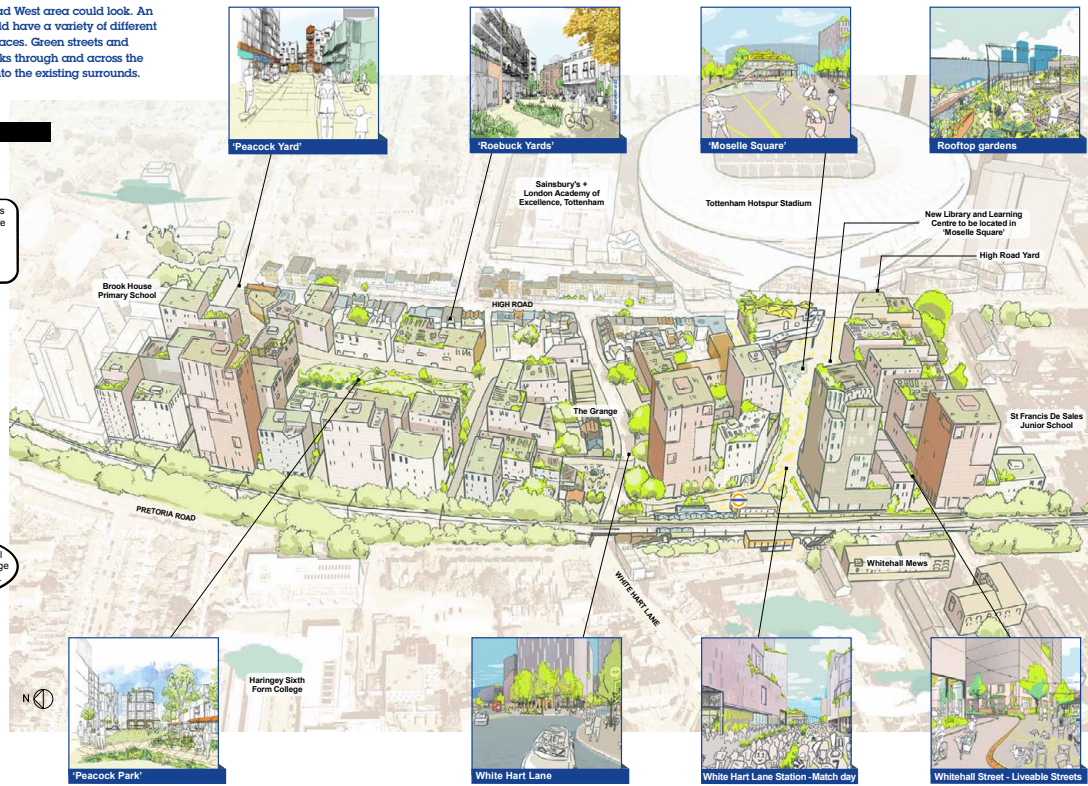
MASTERPLAN ILLUSTRATION

The neighbourhood and place names you see here are all working titles. We will be listening to the community's views on what they want their public spaces, community facilities and streets to be called.

WE WANT YOUR FEEDBACK!

Your feedback will inform the next stage of the masterplan.

If you would like to talk about the information, please get in touch.



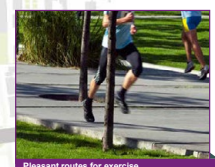
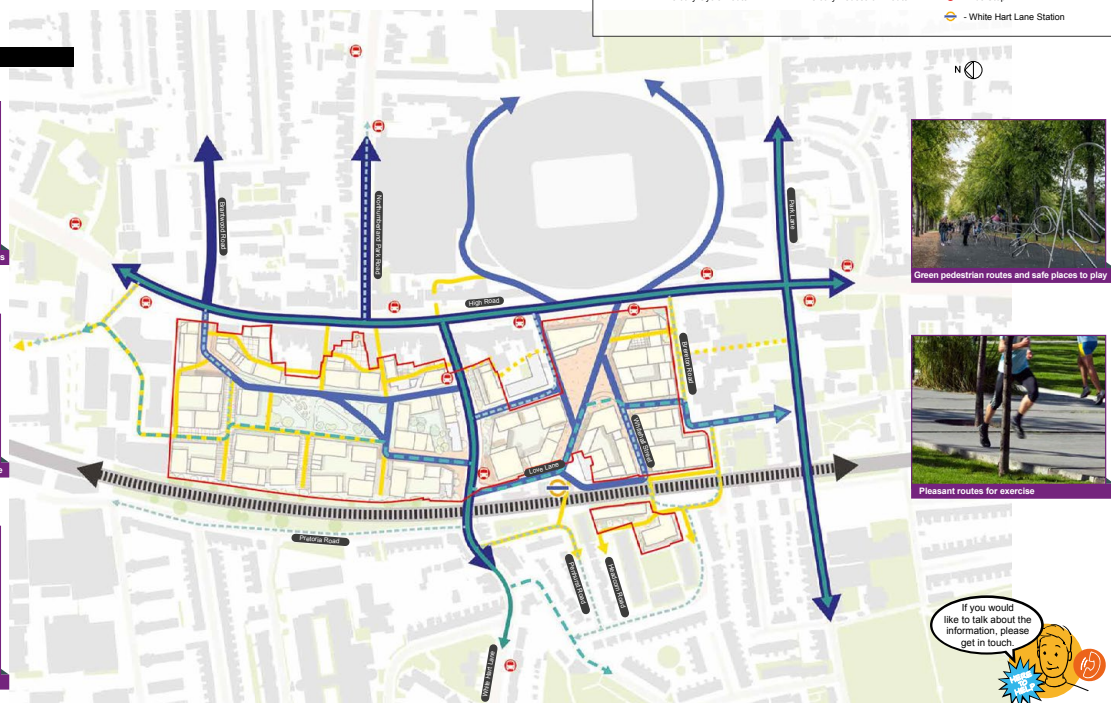
10

11

GETTING AROUND

High Road West will be a pedestrian and cycle-friendly neighbourhood. Pleasant streetscapes will put people first with low traffic and car-free streets around the public spaces seamlessly connecting homes, shops and transport hubs.

MOVEMENT DIAGRAM



If you would like to talk about the information, please get in touch.

12

13

THEME 1: A VARIETY OF NEW HOMES

YOU SAID...

...You want better quality housing, more choice, open space and access to facilities, particularly for children

WE WILL...

...Target to deliver over 2,600 new high-quality homes and 40% affordable housing, of which at least 500 will be council homes at council rent with a mix of types and sizes

We will deliver modern, high quality, affordable homes that meet the needs of local people and maximise their choices. A range of tenures will be provided including homes at council rent, affordable rent, private rent and private sale in a mixed and integrated neighbourhood, and homes for private sale and rent will be marketed to local people first. We will design a place that brings neighbours together by creating new active green spaces between the homes and buildings.

Safety Is Priority

High Road West will be a welcoming neighbourhood for existing Love Lane residents and new residents alike. There will be places to bring everyone together, providing safe spaces for old and young to relax, play and spend time in near their home.

We will deliver improved security features such as:

- Well-lit entrances and corridors within residential buildings
- Electronic entrance systems and personal intercoms
- Safe walking routes with CCTV



New homes will be open and accessible

High Quality Homes

New homes will be built using high-quality materials for walls, roofs and floors. Buildings will be suitably soundproofed to stop noise from outside and next door. Plenty of storage space will be provided as well as user-friendly rubbish collection areas to make sure they are kept tidy.

All homes will meet modern space standards and meet or exceed the Greater London Authority (GLA) space standards. They will also incorporate features to help residents with disabilities or mobility issues, and families with children.

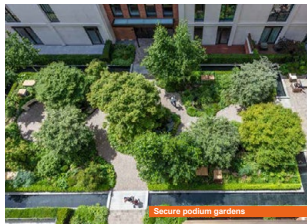


Safe, green walking routes to access homes

A Green Future

High Road West will be an environmentally friendly scheme with active green spaces between the new homes and buildings. It will also include:

- Bicycle storage to encourage residents and visitors to cycle to and from the site
- Solar panels
- Electric car charging points residents' preference



Secure podium gardens

14



Homes will be located across the masterplan in a range of styles and sizes

TYPES OF HOMES



Examples of what the outside of the homes could look like



If you would like to talk about the information, please get in touch



We would love to hear what you think of the proposals so far! Please see the back page for details.

15

THEME 2: A SERIES OF PUBLIC AND GREEN SPACES

YOU SAID...

...You want new, better-quality public spaces, with plenty of green open space for use by all age groups, in a safe and attractive environment

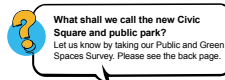
WE WILL...

...Create a new public park that is accessible to the whole community, as well as a new public square which will form the civic hub of the neighbourhood. With a green grid connecting all parts of the scheme.

High Road West will provide a range of safe, welcoming and fun public spaces for all to use. A new public square will provide the civic hub and crucial link between White Hart Lane and the High Road. A new public park will provide natural green spaces with a strong east-west connection too.

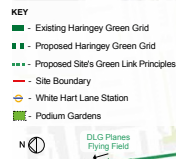
The diagram below shows the green grid throughout High Road West and how this connects to green spaces in the surrounding area.

We are proposing to deliver a series of green spaces throughout the development, being a combination of private courtyard gardens for residents and large, open, fun spaces for friends, families and the community to enjoy together as we come back stronger from the COVID-19 pandemic, we recognise how important public and green spaces are to good health and wellbeing.



What shall we call the new Civic Square and public park? Let us know by taking our Public and Green Spaces Survey. Please see the back page.

GREEN GRID PLAN



16



A New Civic Hub - 'Moselle Square'

'Moselle Square' will become the new civic heart of High Road West. It will be welcoming, open and inclusive, surrounded by shops, cafes, the Library and Learning Centre and new spaces to host community events.

The community has told us they want 'Moselle Square' to be an exciting place with entertainment that is active day and night, where all ages can go to enjoy and be part of their wider community.



Moselle Square market day



The square will have a range of features:

- Quiet corners to sit & relax
- Places to eat & drink
- Interactive features for children and families to enjoy
- Flexible spaces to socialise & hold community events throughout the year

A New Community Park - 'Peacock Park'

The new park will be a safe community green space with activities for all.

Features will include:

- Inclusive areas for young & old
- Equipment play areas
- Flat lawns for football & group sports
- Plenty of eating spaces to have picnics in small or larger groups
- Green walking routes connecting business uses in the north to civic uses in the south



An illustration of 'Peacock Park'



Spaces to relax

What is a green grid?

A green grid is a network of green spaces (such as parks, street trees and green roofs) and blue spaces (such as rivers, canals and ponds) which are planned and managed to improve the quality of life for local people and the environment. The benefits include healthy living, space for activities, reducing flooding, improving air quality, encouraging walking and cycling and enhancing biodiversity.

17

THEME 3: JOBS - WORKSPACES, BUSINESSES AND RETAIL



YOU SAID...

...You want more job and training opportunities for local people, as well as a broader range of shops, cafés and restaurants

WE WILL...

...Create new work, business and retail spaces and invest in initiatives which help local people gain access to these job opportunities.

We are committed to creating substantial employment, education and training opportunities for the local community. Over its lifetime the project will provide over 3,500 jobs to the area, over 1,500 training opportunities, and bring £10 million of investment into community and business initiatives and programmes, ensuring that local people are at the heart of building their neighbourhood.

High Road West will help create an enhanced town centre in north Tottenham with:

- Public realm improvements from the High Road into the new neighbourhood and civic square
- Shop front improvements for businesses on High Road
- Delivery of new leisure uses, shops, restaurants and affordable work spaces for local businesses
- Multiple pathways into sustainable employment for local people across a range of sectors

- A new Library and Learning Centre to act as a hub for skills and training, especially for young people

We recognise that for some local businesses this will mean substantial change and we will be working closely with them to ensure that they can continue to grow and thrive. This will include opportunities for existing businesses to move into the new high-quality commercial space in High Road West and a dedicated investment programme for businesses to benefit from support and training, such as with business planning and marketing.

A Mix of Light Industrial and Office Workspaces - 'Peacock Yard'

'Peacock Yard' will be an energetic and eclectic mixed-use space, that creates an environment where both light industrial businesses and workspaces are combined with a residential neighbourhood above.

Inspired by the Peacock Industrial Estate, we want to make sure 'Peacock Yard' keeps the character of the area's light industrial space and provides diverse employment opportunities for the local community.



14

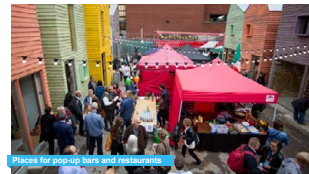


Light industrial workspaces

A New Commercial Hub for Makers and Creatives 'Roebuck Yards'

'Roebuck Yards' will create new spaces to help nurture and grow the strong creative community across Tottenham. We want to create spaces and opportunities for new and creative enterprises by providing the following features:

- A sequence of working yards, which are full of character and complement the High Road
- Provision of space for local makers and businesses
- Flexible smaller spaces to host pop-up markets or restaurants throughout the year
- A lively and exciting place for people to shop and visit
- Provision of retail and hospitality employment opportunities for the local community.



Places for pop-up bars and restaurants

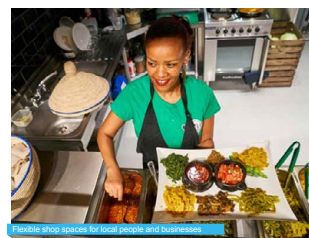


Local shops, cafes and restaurants for daily use

High Road improvements, new retail and shops

We want to support our High Road and ensure that local businesses come back even stronger from the Covid-19 pandemic, and that it continues to celebrate north Tottenham's history, culture and heritage. Our 'High Road Revitalisation Programme' will:

- Provide a business support programme for local businesses to build greater resilience
- Help increase local business turnover
- Encourage more employment and apprentice opportunities
- Create successful and adaptive high streets that can respond to the community's needs



Flexible shop spaces for local people and businesses



Flexible shop spaces for local people and businesses



15

THEME 4: NEW COMMUNITY AND LEISURE FACILITIES



YOU SAID...

...You want more community facilities, of higher quality, especially focused on leisure facilities and activities for young people

WE WILL...

...Work with the community to deliver distinct areas dedicated to community facilities including a new Library and Learning Centre and a refurbished Grange Community Hub, accessible to all.

Help us shape the designs for the new community facilities at High Road West. The new Library and Learning Centre and refurbished Grange Community Hub will not only improve council services, but also create a true sense of community by providing spaces for people to meet, learn and socialise together.

The Grange

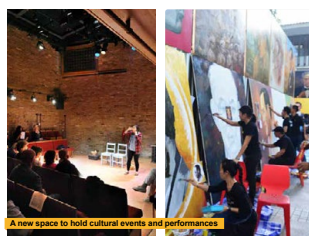
The refurbished Grange Community Hub will continue to offer a safe place for people to gather and a range of activities, services, information and events to take place.

As part of Lendlease's £10million investment into socio-economic outcomes we will ensure the distinct historic character of the Grange space is retained and enhanced while providing the types of spaces that you would like to see to provide support for you and your family. This includes networking sessions for parents with young children or spaces for community organisations to meet.



The Grange at White Hart Lane

Other Community uses



A new space to hold cultural events and performances

We want to deliver a range of community spaces and facilities that meet the needs of our local community. In the past, we have discussed possible ideas, such as a community theatre, an additional childcare facility at Station Master's House and a media and arts centre.

What else would you like to see in High Road West?

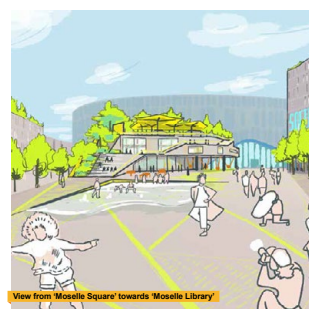
Whether it's spaces for education, skills and employment initiatives to support local people in long term careers, physical and mental wellbeing programmes, increased arts and cultural programmes or increased access to sports and exercise, we would love to hear your views.



20

A New Library and Learning Centre - 'Moselle Library'

The new Library and Learning Centre - 'Moselle Library' - will be developed as a true community asset for the people of north Tottenham, and the local point of the new civic square.

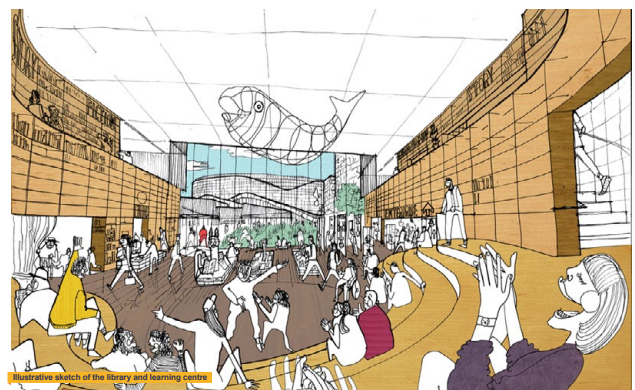


View from Moselle Square towards Moselle Library



The Library will cater for all ages and backgrounds and will combine the best features of a traditional library with new, exciting technology. It will act as a hub for skills, training and lifelong learning, with particular emphasis on young people.

The building will be welcoming and social, offering a range of active uses on the ground floor such as a community cafe and break-out spaces for people to gather. The Library presents a great way to provide learning opportunities while forming new social connections, in a new space which has the community at its heart.



Illustrative sketch of the library and learning centre

21

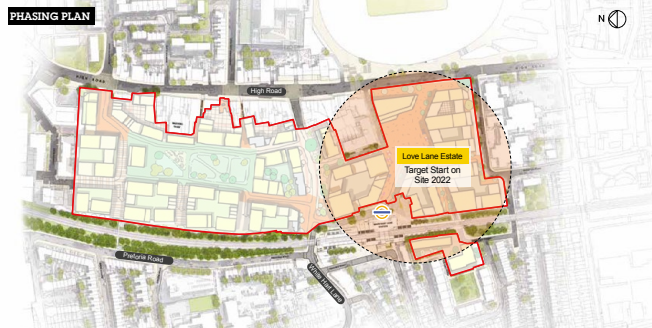
PHASING AND TIMELINES

WHEN WOULD THIS HAPPEN?

To minimise disruption for residents and businesses the redevelopment will take place in a series of 'phases'. The first phase of new homes will start by 2022 with the full redevelopment targeted to be completed by 2032.



PHASING PLAN



What is a Phasing Plan?

The development site will be split into smaller areas of land called 'phases'.

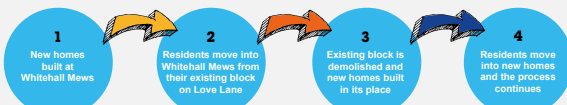
A phasing plan can help to:

- Minimise disruption to existing residents & businesses
- Deliver new council homes & community facilities faster
- Ensure efficient delivery to meeting funding timeframes

Over the next year we will work with residents, businesses and the wider community to develop this phasing plan, ensuring everyone understands when they will need to move.

Whilst not under construction, land earmarked for development would be used in a creative way that benefits local people - such as temporary gardens, art installations or community events.

How phasing will work for Love Lane residents



22

BRINGING NEW OPPORTUNITIES

COMMUNITY IS AT THE HEART OF HIGH ROAD WEST.

High Road West is about more than bricks and mortar. We will work with you to make sure that the regeneration prioritises the interests of the local community.

Good Economy Recovery Plan

In light of the economic and health impacts of Covid-19 on local people in Haringey, the Council is working with a range of partners to establish a recovery plan which addresses widening inequalities in the area, including unemployment. This plan focuses on helping local people secure good work at and above London Living Wage, creating opportunities to progress and improve in their career, and providing pathways to better health and wellbeing.

The scheme will benefit from £10 million of funding from Lendlease, who will work with the Council to direct this towards a range of social and economic programmes and initiatives in the local area.

The Council will lead on ensuring that residents benefit from the new education, employment and training opportunities, as part of our commitment to upskill the local community and ensure they are at the heart of building their neighbourhood. Below, you can see the key deliverables that High Road West will deliver:



Creating better prospects

We want to connect local residents to sustainable, long-term jobs and training opportunities. In order for residents to get the right help at the right time, we will deliver targeted pre-employment training and support and provide 1:1 employment and career support that is linked up to other local neighbourhood services.

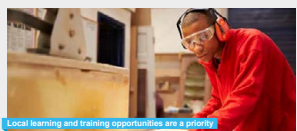
A large proportion of jobs, both in construction and in the final development, will be targeted at currently unemployed and under-represented groups, for example women and those from Black, Asian and Minority Ethnic (BAME) backgrounds. The new jobs created will be across a range of managerial levels and sectors.

These additional jobs will support the growth of existing and new businesses in the area, while local supply chains and businesses will benefit from the onsite construction works and new jobs created during this period.

HIGH ROAD WEST WILL DELIVER

A new Employment & Skills hub will provide employment support, local training with a focus on digital skills and job search support links.

Construction Employment Programme - 'Be Onsite' is a construction employment programme to support people with starting a career in construction with a focus on 1:1 practical and personal support and training. 'Be Onsite' has so far supported more than 1,000 people into work on other Lendlease schemes.



Local learning and training opportunities are a priority

Building community capacity

We will provide the resources, training and expertise to build the skills and capacity of local community organisations, including to shape the development of High Road West. Our investment will support strong communities and grow the networks between residents, businesses and community organisations.

HIGH ROAD WEST WILL DELIVER

An Annual Community Fund will be allocated to community-led projects to empower ideas and opportunities for local people. The community can target investments in areas and issues at the heart of the community, further increasing social inclusion. We will also be investing in digital training and equipment for residents, to address issues around digital exclusion.

Our High Road Revitalisation Programme will provide support packages for businesses such as expanding their customer base and improving online presence. We have already started a grant-funded short-term improvement scheme to improve the look of our high street.



Community groups take an active role in projects

Enabling healthy and safe lives

We will be working with the community to develop and deliver projects that support healthy lives for local people in a safe and welcoming environment.

HIGH ROAD WEST WILL DELIVER

Haringey Community Gold is already supporting young people at risk through the provision of neighbourhood outreach workers. Young people choose the activities which interest them, including a future leaders programme, mental health support and a BAME careers service.

Lendlease Sports Inspired programme has delivered a range of activities in local schools to help children learn about health, nutrition and wellbeing in a fun and exciting way. Those involved also have an opportunity to gain a leadership qualification through a Sports Inspired mentoring scheme.



School visits will help inspire future generations through sports

23

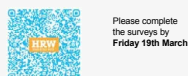
GET INVOLVED



Take Our Survey

Give us your feedback by filling out a survey. You can do this either:

- Online at [HighRoadWest.London/GetInvolved](https://highroadwest.london/getinvolved)
- Fill in the printed form inside this booklet and return to us via FreePost



Please complete the surveys by Friday 19th March



Videos Coming Soon!

To make this engagement as interactive as possible, we're creating a series of short videos to help explain the Masterplan vision and themes.

Visit [HighRoadWest.London/GetInvolved](https://highroadwest.london/getinvolved) in the coming weeks to learn more about the Masterplan.

STAY IN TOUCH

If you would like to **hear more** about High Road West, **have any questions** or would simply like to **be kept updated with the latest news and events**, please **contact us** using this information:

Lauren Schneider
Community Engagement Officer, Haringey Council

07816 151961
Lauren.Schneider@haringey.gov.uk

Scott Mundy
Regeneration Officer, Haringey Council

07971 837641
Scott.Mundy@haringey.gov.uk

Avni Mehta
Project Lead, Lendlease

Enquiries@highroadwest.london



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.

WE WANT YOUR FEEDBACK!



Live Q&As

Got a question?

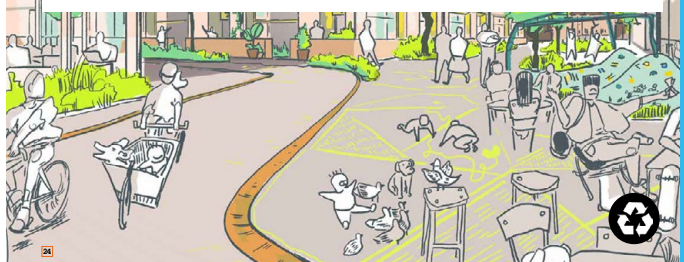
You are invited to attend a virtual Question and Answer session hosted by the project team!

Simply tune into Microsoft Teams on any of the following dates:

1. Thursday 6pm
4th March
tinyurl.com/4ahd9ccj

2. Saturday 2pm
6th March
tinyurl.com/yayzvxw

Send your questions ahead to Enquiries@highroadwest.london so we can prepare a detailed answer for you!



24

13.19.2. MASTERPLAN PACK - FEEDBACK FORM

HRW
HIGH ROAD WEST

FEBRUARY 2021

MASTERPLAN FEEDBACK FORM

Your Details

Name and Surname

Email address

Phone number

Which of the follow groups do you identify with?

☐ Resident on Love Lane Estate

☐ Resident in the local area

☐ Local Business Owner

☐ Community Group/Organisation

Other- please specify

(The information you share will be used by Haringey Council, Lendlease and Soundings for the purposes of ensuring we hear the views of the community. Your data will be stored on a secure server and will not be shared with third parties. You can withdraw your consent to share your data at any time by contacting the project team.)

The Evolving Masterplan

a. What do you think about our proposals for the evolving masterplan (see pages 8 – 13 of the Masterplan Booklet)?

☐ Strongly Support

☐ Support


☐ Oppose

☐ Strongly Oppose

☐ Dont Know

b. Can you tell us why you think this and if there is anything else you would like to see included?

Haringey
London

 **lendlease**

1



Masterplan feedback form

The Evolving Masterplan (continued...)

c. Do you have any other comments?

Theme 1: A variety of new homes

1a. What do you think about our proposals for delivering a variety of new homes (see pages 14 – 15 of the Masterplan Booklet)?

☐ Strongly Support ☐ Support ☐ Oppose ☐ Strongly Oppose ☐ Dont Know

1b. Can you tell us why you think this and if there is anything else you would like to see included?

2

Theme 1: A variety of new homes (continued...)

1c. Do you have any other comments?

Theme 2: Public and green spaces

2a. What do you think about our proposals for delivering a series of public and green spaces (see pages 16 – 17 of the Masterplan Booklet)?

☐ Strongly Support ☐ Support ☐ Oppose ☐ Strongly Oppose ☐ Dont Know

2b. Can you tell us why you think this and if there is anything else you would like to see included?

3



Masterplan feedback form

Theme 2: Public and green spaces (continued...)

2c. What shall we call the new civic square and public park? Tell us your ideas below

Civic square name ideas...

Community park name ideas...

2d. Do you have any other comments?

Theme 3: Jobs - Workspaces, Business & Retail

3a. What do you think about our proposals for creating jobs and delivering new workspaces, business and retail spaces (see pages 18 – 19 of the Masterplan Booklet)?

☐ Strongly Support ☐ Support ☐ Oppose ☐ Strongly Oppose ☐ Dont Know

3b. Can you tell us why you think this and if there is anything else you would like to see included?

4

Theme 3: Jobs - Workspaces, Business & Retail (continued...)

3c. Do you have any other comments?

Theme 4: New community and leisure facilities

4a. What do you think about our proposals for new community and leisure facilities (see pages 20 – 21 of the Masterplan Booklet)?

☐ Strongly Support ☐ Support ☐ Oppose ☐ Strongly Oppose ☐ Dont Know

4b. Can you tell us why you think this and if there is anything else you would like to see included?

4c. Do you have any other comments?

5



Masterplan feedback form

Equality monitoring

Councils have a responsibility to not discriminate against groups under protected characteristics as defined by the Equality Act 2010. This is why we would appreciate if you answered the following questions. Your answers are anonymous. The information collected as part of this form will be processed separately from any personal information.

1. Age Range	<input type="checkbox"/> 0 - 18	<input type="checkbox"/> 19 - 24	<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 35 - 44
	<input type="checkbox"/> 45 - 60	<input type="checkbox"/> 61 +	<input type="checkbox"/> Prefer not to say	
2. What gender to you identify with?	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to say	
Is your gender identity different to the sex you were assumed to be at birth?	<input type="checkbox"/> Yes, it's different	<input type="checkbox"/> No, it's the same	<input type="checkbox"/> Prefer not to say	
3. Do you have a disability, long-term illness or health condition? (disabled as defined by the Equality Act 2010)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say	
4. Ethnicity	<input type="checkbox"/> Asian / Asian British	<input type="checkbox"/> Black, African, Caribbean or Black British	<input type="checkbox"/> White / White British	<input type="checkbox"/> White Irish
	<input type="checkbox"/> Mixed background	<input type="checkbox"/> Prefer to not say	<input type="checkbox"/> Other ethnic background please specify: _____	
5. What is your religion or belief?	<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu	<input type="checkbox"/> Jewish	<input type="checkbox"/> Other - please specify: _____
	<input type="checkbox"/> Sikh	<input type="checkbox"/> Muslim	<input type="checkbox"/> No religion or belief	<input type="checkbox"/> Prefer not to say
6. Sexual orientation	<input type="checkbox"/> Straight	<input type="checkbox"/> Lesbian	<input type="checkbox"/> Gay	<input type="checkbox"/> Bisexual
	<input type="checkbox"/> Prefer to not say			
7. Marriage & Civil Partnership	<input type="checkbox"/> Single	<input type="checkbox"/> Married	<input type="checkbox"/> Co-habiting	<input type="checkbox"/> In a civil partnership
	<input type="checkbox"/> Divorced	<input type="checkbox"/> Widowed	<input type="checkbox"/> Separated	<input type="checkbox"/> Prefer not to say
8. What is your first language?	<input type="checkbox"/> Albanian	<input type="checkbox"/> Akan	<input type="checkbox"/> Arabic	<input type="checkbox"/> English
	<input type="checkbox"/> French	<input type="checkbox"/> Greek	<input type="checkbox"/> Kurdish	<input type="checkbox"/> Polish
	<input type="checkbox"/> Somali	<input type="checkbox"/> Somali	<input type="checkbox"/> Spanish	<input type="checkbox"/> Portuguese
	<input type="checkbox"/> Other ethnic background - please specify: _____	<input type="checkbox"/> Turkish	<input type="checkbox"/> Prefer not to say	

13.19.3. MASTERPLAN PACK - TRANSLATION SHEET



DO YOU NEED THIS TRANSLATED?

If you want the information in this pack provided in your own language, please tick the relevant box below, fill in your name and address and return this to us in the freepost envelope provided.

- ☐ **Shqip (Albanian)**
Nese deshironi ta keni kete ne gjuhen tuaj, ju lutemi vendosni shenjen ne kuti, shenoni emrin dhe adresen tuaj dhe niseni me poste falas ne adresen e meposhtme.
- ☐ **Español (Spanish)**
Si quiere esto explicado en su propio idioma, por favor marque el casillero adecuado, ponga su nombre, apellidos y dirección y mándelo a la dirección indicada abajo.
- ☐ **Polskie (Polish)**
Aby otrzymać to w swoim języku, zaznacz pole, wpisz swoje nazwisko oraz adres i wyślij na adres poniżej.
- ☐ **Tiếng Việt (Vietnamese)**
Nếu muốn có tài liệu này bằng ngôn ngữ của quý vị, xin quý vị vui lòng đánh dấu vào ô hộp trống tương ứng, điền họ tên và địa chỉ của quý vị và gửi đến địa chỉ dưới đây.
- ☐ **Soomaali (Somali)**
Haddii aad qoraalkan ku rabto luuqadaada, fadlan sax mari sanduukha, kusoo buuxi magaca iyo ciwaankaaga, kuna soo dir boostada hoose ee lacag la'aanta ah.
- ☐ **Türkçe (Turkish)**
Bu kitapçığın Türkçesini istiyorsanız lütfen kutuyu işaretleyip, adınızı, soyadınızı ve adresinizi yazarak posta pulu yapıştırmadan aşağıdaki adrese gönderin.

Please indicate if you would like a copy of this information in another language not listed or any of the following formats:

- ☐ Large print ☐ On disk ☐ On audio tape
- ☐ Braille ☐ Another language
- please state: _____

Please state your details below:

Name: _____ Address: _____



Lauren Schneider, Community Engagement Officer, Haringey Council



Lauren.Schnieder@haringey.gov.uk



07816 151961



13.20. MASTERPLAN WORKSHOPS - FLYER

HRW
HIGH ROAD WEST

**HIGH ROAD WEST
MASTERPLAN WORKSHOPS**

**RSVP BY THURSDAY 20TH MAY
TO ATTEND AN INTERACTIVE
ONLINE WORKSHOP**

Your feedback is really important to help shape our proposals for the High Road West Masterplan.

We will be hosting a series of online interactive workshops to hear your thoughts on the following themes that arose in your feedback:

1.  **Getting Around & Open Spaces**
2.  **Neighbourhood Look & Feel**
3.  **New Community, Workspace & Leisure Facilities**

Come along to learn more about the project, get involved and have your questions answered. See more details inside.

HighRoadWest.London

Haringey
LONDON

 **lendlease**

HRW



YOU'RE INVITED TO OUR INTERACTIVE ONLINE MASTERPLAN WORKSHOPS

Join us for an interactive, online discussion to share your thoughts and priorities for the future of your local neighbourhood.

Each session will run for 60 minutes, including a 10-minute coffee break. You are welcome to attend whichever workshops you like, depending on your interests and availability.

A Workshop Activity Pack will be posted to all registered attendees ahead of the workshops to help shape the conversation.

We'll be asking what's most important to you for the future of North Tottenham as well as giving you the opportunity to ask the project team any questions you might have.

WE WANT
YOUR
FEEDBACK!

TUESDAY 25th MAY	6.30 PM	TUESDAY 25th MAY	7.30 PM
THEME 1: GETTING AROUND & OPEN SPACES		THEME 2: NEIGHBOURHOOD LOOK & FEEL	
Topics we'll discuss: <ul style="list-style-type: none"> Walking, Cycling, Public Transport, Cars & Parking Communal Gardens New Public Park New Civic Square 		Topics we'll discuss: <ul style="list-style-type: none"> Heritage Conservation Building Features Architecture 	

THURSDAY 27th MAY	6.30 PM
THEME 3: NEW COMMUNITY, WORKSPACE & LEISURE FACILITIES	
Topics we'll discuss: <ul style="list-style-type: none"> New Library & Learning Centre The Grange refurbishment Workshops & Creative spaces Restaurants, Cafes & Shops Community events 	

PLEASE RSVP BY THURSDAY 20TH MAY so that we can send you your Workshop Activity Pack in time for the session

Register to attend any of these workshops by filling in an RSVP form at HighRoadWest.london/get-involved/ or scan the QR code below.



We will be sending registered attendees a Workshop Activity Pack prior to the events with more details about what we will be discussing.

HRW



STAY IN TOUCH

If you would like to **hear more** about High Road West, **have any questions about accessing the online workshops** or would simply like to be **kept updated with the latest news and events**, please contact us using this information:

Avni Mehta
Project Lead, Lendlease

Enquiries@highroadwest.london

Scott Mundy
Regeneration Officer, Haringey Council

07971 837641

Scott.Mundy@haringey.gov.uk

Lauren Schneider
Community Engagement Officer, Haringey Council

07816 151961

Lauren.Schnieder@haringey.gov.uk



Please register to attend upcoming interactive online masterplan workshops (see more details inside) by filling in an RSVP form at the following link: HighRoadWest.london/get-involved/ or by scanning the QR code.

PLEASE RSVP BY THURSDAY 20TH MAY

13.20.1. MASTERPLAN WORKSHOPS - INSTRUCTIONS FLYER

HRW
HIGH ROAD WEST

Thank you for registering
to attend our Interactive
Masterplan Workshop
Series!

Inside this pack you
will find:

1. Workshop Activity Book

2. Workshop Feedback Form

3. Freepost envelope

There's no need to do anything ahead of the workshop, but if you have the time, we welcome you to read through the activity book provided to get your creative juices flowing.

Our objective for these workshops is to hear how you would like to see High Road West evolve and serve its community.

MAY 2021

Haringey
LONDON

lendlease

HRW

HOW TO ATTEND

These workshops will be hosted via Zoom. You can join via the web or you can download the app at the following link: www.zoom.us/download

Here is a useful video on how to join a Zoom call for the first time: www.youtube.com/watch?v=hIkCmbvAHQQ

Once you're happy with how to use Zoom, simply scan the QR code or follow the link for the sessions you'd like to attend at the time of the event:

TUESDAY 25TH MAY 6:30PM

1. Getting Around & Open Spaces

Topics we'll discuss

- Walking, Cycling, Public Transport, Cars & Parking
- Communal Gardens
- New Public Park
- New Civic Square

<https://zoom.us/j/92007915502> Passcode: 531073

TUESDAY 25TH MAY 7:30PM

2. Neighbourhood Look & Feel

Topics we'll discuss

- Heritage
- Conservation
- Building Features
- Architecture

<https://zoom.us/j/99564343017> Passcode: 376709

THURSDAY 27TH MAY 6:30PM

3. New Community, Workspace & Leisure Facilities

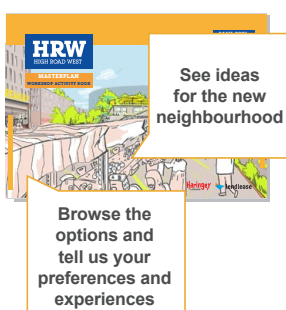
Topics we'll discuss

- New Library & Learning Centre
- The Grange refurbishment
- Workshops & Creative spaces
- Restaurants, Cafes & Shops
- Community events

<https://zoom.us/j/93470654615> Passcode: 588199

HOW TO USE THIS PACK

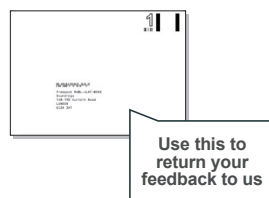
1 Workshop Activity Book



2 Workshop Feedback Form



3 Free post envelope



4 Tea and biscuits



Things to note

- Please join the call 5 minutes before the session starts and the team will be available to assist with any questions.
- During the initial presentation part of the workshop, your microphones will be muted. If you would like to ask a question during this time, please use the chat function. We will give you plenty of time to ask questions throughout the workshop.
- The session will be recorded for internal purposes only to report on the feedback from the meeting. This recording will not be available to the public and will subsequently be destroyed.

HRW

ANY QUESTIONS?

Please don't hesitate to get in touch with a member of the project team if you have any questions about how these workshops will work or about the material covered.

STAY IN TOUCH

If you would like to **hear more** about High Road West, **have any questions about accessing the online workshops** or would simply like to be **kept updated with the latest news and events**, please contact us using this information:

Avni Mehta
Project Lead, Lendlease

 Enquiries@highroadwest.london

Scott Mundy
Regeneration Officer, Haringey Council

 07971 837641

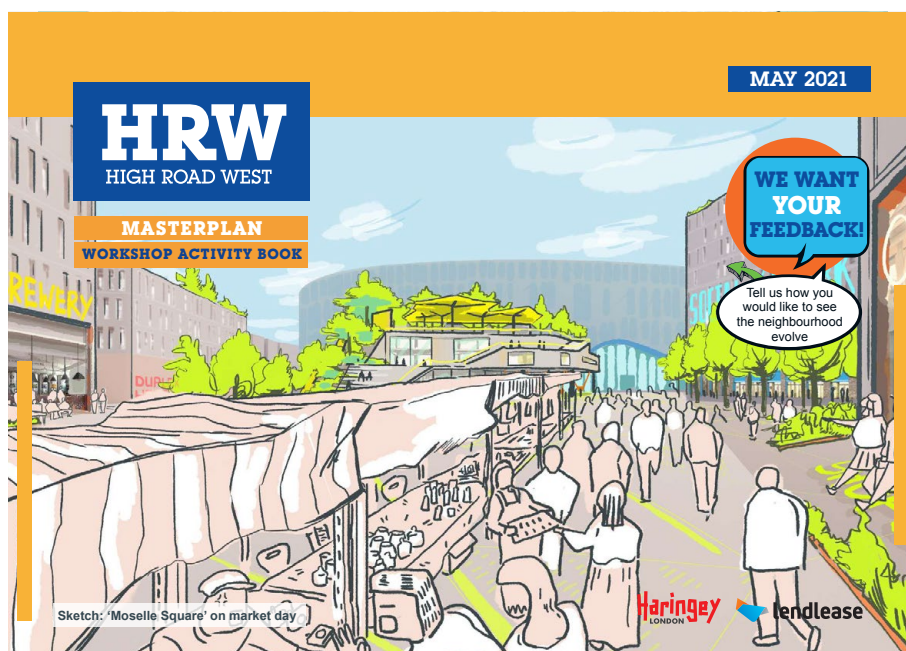
 Scott.Mundy@haringey.gov.uk

Lauren Schnieder
Community Engagement Officer, Haringey Council

 07816 151961

 Lauren.Schnieder@haringey.gov.uk

13.20.2. MASTERPLAN WORKSHOPS ACTIVITY BOOK



02

INTRODUCTION

Thank you for taking part in the High Road West Masterplan workshops. Your feedback is really important to help shape the evolving masterplan proposals.

Feedback from the community so far has identified the following themes which we would like to discuss further with you:

1. Getting Around & Open Space | Tuesday 25th May at 6.30PM

2. Neighbourhood Look & Feel | Tuesday 25th May at 7.30PM

3. New Community, Workspace & Leisure Facilities | Thursday 27th May at 6.30PM

No need to do anything ahead of the workshop, but if you have the time, we welcome you to read through this activity book which shows ideas and options for the new neighbourhood. Please browse through the options and tell us your preferences and experiences. You can write these in the work book and also share them with the team throughout the workshop.

See instructions for using the activity book on the next page!

03

03

Access the workshops by following the Zoom links:

1. Getting Around & Open Spaces
<https://zoom.us/j/9207915592>
Passcode: 531073

2. Neighbourhood Look & Feel
<https://zoom.us/j/9956434017>
Passcode: 376709

3. New Community, Workspace & Leisure Facilities
<https://zoom.us/j/93470654615>
Passcode: 588199

05

04

HRW

ACTIVITY BOOK INSTRUCTIONS

Question example: Which seating do you prefer?

OPTION A

OPTION B

OPTION C

OPTION D

Have we missed anything?

05

04

HRW

ACTIVITY BOOK INSTRUCTIONS

In these boxes, please tell us what you like or dislike

Tell us more.

OPTION A

OPTION B

OPTION C

OPTION D

Please write any other options that come to mind here and tell us more on the right

05



GETTING AROUND & OPEN SPACES

Help us shape the designs for the new connections and open spaces at High Road West

Our vision is for High Road West to be a pedestrian and cycle-friendly neighbourhood. Pleasant streetscapes will put people first with low traffic and car-free streets around the public spaces seamlessly connecting homes, shops and transport hubs.

We also aim to provide a range of safe, welcoming and fun public spaces for all to use. A new public square will provide the civic hub and crucial link between White Hart Lane and the High Road. A new public park will provide natural green spaces with a strong east-west connection too.

Topics include: Communal (resident) gardens | Public Park | Civic Square | Walking | Cycling | Public Transport | Parking | Use of Cars



TUESDAY 25TH MAY 6:30PM
<https://zoom.us/j/92007915502>
(Passcode: 631 073)

Communal (Resident) Gardens

What type of gardens do you think the residents would benefit from the most?

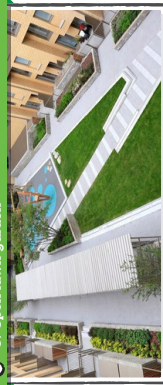
☐ A. Community grow gardens



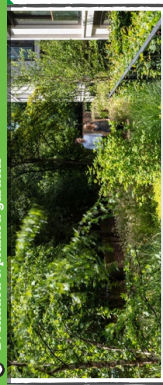
☐ B. Children's play areas



☐ C. Open lawn garden



☐ D. Shaded & planted gardens



Have we missed anything?



Communal (Resident) Gardens

Tell us more.

A. Community grow gardens

Please write your thoughts in the comment box.

C. Open lawn garden

B. Children's play areas

D. Shaded & planted gardens

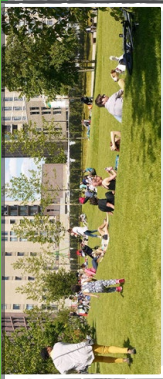
10

HRW


Public Park

What type of features do you think the local community would benefit from the most?

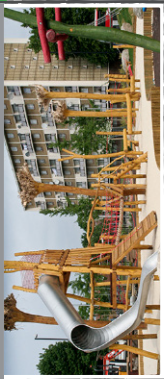
A. Open lawn for picnics and relaxation



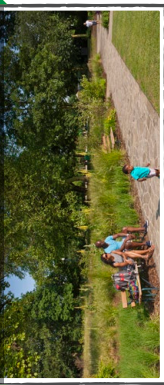
B. Outdoor gym




C. Multi-use games & children's play area



D. Quiet spaces



Have we missed anything?




11

HRW

Public Park


Tell us more.

A. Open lawn for picnics and relaxation




Please write your thoughts in the comment box.


B. Outdoor gym




C. Multi-use games & children's play area



D. Quiet spaces



Have we missed anything?



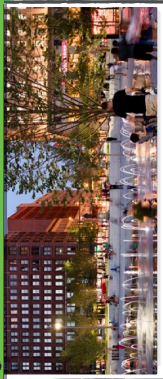
12

HRW


Civic Square

What type of features do you think would activate and make this public space vibrant for the local community?


A. Water features




B. Space for seasonal events / stalls




C. Benches and seating



D. Art / sculpture



Have we missed anything?




13

HRW

Civic Square


Tell us more.

A. Water features




Please write your thoughts in the comment box.


B. Space for seasonal events / stalls




C. Benches and seating



D. Art / sculpture



Have we missed anything?



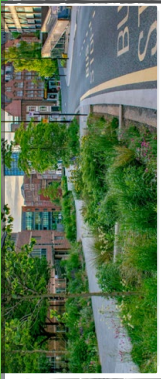
14

HRW


Walking

What type of features do you think would make you feel the most safe and comfortable while walking?


A. Tree lined / planted walkways




B. Busy and lively streets



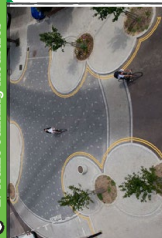
C. CCTV



D. Dedicated crossings



E. Traffic calming measures



Have we missed anything?

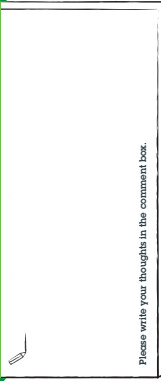
15

HRW

Walking

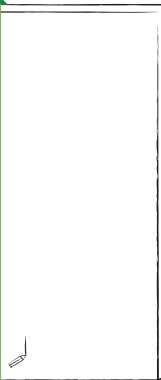
Tell us more.

A. Tree lined / planted walkways




Please write your thoughts in the comment box.


B. Busy and lively streets




C. CCTV



D. Dedicated crossings



E. Traffic calming measures



Have we missed anything?


16

HRW


Cycling

What type of features do you think would most encourage cycling in and around HRW?

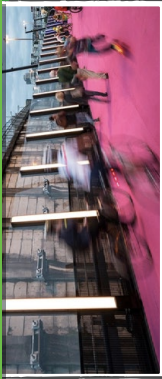
A. Dedicated cycle lanes




B. Secure bicycle parking



C. Well-lit streets



D. Public bicycle hire station



Have we missed anything?

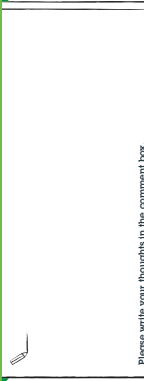
17

HRW

Cycling


Tell us more.

A. Dedicated cycle lanes




Please write your thoughts in the comment box.


B. Secure bicycle parking



C. Well-lit streets



D. Public bicycle hire station

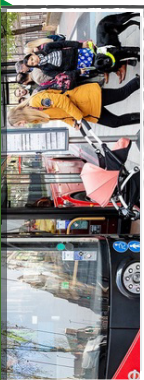


Have we missed anything?

Public Transport

Which of these do you currently think is the greater priority for public transport in and around HRW?

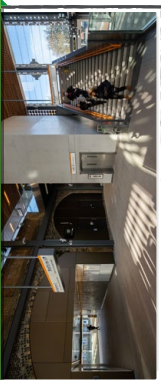
- A. Easy access & proximity (especially for those with mobility issues)**



- B. Increased frequency of trains or buses**



- ### C. Different transport options



- ## D. Overcrowding



Have we missed anything?

Public Transport

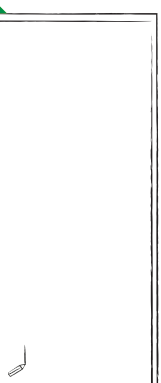
Tell us more.

- A. Easy access & proximity (especially for those with mobility issues)**

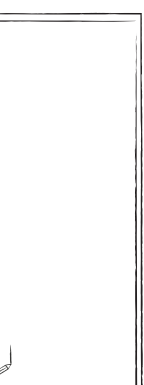


Please write your thoughts in the comment box.

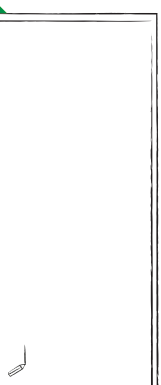
- ### C. Different transport options



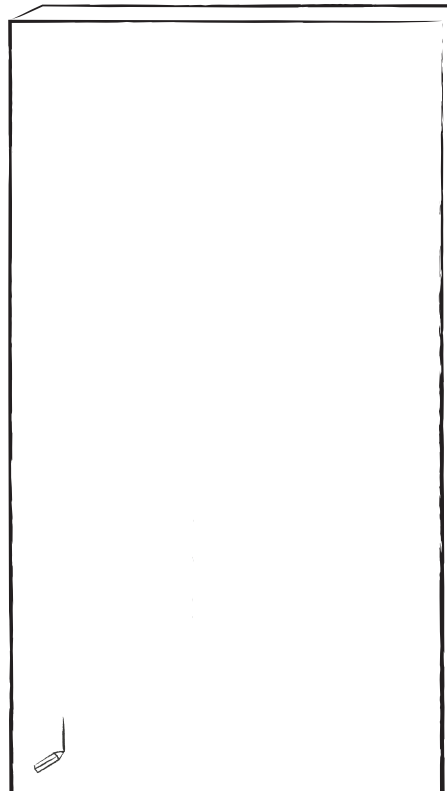
- ### B. Increased frequency of trains or buses



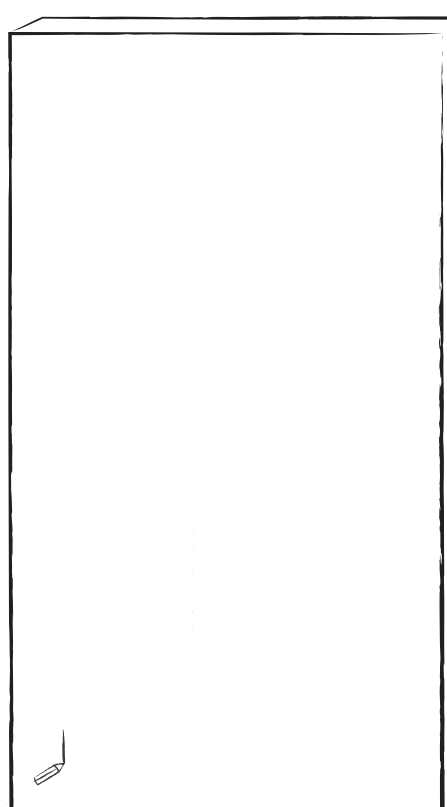
- #### D. Overcrowding



Please write your thoughts in the comment box.



Please write your thoughts in the comment box.



NEIGHBOURHOOD LOOK & FEEL

Help us design and deliver a new neighbourhood that responds to the community's needs and identity.

We want to make sure we understand which features of North Tottenham you currently like most and how you'd like the area to feel after the regeneration of High Road West has taken place. The various community, leisure and work facilities we plan to provide will serve the local community well, but it's also important to make sure there is a neighbourhood feel that is welcoming and reflects the character of the local area.

Are there any local heritage buildings you particularly like and could be reflected within the design of the new buildings of the neighbourhood? We want to hear about the types of building features you like and perhaps don't like.

Topics include: Current local identity | Building locations and heights | New homes features | Building materials and features

TUESDAY 25TH MAY 7:30PM
<https://zoom.us/j/99564343017>
(Passcode: 376709)



Local Identity

Tell us more.

A. Buildings

Please write your thoughts in the comment box.

B. Natural features/trees

C. Industrial history

D. Social & Community history

E. Tottenham Hotspur

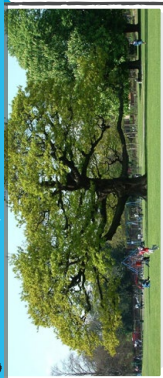
Local Identity

When you walk around your neighbourhood, what do you like most to look at/experience?

A. Buildings



B. Natural features/trees



D. Social & Community history



E. Tottenham Hotspur



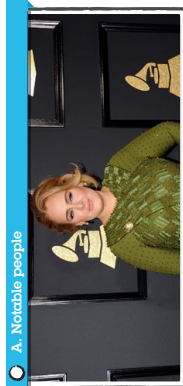
C. Industrial history



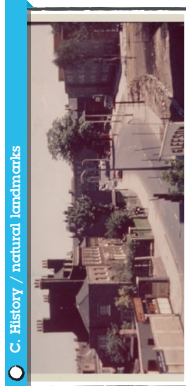
Have we missed anything?

Heritage & Conservation

What would you like to see most celebrated to reflect identity and heritage/history of North Tottenham?



A. Notable people



C. History / natural landmarks



B. Notable events / dates / milestones



D. Notable culture (music, sports, ethnicities)

Have we missed anything?

Buildings & Architecture

What are your priorities when you think of building location and heights?



A. Sightlines / views with specific interest



C. Feeling of openness



B. Sunlight and not too much overshadowing

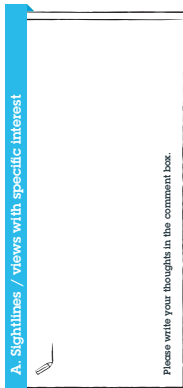


D. Nature & Green Spaces

Have we missed anything?

Neighbourhood Character

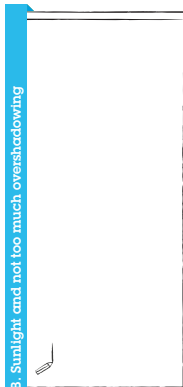
Tell us more.



A. Sightlines / views with specific interest



C. Feeling of openness



3. Sunlight and not too much overshadowing



D. Nature & Green Spaces

Have w

Building Features

We'll be building a variety of homes. What do you think is the most important feature of these new buildings?

Building Features

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Building Features

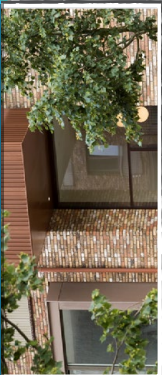

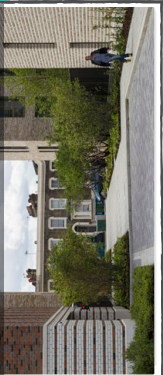
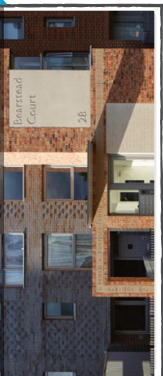
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<div> <div>HRW</div> <div>36</div> </div>		<div> <div>HRW</div> <div>37</div> </div>	
<div> <div>Architecture</div> <div>What's most important to you in terms of the buildings in your neighbourhood?</div> </div>		<div> <div>Architecture</div> <div>Tell us more.</div> </div>	
<div> <div> <div></div> <div>A. Building materials e.g. bricks, colour, facade</div> </div>  </div>	<div> <div> <div></div> <div>B. Building shape and style</div> </div>  </div>	<div> <div> <div></div> <div>B. Building shape and style</div> </div> </div>	<div> <div> <div></div> <div>B. Building materials e.g. bricks, colour, facade</div> </div> </div>
<div> <div> <div></div> <div>C. Added features like sculpture, cobble walkways</div> </div>  </div>	<div> <div> <div></div> <div>D. Street names and signs</div> </div>  </div>	<div> <div> <div></div> <div>D. Street names and signs</div> </div> </div>	<div> <div> <div></div> <div>C. Added features like sculpture, cobble walkways</div> </div> </div>
<div> <div>Have we missed anything?</div> </div>			

38

HRW


Please write your thoughts in the comment box.

39

HRW

Please write your thoughts in the comment box.

41



NEW COMMUNITY,


WORKSPACE & LEISURE FACILITIES

Help us shape the designs for the new community, workspace and leisure facilities at High Road West

We will work with the community to deliver distinct areas dedicated to community facilities including a new Library and Learning Centre and a refurbished Grange Community Hub, accessible to all. The new Library and Learning Centre and refurbished Grange Community Hub will not only improve council services, but also create a true sense of community by providing spaces for people to meet, learn and socialise together.

We are committed to creating substantial employment, education and training opportunities for the local community. Over its lifetime the project will provide over 3,500 jobs to the area, over 1,500 training opportunities, and bring £10 million of investment into community and business initiatives and programmes.

Topics include: Library and Learning Centre | The Grange | Additional Community Uses | Shops | Workshops and creative spaces | Types of restaurants and cafes | Community events



THURSDAY 27TH MAY 6:30PM

<https://zoom.us/j/93470554615>

(Passcode: 585 193)

Library & Learning Centre

Which of these spaces or facilities do you think you would use the most in a library?






-

Have we missed anything?

HRW

Library & Learning Centre

Tell us more.

- | | |
|--|---|
| <p>A. Relaxed reading areas and quiet study areas</p>  | <p>Please write your thoughts in the comment box.</p> |
| <p>B. IT facilities like printers and computers</p>  | <p>C. Meeting spaces for work or social groups</p>  |
| <p>E. IT facilities like printers and computers</p>  | <p>D. Accessing books, information and reading materials</p>  |

The Grange

What type of groups/people do you think would most benefit from a community hub?

- The diagram illustrates four types of social groups, each with a representative image and an icon:

 - A. Families, neighbours and parent groups:** A photograph of a busy outdoor market stall with people, including children, and a sign that says 'CREAT'. The icon is a family of four (two adults and two children).
 - B. Hobby / craft clubs / local activity groups:** A photograph of a group of people, including children and adults, working on a craft project at a table. The icon is a group of people sitting around a table.
 - C. Local services for vulnerable groups:** A photograph of a group of people, including children and adults, sitting on a bench. The icon is a group of people sitting on a bench.
 - D. Community and social inset up groups:** A photograph of a group of people, including children and adults, sitting on a bench. The icon is a group of people sitting on a bench.

Have we missed anything?

HIRW

The Grange

Tell us more.

- | | |
|---|--|
| <p>A. Families, neighbours and parent groups</p> <p>Please write your thoughts in the comment box.</p> | <p>B. Hobby / craft clubs / local activity groups</p> |
| <p>C. Local services for vulnerable groups</p> | <p>D. Community and social meet up groups</p> |

50

HRW

Restaurants & Cafe priorities

What would be the most important to you with regards to the restaurant or cafes in the neighbourhood?

☐ A. Affordability



☐ B. Choice and variety



☐ C. Local / Independent traders



☐ D. Big brand national outlets



Have we missed anything?



51

HRW

Restaurants & Cafe priorities

Tell us more.

☐ A. Affordability

Please write your thoughts in the comment box.



☐ B. Choice and variety



☐ C. Local / Independent traders



☐ D. Big brand national outlets



Have we missed anything?



52

HRW

Shops

What type of shops do you think would make HRW a destination you can be excited and proud of?

☐ A. Independent / small businesses



☐ B. Popular high street brands



☐ C. Seasonal market and stalls



☐ D. Shops with unique and niche offerings



Have we missed anything?



53

HRW

Shops

Tell us more.

☐ A. Independent / small businesses

Please write your thoughts in the comment box.



☐ B. Popular high street brands



☐ C. Seasonal market and stalls



☐ D. Shops with unique and niche offerings



Have we missed anything?



54

HRW

Community Events

What type of community events / activities would you most look forward to & think best celebrates community spirit?

☐ A. Family fun fairs / festival celebrations



☐ B. Outdoor cinema / music or performance events



☐ C. Food markets



☐ D. Art and craft fairs



Have we missed anything?

55

HRW

Community Events

Tell us more.

☐ A. Family fun fairs / festival celebrations



☐ B. Outdoor cinema / music or performance events



☐ C. Food markets



☐ D. Art and craft fairs



56

HRW

Please write your thoughts in the comment box.



57

HRW

Please write your thoughts in the comment box.



58

HRW

Please write your thoughts in the comment box.

59

HRW

Please write your thoughts in the comment box.



STAY IN TOUCH

If you would like to hear more about High Road West, have any questions or would simply like to be kept updated with the latest news and events, please contact us using this information:

Lauren Schnieder
Community Engagement Officer, Haringey Council
07816 151961
Lauren.Schnieder@haringey.gov.uk

Scott Mundy
Regeneration Officer, Haringey Council
07971 837641
Scott.Mundy@haringey.gov.uk

Avni Mehta
Project Lead, Lendlease
Enquiries@highroadwest.london

13.20.3. MASTERPLAN WORKSHOPS - FEEDBACK FORM

HRW
HIGH ROAD WEST

MAY 2021

WORKSHOP FEEDBACK FORM

Your Details

Name and Surname

Email address

Phone number

Which of the follow groups do you identify with?

☐ Resident on Love Lane Estate

☐ Resident in the local area

☐ Local Business Owner

☐ Community Group/Organisation

Other- please specify _____

(The information you share will be used by Haringey Council, Lendlease and Soundings for the purposes of ensuring we hear the views of the community. Your data will be stored on a secure server and will not be shared with third parties. You can withdraw your consent to share your data at any time by contacting the project team.)

Workshop feedback

1. Which of the Masterplan Theme workshops did you attend?

☐ Theme 1: Getting Around & Open Spaces- Tuesday 25th May 6.30pm

☐ Theme 2: Neighbourhood Look & Feel- Tuesday 25th May 7.30pm

☐ Theme 3: New Community Workspace & Leisure Facilities- Thursday 27th May 6.30pm

2. Did you find the workshop/s you attended useful and informative?

☐ Yes very

☐ Somewhat

☐ Not really

☐ Not sure

HRW

Workshop feedback form

Workshop feedback (continued)

3. If the High Road West project team were to host other community engagement events in the future, what type of events would you like to attend?

☐ A face to face workshop

☐ A face to face drop-in public exhibition / information session

☐ A virtual Q&A session

☐ A virtual workshop similar to these workshops

☐ Other _____

4. What topics and themes would you like to discuss or hear more about at future events?

5. What did you like **most** about these Interactive Workshops?

6. What did you like **least** about these interactive workshops?

Further comments

7. Do you have any further comments?

13.21. MASTERPLAN AND WHITEHALL MEWS UPDATE - FLYER

HRW
HIGH ROAD WEST

AUGUST 2021

COME AND TALK TO US ABOUT HIGH ROAD WEST MASTERPLAN UPDATES

Thank you to everyone that gave their valuable feedback across spring 2021 on the evolving masterplan for the scheme currently known as High Road West.

This has helped shape our proposals, which you can read in the latest Information Booklet (see information on how to view this on the overleaf). This includes updates on the masterplan, and the detailed design for the first new homes to be built in the area called 'Whitehall Mews'.

We will be hosting a series of drop-in sessions at the Grange building on White Hart Lane, where you can come talk to us about the proposals. You can also get in touch with us via phone or email.

Sketch showing 'Moselle' Square' on market day

HighRoadWest.London

Haringey
LONDON

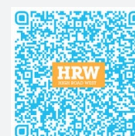
lendlease

HRW

WHERE TO VIEW THE MASTERPLAN UPDATES

ONLINE

Visit HighRoadWest.London to view and download the updated Information Booklet where you can see the current proposals and give your feedback.



ON PAPER

If you would prefer a printed copy of this booklet or cannot attend any of the Grange sessions, detailed below, please call or email us to request a copy via post.

TALK TO US AT THE GRANGE

We invite you to visit our team at the Grange (N17 8DP) to find out about our latest masterplan proposals, collect a copy of our latest Masterplan Information Booklet, and provide any feedback you'd like to share. We're also happy to talk through any questions you might have.



FRIDAY 20 AUGUST
10 AM - 1 PM

TUESDAY 24 AUGUST
4:30 PM - 7:30 PM

STAY IN TOUCH

If you would like to be kept updated with the latest news and events please contact us using this information:

Scott Mundy
Regeneration Officer, Haringey Council
07971 837641
Scott.Mundy@haringey.gov.uk

Avni Mehta
Project Lead, Lendlease
Enquiries@highroadwest.london

Lauren Schneider
Community Engagement Officer, Haringey Council
07816 151961
Lauren.Schnieder@haringey.gov.uk



13.21.1. MASTERPLAN AND WHITEHALL MEWS UPDATE - BOARDS

1 MASTERPLAN AND WHITEHALL MEWS UPDATE

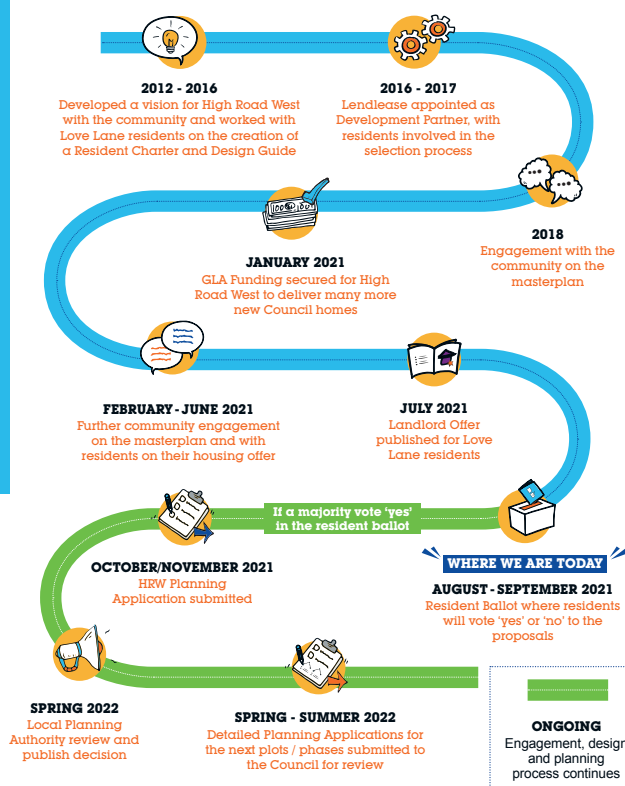
HRW
HIGH ROAD WEST

WELCOME

We have been working with the community on the masterplan for the High Road West area over several years. In spring 2021, we distributed over 3,000 copies of the first Masterplan Information Booklet to the local community and since then have hosted several interactive workshops on key themes of the masterplan.

Thank you to everyone that has been involved so far and for your valuable feedback. These boards show we have responded to your comments, and the next steps for the High Road West scheme.

THE STORY SO FAR AND WHAT HAPPENS NEXT



Planning terms glossary

What is a Detailed Planning Application?

An application for **Detailed Planning Permission** submits all the details of the proposed development at the same time.

What is an Outline Planning Application?

An application for **Outline Planning Permission** allows for a decision on the general principles of how a site can be developed. Outline Planning Permission is granted subject to conditions requiring the subsequent approval of one or more 'reserved matters'.

What are Reserved Matters?

Reserved matters are those aspects of a proposed development which an applicant can choose not to submit details with an Outline Planning Application, (i.e. they can be reserved for later determination).

What is a Hybrid Planning Application?

A Hybrid Planning Application is an outline planning application with a detailed element (akin to a full planning application).

THE BALLOT WILL RUN FROM 13 AUGUST TO 6 SEPTEMBER 2021

Make sure you have your say by voting in the ballot. Redevelopment will only happen if residents vote in favour in the ballot.

Haringey
LONDON

www.tottenham.london/highroadwest

2 MASTERPLAN AND WHITEHALL MEWS UPDATE

HRW
HIGH ROAD WEST

MASTERPLAN VISION THEMES

These are the masterplan themes we have been discussing with the local community since 2018. The below sets out how your feedback has been incorporated into our proposals.



A Variety of New Homes

What did you tell us over the past few months?

YOU SAID...

1. It is important to ensure the new development caters for people working from home.
2. Sufficient parking should be available to residents that really need it.

WE WILL...

1. Develop a range of new homes that have learnt from the experiences of the covid-19 pandemic and allow comfortable space for people to work from home.
2. Aim to ensure all existing households will have the option of a parking permit within the neighbourhood or on nearby roads, and continue to engage with residents and undertake further surveys to ensure the appropriate parking provision.



What will High Road West deliver?

- Target to deliver of 2,600 new homes and 40% affordable housing, including 500 Council homes at Council rent
- Mix of types and sizes of homes in a neighbourhood that is welcoming for all parts of the community



New Community and Leisure Facilities

What did you tell us over the past few months?

YOU SAID...

1. There is a need for improved, new library facilities to support learning and socialising as well as an alternative work environment for people working from home.
2. Public spaces should be flexible for hosting big and small events for the community.

WE WILL...

1. Ensure that the library provides sufficient space for a range of facilities including workspace and employment support, and space for community activities such as hobby clubs.
2. Develop our proposals for both 'Moselle Square' and 'Peacock Park' with community events in mind, creating flexible spaces that can be used for a range of events for local people.



What will High Road West deliver?

- A state of the art Library and Learning Centre, with particular emphasis on skills development for young people
- Refurbished Grange Community Hub, accessible to all
- Investment in programmes that address issues of inequality and build community capacity



Public and Green Spaces

What did you tell us over the past few months?

YOU SAID...

1. That you liked the idea of landscaped gardens and open spaces, but were concerned about the ongoing maintenance of these areas.
2. Safety is a priority for all transport and open space features and designing out anti-social behaviour must be a priority in future designs.

WE WILL...

1. Establish a management plan to ensure that all streets and public open spaces will be well managed, clean and inviting for people to use.
2. Work with advisors such as the Met Police and youth workers to design out anti-social behaviour and potential criminal activity. This will ensure we create streets and public spaces that feel safe and secure at all times of day for all ages.



What will High Road West deliver?

- New public park for the whole community and shaded and green streets across the area, with spaces for children's play
- New public square to become civic heart for the neighbourhood, with spaces for markets and events



Jobs, Workspaces and Retail

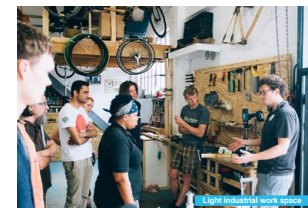
What did you tell us over the past few months?

YOU SAID...

1. Food producers and creative small businesses could be a key user of the workspaces.
2. Better quality, more diverse and healthier food choices, providing local produce for the community.

WE WILL...

1. Ensure that the new workspaces are suitable for a range of different types of local existing and new businesses and industries, to meet the needs of the local community.
2. Work with commercial agents to make the spaces attractive for good quality restaurants and cafes. We will also focus on smaller units instead of larger ones, to support a vibrant business community with an independent, local, healthy and diverse offer.



What will High Road West deliver?

- A range of new employment, education and training opportunities, which the Council will ensure local people benefit from. This includes:
 - 500 new jobs and careers
 - 1,500 training opportunities
 - 3,300 construction jobs
 - 200+ work experience placements

3 MASTERPLAN AND WHITEHALL MEWS UPDATE

HRW
HIGH ROAD WEST

PROGRESSING THE MASTERPLAN

As mentioned above, we have received a lot of great feedback from all of our consultation and discussions with you to date. This valuable feedback from the local community has been incorporated into the masterplan, making sure we deliver the changes you want to see in your local area.

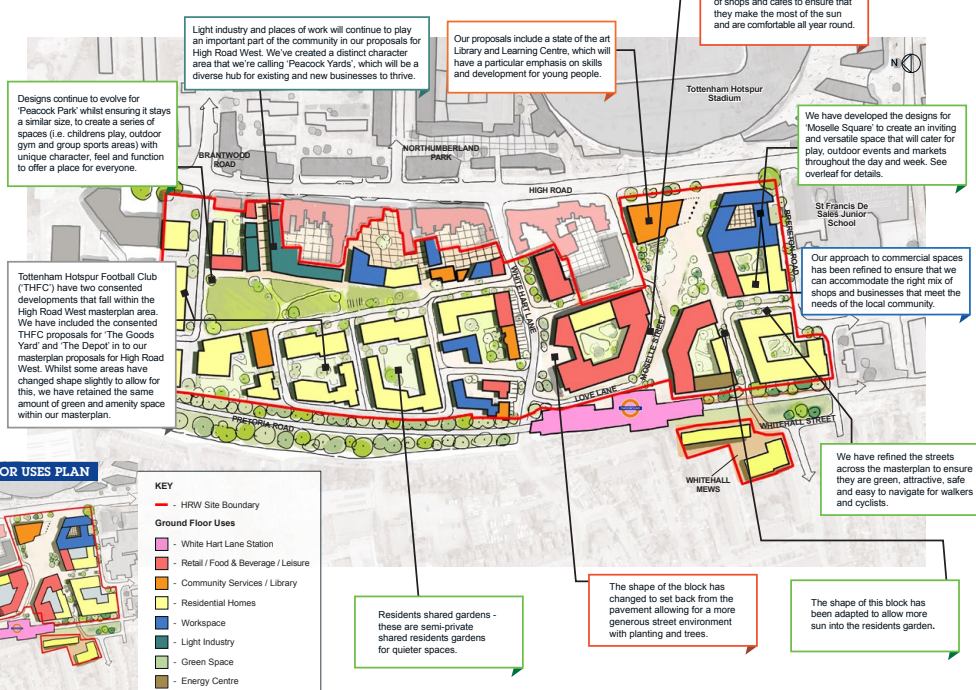
This diagram shows how the masterplan has evolved over the last few months and forms the basis of what we will call the 'Outline Planning Application' which we aim to submit in October/November this year.

All plots and buildings within the masterplan will have detailed planning applications as each phase is progressed, and as part of our application submitted in October/November this year, we will submit the first of those detailed applications for the first new homes at HRW, 'Whitehall Mews'. This means the planning application will be outline for the whole scheme plus detailed for Whitehall Mews, making it a 'Hybrid Planning Application'.

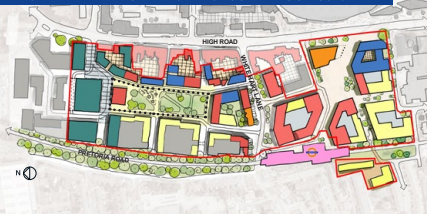
MASTERPLAN JULY 2021 - GROUND FLOOR USES PLAN

The plan below shows the proposed ground floor uses, with some narrative on how your feedback has updated our proposals. Our approach to the buildings and home layouts has continued to be reviewed to ensure that the new

neighbourhood includes accessible and well designed spaces for new and existing residents.



MASTERPLAN FEBRUARY 2021 - GROUND FLOOR USES PLAN



4 MASTERPLAN AND WHITEHALL MEWS UPDATE



GREEN AND OPEN SPACE

The new neighbourhood will comprise a range of safe and welcoming streets and interactive public spaces for all to use.

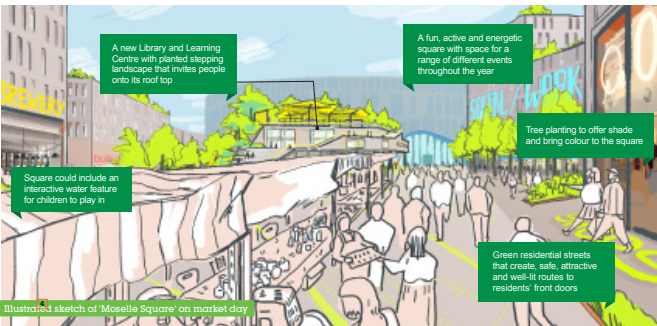
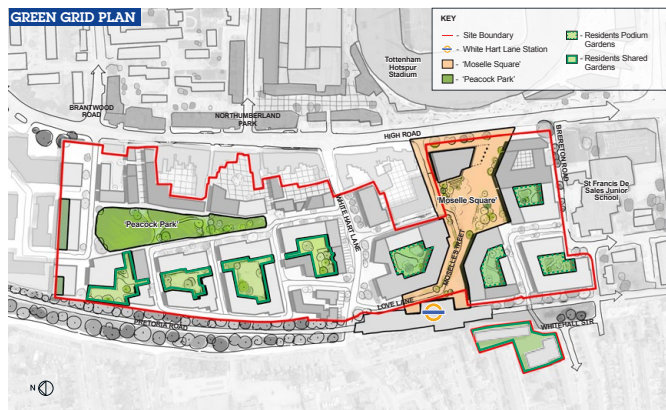
The masterplan proposes that 'Moselle Square', a new public focal point to the neighbourhood, is located to the south of White Hart Lane. This square could provide the setting for community activities such as an outdoor theatre, an interactive water feature and regular markets. The design for this space would incorporate trees, planting and plenty of seating to ensure it's an inviting space to congregate all year round.

The proposal also puts forward a large new park referred to as 'Peacock Park' to the north of White Hart Lane. This green space aims to encourage good health and wellbeing for those that live around it, providing a place for nature as much as people with features that encourage biodiversity.

Private communal gardens within the blocks would offer residents a quieter space to relax and socialise with neighbours.



Illustrated sketch of 'Peacock Park'



Illustrated sketch of 'Moselle Square' on market day

Key features of the HRW landscaping will include:

- Interactive landscape features for children and families to enjoy and adults to exercise and keep fit
- Flexible spaces to socialise & hold community events throughout the year with generous seating that encourages people to socialise and rest while enjoying the atmosphere
- A new public square with interactive water features
- A large community park with spaces for a range of activities
- Inclusive, well located and designed seating and paths to provide easy access to open spaces
- Ecological planting with layers of greening to encourage wildlife and wild flowers to bring nature into the community and create a softer, more natural feel to public spaces and streets



Precedent image: play area



Precedent image: interactive water feature



Precedent image: outdoor gym



Precedent image: shaded, green streets

5 MASTERPLAN AND WHITEHALL MEWS UPDATE

HRW
HIGH ROAD WEST

COMMUNITY, LEISURE AND RETAIL



Illustrative sketch of the library and learning centre



Community and Leisure uses

As shown on the plan on board 3, we have incorporated various new community uses across the masterplan. We have heard some great suggestions from the community on what these could be used for including craft hobby clubs and classes, exhibition spaces, pop-up theatre and cinemas and children and social care. These will continue to be developed with the Council to ensure they meet the current and future needs of the community.

Retail, Food and Beverage

The feedback we have received has told us that the local area would benefit from a more diverse retail, food and drink offering, both in the types of goods and services available, and the size of the businesses.

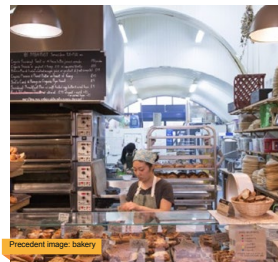
We will continue to engage with the local community and experts to ensure that the new neighbourhood has the ideal mix of amenities. It is even more important since the pandemic that residents have everything they need on their doorstep.



Precedent image: library quiet spaces



Precedent image: learning classes



Precedent image: bakery



Precedent image: space for group classes



Precedent image: family friendly restaurants



Precedent image: art studios & maker spaces

6 MASTERPLAN AND WHITEHALL MEWS UPDATE

HRW
HIGH ROAD WEST

NEW HOMES AND BUILDINGS

There will be a range of buildings and heights throughout the neighbourhood.

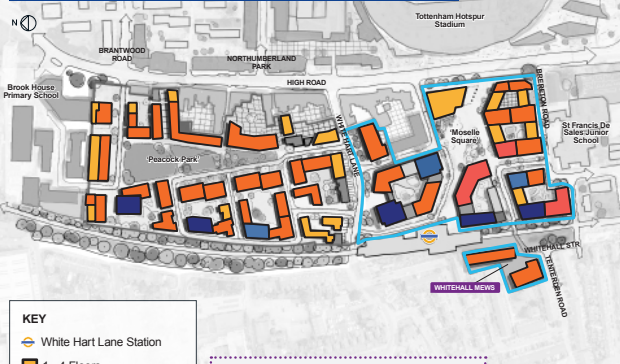
All building heights will sensitively respond to the character and scale of nearby buildings, with the tall buildings located along the railway line gradually stepping down towards the High Road. Buildings will be positioned to maximise views and light into homes, while maintaining privacy for residents.

WE WANT YOUR FEEDBACK!

Tell us what you think of the proposals so far by filling out a feedback form either online or paper.

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.

ILLUSTRATIVE BUILDING HEIGHTS & AFFORDABLE HOUSING PLAN



KEY

- White Hart Lane Station
- 1 - 4 Floors
- 5 - 9 Floors
- 10 - 14 Floors
- 15 - 19 Floors
- 20 - 29 Floors
- Area with affordable homes for existing residents



Affordable Home Proposed Locations

The area within the blue line shows the location of the new affordable homes for existing residents including the 500 Council homes. There will also be more affordable homes in the north of the masterplan area. We will continue to work with residents and the wider community on the affordable homes as we develop more detailed designs.

THE FIRST NEW HOMES

We have been working with the residents of the Love Lane Estate since 2014 to understand what they want from a new home in the newly redeveloped neighbourhood.

This early engagement resulted in the Resident Design Guide which we have followed closely when designing these first new homes which will be known as Whitehall Mews. We first spoke to the community about these proposals back in 2018.

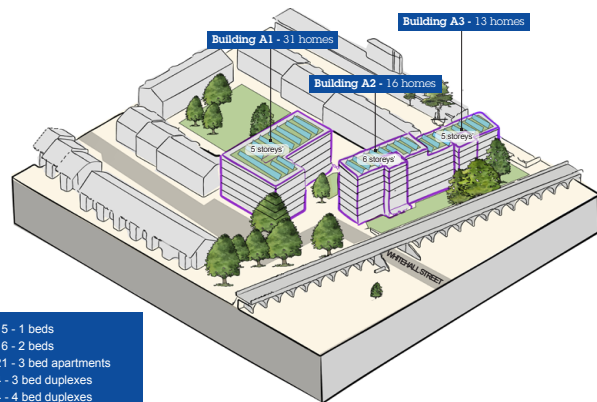
Whitehall Mews will form part of the 'Hybrid Planning Application'. This means that these detailed design proposals will form part of the initial planning application, allowing the construction of these homes to start first.

The below sets out these detailed design proposals, as a reminder of what we have shown residents over the last few years.



Love Lane residents have received a Landlord Offer document which includes commitments on the new home and moving process, to help inform their decision in the resident ballot.

ILLUSTRATIVE SKETCH OF WHITEHALL MEWS HOMES AND GARDENS



7 MASTERPLAN AND WHITEHALL MEWS UPDATE

HRW
HIGH ROAD WEST

DESIGN OF THE BUILDINGS

The new homes at Whitehall Mews have been thoughtfully designed to create well laid out, bright and enjoyable spaces to be in.

The proposals will create high quality homes, with good room sizes and generous storage, which meets the needs of families. The homes will have modern kitchens, with a range of layouts available, including separate and open plan kitchen/living arrangements.

The bathrooms in the new homes will have a bath with an integrated shower. The Council will provide residents with a choice of interior finishes, for example kitchen units, door fronts, worktops and floor coverings.



We would love to hear what you think of the proposals so far!

ILLUSTRATIVE IMAGE OF WHAT HOMES COULD LOOK LIKE FROM THE CENTRAL GARDEN COURTYARD



ILLUSTRATIVE IMAGE OF WHAT HOMES COULD LOOK LIKE FROM WHITEHALL STREET BRIDGE



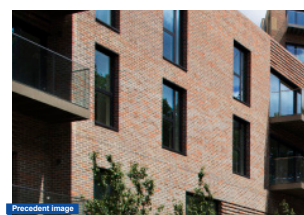
Local buildings: character



A 'material palette' sets out the different visible textures, colours and building materials used to construct a building. The design and palette for Whitehall Mews takes inspiration from the local pot and brick-making history of the site by using red bricks, and ridge tiles similar to those used in Wedge House (image to immediate left).

The primary material used at Whitehall Mews will be red brick. Exact brick colours, tones and textures will be carefully selected to fit in with local buildings and surroundings. The buildings' main entrances will be given particular focus with changes in material - inspiration will be taken from entrances at the Grange and other heritage assets across this part of Tottenham.

Whitehall Mews will follow a similar theme to the Headcorn and Terenure Estate and Love Lane Estate buildings by using different materials and different windows on the side of the buildings.



Precedent image



Precedent image

8 MASTERPLAN AND WHITEHALL MEWS UPDATE



HOW WILL THE BUILDINGS WORK?

Whitehall Mews will be a new pedestrianised street in Tottenham, connecting Whitehall Street and Headcorn Road. This street will have planting and play space for the community to enjoy. All new buildings will face out onto the central courtyard garden to provide pleasant views for residents and help discourage any antisocial behaviour.

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Buildings A2 and A3

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The family duplexes on the ground floor of Buildings A2 and A3 have private entrances facing onto Whitehall Mews which are for residents in apartments only. These homes are entered from a gated front garden with a private bin store. One of the duplexes has a private entrance facing south, onto Whitehall Street. Front gardens will have clear boundaries but will offer opportunities to have social interactions with neighbours and residents passing their garden. The back gardens to buildings A2 & A3 will be secured using fencing, walls and trellises. Rear access is also provided and only accessible via lift.

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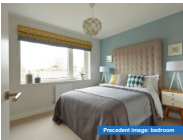
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Central courtyard garden

A central courtyard will be accessible to all new residents at Whitehall Mews and those living at Headcorn and Tettersden Estate. This green space has been designed around play and nature. The courtyard will contain play features and a variety of seating locations along the main footpath and within the quieter green garden spaces to provide different opportunities for residents to spend time. Planting in this area will be a mix of grasses, seasonal perennials, bulbs and shrubbery.

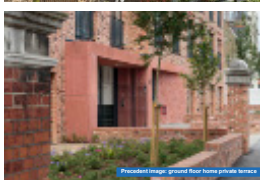
WHITEHALL MEWS GROUND FLOOR PLAN



PRIVATE OUTDOOR SPACE

Spacious balconies and terraces

New homes above the ground floor will have spacious balconies which will provide private outdoor space to relax and enjoy. Homes on the ground floor will benefit from either private terraces or private gardens.



Communal outdoor space

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9 MASTERPLAN AND WHITEHALL MEWS UPDATE

HRW
HIGH ROAD WEST

NEXT STEPS

Love Lane Estate ballot

Across this summer, the Council is holding a ballot with Love Lane residents, which will be managed by the independent body Civa. This is an opportunity for the residents to decide whether they want the High Road West redevelopment to happen, based on the Landlord Offer from the Council.

If the majority of residents vote 'yes' in the ballot, the Council and Lendlease will submit a planning application. We will continue to consult with residents after the ballot to shape the plans, and provide regular updates to all residents and other key stakeholders.

If the residents of the Love Lane Estate vote 'yes', we will:

- Hold dedicated design workshops on features such as the design of new homes, community buildings and open spaces
- Start social and economic projects which benefit residents and the community made possible by the scheme.



The High Road West Planning Process

We will be submitting a 'Hybrid Planning Application' (refer to glossary below) for High Road West this year which is split into two parts:

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The Grange at White Hart Lane

WE WANT YOUR FEEDBACK!



ONLINE

Visit HighRoadWest.London to view and download the updated Information Booklet where you can see the current proposals and give your feedback.

ON PAPER

Please ask a member of the team if you would prefer a printed copy of this booklet or cannot attend any of the Grange sessions, detailed above.

STAY IN TOUCH

Lauren Schneider
Community Engagement Officer, Haringey Council

07816 151961

Lauren.Schneider@haringey.gov.uk

Scott Mundy
Regeneration Officer, Haringey Council

07971 837641

Scott.Mundy@haringey.gov.uk

Avni Mehta
Project Lead, Lendlease

Enquiries@highroadwest.london



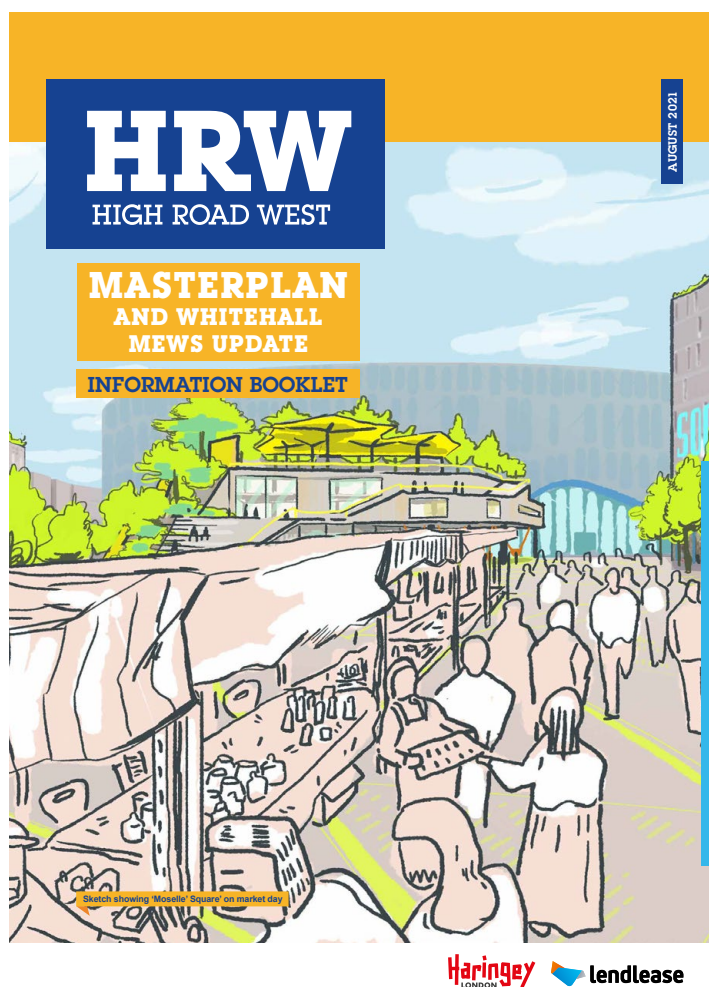
THE BALLOT WILL RUN FROM 13 AUGUST TO 6 SEPTEMBER 2021

Make sure you have your say by voting in the ballot. Redevelopment will only happen if residents vote in favour in the ballot.

Haringey
LONDON

www.tottenham.london/highroadwest

13.21.2. MASTERPLAN AND WHITEHALL MEWS INFORMATION BOOKLET



INTRODUCTION

We have been working with the community on the masterplan for the High Road West area over several years. In spring 2021, we distributed over 3,000 copies of the first Masterplan Information Booklet to the local community and since then have hosted several interactive workshops on key themes of the masterplan.

Thank you to everyone that has been involved so far and for your valuable feedback. This booklet shows how we have responded to your comments, and the next steps for the High Road West scheme.

PART 1

Part 1 of this booklet sets out the updated project timeline as well as the progressed masterplan designs which respond to the comments and suggestions we have heard from the community. The latest updates to the masterplan will conclude with the Love Lane Estate Ballot. If residents vote 'yes' in the ballot the masterplan will then progress to planning.

PART 2

Part 2 shows what the first new homes will look and feel like, in the first stage of the redevelopment called 'Whitehall Mews'. We want to hear what you think.

If you have any questions about these plans you can speak to a member of the team, see details on the back page



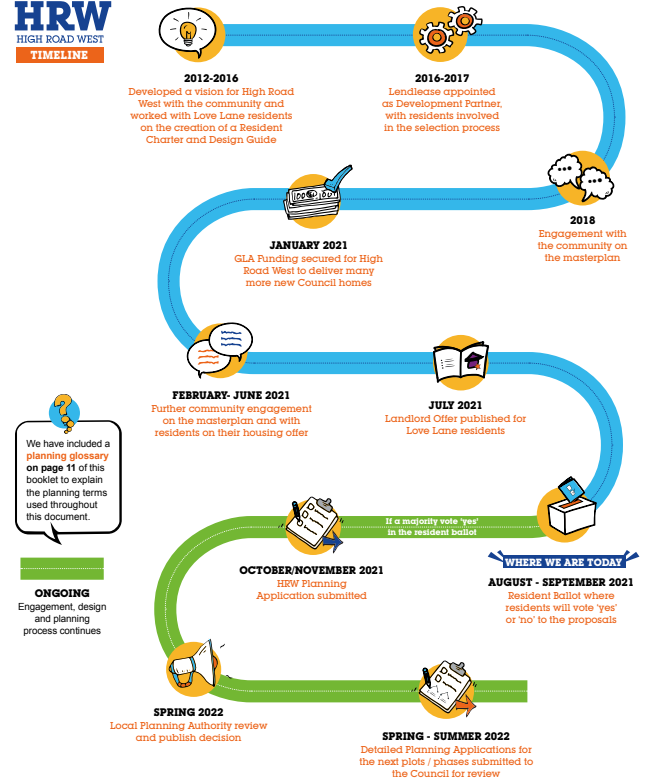
Come to a drop-in session at the Grange this August to talk to the project team. See details on page 19

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.

Illustrative sketch of 'Moselle Square'



THE STORY SO FAR AND WHAT HAPPENS NEXT

HRW
HIGH ROAD WEST
TIMELINE

MASTERPLAN VISION THEMES

These are the masterplan themes we have been discussing with the local community since 2018. The below sets out how your feedback has been incorporated into our proposals.



A Variety of New Homes

What did you tell us over the past few months?

YOU SAID...

1. It is important to ensure the new development caters for people working from home.
2. Sufficient parking should be available to residents that really need it.

WE WILL...

1. Develop a range of new homes that have learnt from the experiences of the covid-19 pandemic and allow comfortable space for people to work from home.
2. Aim to ensure all existing households will have the option of a parking permit within the neighbourhood or on nearby roads, and continue to engage with residents and undertake further surveys to ensure the appropriate parking provision.



New homes will be open and accessible

What will High Road West deliver?

- Target to deliver of 2,600 new homes and 40% affordable housing, including 500 Council homes at Council rent
- Mix of types and sizes of homes in a neighbourhood that is welcoming for all parts of the community



New Community and Leisure Facilities

What did you tell us over the past few months?

YOU SAID...

1. There is a need for improved, new library facilities to support learning and socialising as well as an alternative work environment for people working from home.
2. Public spaces should be flexible for hosting big and small events for the community.

WE WILL...

1. Ensure that the library provides sufficient space for a range of facilities including workspace and employment support, and space for community activities such as hobby clubs.
2. Develop our proposals for both 'Moselle Square' and 'Peacock Park' with community events in mind, creating flexible spaces that can be used for a range of events for local people.



Exciting, interactive modern library and learning centre

What will High Road West deliver?

- A state of the art Library and Learning Centre, with particular emphasis on skills development for young people
- Refurbished Grange Community Hub, accessible to all
- Investment in programmes that address issues of inequality and build community capacity



Public and Green Spaces

What did you tell us over the past few months?

YOU SAID...

1. That you liked the idea of landscaped gardens and open spaces, but were concerned about the ongoing maintenance of these areas.
2. Safety is a priority for all transport and open space features and designing out anti-social behaviour must be a priority in future designs.

WE WILL...

1. Establish a management plan to ensure that all streets and public open spaces will be well managed, clean and inviting for people to use.
2. Work with advisors such as the Met Police and youth workers to design out anti-social behaviour and potential criminal activity. This will ensure we create streets and public spaces that feel safe and secure at all times of day for all ages.



Communal gardens

What will High Road West deliver?

- New public park for the whole community and shaded and green streets across the area, with spaces for children's play
- New public square to become civic heart for the neighbourhood, with spaces for markets and events



Jobs, Workspaces and Retail

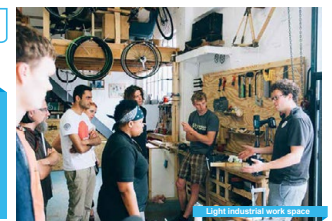
What did you tell us over the past few months?

YOU SAID...

1. Food producers and creative small businesses could be a key user of the workspaces.
2. Better quality, more diverse and healthier food choices, providing local produce for the community.

WE WILL...

1. Ensure that the new workspaces are suitable for a range of different types of local existing and new businesses and industries, to meet the needs of the local community.
2. Work with commercial agents to make the spaces attractive for good quality restaurants and cafes. We will also focus on smaller units instead of larger ones, to support a vibrant business community with an independent, local, healthy and diverse offer.



Light industrial work space

What will High Road West deliver?

- A range of new employment, education and training opportunities, which the Council will ensure local people benefit from. This includes:
 - 500 new jobs and careers
 - 1,600 training opportunities
 - 3,300 construction jobs
 - 200+ work experience placements

PROGRESSING THE MASTERPLAN

As mentioned above, we have received a lot of great feedback from all of our consultation and discussions with you to date. This valuable feedback from the local community has been incorporated into the masterplan, making sure we deliver the changes you want to see in your local area.

This diagram shows how the masterplan has evolved over the last few months and forms the basis of what we will call the 'Outline Planning Application' which we aim to submit in October/November this year.

All plots and buildings within the masterplan will have detailed planning applications as each phase is progressed, and as part of our application submitted in October/November this year, we will submit the first of those detailed applications for the first new homes at HRW, 'Whitehall Mews'. This means the planning application will be outline for the whole scheme plus detailed for Whitehall Mews, making it a 'Hybrid Planning Application'. See page 11 for more detail.

MASTERPLAN JULY 2021 - GROUND FLOOR USES PLAN

The plan below shows the proposed ground floor uses, with some narrative on how your feedback has updated our proposals. Our approach to the buildings and home layouts has continued to be reviewed to ensure that the new neighbourhood includes accessible and well designed spaces for new and existing residents.

Light industry and places of work will continue to play an important part of the community in our proposals for High Road West. We've created a distinct character area that we're calling 'Peacock Yards', which will be a diverse hub for existing and new businesses to thrive.

Our proposals include a state of the art Library and Learning Centre, which will have a particular emphasis on skills and development for young people.

We have reviewed the location of shops and cafes to ensure that they make the most of the sun and are comfortable all year round.

We have developed the designs for 'Mosselle Square' to create an inviting and versatile space that will cater for play, outdoor events and markets throughout the day and week. See overleaf for details.

Our approach to commercial spaces has been refined to ensure that we can accommodate the right mix of shops and businesses that meet the needs of the local community.

We have refined the streets across the masterplan to ensure they are green, attractive, safe and easy to navigate for walkers and cyclists.

The shape of the block has been changed to set back from the pavement allowing for a more generous street environment with planting and trees.

The shape of this block has been adapted to allow more sun into the residents garden.

MASTERPLAN FEBRUARY 2021 - GROUND FLOOR USES PLAN



KEY
- HRW Site Boundary
Ground Floor Uses
- White Hart Lane Station
- Retail / Food & Beverage / Leisure
- Community Services / Library
- Residential Homes
- Workspace
- Light Industry
- Green Space
- Energy Centre

GREEN AND OPEN SPACE

The new neighbourhood will comprise a range of safe and welcoming streets and interactive public spaces for all to use.

The masterplan proposes that 'Mosselle Square', a new public focal point to the neighbourhood, is located to the south of White Hart Lane. This square could provide the setting for community activities such as an outdoor theatre, an interactive water feature and regular markets. The design for this space would incorporate trees, planting and plenty of seating to ensure it's an inviting space to congregate all year round.

The proposal also puts forward a large new park referred to as 'Peacock Park' to the north of White Hart Lane. This green space aims to encourage good health and wellbeing for those that live around it, providing a place for nature as much as people with features that encourage biodiversity.

Private communal gardens within the blocks would offer residents a quieter space to relax and socialise with neighbours.



Illustrated sketch of Peacock Park

GREEN GRID PLAN



KEY
- Site Boundary
- White Hart Lane Station
- 'Mosselle Square'
- 'Peacock Park'
- Residents Podium Gardens
- Residents Shared Gardens



Precedent image: Play area



Precedent image: Interactive water feature



Precedent image: Outdoor gym



Precedent image: Shaded, green streets



Illustrated sketch of Mosselle Square on market day

A new Library and Learning Centre with planted stepping landscape that invites people onto its roof top.

A fun, active and energetic square with space for a range of different events throughout the year.

Tree planting to offer shade and bring colour to the square.

Green residential streets that create, safe, attractive and well-lit routes to residents' front doors.

Key features of the HRW landscaping will include:

- Interactive landscape features for children and families to enjoy and adults to exercise and keep fit
- Flexible spaces to socialise & hold community events throughout the year with generous seating that encourages people to socialise and rest while enjoying the atmosphere
- A new public square with interactive water features
- A large community park with spaces for a range of activities
- Inclusive, well located and designed seating and paths to provide easy access to open spaces
- Ecological planting with layers of greening to encourage wildlife and wild flowers to bring nature into the community and create a softer, more natural feel to public spaces and streets

MASTERPLAN UPDATE

MASTERPLAN UPDATE

COMMUNITY, LEISURE AND RETAIL

Illustrative sketch of the library and learning centre



Community and Leisure uses

As shown on the plan on pages 6 & 7, we have incorporated various new community uses across the masterplan. We have heard some great suggestions from the community on what these could be used for including craft hobby clubs and classes, exhibition spaces, pop-up theatre and cinemas and children and social care. These will continue to be developed with the Council to ensure they meet the current and future needs of the community.

Retail, Food and Beverage

The feedback we have received has told us that the local area would benefit from a more diverse retail, food and drink offering, both in the types of goods and services available, and the size of the businesses. We will continue to engage with the local community and experts to ensure that the new neighbourhood has the ideal mix of amenities. It is even more important since the pandemic that residents have everything they need on their doorstep.



Precedent image: library quiet spaces



Precedent image: Learning classes



Precedent image: bakery



Precedent image: space for group classes



Precedent image: family friendly restaurants



Precedent image: Art studios & maker spaces

10

NEXT STEPS

Love Lane Estate ballot

Across this summer, the Council is holding a ballot with Love Lane residents, which will be managed by the independent body Civa. This is an opportunity for the residents to decide whether they want the High Road West redevelopment to happen, based on the Landlord Offer from the Council.

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- If the residents of the Love Lane Estate vote 'yes', we will:
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The High Road West Planning Process

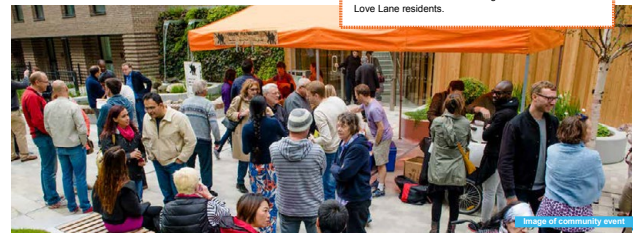
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Illustrative sketch of community event

Planning terms glossary

What is a Detailed Planning Application?

An application for Detailed Planning Permission submits all the details of the proposed development at the same time.

What is an Outline Planning Application?

An application for Outline Planning Permission allows for a decision on the general principles of how a site can be developed. Outline Planning Permission is granted subject to conditions requiring the subsequent approval of one or more 'reserved matters'.

What are reserved matters?

Reserved matters are those aspects of a proposed development which an applicant can choose not to submit details with an Outline Planning Application, (i.e. they can be 'reserved' for later determination).

What is a Hybrid Planning Application?

A Hybrid Planning Application is an outline planning application with a detailed element (akin to a full planning application).

11

DETAILED DESIGN - WHITEHALL MEWS

DETAILED DESIGN - WHITEHALL MEWS

NEW HOMES AND BUILDINGS

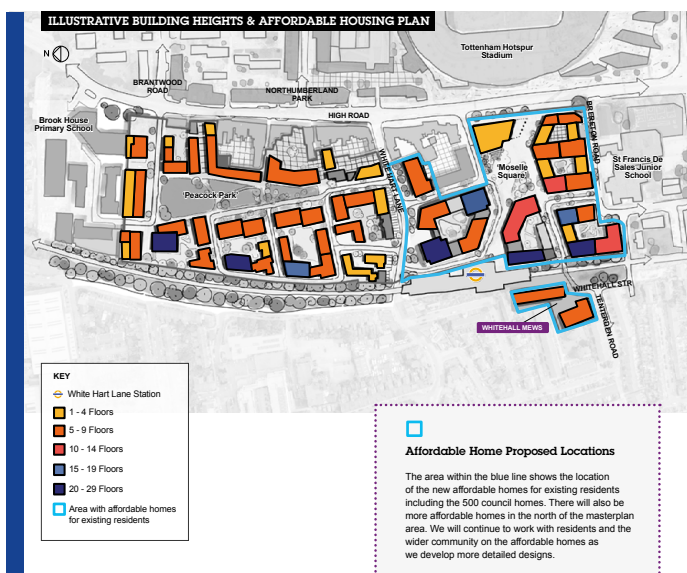
There will be a range of buildings and heights throughout the neighbourhood.

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 positioned 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.

WE WANT YOUR FEEDBACK!

Tell us what you think of the proposals so far by filling out a feedback form either online or paper.



12

THE FIRST NEW HOMES

We have been working with the residents of the Love Lane Estate since 2014 to understand what they want from a new home in the newly redeveloped neighbourhood.

This early engagement resulted in the Resident Design Guide which we have followed closely when designing these first new homes which will be known as Whitehall Mews. We first spoke to the community about these proposals back in 2018.

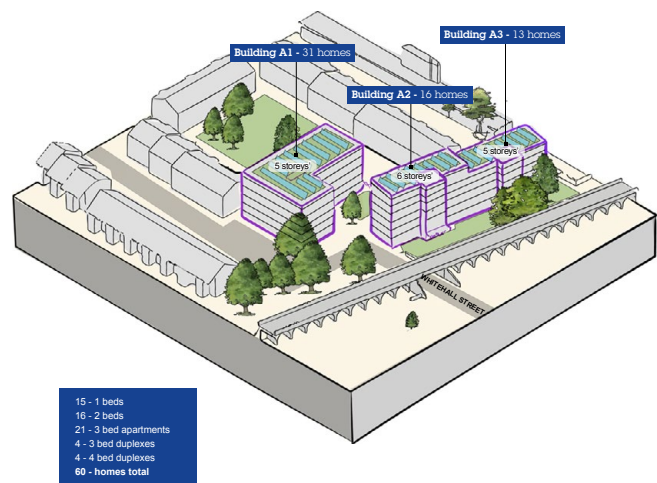
Whitehall Mews will form part of the 'Hybrid Planning Application'. This means that these detailed design proposals will form part of the initial planning application, allowing the construction of these homes to start first.

The below sets out these detailed design proposals, as a reminder of what we have shown residents over the last few years.



Love Lane residents have received a Landlord Offer document which includes commitments on the new home and moving process, to help inform their decision in the resident ballot.

Illustrative sketch of Whitehall Mews homes and gardens



13

HOW WILL THE BUILDINGS WORK?

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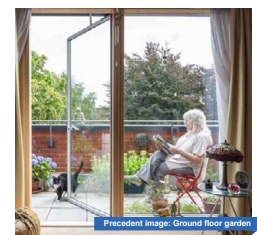
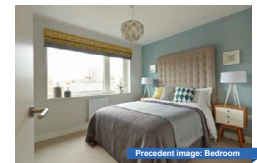
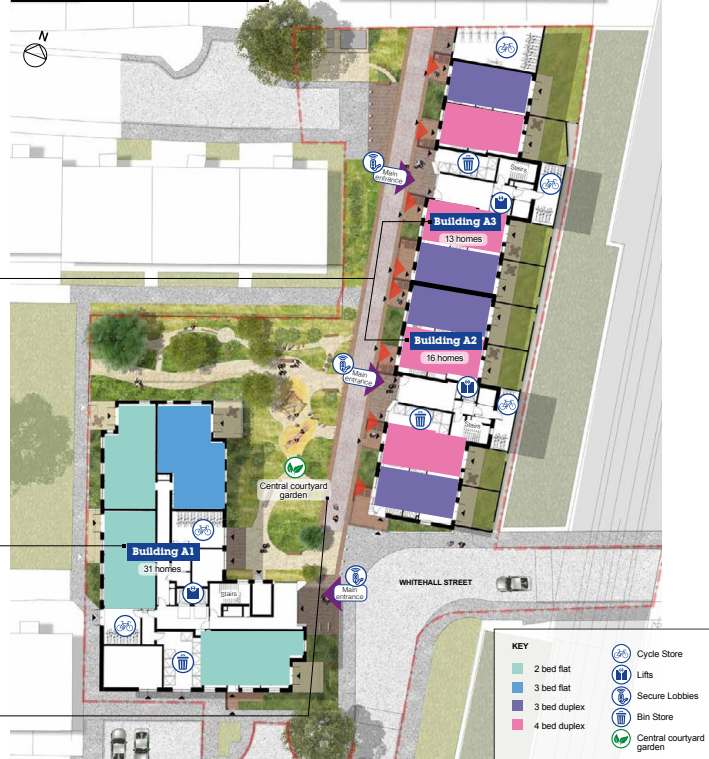
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WHITEHALL MEWS GROUND FLOOR PLAN



14

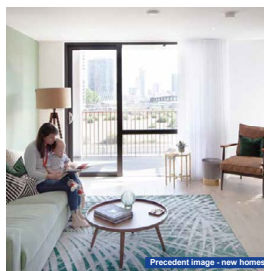
15

DESIGN OF THE BUILDINGS

The new homes at Whitehall Mews have been thoughtfully designed to create well laid out, bright and enjoyable spaces to be in.

The proposals will create high quality homes, with good room sizes and generous storage, which meets the needs of families. The homes will have modern kitchens, with a range of layouts available, including separate and open plan kitchen/living arrangements.

The bathrooms in the new homes will have a bath with an integrated shower. The Council will provide residents with a choice of interior finishes, for example kitchen units, door fronts, worktops and floor coverings.



Precedent image - new homes



Local buildings - character



A 'material palette' sets out the different visible textures, colours and building materials used to construct a building. The design and palette for Whitehall Mews takes inspiration from the local pot and brick-making history of the site by using red bricks, and ridge tiles similar to those used in Wedge House (image to immediate left).

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Precedent images



Precedent images

16

17

Illustrative image of what homes could look like from the central garden courtyard



Illustrative image of what homes could look like from Whitehall Street bridge



HRW

AUGUST 2021 INFORMATION BOOKLET - PART 2

DETAILED DESIGN - WHITEHALL MEWS**PRIVATE OUTDOOR SPACE****Spacious balconies and terraces**

New homes above the ground floor will have spacious balconies which will provide private outdoor space to relax and enjoy. Homes on the ground floor will benefit from either private terraces or private gardens.



A proposed view of balconies to new homes



A proposed view of new homes



Precedent image : ground floor home private terrace

Communal Outdoor Space

The new neighbourhood will provide a range of quieter communal gardens for residents to enjoy. Communal gardens will be secure and only accessible to residents of each block. These gardens will offer opportunities for planting, seating and children's play space, as well as opportunities for growing fresh produce such as flowers and vegetables.

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- Opportunities for growing gardens for residents
- Opportunities for outdoor family dining
- Sheltered spaces to enjoying being outside what ever the weather
- Bring nature into the urban environment



Precedent image : Communal gardens

18

Haringey **lendlease****TALK TO US****TALK TO US AT THE GRANGE ABOUT THE MASTERPLAN AND WHITEHALL MEWS**

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The Grange at White Hart Lane

**FEEDBACK FORM**

You can also find the feedback form online at [@highroadwest.london](https://twitter.com/highroadwest.london)



19

HRW
HIGH ROAD WEST**Haringey** **lendlease****STAY IN TOUCH**

If you would like to hear more about High Road West, have any questions or would simply like to be kept updated with the latest news and events, please contact us using this information:

Lauren Schneider
Community Engagement Officer, Haringey Council

07816 151961

Lauren.Schneider@haringey.gov.uk

Scott Mundy
Regeneration Officer, Haringey Council

07971 837641

Scott.Mundy@haringey.gov.uk

Avni Mehta
Project Lead, Lendlease

Enquiries@highroadwest.london



Roof gardens leisure activity

13.21.3. MASTERPLAN AND WHITEHALL MEWS - FEEDBACK FORM

HRW
HIGH ROAD WEST

AUGUST 2021

MASTERPLAN AND WHITEHALL MEWS UPDATE
FEEDBACK FORM

Thank you for taking the time to review the Masterplan Update Information Booklet. Your feedback is important to us and will help us to make a better neighbourhood.

The proposals we are showing in the Masterplan Update Booklet demonstrate how the masterplan has been progressed through engagement with local people.

Whilst the overall principles, key spaces, and building locations are now agreed, we will continue to refine the proposals, and your comments will also help shape the detailed applications for each plot that we bring forward in future. We are interested in hearing your views on how the masterplan has been progressed, particularly in response to previous feedback from the community.

We also want to know your thoughts on the first new homes to be delivered at Whitehall Mews. Feedback that you give us will help influence decisions we make about homes to be delivered in the future.

Your Details	
Full name	
Email address	
Phone number	
Which of the follow groups do you identify with?	
<input type="checkbox"/> Resident on Love Lane Estate	<input type="checkbox"/> Resident in the local area
<input type="checkbox"/> Local Business Owner	<input type="checkbox"/> Community Group/Organisation
Other- please specify _____	
<small>(The information you share will be used by Haringey Council, Lendlease and Soundings for the purposes of ensuring we hear the views of the community. Your data will be stored on a secure server and will not be shared with third parties. You can withdraw your consent to share your data at any time by contacting the project team.)</small>	

HRW**Masterplan and Whitehall Mews Update - Feedback Form****THE MASTERPLAN UPDATE (pages 1 – 11)**

Designs for the masterplan have now developed in response to feedback from residents. Before designs progress to a planning application we would like your views on the updates presented in the booklet.

Do you have any general comments about the masterplan and how it has responded to previous feedback from residents?

Please tell us why you think this.

3

HRW**Masterplan and Whitehall Mews Update - Feedback Form****THE MASTERPLAN UPDATE – PUBLIC AND GREEN SPACES (Pages 4, 8 & 9)**

We have worked with the community since 2018, and most recently in our May workshops, to design the public and green spaces. Let us know if you like how the masterplan has responded to your feedback.

You highlighted the importance of ongoing maintenance of landscaped gardens and open space, so we will establish a management plan to ensure all streets and public spaces will be well managed, clean and inviting for people to use.

Do you think this approach responds to the needs of the community?

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ I Don't Know

Please tell us why you think this.

Do you have any further suggestions as to how the maintenance of landscaped gardens and open space could be better addressed?

You had concerns around safety for transport and open space features, so we are going to work with advisors such as the Met Police and youth workers to design out anti-social behaviour and potential criminal activity.

Do you think this approach responds to the needs of the community?

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ I Don't Know

Please tell us why you think this.

Do you have any further suggestions as to how safety for transport and open space features could be better addressed?

Overall, do you have any further comments regarding the proposals for green and open spaces in the updated masterplan?

4

THE MASTERPLAN UPDATE – NEW COMMUNITY AND LEISURE FACILITIES (pages 5 & 10)

We have worked with the community since 2018, and most recently in our May workshops, to design new community and leisure facilities. Let us know if you like how the masterplan has responded to your feedback.

You asked for improved, new library facilities to support learning, socialising and people working from home, so we will ensure that the library provides sufficient space for a range of facilities including workspace and employment support, and community activities.

Do you think this approach responds to the needs of the community?

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ I Don't Know

Please tell us why you think this.

Do you have any further suggestions for the new library facilities?

You asked for public spaces that were flexible for hosting big and small events, so we are developing our proposals for both 'Moselle Square' and 'Peacock Park' with community events in mind, creating flexible spaces that can be used for a range of events for local people.

Do you think this approach responds to the needs of the community?

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ I Don't Know

Please tell us why you think this.

Do you have any further suggestions for the design of the public spaces in the masterplan?

Overall, do you have any further comments regarding the proposals for new community and leisure facilities in the updated masterplan?

5



Masterplan and Whitehall Mews Update - Feedback Form

MASTERPLAN UPDATE – JOBS, WORKSPACES AND RETAIL (pages 5 & 10)

We have worked with the community since 2018, and most recently in our May workshops, to design jobs, workspace and retail. Let us know if you like how the masterplan has responded to your feedback.

You told us that food producers and creative small business could be a key user of workspaces within the masterplan, so we will ensure that new workspaces are suitable for a range of different local and existing new businesses and industries, to meet the needs of the local community.

Do you think this approach responds to the needs of the community?

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ I Don't Know

Please tell us why you think this.

Do you have any further suggestions for the new workspaces?

You asked for better quality, more diverse and healthier food choices, providing local produce for the community, so we will work with commercial agents to make the spaces attractive for good quality restaurants and cafes, focusing on small units instead of larger ones to support an independent, local, healthy and diverse offer.

Do you think this approach responds to the needs of the community?

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ I Don't Know

Please tell us why you think this.

Do you have any further suggestions for the new cafes and restaurants?

Overall do you have any further comments about the proposals for jobs, workspaces and retail in the updated masterplan?

6

NEW HOMES (pages 4,12 – 18)

We have worked with the community since 2018, and most recently in our May workshops, to design a variety of new homes. Let us know if you like how the masterplan has responded to your feedback.

You asked for sufficient parking to be available to residents that really need it, so we will aim to ensure all existing households on Love Lane Estate will have the option of a parking permit within the neighbourhood or on nearby roads, and continue to engage with residents and undertake further surveys to ensure appropriate parking provision.

Do you think this approach responds to the needs of the community?

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ I Don't Know

Please tell us why you think this.

Detailed design has been completed for the first new homes to be delivered. The design of future phases will be ongoing with the residents of the Love Lane Estate and the local community. Feedback that you give us on the first new homes will also help influence decisions we make about the next new homes to be delivered.

What do you think about the proposals for the first new homes in the area we're calling Whitehall Mews?

What do you think about the materials and design for the first new homes at Whitehall Mews?

What do you think about the communal and private outdoor space for the first new homes at Whitehall Mews?

7



Masterplan and Whitehall Mews Update - Feedback Form

General comments

8

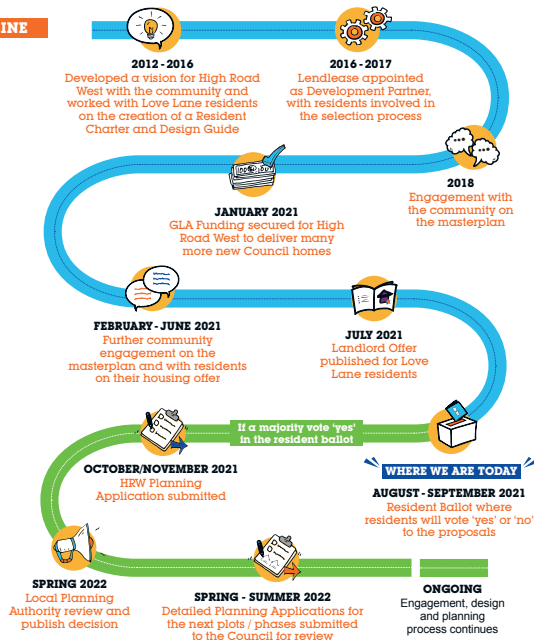
Thank you for filling in your feedback.
Please return this to a member of the High Road West Engagement team or put this form into the free post envelope provided and post it by Tuesday 31st August.

9

Next Steps

In October / November this year the masterplan will be submitted for 'planning permission'. This submission will include an outline application that will set the principles for the masterplan which we will then continue to refine with involvement from the community. As part of this ongoing refinement, we will want to talk to you to develop the designs in more detail. This will include, for example, opportunities for the community to influence aspects of the design and activities for green and open spaces, and what types of community facilities should be accommodated in the library and learning centre.

TIMELINE



10

HRW

Equality monitoring

Equalities monitoring refers to the practice of collecting, storing and analysing data on the Council's residents and service users' protected characteristics to measure its equality performance and effectiveness. Under the Equality Act 2010, these include: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race or ethnicity; religion or belief; sex; and sexual orientation. Although it is not stated in legislation as a protected characteristic, in Haringey, we also recognise the profound and far-reaching impacts of low income and have committed to include socio-economic status as local protected characteristics.

Collecting, analysing, and using equalities information helps us to understand how our policies and activities are affecting various sections of our communities and helps us to identify any inequalities that may need to be addressed. We will be grateful if you could complete and return this form. The information you provide on this form will be held in the strictest confidence and only be used for the purpose stated above.

1. Age

What age group applies to you? ☐ Under 16 ☐ 17 - 21 ☐ 22 - 29 ☐ 30 - 39 ☐ 40 - 49 ☐ 50 - 59 ☐ 60 - 74 ☐ 75+ ☐ Prefer not to say

2. What is your sex?

a. Please tick the box that best describes your sex ☐ Male ☐ Female ☐ I use another term (please specify): ☐ Prefer not to say

b. Do you consider yourself to be trans? Please tick one box

Trans is an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with the sex they were regarded to be at birth. ☐ Male ☐ Female ☐ Prefer not to say

3. Disability

Under the Equality Act 2010, a person is considered to have a disability if she/he has a physical or mental impairment which has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities. a. Are you disabled? Please tick one box ☐ Yes ☐ No ☐ Prefer not to say

b. If you are disabled, please tell us which of the following impairment groups apply to you, you may tick more than one box.

☐ Visual impairment ☐ Deaf / British Sign Language user ☐ Learning difficulties
☐ Hearing impairment ☐ Mental health / mental distress issues ☐ Prefer not to say
☐ Physical impairment ☐ Long term health condition / hidden impairment ☐ Please specify: _____

4. What is your preferred language?

Please tick the box that best describes your preferred language ☐ Albanian ☐ Arabic ☐ Bulgarian ☐ English ☐ French ☐ Greek ☐ Kurdish ☐ Polish ☐ Portuguese ☐ Romanian ☐ Somali ☐ Spanish ☐ Turkish ☐ Twi ☐ Yiddish ☐ Any other language - please specify: _____

HRW

Equality Monitoring

5. Race

Please tick the box that best describes your ethnic group

Arab or another ethnic group

☐ Arab or Arab British
☐ Any other ethnic group (please specify): _____

Mixed

☐ White and Asian
☐ White and Black African
☐ White and Black Caribbean
☐ Any other Mixed group (please specify): _____

☐ Please self-describe: _____

Asian or Asian British

☐ Bangladeshi
☐ Chinese
☐ Indian
☐ Pakistani
☐ Any other Asian background (please specify): _____

White

☐ English / Welsh / Scottish / Northern Irish / Britain
☐ Irish
☐ Any other White background (please specify): _____

Black or British

☐ African
☐ Caribbean
☐ Any other Black background (please specify): _____

White Other

☐ Gypsy or Irish Traveller
☐ Roma
☐ Kurdish
☐ Portuguese
☐ Any other White background (please specify): _____

☐ Prefer not to say

6. Sexual orientation

Please tick the box that best describes your ethnic group ☐ Bisexual ☐ Heterosexual ☐ Gay ☐ Lesbian

☐ Prefer not to say ☐ I use another term (please specify): _____

7. Religion or belief

How would you describe your religion or belief? ☐ Christian (including Church of England, Catholic, Protestant and allother Christian denominations)

☐ Atheist ☐ Hindu ☐ Muslim ☐ Sikh ☐ Buddhist
☐ Jewish ☐ Rastafarianism ☐ No religion or belief ☐ Prefer to self-describe: _____

8. Pregnancy and maternity

Please tick one box

Are you pregnant?

☐ Yes ☐ No

Have you had a baby in the last 12 months?

☐ Yes ☐ No

8. Marriage and civil partnership

Please tick the box that best describes you ☐ Single ☐ Married ☐ Co-habiting ☐ In a civil partnership
☐ Divorced ☐ Widowed ☐ Separated ☐ Prefer not to say

13.22. COUNCIL'S STATEMENT ON THE OUTCOME OF THE REGENERATION BALLOT

19/10/2021

Love Lane residents back redevelopment of their estate | Haringey Council

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COVID-19 support, news
and walk-in vaccine clinics



What do you want to do today?

Go

Login to My Account

Services for residents

Pay, report, apply

Business information

Local democracy

- > Home
- > Births, Death, Marriages and Civil Partnerships
- > Business
- > Children and Families
- > Community
- > Contact
- > Council Tax and Benefits
- > Environment and Waste
- > Housing
- > Jobs and Training
- > Libraries, Sport and Leisure
- > Local Democracy
- > News and Events
- > Parking, Roads and Travel
- > Planning and Building Control
- > Regeneration
- > Social Care and Health

Walk in vaccine clinics

Love Lane residents back redevelopment of their estate

Publication date: September 7, 2021

Residents on the Love Lane Estate in Tottenham have backed council plans for its redevelopment, following the first-ever ballot of its kind in the borough.

With a turnout of 69.4 per cent of eligible voters, 55.7 per cent supported the proposals to rebuild the neighbourhood with at least 500 brand new council homes.

Other improvements, including major investment in new open spaces, community facilities and local jobs and training opportunities, will also now go-ahead.

The ballot ran from 13 August to 6 September, with residents given the opportunity to cast their vote by post, online or telephone.

All current tenants and those in temporary accommodation are guaranteed a high-quality council home at council rents with a secure tenancy on the rebuilt estate, while leaseholders will be offered financial support from the council to buy an affordable home – either on the redeveloped estate or elsewhere.

When the scheme is completed it will also help solve the issue of overcrowding on Love Lane and means a safe, stable and comfortable council home will be available to 250 families on the waiting list.

Cllr Peray Ahmet, Leader of Haringey Council, said:

"We are adopting a collaborative approach to redevelopment, so it is only right that local people had the final say on the future of their neighbourhood. I'd like to thank everyone who voted and took time over many years to tell us what they wanted from the scheme. We have worked hard to ensure their needs have been prioritised.

"The vote in favour of the plans means that we can now progress, including building 500 new Council homes. As we take the next steps in the process, we will continue to listen to the views of residents and work together to shape the scheme's design, the layout of the new homes and the community improvements.

"It's important that the scheme will keep the community together, protecting the relationships and networks they have formed, and will be part of our programme to build 3,000 desperately needed council homes over the next decade."

Earlier this year, the Mayor of London awarded £90m funding for the scheme, to enable the delivery of 500 council homes and increase the affordable housing level to 40 per cent overall.

The scheme aims to deliver 2,600 homes to the area, more than 3,500 jobs, 1,500 training opportunities, £10million of investment into community and business initiatives and programmes and the creation of work, retail, and business spaces in a revitalised town centre.

To read more about the Love Lane Estate proposals, [click here](#).

Haringey Together

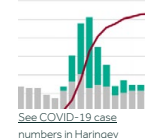
Find out [how you can help](#) and what to do if you need support.

Connected Communities

Testing and vaccines

- [Testing in Haringey](#)
- [COVID-19 vaccinations](#)

Haringey case numbers



Haringey People Extra e-newsletter

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Advertising

13.23. REGENERATION BALLOT
ANNOUNCEMENT LETTER

Leader's Office
Cllr Peray Ahmet Leader of Haringey Council



Date: September 2021
Your ref: Re: Love Lane Estate Ballot

Dear Resident

Love Lane Estate Ballot Outcome – Residents have voted “Yes”

As Leader of the Council, it is important to me that Haringey continually listens and works in partnership with the community to ensure all our neighbourhoods are places where local people feel safe, happy and are proud to call home. The ballot on the decision to redevelop the Love Lane Estate was an example of this, because our residents must always be at the heart of shaping the places where you live.

I am writing to let you know that Civica Election Services (CES), the independent body who ran the ballot, have informed us that the majority of residents who took part voted ‘Yes’, with 55.7% voting in favour.

This means that we can now progress with the delivery of the scheme currently known as High Road West, including building 500 new Council homes. Most importantly, it means that we can deliver what we have set out in our Landlord Offer to residents, including a secure Council home at Council rent for secure and temporary tenants, and an affordable home for resident leaseholders.

I want to personally thank all the residents on the estate for your time and patience during the ballot process. I want to thank all of those who voted, which was 69.4% of the eligible voters, ensuring your voice was heard in making this important decision. CES will be writing to residents within the next week with full details of the ballot result.

What's next?

Even though we can now progress with the scheme, you will understand that this will take some time. We have heard loud and clear the issues some residents are having with the maintenance of their homes and we know there are households that are overcrowded. We also know there is work to do as a Council to ensure that the priorities and concerns of all residents, including those who voted ‘no’, are responded to in the coming weeks and months.

Our housing officers will be in touch with each of you over the next few weeks to see if there are further actions we can take now to improve things for you and your family whilst we take the next steps to deliver the new homes that have been promised.

We look forward to working together with all residents on the estate to ensure that you and your families are able to shape the future of your neighbourhood; and are the ones who benefit most from the opportunities it will bring.

We will be in touch very soon with next steps

If you have any questions about this letter, please do get in touch with your Community Engagement Officer on Lauren.Schnieder@haringey.gov.uk or 07816 151961. Officers will also be at The Grange on White Hart Lane every Tuesday from 10-5pm over the coming weeks to answer any questions, and provide another opportunity to see the proposals for the new homes. We can also arrange a 1-1 appointment at other times in the week if you prefer, including evening sessions, with the option for an interpreter to be in attendance.

Result	Number of votes	% of valid vote
Yes	113	55.7%
No	90	44.3%
Turnout		69.4%

Yours sincerely

Cllr Peray Ahmet
Leader of Haringey Council

13.24. BUSINESS LETTER



High Road West Regeneration Scheme Update

Thursday 19 August 2021

Dear Business Owner,

We hope that this letter finds you well.

Following the engagement with local residents and businesses across spring 2021, we are now reaching out to the community to speak about the latest updates to the High Road West masterplan, which have been shaped by the valuable feedback we have heard from the community so far.

We would like to invite you a dedicated breakfast drop-in session for local businesses. This will be an opportunity to talk through the latest proposals with the project team, have your questions answered, and give your feedback. Please see details below, and feel free to drop in at any time during the slot:

- When: Thursday 26 August, 8am-10am
- Where: The Grange, White Hart Lane, N17 8DP

If you are not available to attend the above session, we can also arrange specific slots to meet at a time that is convenient for you. Please contact us using the details at the bottom of this letter.

You can read the updated High Road West Masterplan Information Booklet online at the following link: <https://highroadwest.london>, and will have hard copies available at the Grange.

We want to build this future with you, the existing business community, to ensure that your business can continue to thrive, create local jobs and contribute to the economic prosperity of the borough.

If you have any questions or would like to speak to someone about any aspect of this letter please contact Scott Mundy at scott.mundy@haringey.gov.uk or 07971 837641.

Yours sincerely,

The High Road West Team



13.25. HTBG RA MEETING - FLYER

SEPTEMBER 2021

HTBG RESIDENTS ASSOCIATION MEETING

In conjunction with Lendlease and Soundings

**MONDAY 6 SEPTEMBER FROM 7PM TO 9PM
AT GRACE ORGANISATION, WHITEHALL STREET N17 8BP**

This meeting is to share information (including floor plans) about the proposed planning application for High Road West Phase 1, Whitehall Mews, which is to be built on the site of the Grace Organisation and 100 Whitehall Street. There will also be an opportunity to discuss improvements the development can offer.

The HTBG R.A have also been campaigning for improvements on the Tenterden Estate.

Your input is requested as this project will have an impact on the estate.

Now is the time for your comments.

Refreshments will be provided.

