

APPENDIX 3

CHARTER FOR INFLUENCING AND BENEFITING FROM NEW COUNCIL HOMES DEVELOPMENT (CHARTER OF PRINCIPLES)

The Charter of Principles sets out our commitment to how the council and our partners will work with residents on our programme of investment and renewal. It contains key pledges to give people who live and work in Southwark a real say in the programme to build 11,000 new council homes.

The council remain committed to working with residents on our programme during this period of uncertainty and will follow the advice issued by Central Government as to the precautionary measures and action to take to ensure that residents, staff, and partners are protected from the Coronavirus through face to face and public gatherings.

Our long term commitment to building 11,000 new council homes means that the programme for delivery of these homes must continue so that there are new homes that will continue to meet the increasing housing need in our borough.

When things return to normal we will provide information on all the projects where interim measures were in place and give you the opportunity, via a drop in and questionnaires to provide any feedback you may have but for now we will adapt the way we engage with you whilst seeking to give you every opportunity to work with us in the development of new homes. We acknowledge that we will have to be creative to ensure genuine engagement with you and other residents. We are committed to exploring new methods, and welcome good suggestions from the public on how to do this.

Pledge 1

How we will work with you on developing the principles for housing investment and renewal of our estates

- We will work with you to identify what factors make an estate a success and worth investing in for the future, where appropriate, developing an Estate Improvement Plan
- We will involve the community area by area as we work with you to consider the options and opportunities for development in each part of the borough.

Interim Measures:

We will use our Consultation Hub to involve you in considering the options and opportunities for development in your area.

The council will also assess where some residents, for example vulnerable residents, may need a more tailored approach to consultation and adapt processes to be inclusive.

Where we hold email addresses we will send information via email and ask for feedback to be provided to us via the Consultation Hub and provide links to the webpage (www.southwark.gov.uk/11000homes). We will continue to use the postal service for those who do not have an email address.

Pledge 2

How we will work with you on the development of the new homes on your estate

- We will work with you on the design of each scheme and keep you informed every step of the way as the programme progresses
- Consultation and engagement will continue throughout the design and delivery of the programme rather than being a one off exercise at the beginning without further opportunities to give us feedback. We will keep you informed as to how your views have been taken into account
- Each scheme will have a named lead officer so that residents know who to contact
- Consultation will be led by local project groups of residents and local councillors in each area
- We will hold one to one meetings for any resident that wants one
- We will only proceed with submitting a planning application for proposals for this programme where there has been thorough dialogue and consultation with residents.

Interim Measures:

We will use our Consultation Hub to present the designs for the schemes, display exhibition board, and ask for your feedback your comments. We may ask you specific questions depending on where we are in the designing of the new homes. We will also be available to talk to you by telephone.

We will where requested hold one to one meetings via Telephone, Facetime, Whatsapp or other digital systems that all parties that do not have a charge.

We will continue to consult with your project group representatives on any key decisions that need to be made and hold at least 3 meetings with them.

We will broaden the range of consultation and engagement tools we use.

We will continue to issue newsletters, flyers and information via the post or email.

Pledge 3

How we will involve you in ensuring that the new homes are delivered to a high standard

- For each scheme we will set up a residents' project team of interested residents to regularly meet with us on the delivery of the new homes
- We will involve representatives from the wider community affected by the development of new homes

We will hold monthly site meetings with resident representatives from the residents' project team

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We will walk around the site with resident representatives and ward councillors a week before the handover

- We will carry out a satisfaction survey to find out how satisfied you are with how the projects are delivered, and what we can learn for the future
- We will work with you to ensure we get value for money for every pound spent on the programme.

Interim measures: we remain committed to setting up a project group and involving the community either via the Consultation Hub, email or post.

We will continue to hold monthly site meetings where possible with the contractors via digital methods and will invite resident representatives from the residents' project team.

We will ensure that adequate measures for handover of sites are agreed with residents and councillors.

Pledge 4

Giving you a real say in how the new homes are managed

- We will work with you on an area basis on options for involving you in the longer term management and upkeep of your home.

Interim measures: there will be no changes at this time to how we carry out this pledge.

Pledge 5

We will demand high standards for the quality and affordability of new homes

- The 11,000 homes that we develop for rent will be let at formula or target rent i.e. true council rent levels
- We aim to develop new homes that meet high standards of construction, design and environmental sustainability
- The programme will include homes that fully meet the needs of vulnerable people and people with disabilities. We will make sure that our new homes help people to live independent lives
- We will work with you not just to build new homes but to create great neighbourhoods with a strong sense of community. We will work with you to plan how our investment can create opportunities for improvements to the whole neighbourhood, building communities of which we can all be proud
- We will ensure that the programme supports local employment and skills, sourcing local labour and involving local businesses.
- In some cases, where there is a demand or the scheme is of a sensitive nature and a stand alone scheme , we will give an opportunity to influence the selection of architect (from a pre-qualified framework) This needs to be balanced against the benefits of packaging a number of schemes together to ensure value for money and to expedite the programme

Interim measures: there will be no changes at this time to how we carry out this pledge.

Pledge 6

Your housing options if you are affected by redevelopment of your estate

- We will ensure that leaseholders and homeowners affected by redevelopment get access to dedicated advice, support and information on their options for the future. This will include, where it is necessary, offering a full range of options for rehousing including shared ownership and shared equity, and any loss, compensation or disturbance payments residents may be entitled to
- We will carry out an assessment of the housing needs of any block affected by redevelopment with one to one visits to all those directly impact by the redevelopment.
- The programme aims to benefit local people and any tenant or leaseholder wanting to stay in an area where development takes place will be offered options to do so
- We want to make most effective use of the new stock to make sure it is let fairly and in a way that deals with any specific local issues and concerns, and contributes to sustainable and mixed communities. We will work with residents to give them a say on lettings so that, for example, we make provision for those freeing up underoccupied properties, and to ensure that lettings take account of local circumstances. This will involve, in most cases,

agreeing a local letting plans in line with guidance from the overall allocations policy.

- Where tenants of the new homes want to move they will have the same rights to transfer and exchange their homes as any other Southwark tenant
- At least half of the homes we develop will be available to tenants in housing need on the estate at the first letting to make sure that local residents affected by redevelopment get a fair deal.
- New homes will be pre-allocated and residents will be able to decide on some of the internal finishes.*

Interim measures: there will be no changes at this time to how we carry out this pledge.

*This will only apply to schemes that have been approved starting design from 01/01/2020

Pledge 7

We demand the best from our contractors

- We will ensure our constructors' are signed up to considerate constructor schemes (it's a requirement)
- Each site will have a named site manager and contact details displayed
- Where residents are going to be affected by works we will ensure that contractors keep residents informed on progress and any disruption that may impact on them