

WOODBERRY DOWN
RESIDENTS' CHARTER

Redraft
30 March 2007

**This Residents Charter sets out the view of the Woodberry
Down Estate Development Committee (EDC) on the
standards, expectations and aspirations for the regeneration
of Woodberry Down.**

PURPOSE OF THE CHARTER

The purpose of this charter is to set out clearly the expectations and aspirations of Woodberry Down residents and ensure that proposals for the regeneration of Woodberry Down have community ownership. It will inform future negotiations with partners and inform the framework for the Principal Development Agreement (PDA) between the Council and the Registered Social Landlord (RSL). The contents of this Charter are wide ranging and reflect the work carried out by the Woodberry Down Estate Development Committee (EDC). This Charter highlights key issues of concern to residents across Woodberry Down.

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1. SUMMARY OF DEVELOPMENT PRINCIPLES

The regeneration process needs to demonstrate clearly that it is being undertaken in the interests of the existing community of Woodberry Down. The following development principles reflect wide consultation carried out, across Woodberry Down, and the financial and design principles established as part of the Cost Options Appraisal.

1.1 All new social rented housing will be designed to 'Lifetime Homes' standards and provide a internal living area that equates with 'Parker Morris plus 10% '.

1.2 Homes should be built to high standards of acoustic and thermal insulation. Residents aspirations are that new homes should exceed current building regulations standards for acoustic and thermal insulation

1.3 Social and private sector housing to be fully integrated not segregated within the design.

1.4 Larger social rented homes to be on or near ground level where possible.

1.5 Open space should be provided to encourage maximum pedestrian movement through residential areas and provide access to adjacent open space and areas of water.

1.6 Future social, health, community and education provision to support the regeneration programme should be provided, wherever possible, in joint use buildings to encourage greater synergy and better service provision to local residents.

1.7 Design of the new homes should be varied and reflect community and cultural objectives.

1.8 The offer of a single decant to a new home should be made available.

1.9 Demolition is be undertaken within a rolling decant/ construction programme. Best endeavours should be employed to ensure that the loss of tenants through the decanting process is minimised to ensure stabilisation and transference of the existing 'community'.

1.10 Residents expectation is that no tenant will be housed above the 10th floor of any new building unless they choose to be housed on a higher floor. Resident's aspiration is that no tenant will be housed above the 5th floor of any new building.

1.11 The EDC expect a housing mix based on the housing need of existing residents and those who have been promised the right to return to Woodberry Down when they decanted.

1.12 Community facilities must be provided to reflect the needs of the entire community in the future, and should be flexible to convert to new uses as community need changes.

1.13 All homes should receive Secured by Design accreditation.

1.13 All homes to have access to external space such as balconies, private gardens, roof gardens with courtyards or gardens for all those at ground level.

1.14 All external space to be wheelchair accessible and to be DDA compliant.

2. URBAN DESIGN

1. Streets to be improved through the use of more effective lighting.
2. Secluded areas and blind spots to be eliminated to improve safety around the area.
3. Existing mature trees to be retained wherever possible. Where this is not possible, semi mature trees to be provided to promote a greener environment.
4. Specification of hard and soft landscaping to be of a high standard to reduce future maintenance costs.
5. The EDC expect to see buildings of a variety of heights as part of the new development, with external appearance that give each area its own unique identity.

Block Design

1. A video entry system to allow residents to control access to blocks. The EDC are interested in the examining the costs and options for different kinds of controlled entry, CCTV and concierge on some blocks.
2. Lifts to be big enough to transport furniture, and fit more than 2 people, with an intercom link in case of emergency.
3. Communal areas within block arrangements to be accessible only to Woodberry Down residents.
4. All homes to have dedicated garden space or secure balconies, large enough for all members of the household to sit on at one time.
5. The location and management of parking spaces should encourage the security of parked vehicles.
6. Streets to connect places to encourage pedestrian traffic.
7. Blocks to be designed to encourage surveillance (with good lighting) of communal areas, parking spaces, and approaches to blocks.
8. Blocks to be designed with short rather than long corridors. Areas to be secure, with no hidden corners.
9. Residents would like to explore the designation of specific blocks for elderly residents.

Individual Dwelling Design

1. The dwellings to be secure with security doors, double glazed windows, peep holes, and door closers.
2. All homes to have smoke detectors and fire alarms, and 30 minute fire resistant internal and external doors. Flats to have more than one fire exit.

3. All homes to have built in storage space suitable to the size of household likely to live in the home.
4. In existing homes, residents should be allowed to keep their external metal security gates. Security measures for the new properties should make the need for external metal gates obsolete.
5. Space to be provided in individual flats and communal areas to store refuse and recycling prior to disposal.
6. Residents aspire that rooms and windows sizes to be designed to take advantage of natural light throughout the year with consideration to heat loss, planning orientation limitations and status of room, this should include bathrooms and kitchens, wherever possible.

Maintenance

1. It is expected that the LBH will adopt all the roads.
2. Maintenance of streets and footpaths to be improved through effective maintenance of paving stones, potholes and lighting.
3. Trees, bushes and green areas to maintained to make sure that security is not compromised.

Management

1. Street Cleaning and refuse collection to be improved to make sure Woodberry Down is clean and welcoming, with pollution reduced.
2. Sufficient Caretakers and cleaners based on Woodberry Down will improve the standard of cleaning, and management of Woodberry Down. It would be expected that the blocks would be design with 'cleanability' in mind.
3. Security on Woodberry Down and surrounding streets to be improved through integrated design and management with the police, neighbourhood wardens and caretakers involved.
4. Physical, design, legal and community development initiatives integrated to reduce nuisance and anti social behaviour. Practical examples of how this has worked in other areas will have to be demonstrated.
5. The CBHA will have a management office with the decision making responsibility, staff and budget based on Woodberry Down, to provide a responsive management and maintenance service.

3. RECYCLING AND THE ENVIRONMENT

There are opportunities for enterprise based on recycling and re-engineering of waste. Opportunities identified include:

1. Generation of local power to supply Woodberry Down, with the sale of any surpluses to the grid.
2. The design of the new and refurbished homes should be water efficient and where possible water should be recycled.
3. Grounds maintenance could be set up as a social enterprise. Such a company could utilise processes that support composting of waste to reduce landfill and, possibly, produce energy either from the composting or by burning waste.
4. Design of the new homes must make it possible for new estate wide solutions for recycling and refuse disposal to be developed.
5. Wherever possible building materials from the existing homes should be used in the construction of the new homes and roads.

Refuse is a large problem with the existing homes, adequate space to store refuse before disposal will make it possible to recycle more household rubbish.

Homes: Internal Design And Choice

1. Residents need an adequate amount of built in, internal storage space within new homes.
2. There must be external and internal space to dry washing.
3. New homes should provide somewhere for children and adults to study.
4. Front entrances to have ramped or level access.
5. Heating controls to allow different rooms to have individually temperature controlled heating.
6. New homes should provide space for families to eat together and socialise in comfort.
7. Windows need to be designed to be secure and wherever possible to open partially or fully as governed by safety, cleaning and maintenance.
8. Room heights to be at least 2.4m or higher if possible.
9. Light fittings to be easily accessible to change bulbs.
10. Floor coverings to be of suitable material and colour for their location.
11. All residents must be able to take both a bath and a shower in the new homes.
12. Existing homes have separate bathrooms and WCs. The EDC and many residents want to keep this arrangement. All homes with 3 bedrooms or more will have separate bathrooms and WCs.

13. Kitchens must be large enough to hold a washing machine, cooker, adequate kitchen cupboards, a fridge freezer and space for a table and chairs, will only be possible in kitchen/ diner lay outs. The provision of space to house a dishwasher will be considered in the design of the kitchen layouts.
14. Kitchen and bathroom units to be of robust quality to make sure they last well.
15. The size and location of kitchen units to take in to account specific residents needs.
16. New homes must include plumbing to connect to the washing machine and dishwasher.
17. Kitchens and bathrooms must be well ventilated and insulated to make sure they are free of damp and condensation.
18. Bathrooms to include both natural and mechanical ventilation where possible.
19. Bathrooms to include a fixed mirror.
20. Kitchen and bathroom fittings must be robust so they will last.
21. All new homes should be wired for cable TV telephone and internet access.
22. "Lifetimes Homes" standard as set defined by the Joseph Rowntree Foundation, to include "visitability" features of a level threshold and a WC at the same level as the main entrance and living space

4. CHOICE IN DESIGN

1. Decisions on the final design and construction materials for Woodberry Down must be supported by residents across Woodberry Down. Detailed design of each area of the new estate must be consulted on with the residents who will live in those new and refurbished homes. All internal and some external elements/finishes to be subject to Tenants Choice
2. Choice should include external appearance, finishes, components such as windows, doors, lifts and entry phones.
3. The EDC and residents of each phase must be involved in the design of the common parts and landscaping around the new homes, with the emphasis on security and the future management of the area.
4. All residents must have an individual choice of finishes and equipment for both kitchens and bathrooms.
5. Residents aspire to have choices for the layout of internal space including whether to have a kitchen/dining room, or a separate kitchen.
6. Residents must be involved in the design of the layout and location of storage space.
7. Residents aspire to have the choice of gas or electricity for cooking in new homes.

BUILDING WORKS

A code of conduct is needed for all building workers, contractors, sub contractors and consultants working on Woodberry Down is essential. The code of conduct is to cover:

- security of homes and building sites
- behaviour towards residents
- hours of work
- tenant liaison
- notice of works
- compensation for tenants where the code of conduct is breached
- insurance
- health and safety
- standard of work
- Noise
- Dust Pollution

Building work defects to be remedied rapidly and permanently. Final contract retention of payments to be linked to successful remedy of snagging.