

During the workshop we asked participants for the main issues they wanted to be considered for the St Raphael's Charter. We looked at some of the feedback received over the spring and summer from residents about what is important to them during our engagement on the estate at pop ups and door knocking. Workshop participants commented on these and we grouped their comments into various themes as detailed here. There were many comments raised on design aspects that we have passed to the architects but below are highlights of the key issues raised.

Housing

Residents across all tenures have concerns ranging from the availability of housing of the right size, location and suitability for their household. They seek assurance of having priority for new housing, being able to stay or remain on the estate or within the area and are insistent that affordability is a driving factor

<p>Tenants Housing</p>	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Secure tenants - Right to return in a written contract and enforceable for each resident affected. Should be under the same status as before for all residents i.e. tenancy agreements provisions protected in new developments. New tenancy agreement to provide at least the same rights and responsibilities as at present with the continuous right of succession and should not be able to be unilaterally altered. • Long term private tenants with families should be offered priority if being evicted due to the sale of their home with the same right of return as secure tenants and be given priority on Locata bidding system Residents from the estate must benefit before any housing waiting list residents for new infill homes • Residents want affordability of new build properties to be clarified as early as possible and assurance they will remain affordable in perpetuity • Ring fence suitable properties that become available off the estate and offer St Raphael's tenants priority to bid for them – residents regardless of tenure given priority over others from the housing register
<p>Homeowners Housing</p>	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Homeowner buy backs – transparency on calculation of market value offered should redevelopment go ahead. All valuations completely independent of the Council who must demonstrate that its own agent in the valuation process has disregarded both the effects of development and infill. • Homeowners should be afforded realistic opportunities to purchase a similar property within the locality if they choose to do so. No homeowner should be put in a position of having to revert to a Council tenancy • Assurances required for covering the costs of all home sale and purchase expenses – valuers / surveyor fees, solicitor fees, exit charges for mortgage transfer costs, stamp duty on home purchase, variation in relocations allowances relating to household size • Leaseholders under-occupying should be able to purchase 'like for like' property and not required to purchase a new home based on housing need – where possible a homeowner swap should be explored.
<p>General Housing</p>	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Definition of 'like for like' means and how interpreted when allocating properties - by property type, bed space or floorspace?

	<ul style="list-style-type: none"> • Residents request to be part of the snagging process for property sign-off to ensure attention to detail. Where possible extend the defects liability period for the longest time possible – from two to five years. • Residents want to shape the lettings plan for new infill homes or if the whole estate is redeveloped. If direct offers are made this should allow residents a minimum of three properties to choose from • Explore opportunity for housing families in larger sized accommodation so that they can 'grow' into them
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Community, Health and the Elderly

Residents expressed a strong need for the provision of community facilities to form a multi-purpose hub with activities provided to cater for all sectors – and wanted to be involved in shaping these. There is a strong sense of togetherness with neighbours. Health is an important factor and services are provided outside of the estate but needed within. Vulnerable members of the community and their carers need to be kept informed and better facilities to remain in the estate

Community	<p>Resident Comments:</p> <ul style="list-style-type: none"> • St Raphael's provided with a range of community and commercial facilities that reflect the scale, diversity and density of the neighbourhood. This means investment in schools, leisure and recreation as well as shops and workspaces. • Multipurpose youth centre to be provided – based on the Hendon model – www.unityyouthzone.org • Guarantee that residents can shape future amenities and community facilities to what is actually needed for the area. • Community centre provision with different functions in different rooms - multi-functional hub needed with IT and printing / photocopying facilities, social enterprise co-working space for start ups • Residents do not want to be rehoused and split up from other members of the community - people whom they attend social activities with - if possible, house neighbours together
Health Outcomes	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Mental health provision in the area is very poor. Nearest treatment centres are in Wembley, Northwick Park or Willesden and those affected will not journey out of the area • Hold workshops for better mental health and healthy living style • Pollution being caused by building work, HGVs and building site traffic, decontamination and removal of land in St Raphael's all taking place whilst residents are still living on the estate. Assurances needed of plans to reduce exposure and risks to residents. • GP provision requires crossing the North Circular Road or travelling to Wembley. New development will mean more people, so GP services are needed within the estate for the community • The outdoor gym is located at the far end of Tokyngton Gardens towards Monks Park and not used by the community

Elderly and Vulnerable	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Community bus should be provided for elderly residents for shopping, hospital appointments etc. • Carers – family members – need to be kept informed to support their elderly relatives – many live off the estate. Car parking provision needs to be provided for visits in unsociable hours
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Employment, Education and Youth

Residents are keen to see employment opportunities improved on St Raphael's for the youth and to expand existing provision for older people wanting to change careers. Library provision within the estate and links with local colleges are needed to raise education opportunities for a growing population on. Housing solutions for young adults within St Raphael's and the surrounding are should be explored. Organised sporting activities making use of the 'cage' and skate park would bring young people together

Employment Opportunities	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Opportunities for the youth on the estate should be written into contractors' specifications • Local handyman should be able to be sourced within St Raphael's that can also help residents develop useful skills. • Help adults to retrain for different careers and offer adult apprenticeships
Education and Training	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Local colleges – Brentfield Centre and Dudden Hill need to provide linked training courses within the estate • Apprenticeships and learning with longer flexible hours and better staff availability • Establish library facilities on the estate staffed by local people • Adult courses should be provided widely on St Raphael's, be longer than 12 weeks, open to all, linked to local colleges and be of sufficient length and depth to lead to employment
Young People	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Options should be explored for young adults future housing needs with a range of options for rehousing. This should include older children to be rehoused elsewhere in Brent or stay within the household with enough independent space • Preference for funding to be aimed at investment in young people to get them into work • Retain the ball court and skate park but make it more accessible and have organised activities. Provide a gym, library, places to play sport, café, place to meet • Boys play sport in the 'cage' (ball court) but need to encourage and provide female centred sports

Anti-Social Behaviour, Commercial and Other Matters

Residents want warden patrols on the estate – that build relationships and become known to them. Fly tipping needs to be tackled with sustainable waste management solutions. New shops and commercial provision can be successful as social enterprise initiatives. Meaningful consultation must be held throughout development of the options with assurances of financial provision being kept regardless of changes in the Council’s administration and successive governments over the development period.

Anti-Social Behaviour	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Provide safe, secure play spaces to avoid kids playing football between buildings – enforce the “No Ball Games” policy and encourage use of the MUGA/ football pitch instead • Estate wardens are needed with increased neighbourhood policing. Need a visible Community Officer who interacts with the residents and not Police officers unknown to the estate • Recycling bins and areas are insufficient and need to be increased considerably and be highly visible around the estate.
Commercial and Retail	<p>Resident Comments:</p> <ul style="list-style-type: none"> • There are no pubs nearby and no recreational activities for adults – need a gym, swimming pool and other leisure facilities • Regular shops do not survive on the estate with a large Tesco around corner. More creative ideas are required i.e. a social enterprise initiative with community space and a café • Encourage volunteering on the estate and skills exchange within the community • Shops – avoid low cost, fast food chicken shops. A laundrette provides both functional and social space – could be developed as a social enterprise • A place of worship - a mosque – is used every day on Lilburne walk, Can the redevelopment plans include a site for a purpose-built place of worship such as a mosque
Other Matters	<p>Resident Comments:</p> <ul style="list-style-type: none"> • Consultation for residents must be meaningful and two way – implementation of resident recommendations should be in evidence • Residents need to have information beforehand so decisions can be made with more information. Architectural event – residents were only given the info at the event and want more time to investigate background of contractors • Interested in the budget for redevelopment – will it be ring-fenced over the whole period of redevelopment? Need assurance that If there are successive changes in the Council leadership or Governments money will be kept in the area • Parking – car clubs, commercial vehicle hire, bicycle hubs, permits (free for homeowners, fee paid by visitors) and other initiatives to reduce car useage / ownership issues in the estate should be fully consulted on with St Raphael’s residents