

# **St Raphael's Estate**

## **Developing A Residents Charter.**

**October 2019**

## Introduction To Residents Charter.

The opportunity to influence non design aspects of the development process through developing a document which sets out residents' aspirations and aims towards new development on St Raphael's. Your residents charter will set out:-

- What you expect to change and how
- How the council will work with you
- The commitment from the council to you
- Your commitment to working with the council
- Important requirements for the future landlord offer.

The Charter applies both to infill and redevelopment - it is wide-ranging. The varying aspects of each option will be highlighted in the written document.

## How the council will work with you

Brent council is committed to community led design, this means giving residents the genuine opportunity to influence and shape what will be developed on St Raphael's estate. They have procured KCA to engage with you on co-design and PPCR are your independent advisors.

Different methods of engagement have been approached:-

- Co design workshops and Public exhibitions – for residents, stakeholders and wider interests
- Site visits – Colville Estate and Kings Crescent Estate in Hackney
- Dedicated Community Engagement Officer
- Your representatives – St Raphael's Voice, the Youth Forum
- Website and social media

What could be improved – how could more of the community be reached?

## How will the Charter be written.

It is your Charter and it will be written from your perspective. PPCR will work with you to shape your views and aspirations into deliverable outcomes.

Once completed, the charter will be presented to Brent Council. Once agreed, the Council and their partners need to deliver the outcomes. We will be engage as many views as possible in:-

- Workshops – to explore the Charter purpose, importance to the masterplanning process and groupwork on expectations
- Doorstep conversations / online feedback - at times that suit you
- St Raphael's Voice – YOUR resident representatives
- Validation – ensuring we are capturing what's important and expressing this correctly
- Final approved document – agreeing content and format

## The Purpose of the Charter

The document informs Brent Council of residents expectations for improvements to St Raphael's, how you will work together through development and what outcomes you want to achieve. Becomes a formal representation of resident aspirations and reference for future negotiations towards a formal Landlord offer.

- ❑ The Charter develops as master-planning progresses – expectations developed to clear, defined commitments and expected outcomes
- ❑ Brent Council will present suggestions for discussion where there are resident aspirations which may not align with planning regulations or Brent Council policy
- ❑ Compromises may be necessary for what is financially achievable and how this meets with expectations
- ❑ Complimentary to development of the options – need to shape achievable aspirations, offers and guarantees before the Ballot.

## The Purpose of the Charter (cont....)

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- Central to requirements across the board are the needs of the existing estate residents and the opportunities that any new development offers
- Your input into how the community could be maintained and enhanced; impact of infill or redevelopment considered against different tenure groups.
- Infill or redevelopment progresses with a set of fundamental principles which you influence.
- The Charter will be a prelude to the development of the Landlord Offer for residents.

## The commitment from the council to you

In addition to community lead design the council has a range of legal and regulatory requirements they must meet irrespective of which option is chosen. The Council have already set some out in their Guiding Principles.

- Secure tenants
- Resident leaseholders
- Stakeholders / Service Providers / Commercial interests
- Planning / Development / Building control
- Mayor of London's Guidance – 'Better Homes for Local People'

## Your commitment to the council

Community led design is two way - in order for it to work both sides must be fully engaged in the process and its your responsibility to ensure this happens. St Raphael's Voice as your resident representatives will lead and PPCR will provide support but its your responsibility to get involved:

- Attend events
- Feedback online
- Engage with your St Raphael's Voice representatives
- Be open to new approaches, ideas, visions
- Inform what is going wrong and provide helpful solutions



## Input to the Landlord Offer

Brent Council will develop an offer to all residents, homeowners and businesses on St Raphael's estate which details the Council's dealings with you if redevelopment goes ahead. This offer is binding and requirements set out in the residents charter will influence this. South Kilburn estate has a landlord offer and it's important that you take note of:-

- The Council's promises to residents
- The categories of commitments according to tenure
- Timeline of activities and outcomes
- How Brent Council worked with the community - engagement activities and creative initiatives
- Support throughout the process

## What have you already said?

PPCR have been out on the estate door knocking holding pop-ups walk-about and drop ins, we have made notes of your comments, concerns and recommendations for the future of St Raphael's estate. We have categorized your views into a range of themes as below:

- Housing
- Community
- ASB (anti-social behaviour.)
- Employment Opportunities.
- Education and training
- Young People

## What have you already said? (cont)

PPCR have been out on the estate door knocking holding pop-ups walk-about and drop ins, we have made notes of your comments, concerns and recommendations for the future of St Raphael's estate. We have categorised your views into themes as below:

- Elderly and vulnerable
- Health Outcomes
- Greenspaces
- Transport and parking
- Services / Commercial and retail

## Your Suggestions

Review what has been raised by residents so far - separate worksheets - and provide further for input to your residents charter.

Identify priorities and recognise areas of compromise – affordability and deliverability is key.

- Example Charters provided – reference for guidance
- Co-working with Brent and KCA – what works and what could improve
- Resident involvement in future estate management models
- Commercial / retail / services in and around the estate
- Sustainability and legacy

## Next Steps

We will be using your suggestions to inform the basis of the residents charter. PPCR with St Raphael's Voice will collate all the information which we will validate with you through various engagement activities. Once we have a document we are happy with as a community we will present this to Brent council. This is a dynamic document and we want to continue this conversation:-

- Using the suggestions from this workshop
- Tell us online
- Tell us on your doorstep
- Tell us at the next event
- Tell us through St Raphael's Voice
- Sign off, send on and follow up

## More Information.....

PPCR encourage you to look at the following sources of information to gain more insight on what development on St Raphael's Estate could mean for the community

- ❑ [www.brent.gov.uk/straphs](http://www.brent.gov.uk/straphs)
- ❑ <https://www.london.gov.uk/what-we-do/planning/london-plan>
- ❑ <https://www.brent.gov.uk/your-community/regeneration/south-kilburn-regeneration>

