

Results of Issues & Options Questionnaire Number 5: Sustainability, Housing Estates & Houses in Multiple Occupation

ISSUE 1: RECENT DEVELOPMENT HAS NOT BEEN BUILT TO THE HIGHEST STANDARDS OF SUSTAINABILITY			
Agree	108	67.50%	
Disagree	3	1.88%	
Have no strong opinion	49	30.63%	
Total	160	100.00%	
OPTIONS FOR ISSUE 1:			
Option 1:	17	10.63%	No action needed – Current policies are sufficient to drive a reduction in energy use and carbon emissions.
Option 2:	70	43.75%	Adopt higher standards particularly suitable for new development in Highams Park and put in place policies which require developers to take up these local opportunities.
Option 3:	67	41.88%	As Option 2 and additionally: developers should make cash contributions to be made available for retrofitting similar measures in existing properties.
Option 4:	6	3.75%	Other (Please give details of your alternative suggestion in the box below):
Total	160	100.00%	

Respondents' Comments on ISSUE 1: RECENT DEVELOPMENT HAS NOT BEEN BUILT TO THE HIGHEST STANDARDS OF SUSTAINABILITY		
Response	Comments:	HPPG Remarks/Action
Have no strong opinion	Re option 3. I would think that developers would then increase the prices of their new builds thus making them even more out of the range of local residents.	Noted
Agree	Option 2 is a reasonable assumption however it will depend on the additional cost to undertake this major issue.	Noted
Have no strong opinion	My opinion follows lack of reliable evidence of the standard of work with respect to recent building work. Can such data be obtained to enable a more informed opinion and a basis for action should the record be wanting?	Borough policy asks for BREEAM / CSH standards which have not been included in planning agreements with developers. We will consider a Freedom of Information request request to confirm proportion that have complied with existing policy.

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Have no strong opinion	This topic, to me, is a red-herring. Modern technology that actually saves the waste of energy is commendable. Whether it is proven? The jury is out, especially when it comes to solar panels. And please don't get me started on fracking, where our landsize cannot accommodate the brutality of the process, and (according to Max Keiser on RT - Russian Television), shows that the only people who make money are those at the start, who earn commission; and that it takes more energy to frack than is derived.	Noted
Agree	I'd like to see any new developments have mandatory solar panels on roofs (especially flat roofs.	Consideration for policy drafting.
Agree	The government already applies a Community Infrastructure Levy (CIL) in many cases so why would a local 'tax' by Highams Park encourage builders to this area?	Noted
Agree	How can local standards be adopted which exceed the current building regs.	Policy consideration. Check with LBWF Planning Dept.
Agree	I'd like to see higher environmental standards linked to the setting of sustainable priorities for housing - such as affordable homes for young families and particularly those with a strong local connection to Highams Park. My daughter's yr 7 history teacher questioned whether any of the children in her class will be able to afford to live in London. Affordability is a defining issue of future sustainability and the rise of Generation Rent is a tragedy. I'd like to see sustainable development to mean the creation of distinctive housing projects with specific targets - including for young families and some sheltered housing schemes.	This is a policy issue covered in issue 2 of Questionnaire 4 Housing.

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ISSUE 2: RECENT DEVELOPMENT HAS NOT INCLUDED THE BEST MEASURES TO PROTECT BUILDINGS FROM THE AFFECTS OF CLIMATE CHANGE			
Agree	74	46.25%	
Disagree	7	4.38%	
No strong opinion	79	49.38%	
Total	160	100.00%	
OPTIONS FOR ISSUE 2:			
Option 1:	20	12.50%	No action needed Waltham Forest Council policies are sufficient to protect us from altered weather conditions.
Option 2:	58	36.25%	Identify suitable design guidance for Highams Park to make sure that new development is resilient to effects such as overheating in summer, flooding from the River Ching and drought on the clay soils in the area.
Option 3:	74	46.25%	As Option 2 and additionally identify locally appropriate changes that we can make to our buildings and environment so that they remain comfortable without the need for expensive air conditioning and flood barriers in future decades.
Option 4:	8	5.00%	Other (Please give details of your alternative suggestion in the box below):
Total	160	100.00%	

Respondents' Comments on ISSUE 2: RECENT DEVELOPMENT HAS NOT INCLUDED THE BEST MEASURES TO PROTECT BUILDINGS FROM THE AFFECTS OF CLIMATE CHANGE		
Response	Comments:	HPPG Remarks/Action
Agree	as for option 3 but include clauses that prevent too much hard landscaping which hinders surface run-off.	Consideration for policy drafting
Agree	As Option 2 and 3, with additional budget for educating residents on how use, utilise and to take full advantage of 'green' parts of their residences that were installed by developers.	Consideration for community energy organisation project if adopted as per Issue 4
Agree	Build Passivhaus standards in all new buildings and provide support to bring older properties up to the same standard?	This is a German standard being developed for satisfying the approaching EU 'nearly zero energy buildings' standard.

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Disagree	I do not know of any instances of flooding in the local area so am unclear why we need to put measures in place to counter this. I am concerned that the LBWF planning department is more concerned about the 'Street View' than the positive effect on building thermal properties that some measures such as exterior wall insulation offer. It's a penalty on residents that we live in one of the few boroughs in London, if not the UK, where EWI requires full planning permission rather than being covered by permitted development rights. Planning for EWI is often denied unless it covers all connected properties - highly unrealistic.	Noted
No strong opinion	I would be cautious about raising the possibility of flood and subsidence in the local area as this may affect people's insurance premiums when there is only a possibility in the future.	Noted
Agree	Option 2 & 3 are worthy but it will depend on cost.	Noted
Agree	Options 3 as listed with additional assurances that green spaces are required with every development (no more paved over gardens) and any large scale developments should include contributions to ward a community disaster fund in cases of subsidence/flooding/etc.	Consideration for policy drafting

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ISSUE 3: EXISTING WATER MANAGEMENT NEEDS TO BE IMPROVED TO COPE WITH CLIMATE CHANGE			
Agree	134	83.75%	
Disagree	2	1.25%	
No strong opinion	24	15.00%	
Total	160	100.00%	
OPTIONS FOR ISSUE 3:			
Option 1:	19	11.88%	No action needed. Government, GLA, Waltham Forest Council and Thames Water current policies will protect Highams Park and will enable us to continue using water and managing storm water as we do now.
Option 2:	63	39.38%	The Plan should try and identify opportunities to use the environment in Highams Park to manage water effectively by avoiding development in areas that flood, incorporating sustainable drainage to reduce overloading of the sewer network and conservation of water for later use.
Option 3:	71	44.38%	As Option 2 and additionally: developers should make cash contributions and the Plan should identify other funding opportunities for retrofitting; to reduce water stress in existing residential and commercial premises.
Option 4:	7	4.38%	Other (Please give details of your alternative suggestion in the box below):
Total	160	100.00%	

Respondents' Comments on ISSUE 3: EXISTING WATER MANAGEMENT NEEDS TO BE IMPROVED TO COPE WITH CLIMATE CHANGE		
Response	Comments:	HPPG Remarks/Action
Agree	As Option 3, with additional subsidies and grants for existing residents to adopt sustainable drainage, green roofs and grey water systems. (One can dream!)	Consider as a policy for capturing some of s106 and CIL for pump priming community based initiatives to meet policy objectives.
Agree	Work in conjunction with water companies as water outages happen several times a year already.	Noted
Agree	as option 3 with the addition to providing financial resources to rectify the serious drop in water pressure that large new developments have on the surrounding streets, such as the new Tesco & Housing association dwellings by the Shell garage on Larkshall Road.	Noted
Agree	I used to live on the Chigwell Road., when it flooded in 2000. I learned that the flood damage could have been prevented had the action taken by one of the residents who telephoned "the authorities" been heeded. Apparently the flood gate was opened/closed when it should/should not have been. At a subsequent residents' meeting, I praised the Fire Brigade for being the heroes that they always were: they do not ask questions; they act instantly. The others on the platform: Thames Water, Environment Officers, Local Councillors, etc, all dilly-dallied with replies. I asked in exasperation: "Who is going to take over-all responsibility?" So please don't expect anyone in the list quoted in this question to take any initiative. They are fettered with "rules", etc	Noted

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No strong opinion	I live near the Ching and have done for 36 years. In all that time I have not experienced the Ching flooding or noticed any significant changes in its water levels.	The Ching used to flood regularly across the Charter Road.
No strong opinion	Without the facts regarding any historic, or potential future, flooding it is virtually impossible to make any sensible response here. I appreciate the survey needs to be short but unless there have been instances of flooding I am unaware of (and I've lived in Waltham Forest for over 50 years) the only 'flood' I have experienced in when they built Fantaseas at the top of New Road, Chingford and in the testing of the swimming pool they discharged the entire contents into the local drains causing our garden to be several inches under water. I know of no instances of the Ching causing problems - have there?	Yes. The Ching used to flood regularly across the Charter Road.
Agree	As Option 3, but with measures to conserve water use both domestically, in areas kept up by the Council and in other public areas. Harvesting rainwater, and much reducing use of prime drinking water for the watering of grass, allotments etc. would help.	Consider as a project to get local examples into the public domain.
Agree	Keep road gulleys clear.	
Agree	The council must seriously consider the impact of over development to Highams Park. The area does not have adequate infrastructure to cope with the increasing number of new builds. The school's are oversubscribed and transport links are bursting to capacity which pose serious health and safety risks. Stop developments and ensure measures are introduced to cope with current number's.	The plan does not have the power to do this under current legislation but can try and determine the character and density of development that is built.
Agree	Need to do something to stop repeated water leaks which occur in the same places. Fines for those who use hoses to wash cars and drive ways when there is a drought.	An issue for the Council, the plan will not have the powers to do this.

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ISSUE 4: BOTH OWNERS OF EXISTING BUILDINGS AND DEVELOPERS OF NEW PROPERTIES HAVE DIFFICULTY IN FINDING ADVICE AND GUIDANCE			
ON WHAT SUSTAINABLE MEASURES ARE NEEDED AND MOST APPROPRIATE IN HIGHAMS PARK			
Agree	95	59.38%	
Disagree	8	5.00%	
No strong opinion	57	35.63%	
Total	160	100.00%	
OPTIONS FOR ISSUE 4:			
Option 1:	19	11.88%	No action needed the Council's existing procedures and advice are adequate.
Option 2:	46	28.75%	We should set up a Highams Park community energy organisation to provide this assistance and to access funding for developing community based sustainability solutions.
Option 3:	86	53.75%	As Option 2 above, and in addition provide technical and funding access for householders and owners of other existing buildings in Highams Park.
Option 4:	9	5.63%	Other (Please give details of your alternative suggestion in the box below):
Total	160	100.00%	

Respondents' Comments on ISSUE 4: BOTH OWNERS OF EXISTING BUILDINGS AND DEVELOPERS OF NEW PROPERTIES HAVE DIFFICULTY IN FINDING ADVICE AND GUIDANCE		
Response	Comments:	HPPG Remarks/Action
Agree	Energy efficiency and sustainability are best driven by LBWF and national organisations, however the area could benefit from the council making more information and guidance available	Noted
Agree	unsure what existing procedures are.	More detail will be provided in the draft plan
Agree	I have contacted firms via the government's Green Deal while renovating my home and they have come to my home in order to provide a quote for any works that are required, but then have never got back to me with the quotes. This included more efficient boiler, window alterations, and insulation. If the community could approach and engage a small number of companies who want the work through the Green Deal that would be helpful as I gave up in the end and organised somebody myself outside of the scheme. I don't feel the current solution by the government is working as they only employ large Nationwide organisations who are not interested in coming and working on a small domestic job in Woodford Green. It would be good if we could get some local businesses/tradesmen/contractors to apply to be recognised as part of the Green Deal.	Consider as a project
No strong opinion	there is ample third party advice available on this subject	Noted

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Agree	There should be a Highams Park mobile app with information on all community matters. Much easier to access all information and a better way for residents to keep updated on the go. Eg notifications on updates sent directly to phones.	Consider as a project and include information in the Highams Park Web Portal when it is up and running.
Disagree	Commercial developers have the resources generally to know what they have to do in the area of sustainability and it is the responsibility of the local authorities to ensure they comply. For a local community energy organisation to try to get involved will not, in my opinion, have any sway with developers. Government incentives are being closed down as a result of the austerity measures the Treasury are directing so there will be less and less funding to access. Even when there is funding, LBWF planning does everything in its power to try and stop local residents being able to access it by denying energy saving improvements to homes.	Noted
No strong opinion	I do not think the Council measures are adequate, but am reluctant to say that we necessarily need a Highams Park community energy organisation - we may need a 'hub' or access point for an existing specialist?	Noted
No strong opinion	I don't think people understand what a precious resource water is.	Noted

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Respondents' other issues and suggestions relating to Sustainable Development	
Comments:	HPPG Remarks/Action
Linked to the questionnaire on housing, there should be something to encourage innovative design to support new (and redeveloped) housing stock to demonstrate effective approaches to sustainability issues	Noted and we aim to do this through a series of projects should resources permit.
If LB Waltham Forest has a policy of no loss of permeable land, they are not very good at enforcing it. Front gardens have and are being paved over at an alarming rate which is increasing the risk of flooding or at least waterlogging which further encourages home owners to pave over their gardens. Ways should be found to reverse this trend	Check LBWF policy and consider as a policy in the plan.
The soundproofing of new/refurbished homes should be written in to all Planning approvals. Where retrofitting is appropriate home owners should be able to apply for grants to help with costs. Publicly owned homes should be updated as funding permits.	Already part of the building regulations requirements we will see if we can strengthen this in the Plan.
Locally based businesses should take a responsible role in line with local community needs ; tesco etc	Consider as a project
Including sustainable development would no doubt make new build houses even more expensive and make it more difficult for first time buyers. Proceed with caution	Noted
Is there a risk that, without consistent planning rules across the whole of London, Highams Park may make itself unattractive to developers because of additional expense caused by our additional requirements?	Noted
Reduce planning restrictions. Planners it seems do not understand Passivhaus standards and are not sympathetic to applications that would in effect reduce the need for heating and so the CO2 emissions. To incorporate Passivhaus the designs have to be well thought out and different to existing, but planners say they are not ' inkeeping' with the local area! How stupid is that!	Noted. Passivhaus need not look much different to normal new homes.
Campaign to instal solar panels throughout Highams Park. All new buildings to be designed to suit and constructed with solar panels	Policy consideration.
No specific questions relate to HMO's. But I would like to urge the council to put in place measures that ensure family houses are not turned into seperate flats or become HMO's in order to maximise income for Landlords.	Noted
Some incentive to homeowners to stop them concreting over of gardens which cuts down wildlife habitat and worsens flood damage.	Policy consideration
Access for all is an area of sustainability which is not covered. It relates to the property remaining suitable and accessible to people throughout their lives and is covered mainly in the Lifetime Homes policy but most houses in our area do not meet this standard.	Policy consideration. Not an area policy can consider if it is for our existing homes – possibly a policy for new homes and for change of building use applications.
All future planning applications should be in-keeping with existing properties. This is so that the character of the area is maintained. Height restrictions of buildings to be rigorously enforced . . . no exceptions!!!!!!	Character, height etc will be addressed in a Housing policy covering character. This varies throughout the area, so this will be combined with a character map across the area.
There needs to be control of where solar energy collectors are located as they are sometimes detrimental to the character and design of the area of HP.	Policy consideration. Solar panels do not need planning permission consideration if they are less than 100mm deep and not in a conservation area.

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Housing and occupation density and the pressures these brings upon green space and local transport.	Noted
Some of the questions appear to force you to take option a or b. There is no option for "I don't know"	It was intended that you could say this under no strong opinion as many people did. Sorry we should have made this clearer.
Flash floods are caused by rainwater not being absorbed by the ground, and instead running down the drains which then become flooded. Can some paved and concreted surfaces be returned to grass and/or bushes/trees?	Policy consideration
I'd like to see solar panels installed on any new commercial building as a requirement. I'd also like to see if the community can benefit from a bulk installation discount for installation of solar panels. Finally, I think any large flat roof (e.g. schools) should be helped to install renewable energy sources and green roofs.	Policy consideration.
LBWF is far more concerned about the 'Street View' for homes than the improvements that can be made to properties to make them more energy efficient. They would do better to encourage residents to make changes to improve property's thermal properties rather than take the Luddite attitude they currently have.	Noted
Sustainable food promotions - both foods for purchase and restaurants / cafes using locally produced and sustainably grown foodstuffs. Sustainable lighting - using solar panels to harness and store lighting for e.g. areas where more light would be welcome and for seasonal lights?	Consider as a project.
The council must seriously consider the impact of over development to Highams Park. The area does not have adequate infrastructure to cope with the increasing number of new builds. The school's are oversubscribed and transport links are bursting to capacity which pose serious health and safety risks. Stop developments and ensure measures are introduced to cope with current numbers.	Noted. It is not within the powers of the Plan to stop developments that is the remit of the Council's planning committee. The plan can only try and guide how development is implemented through policies.

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ISSUE 5: SOME OF THE COUNCIL ESTATES ARE OUTDATED, DO NOT MAKE EFFICIENT USE OF SPACE AND WOULD BENEFIT FROM REDEVELOPMENT			
Agree	98	61.25%	
Disagree	14	8.75%	
No strong opinion	48	30.00%	
Total	160	100.00%	
OPTIONS FOR ISSUE 5:			
Option 1:	11	6.88%	None of the housing estates should be redeveloped.
Option 2:	38	23.75%	The Council should look to develop “in-fill” sites between existing buildings only and the upgrade of existing.
Option 3:	62	38.75%	The Council should consider partial demolition and rebuilding of some or all of the housing estates.
Option 4:	25	15.63%	The Council should consider wholesale demolition and rebuilding of some or all of the housing estates to maximise the number of new homes that can be provided.
Option 5:	24	15.00%	Other (Please give details of your alternative suggestion in the box below):
Total	160	100.00%	

Respondents' Comments on ISSUE 5: SOME OF THE COUNCIL ESTATES ARE OUTDATED, DO NOT MAKE EFFICIENT USE OF SPACE AND WOULD BENEFIT FROM REDEVELOPMENT		
Response	Comments:	HPPG Remarks/Action
Agree	As Option 3 or 4, with the additional development of green spaces, making sure that residents have access to non-paved-over green spaces.	Noted
Agree	With any of the above options there must be no loss of open landscaped areas. No family should live in a concrete jungle.	Consider as a policy of extent of greenery to be provide – e.g. leaf area policy. This is covered under Questionnaire 1 Natural Environment.
Agree	In particular the estate near Selwyn school is a poor use of space and does not provide good quality living standards to its residents. The estate behind Oakhill school would be much more inkeeping with the area and provide higher standards of living to residents.	Noted
No strong opinion	The council should take notice of the ages of the housing in eg. Beech Hall Road or in Friday Hill. These types of buildings can be updated & restyled even though they are older than the buildings on	Consider as a project

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	the Estates. This is what is needed quality homes that will not be needed to be pulled down in 50 years.	
Agree	The council should audit local housing estates to assess their state and look at options for refurbishment or rebuilding where necessary. Final options should go to public consultation and existing residents should always be rehomed in the new properties. New housing should not be created without significant investment in local services and infrastructure.	Noted
Agree	Re-development of Housing Estates should not increase the total number of people living in the area as all areas are already overcrowded causing a strain on resources, eg education, water, drainage etc	Noted
No strong opinion	I consider myself fortunate to live in Sheldon House which in my opinion is a good building. I cannot comment on other estate buildings.	Noted
No strong opinion	Common sense regarding rebuilding/modernising housing estates is required here so above should comprise of a proportion of options above.	Noted
No strong opinion	The areas around high and low rise blocks on housing estates are usually the only places where children who live there can play without having to stay indoors all day or playing in corridors within the flats.(the council have recently built on the grassed areas of low rise flats opposite Thorpe Hall school). These areas are also used for residents washing lines. If they are built on people would have to buy electric tumble dryers, thereby increasing energy consumption and contributing very minutely towards the greenhouse gas effect.	Will be addressed in policy as per Questionnaire 4 - Housing - Issue 4
Disagree	Any proposals for demolishing old estates and re developing should be open to public consultation, and especially with the existing residents. Architects plans should adhere to independant input concerning the aesthetic merits and impact on the local community and services provision.	Consider as a policy option
No strong opinion	There is already far too much mass development of flats in the area which results in overcrowding and think the Council should be concentrating resources in other areas such as amenities and shops.	Noted
Agree	The council should review all its estates and prioritise those which score badly in several areas, including access, energy efficiency, environment (is it a nice place to live) and use of land, as well as considering density in order to maximise the number of dwellings for people in need. However, this should not be at the cost of producing properties with small rooms and inadequate community facilities.	This is a matter for the Council
No strong opinion	Any development should be done with consultation of current residents. Rebuild causes disruption and does not guarantee that all current residents will be rehoused in the same area.	Consider as a policy option
No strong opinion	All sites need to be considered. There is insufficient information here to make a judgement as to whether there is space to build within existing estates or whether it is more appropriate to build elsewhere and aim for more mixed communities.	There will be more information on potential sites in the first draft of the plan
No strong opinion	I think green spaces and parking areas should be kept around these housing estates	Will be addressed in policy as per Questionnaire 4 - Housing - Issue 4
Disagree	STOCK SHOULD BE MAINTAINED TO A HIGH STANDARD	Noted
No strong opinion	Although I agree with a higher provision of housing estates it is simply not feasible. Councils simply don't have the funds to redevelop properties and with government cuts that scenario is unlikely to change in the future.	Noted

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Agree	As long as not cramming in dwellings without consideration to greenspace and parking	Will be addressed in policy as per Questionnaire 4 - Housing - Issue 4
Agree	This very much depends on which estates you refer to. If they are to be replaced by what appears to be on the Dog Track site, I would prefer to leave things as they are and refurbish to better standard.	Noted
Agree	It is essential that any redevelopment of public housing involves existing residents. Redevelopment must not be an excuse for social cleansing, with residents who cannot afford higher rents being shipped off to the outer boroughs of London and beyond. Private developers should not be allowed to create ghettos for the wealthy.	Consider as a policy option
No strong opinion	I worry about more ground being paved over. I'd prefer if existing sites were modified without changing footprint.	Will be addressed in policy as per Questionnaire 4 - Housing - Issue 4
Agree	The cost of demolishing and rebuilding is far too prohibitive to be considered. The homes in question 5 are probably some of the more recently constructed (post-war) and should have many useful years left. Some may benefit from exterior improvements which could be combined with re-dressing their fascias and accommodating features such as exterior wall insulation at the same time.	Noted
Agree	I think the development of existing housing estates needs to be determined by the people living on those estates. Ownership for change and stakeholding in the change process requires that cultures of participation are flourishing as a pre-condition. I think the HPPG could be a vehicle for enabling such participant cultures to grow. In Newham, I saw the way that developers worked with residents of Canning Town and I became very disillusioned by the process: consultation was tokenistic, developers in suits made little or no attempt to understand the life challenges of local people and many residents felt 'done to' and alienated from the development process.	Consider as a policy option
Agree	I cannot comment on the best option. I don't feel qualified on this subject. My strong feeling is for no more development Waltham Forest is overcrowded. Doctors, Hospitals, Schools etc cannot cope. Upgrade what we have in whatever way the Engineers, Builders etc think best.	Noted

Respondents' Comments on Other issues and suggestions relating to housing estates	
Comments:	HPPG Remarks/Action
Estates should have more than one entrance / exit point, and be better policed (or HDTV CCTV recorded).	Noted
No high rise developments are suitable for this area and in the long term should be demolished.	Will be addressed in policy on housing character
whatever is done to the housing states, every effort must be made to ensure they have space for children to play, they are green - trees etc, and housing is not cramped and "shoebox" like as this has such as positive effect on people's well being. Plant with drought tolerant plants.	Will be addressed in policy on housing character

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Some council housing estates such as the Alders Avenue/ Armstrong Ave estate and the council blocks in Gordon Avenue and Falmouth Avenue represent classic post war council housing and could be considered for listing to preserve this density and style of housing.	Noted. Will be addressed in policy on housing character
Provision of school places, medical facilities and parking, pollution aspects of increased development should ensure that any new homes provided correspond with the provision of local facilities. For example, there must be an estimate between population and medical and school numbers per household in order to gauge future demand.	Noted but the plan does not have the powers to do this under current legislation.
provide a balance between maximising housing space and giving everyone access to green, garden and food-growing space for physical and mental health benefits and reducing carbon footprint by proximity of food-growing space.	Will be addressed in policy as per Questionnaire 4 - Housing - Issue 4
Modern estates tend to neglect parking spaces leading to overflow in adjacent areas. Adequate space for all residents to park should be provided in new estates.	Will be considered under policies on parking provision
The HP plan should invite residents of estates to any future discussions regarding this area of the plan. There may already be a residents association or working group operating which could work with the Plan to seek any desired improvements.	Will be considered as a policy option.
New developments and buildings should be in keeping with the character of the area- I would not wish to see new developments like some of those around East London that look as if they are made of lego, or have neon multicoloured balconies etc.	Will be addressed in policy on housing character
The Highams Green estate should be linked to the Aldwiche Way estate after the redevelopment of the latter including demolition of the high rise housing.	Consider as a project if there is sufficient local support or as a policy of reconnection to town centre as part of any refurb/redevelopment
The council should look to develop affordable social housing in small sites across Highams park and not have all the social housing concentrated in one or two estates. We should be aiming for mixed communities.	Will be addressed in policy on housing character; the Council is already doing this to a point – with new homes on old garage sites.
Should only be permitted if they actually provide resources such as medical centres, dental surgeries community facilities etc, NO IFs or BUTs, no wriggling out of it like Tesco did.	Noted but the plan does not have the powers to do this under current legislation.
I'm a private householder and can not afford the numerous refurbishments that council properties receive (including double glazing, kitchen, bathroom refurbishments and solar panels!) which I help pay for in my taxes. Some private householders receive less total income than some council householders. Let's have these things means tested which would be fairer to everybody. Some council properties need help to refurbish and so do some private households. It seems to me that those on the lower end of earning outside average incomes pay for the rest of the country which is incredibly unjust (nobody seems to truly represent these interests). This should be addressed before any redevelopment other than emergency building / refurbishment.	Noted but the plan does not have the powers to do this under current legislation.
Any plan needs to be realistic and I do not believe demolishing any building would be cost effective.	Noted

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<p>There needs to be greater provision of infrastructure in new development e.g schools & nursery provision, health services</p>	<p>Noted but the plan does not have the powers to do this under current legislation.</p>
<p>Waltham Forest / Ascham Homes should not engage in any redevelopment which results in (a) a net decrease in social property, as is happening in the Wood St redevelopment, and the renege on commitments at the dog track, renege of commitments to provide public space in Highams Green - there is a pattern of the council being fooled by developers (b) movement of residents out of the borough for the duration of work - ie families with children in school being decamped to Luton for 2 years.</p>	<p>Consider how policy can address this.</p>
<p>The HPPG could play a major part in supporting the sustainable development of local housing estates but to do so effectively I think will require the creation of a full- or part- time role aimed at facilitating engagement with, participation in and ownership of the change process.</p>	<p>Consider as a project.</p>

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ISSUE 6: HOUSES THAT HAVE BEEN CONVERTED FOR MULTIPLE OCCUPATION ARE OFTEN UNATTRACTIVE, HAVE INSUFFICIENT PROVISION FOR REFUSE, INSUFFICIENT PARKING AND TEND TO BE POORLY MANAGED.			
Agree	116	72.50%	
Disagree	6	3.75%	
No strong opinion	38	23.75%	
Total	160	100.00%	
OPTIONS FOR ISSUE 6:			
Option 1:	9	5.63%	No action needed. The Council's existing procedures are adequate.
Option 2:	137	85.63%	As part of planning permission needed for a new HMO, higher standards should be required for refuse provision, for parking and for management.
Option 3:	14	8.75%	Other (Please give details of your alternative suggestion in the box below):
Total	160	100.00%	

Respondents' Comments on ISSUE 6: HOUSES THAT HAVE BEEN CONVERTED FOR MULTIPLE OCCUPATION ARE OFTEN UNATTRACTIVE, HAVE INSUFFICIENT PROVISION FOR REFUSE, INSUFFICIENT PARKING AND TEND TO BE POORLY MANAGED		
Response	Comments:	HPPG Remarks/Action
Agree	Option 2, with additionally: On multiple occupancy houses that do not fall into the higher-occupancy rules, owners and landlords should be on record with the council, so if problems arise they know who to contact.	We will check if this is possible.
Agree	If residents have concerns about these properties theres nowhere to turn to in the event of serious issues if they are privately owned.	We will ask what can be done in these circumstances
No strong opinion	Better management of requests. No need for additional parking if this takes up space or is on green areas.	Policy consideration for Issue 6
No strong opinion	Conversion of family houses into HMOs should be discouraged in Highams Park.	Agrees with Issue 7
Agree	I don't believe permission should be granted for family houses to be converted to HMO's. There is already provision for individual families to rent a room or rooms. Since once a house becomes an HMO it is less likely that it will return to being a family home.	Agrees with Issue 7
Disagree	The large buildings on Montalt Road that have multiple dwellings often appear well kept and have nice gardens- I don't think I would say they are badly kept as such. However, it would be nice if the bins were not on the pavement. The road is very busy with cars, but I would not want to see the gardens removed for hard standing for example. I am assuming that they are Council/ Housing Association dwellings but I'm not sure. It would be good if the community could work more closely	Noted. Refuse bins is an issue for the Council enforcement Officer. Recommendations for better enforcement will be included in the plan.

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	with the Council or the Housing Association who owns the properties to provide feedback where front gardens have old tables and chairs abandoned on them and so on, and perhaps about the bins so that these issues can be resolved on estate inspections. I saw a photograph of Montalt Road from many years ago and see that the properties used to have iron balconies on them. It would be nice if these could be reinstated to bring back some of the character of the properties.	Reinstatement of balconies could be considered as a possible project buy the HPPG heritage group.
No strong opinion	This is not an obvious problem in this area as far as I am concerned.	Noted
Agree	Option 2 as above plus mandates on external appearances to be in keeping with area.	To be addressed in policy on housing character.
No strong opinion	Where an exiting house is converted into two flats these rules need not apply. Where flats are purpose built or where a house is converted into more than two flats the Option 2 should apply.	Noted
Agree	Limit 4 people per household in HMO's and as option 2.	Noted
Disagree	There are sufficient regulations in place for HMOs, what is lacking is enforcement by the local authority.	Noted. Possible project for local community to become the eye & ears and arms & legs for the hard pressed local officers.
Agree	As Option 2 but add in limiting noise into the management requirement. Users of HMO, who can be 'placed' from other areas, may also welcome some information from HPPG?	This is an issue for the Council. Consider as a project – info links via web portal
Agree	I understood that Planning Permission is no longer required and that there are no Inspection Officers anymore. i.e. Anyone can extend and build what they like.	Permitted development only applies within certain specified parameters, building regulations must be followed and there are still planning controls in place. HMOs are no longer allowed in the South of the Borough.

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ISSUE 7: THERE ARE TOO MANY HMOS AND FURTHER CONVERSIONS SHOULD BE DISCOURAGED			
Agree	74	46.25%	
Disagree	17	10.63%	
No strong opinion	69	43.13%	
Total	160	100.00%	
OPTIONS FOR ISSUE 7:			
Option 1:	33	20.63%	No action needed. The Council's existing procedures are adequate.
Option 2:	82	51.25%	The plan should include a policy to discourage HMOs.
Option 3:	26	16.25%	We have a housing crisis – we should be encouraging the conversion of larger houses into multiple occupancy.
Option 4:	19	11.88%	Other (Please give details of your alternative suggestion in the box below):
Total	160	100.00%	

Respondents' Comments on ISSUE 7: THERE ARE TOO MANY HMOS AND FURTHER CONVERSIONS SHOULD BE DISCOURAGED		
	Comments:	HPPG Remarks/Action
No strong opinion	I don't know how many HMO's there are!	Noted
Disagree	Bedsits should be in the mix of housing provision so a modified Option 3 as large houses become available but subject to Option 6	Noted
Agree	Tenants of HMOs may make a small financial contribution to the local economy but invariably they don't consider themselves 'settled' and rarely participate in local life.	Noted
Agree	A blanket ban on this is needed in Highams Park urgently. Too many of these properties exist - with or without appropriate permissions. The can create difficult situations for residents where tennants with social difficulties congregate together and discourage community with high occupancy turnover.	Noted. Some parts of the Borough already have restriction on HMO. An HMO is different from someone turning a house into a couple of flats and not looking after it properly; we will provide more detail in the draft Plan. The Plan will not have the power to prevent people renting out a property that they legitimately own.
No strong opinion	Limit the number of HMO or ensure big houses are not converted into too many HMO	Policy consideration

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No strong opinion	We are adding congestion to precarious areas and overstretching access to services.	Noted
Agree	HMOs should not be discouraged, but the buildings and gardens are often neglected by landlords, which brings the area down. However, if there are to many, the area will completely change.	Recommendations will be made for better enforcement in the plan. Possible project for community to become eye & ears and arms and legs for hard pressed enforcement officers
No strong opinion	Conversions of large houses could be beneficial if managed properly, but it may be that demolition and rebuild of properties to a higher standard and of sizes which the community need would be better.	Noted
Agree	I feel the area is just about coping with the current level of HMOs but if we increase the number then parking is likely to become an issue. I feel that some newer developments as discussed earlier may be the answer for those people who need housing and are looking for a fact, but converting homes into multiple residences when this was not their intention can cause overcrowding.	Noted
No strong opinion	there are 1000's of flats being built in waltham forest, Fulbourne Road, the Walthamstow Dogs site, on billett road, the list is endless. converting houses for multiple occupancy causes so much agravation as already discussed, parking, refuse, upkeep etc.	Noted
No strong opinion	Ideally make decisions on a case-by-case basis to encourage mixed housing - ie no one street should be dominated by HMOs and neither should any one street exclude them.	Noted
No strong opinion	I don't know the answer to this. insufficient knowledge	
No strong opinion	Where an HYMO is planned it should be to standard and where it is an area of family homes, should not stand out as such.	Issue for policy on housing character.
No strong opinion	With the caveat that some of this property should be used for first time local. Buyers and elderly downsizers.	Noted
Disagree	Without any data I don't understand how anyone can make any sort of statement on whether there are too many or too few HMOs? We do have a housing crisis and therefore need more homes. There are planning rules and guidelines in place. The local authority just needs to use them sensibly.	Noted
No strong opinion	Neither encourage nor discourage as blanket policy - some houses can be well-adapted and this provides necessary new homes for local people and others; some should not be converted, and there is a need too for larger houses for larger households.	Noted
No strong opinion	It genuinely depends on the HMO and landlord. There is an issue with landlords packing single men into properties with no common area - effectively B&B with only one B. It's also the poor property maintenance that often goes with this attitude that is the problem. A better (non-council) channel for taking bad landlords to task?	Noted
No strong opinion	I don't know enough about this to comment. None of the above seems really appropriate. To discourage HMOs is impractical. Equally, positively encouraging conversion of large houses is not ideal either, unless high standards of conversion and other amenities could be guaranteed. In any case, assuming option 3, how would the infrastructure cope? Schools? Medical care? Transport? We can't go on expanding the local population. This is a national, not a local problem.	Noted

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No strong opinion	<p>The Council's licence scheme for HMO's is a good idea but it appears to be under-resourced.</p> <p>There do need to be clear structures for holding landlords and letting agents to account. These should include an easily accessible public record of the contact details of landlords and letting agents for individual properties that are functioning as HMO's.</p> <p>At present, there are too many properties that are functioning as HMOs but unofficially. These properties may have no accountability structures in place, which makes both individual residents at the properties and neighbours open to abuse.</p> <p>It is vital that neighbours to properties that are in HMO use feel resourced and empowered to address concerns and problems. There are likely to be more problems when HMO properties have highly transient populations (and I think there needs to be additional safeguards to prevent HMO's becoming unofficial, unlicensed hostels).</p> <p>This resourcing and empowering wants to include advice on the channels through which to address concerns.</p> <p>In Avril Way, we went through a lot because one HMO was getting seriously misused. We have lots of practical experience that we'd be happy to share.</p>	Noted. We will be in touch.
Agree	Influx into WF should be discouraged and improvements made to what we have.	Noted.

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Respondents' Comments on other issues relating to houses in multiple occupation	
Comments:	HPPG Remarks/Action
We have a few 'problem houses' in the neighbourhood, who always seem to attract bad tenants (litterbugs with evidence of drug use, fighting, etc.) while good tenants are being priced out of the neighbourhood. I have no idea how to solve it, but it is a problem.	Noted
Your wording of Issue 6 actually makes the question hard to answer and was very leading. I have no idea whether a property is badly managed unless I live in it. I could however have opinions on refuse and parking of a converted property, yet I could not differentiate between refuse and management as you had lumped them together in one question. As I mentioned in a previous survey I think lots of these issues have a slight air on 'not on my doorstep' about them and I think the questions could have been worded far more neutrally than they were.	Noted. These issues were compiled based on issues raised by residents. In our opinion treatment of and facilities for refuse is a necessary part of a properly managed HMO.
The main problem is the number of cars that correspond with houses in multiple occupation. This causes significant problems for neighbouring houses. Even the wider, leafy streets are filled with cars and residents have problems with finding a parking space. These cars then spill into neighbouring roads having a problematic knock on effect.	Noted
It is very difficult when interconnecting fencing and overhanging branches are apparent and are broken or not maintained correctly. Who does one ask to get the matter resolved?	Council enforcement officers acting under the direction of the Neighbourhood Officer are responsible for this. We will circulate contact details by email and posted them on our website.
I think the houses being used as half way housing should be looked at. We have three junior schools in the area and some of the residents in these houses are quite aggressive. Highams park should not allow any further properties to be used for this	Noted
The council should consider decent quality HMOs for key workers. Also, for single low-paid workers.	Noted
Volunteers to report illegal HMOS to the council so that they can investigate.	The plan is setting up a project to introduce street representatives to help gather concerns and make sure that enforcement officers are aware of issues and follow up.
The impact on the area of conversion to hostels must be considered. Any area will become overloaded easily if more than 1 or 2 hostels for people with serious problems are located in it. I have much sympathy with those residents but do not believe that they are helped by such a situation which increases both the likelihood of them getting into bad company and of being resented by residents who might otherwise be a positive influence.	Noted
In the opening statement for this section the words used talked about "our plan" and then reference a link to a Council document. Am I to believe this is a HPPG survey or a LBWF survey?	This is an HPPG survey. LBWF has recently introduced some controls on HMOs and we thought it would be useful for people to be aware of this.
The council must seriously consider the impact of over development to Highams Park. The area does not have adequate infrastructure to cope with the increasing number of new builds. The school's are oversubscribed and transport links are bursting to capacity which pose serious health and safety risks. Stop developments and ensure measures are introduced to cope with current number's.	Noted but the plan does not have the powers to do this under current legislation.
Generation Rent is one of the defining issues of our times. It would be great to think that through the HPPG there would be visionary plans for addressing the issue at local level.	We are looking at trying to address this under Issue 2 of Questionnaire 4 covering housing.