

## Barnet Homes

Stanhope House and Holmsdale House, Coppies Grove, Barnet, London,

N11 1NX

## Resident Engagement Programme- Report

**October 2023**

### The purpose of this report

This report details the scope and methods used for engagement with residents at Stanhope House and Holmsdale House, about the future options facing residents of these buildings. The two that Barnet Homes have presented to residents are either extensive remediation work to the buildings, which is set out in more detail later in the report, or the complete demolition of the buildings and redevelopment.

This report also provides details of the feedback received from residents during the engagement process and the preferences that residents have given on the future options for the buildings.

### The structure of this report

Section 1 – Rationale/background for the engagement process

Section 2 – Information about the two options for consideration

Section 3 – Policy context around good engagement

Section 4 – Methodology on the engagement process

Section 5 – The engagement process

Section 6 – The feedback from the engagement process

Section 7 – Barnet Homes recommendations for the estate

## 1. Rationale/ Background for the engagement process

- 1.1. Background: Stanhope House and Holmsdale House are Large Panel System (LPS) buildings built in the 1960s and are nearing the end of their practical residential lifespan. In recent years, following updated Government guidance on LPS buildings in the wake of the Grenfell tragedy, Barnet Homes has carried out extensive fire safety works.
- 1.2. Stanhope House and Holmsdale House both contain 16 properties each consisting of two bed flats.
- 1.3. For the purpose of this report, we are using the term residents to refer to those people living in the buildings as tenants of Barnet Homes as well as leaseholders who live in the buildings and those who privately rent. The vast majority of residents in this case are tenants of Barnet Homes. Of the 32 properties, 8 are now void, 18 are secure tenants with the remaining 6 leaseholders.
- 1.4. Given the age and condition of both buildings, a considerable amount of essential work is required to maintain them in a liveable quality for the foreseeable future.
- 1.5. There was an independent feasibility report carried out by Silver DCC Limited, a construction consultancy, on the 11<sup>th</sup> April 2022. The report concluded that as a minimum, extensive remediation was necessary given the current condition of the buildings. Another report by the property consultancy Capital Property and Construction Consultants Limited was carried out in June 2020 and a second part was completed in January 2021 which assessed the risk of disproportionate collapse. The report recommended structural strengthening works to the buildings should be undertaken.
- 1.6. Given the high costs and impact on resident's quality of life associated with extensive remediation, Barnet Homes have also presented residents with the option of redeveloping the estate.
- 1.7. Due to the short-term benefit, with further remediation works likely to be needed in years to come and the intrusive nature of remediation as a solution, Barnet Homes believe that the rebuild option which would replace the old buildings with new, modern, more energy efficient and future-proofed flats should be offered to residents. Barnet Homes' utmost priority is the resident's safety and quality of life and they feel that ultimately the rebuild option will be the best option for both of these.
- 1.8. For these reasons a comprehensive resident engagement programme needed to be designed and implemented to ensure that residents were made aware of the options facing them, that facts were explained to them, that their questions were answered, and so that they were able to express their preference considering the positives and negatives of both options. Barnet Homes conducted this process transparently, stating at the start their preferred option was a rebuild, as well as detailing the reasons for this in both their verbal and written communications. Further, they gave the residents the platform and space to make their own minds up based on clear, accurate and honest information. What has guided Barnet Homes throughout the process is ultimately the desire to make the right decision for residents, with their safety and happiness as the key priorities. As such, how the residents feel about each option had to be understood in detail.

1.9. To help design and implement a comprehensive engagement programme, Barnet Homes appointed a specialist stakeholder and community engagement agency, Instinctif Partners. Instinctif Partners have previously worked with Barnet Homes on other development projects in the borough and have in depth knowledge and understanding of the area. Instinctif Partners have expertise in stakeholder and resident engagement programmes in the built environment space. Members of the Instinctif team were present throughout the engagement process with staff from Barnet Homes, the actions in the process are detailed later in the report.

## 2. Information about the two options:

2.1. Remediation to the buildings would be extensive; it would require residents to temporarily move to separate accommodation. The necessary work would include:

- Structural works to both the upper floors and ground floors to further strengthen the buildings.
- Carbon reduction work, through fabric improvements, insulation upgrades and the introduction of renewable technologies across the buildings to improve efficiency for residents.
- Improving the structural frame of the building by adding fire lining to ensure greater fire protection.
- Other general maintenance and repair works.

2.2. The above would likely not be the only work necessary; remediation would be an ongoing process –with further cyclical maintenance expected to take place over the next 20 years. Barnet Homes will give existing social tenants and leaseholders the option to return to their homes once the works are completed. We estimate the remediation process to cost £8 million, however some of the cost of these works would be charged back to the leaseholders as per the terms of their lease. Barnet Homes have estimated that the cost to each leaseholder is likely to be significant.

### **Redevelopment option:**

2.3. The original report concluded that based on the cost of remediation, including direct costs in construction and the secondary cost temporarily housing residents, redevelopment had to be considered a viable alternative.

2.4. In either the remediation or redevelopment scenario, residents would be required to move to alternative accommodation within the borough. In a redevelopment scenario, secure tenants would be given the option to return to the new development. We estimate this would take around three-five years. Under a redevelopment scenario, individual offers will be discussed with leaseholders in terms of the amount Barnet Homes will pay leaseholders for their property.

2.5. The complete redevelopment of the buildings would result in the provision of better-quality homes that are modern and more energy efficient, which would reduce the energy bills of residents over the long term. The lifespans of the buildings would also be much longer, with major maintenance works not expected to be needed for at least 20 years. Additionally, a rebuild would provide a ‘one time fix’; in comparison to the ongoing maintenance required if the estate was remediated.

## 3. Policy context around good resident engagement

3.1. Community and stakeholder engagement is a key aspect of the planning process as set out in current Local Planning Authority policies and guidelines. Although this process is slightly different, given there will not be a planning application submitted after Barnet Homes have engaged with residents, this will only happen further down the line if the redevelopment of the two buildings is the option proceeded with, it nonetheless must follow the same principles.

**LBB’s guidelines on community and stakeholder engagement**

3.2 The London Borough of Barnet (LBB) Council’s policy has set out how we can best engage with residents. LBB first published a Statement of Community Involvement (SCI) in 2007, updating it in 2015 and 2018 as part of the Local Plan Review process. Given there will not be a planning application connected to the engagement process, it does not require an SCI. This is especially clear given the key stakeholders that had to be considered in the first instance were the residents themselves with a look to engage with the wider community further on in the process once a decision is made by LBB’s Cabinet on whether the estate should be redeveloped or remediated.

**LBB has outlined good practise when engaging with the local community:**

Consultation activities as suggested by LBB’s Statement of Community Involvement (SCI)	SCI reference
Public exhibitions at local and accessible locations	Section 4.12
Consultation website and email response mechanism	Section 4.21
Mail drop to communities with information on community involvement	Section 4.12
Resident Interest Group	Section 4
Feedback forms/surveys	Section 4.11

3.3. LBB has put net zero near the top of its agenda, with the aim to create net zero homes in the borough by 2042. In this context, the impact either option will have on the environment and the area’s net zero ambitions has been closely scrutinised.

3.4. The provision of “Quality Homes” is central to LBB’s goals, however this needs to be reconciled with the protection of communities and local views, by ensuring there is not overdevelopment. LBB policy dictates any new developments should be designed “in partnership” with residents.

3.5. In its engagement “toolkit”, LBB also notes the importance of evaluating the success of the consultation and engagement process. Barnet Homes have incorporated this into the method.

- 3.6. The Mayor of London has also provided guidance on how to properly consult with communities during estate regeneration or redevelopment in his 'Better homes for local people The Mayor's Good practice guide to Estate Regeneration', which was published in February 2018. The four key principles of an engagement programme are to be transparent, extensive, responsive, and meaningful. It also details methods of engagement such as surveys, door to door conversations, drop-in days, letters email, newsletter updates and workshops. The guidance notes: "Residents should be the primary consultees" and that they should be informed as early into the process as possible. In the introduction it also states that residents should be put at the heart of plans and for estate regeneration to be a success "there must be resident support for proposals, based on full and transparent consultation from the very start of the process, and meaningful ongoing involvement of those affected".
- 3.7. These good practice guidelines, both from the LBB and the Mayor's office, have informed Barnet Homes methodology on engaging residents at Stanhope and Holmsdale House throughout the process. The section below details this further.

## 4. Methodology on the resident engagement process

4.1. The engagement with residents on the future of the buildings requires a careful, thoughtful approach, one that is grounded in principles of honesty, transparency and clear and concise communications. We have considered the policy context of LBB's engagement and the wider political context when designing the methodology through which to run the engagement program, to deliver more meaningful, transparent engagement with residents. Our approach has been about using best practice engagement, such as extensive outreach and 'front loading' the consultation as much as possible.

### 4.2. Methodology Summary

- Engagement must be 'two-way', interactive and frontloaded, i.e., well in advance of any decision making relating to the outcome of the engagement.
- Engagement must be transparent from the start, with the positives and negatives of each option clearly communicated.
- There should be a tenant and leaseholder first approach. Whilst both remediation and redevelopment options will impact the wider community, it is the tenants and leaseholders who will be directly impacted, and they must be engaged as special stakeholders. Later on, once they are fully briefed and engaged, best practice would be to engage with community groups, as well as residents living close to the buildings who would be impacted by both options.
- There will be a focus on outreach and time with individual households. Residents are able to ask questions in privacy and have in-depth, detailed discussions.
- Engagement with individual households should be complimented by a series of newsletters/letters, emails, posters and on-line (via the Barnet Homes website).
- It is important to hold specialist sessions with leaseholders or tenants to answer any specific questions and needs.
- It is important to build trust at this early stage and develop a dialogue between Barnet Homes representatives and residents, as it will aid the engagement moving forward especially after a decision had been made.
- Engagement must reach out to the 'silent majority' and those who may be hard to reach.

#### 4.3. Methodology actions:

- We ran engagement events over several days, starting in the afternoon and ending in the evening, maximising the opportunity for residents to attend at a convenient time. We took a personalised approach to the engagement events as much as possible. People were offered timed appointments to allow them to have privacy and in-depth discussions, however we still retained the option of people registering and attending on the day. We maintained a visual presence, holding the event in a gazebo outside the buildings.
- Members of the Instinctif Partners team on the days of the events walked around the buildings to raise awareness of the events. On the limited occasions residents wanted to meet in their properties to talk privately, we did. Some residents asked us to meet in a group which we did.
- We had specialist members of staff from Barnet Homes on hand to speak to leaseholders.
- We hand delivered the newsletters about the options and engagement events to residents to be on hand should they have questions and to ensure there were no problems with Royal Mail delivery.
- We knocked on residents doors to remind them of the engagement events and answer questions they had.
- Carried out a door knocking survey after the engagement events to gather resident feedback on the two options, the engagement process itself and to speak to residents who may not have attended the engagement events.
- Engaged with residents in their preferred language when requested.
- Ensured there was a contact number of a Barnet Homes staff member for residents to phone should they have questions throughout the engagement process.

## 5. The Resident Engagement Process

- 5.1. Instinctif Partners delivered the initial letters to Stanhope House and Holmsdale House on Monday 19th June 2023, these were hand delivered to every address on the estate. These letters informed residents of the future work that would be necessary and the upcoming engagement events. To continue to raise resident awareness about the proposals and the engagement process, including the upcoming appointment-based events, Instinctif carried out a subsequent round of door knocking. This was carried out on Wednesday 28<sup>th</sup> June in the late afternoon. During this round, residents were asked if they were attending the events and if they had any preliminary questions. These questions can be found in Appendix 1c. Instinctif engaged with 9 residents on the door, as well as delivering a reminder letter to every household. A copy of the initial letter can be found in Appendix 1a. The reminder letter can be found in Appendix 1b. A copy of the door knocking questions can be found in Appendix 1c and the feedback from this door knocking is included in section 6.

#### Posters and Website:

5.2. In addition to the letters, posters were put up about the proposals and the events across multiple floors of both buildings. A website dedicated to the options facing the buildings was also created, allowing residents to check for updates. Barnet Homes later updated this website with information about original structural engineering report that led to these proposals. The poster can be found in appendix 2a and website appendix 2b.

#### **Resident engagement events**

5.3. The engagement events were held exclusively for residents of the buildings since the proposals affects their lives in every way. The events were held on the following dates:

- Tuesday 4<sup>th</sup> July from 2pm - 7.30pm
- Wednesday 5<sup>th</sup> July from 1pm - 7.00pm
- Thursday 6<sup>th</sup> July from 2pm - 7.00pm

5.4. The events were held outside Stanhope and Holmsdale House and attended by two Instinctif Partners staff and two staff members from Barnet Homes. To encourage greater attendance, Instinctif Partners also undertook door-to-door outreach in the estate a few times each day. To ensure as many residents as possible were spoken to, the team of Barnet Homes and Instinctif members often split into groups to talk through any issues mentioned by residents. During the event Barnet Homes also made a few home visits to talk residents with any issues preventing them from attending through the matters.

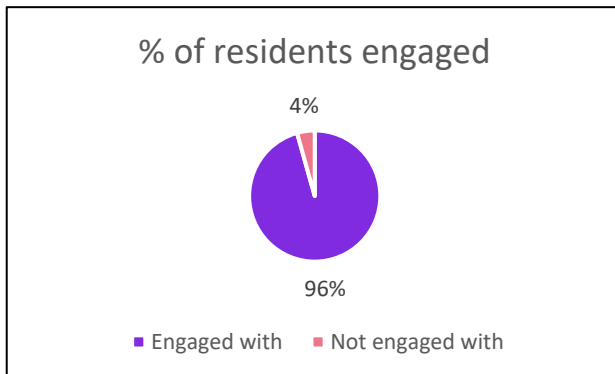
5.5. Over the course of the three days all households bar one spoke with a Barnet Homes representative. To ensure we heard all voices on the estate, Barnet Homes carried out follow up meetings or phone calls to capture the views of residents who could not make the events.

#### **Follow up activity:**

5.6. After the three engagement events, communication channels were left open allowing residents to maintain a point of contact. Further, Instinctif Partners carried out a survey of residents on the 14<sup>th</sup> August. An example of the survey can be found in appendix 3. The goal was to receive feedback on how residents had found the engagement process so far, what residents' preference on the options facing the buildings were and to ask them if they had further questions. This subsequent set of door-knocking ensured all residents were still aware of the options and reminded them that they could reach out to a Barnet Homes representative at any time. Following the survey Instinctif hand delivered an update letter, appendix 4, on the 21<sup>st</sup> September, reassuring residents that the process was proceeding as expected and to let residents know what the most common feedback to date has been. These follow up actions were key to maintain a consistent dialogue between Barnet Homes and the residents.

5.7. Once you include those contacted via the engagement events, absent landlords and leaseholders contacted via the telephone or in person and those spoken to via the survey, either in person or over the phone, all but one household on the estate were actively engaged. For clarity, we have only counted each household once; even though throughout the engagement period Barnet Homes spoke to many residents' multiple times. Further, private tenants' views have been recorded and taken into account, which is reflected in the feedback section, however the

leaseholder's preference took precedent in the overall figure - as such the figure is not 100% as some absent leaseholders were contacted but did not respond.

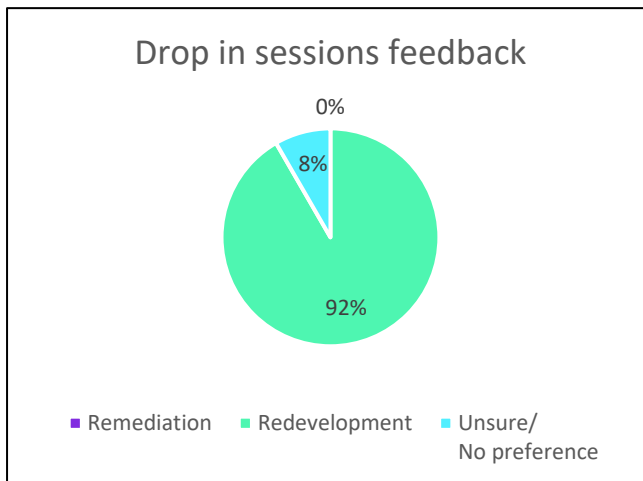


## 6. The feedback from the engagement process

6.1. The methodology and timing of the events were designed to encourage as much engagement as possible. Our three engagement events saw the vast majority of households attend.

6.2. On the day of the event residents were asked what their preferred option for the future of the estate was. Below are the results from residents spoken to on the days of the events. Not all residents were willing to express a preference, and some were private tenants, of those who attended and expressed a view, 92% supported redevelopment, with the remaining 8% (one resident) expressing they were unsure.

### 6.3. Chart of feedback:



### Summary of verbal feedback:

6.4. At the engagement events, Instinctif Partners took notes on the verbal feedback from residents. The most common feedback from those who attended were questions and concerns about where they would be relocated during the rebuild or remediation works, the disruption the works would have on their lives and their own safety. Nearly every



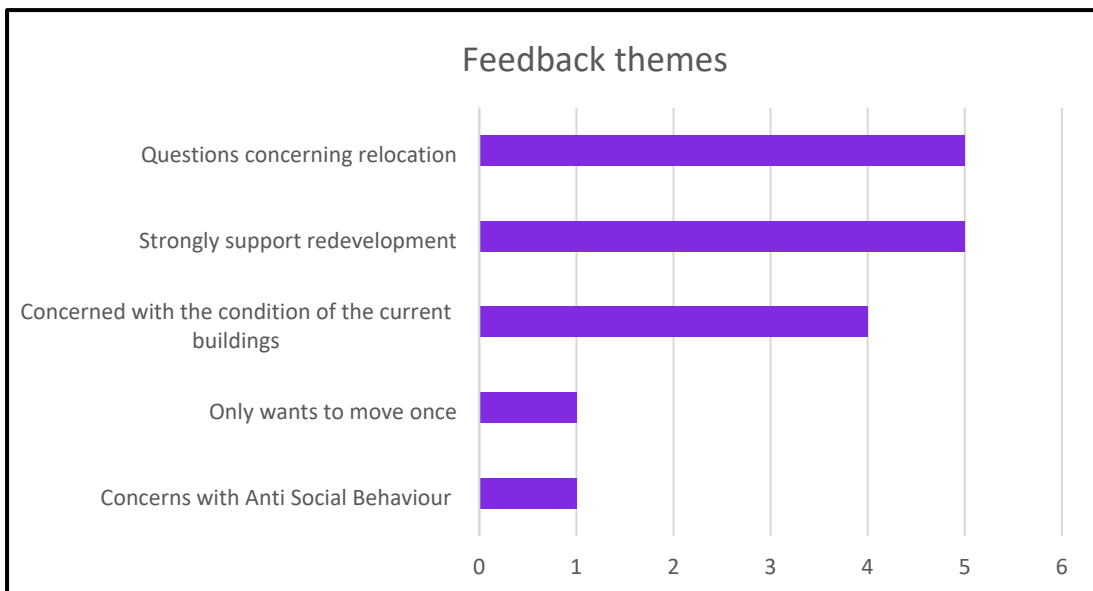
resident we spoke to felt redevelopment would be the best long-term option for them, given the condition of the two buildings and the issues the residents face with damp, mould and leaks.

6.5. The key themes mentioned in meetings and discussions with residents were:

- Concerns about the current fire alarm, the cost of the 2019 fire safety work and current state of the buildings.
- Concerns about anti-social behaviour at the current site.
- Questions about any new development, including questions around the number of flats and design.
- Relocation questions. Residents wanted to know where they would be temporarily housed. In particular, concerns were raised about:
  - Medical appointments and other individual circumstances changing.
  - If the temporary accommodation will be allocated on a like for like basis.
- Wanting greater information on the timelines for the whole process in the case of rebuild.
- People supporting redevelopment as they only wanted to move once and felt that this was the best option.

From speaking to residents and taking detailed notes across the three days, our assessment was that an overwhelming number of residents, when faced with the choice, felt that a single large disruption resulting from redevelopment, was preferable to remediation, which they felt would not be a one-time fix and would just result in further work needed in the future. Despite the strong sense of connection to the local area residents expressed, with many having lived in the buildings for decades, the preference for redevelopment was underpinned by the fact many felt Stanhope House and Holmsdale House were beyond repair, given the poor condition of the buildings and the issues with damp, mould and leaks.

**Table of feedback themes:**



#### **Survey Feedback**

6.6. Following the engagement events, Instinctif Partners undertook a door-to-door survey. A copy of this survey is included in the appendix. This survey was intended to reach those who may not have attended the engagement events, gather further quantitative feedback on resident preferences, and feedback on the engagement process.

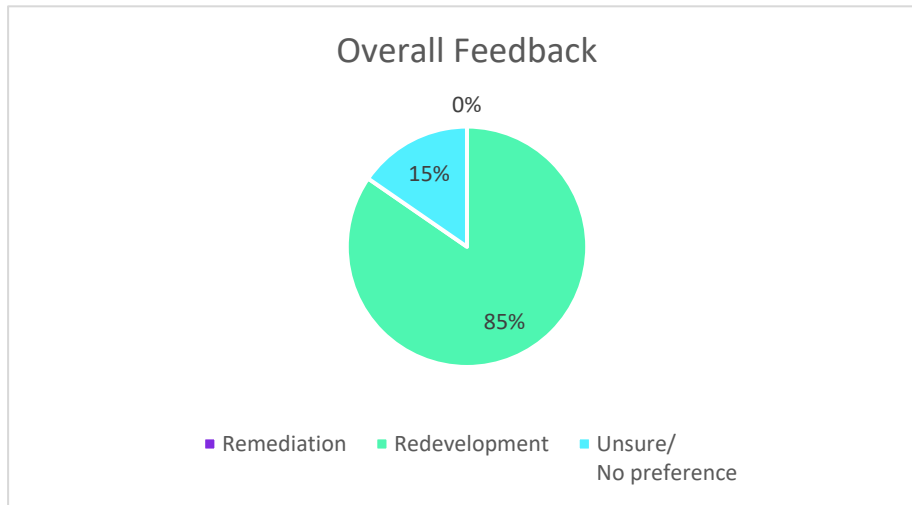
Instinctif spoke to 9 residents, roughly 40% of those who currently live in the buildings. Of that number, there was no support for remediation, 3 did not state a clear preference and 6 supported redevelopment. All but one household had attended the initial engagement events. For the one household who had not attended the engagement event and had not read the initial letter about the two options, a member of staff from Instinctif Partners took the resident's email address and emailed the letter which detailed all the information the following morning. The other feedback received was:

- Many residents appreciated the engagement so far, noting it had been helpful to have people to speak face to face and that everything had been explained clearly.
- A key concern raised was that residents wanted as much information as possible as soon as a decision was made.
- It was reiterated to Instinctif Partners that many wanted to ensure they remain in the local area in either case.

**Table of Survey results:**

Question	Results
Have you heard about the future work in the estate?	Yes: 9
	No: 0
Did you attend any resident engagement events/ speak to a BH representative	Yes: 8
	No: 1
Which option do you prefer – Remediation or Redevelopment?	Remediation: 0
	Redevelopment: 6
	Unsure: 3
How did you find the consultation process, do you have any questions/ improvements	Found it helpful: 4
	Wanted more information: 3
Is there any more information you require from Barnet Homes in the two options or specific circumstances you want them to follow up with you on?	Want to know where they will be moved: 2
	Their questions had not been sufficiently answered: 2

Overall feedback:



6.7. Below are some verbatim comments received throughout the engagement process:

#### Views on the current Stanhope and Holmsdale estate

- "There are leaks and mould in our current property, and we are not getting good value for current service charges".
- "A rebuild is the best option as the buildings are not in a good state".
- "The current works (fire safety etc.) have made life worse on the estate".

#### Views on Redevelopment

- "Our best option is to be bought-out and move on".
- "The sooner this comes down and you start the redevelopment. The better forever".
- "It would be better to rebuild".

#### Views on the engagement programme

- "I have found the process helpful, and Barnet Homes have answered every question so far".
- "It has been good so far, but I would like more information as soon as possible, once a decision by the council has been made".
- "Barnet Homes representatives have been great. I want to make sure Barnet Homes keep up their momentum in the engagement".

## 7. Barnet Homes recommendations for the estate

- 7.1. Barnet Homes were considering a multitude of factors when attempting to come to a recommendation on which option to recommend to the council. Throughout the process the most important consideration has always been the safety and happiness of residents, followed by their views and feelings towards the options. Put plainly, the safest and most future-proof option for residents is to redevelop the buildings. Additionally, after the sensitive and

thorough engagement programme, it's clear a large majority of residents support redevelopment for the various reasons set out in the report above. Given both these factors, Barnet Homes are recommending that LBB vote to redevelop Stanhope House and Holmsdale House.

## Appendix 1a. Initial outreach letter delivered 19<sup>th</sup> June 2023



19 June 2023

Dear Resident

We are writing to you about the necessary building works that we will have to conduct to Stanhope House and Holmsdale House. Following detailed technical analysis on Stanhope House and Holmsdale House, we are proposing to either carry out extensive remediation work or to redevelop the buildings to ensure the future safety and wellbeing of residents.

As you are likely aware, we have already carried out substantial fire safety works on both Stanhope House and Holmsdale House. However, more essential work is needed to maintain the buildings for the foreseeable future. Therefore, we are starting the process of giving you the residents the opportunity to provide feedback on two potential options for the future of the buildings - extensive remediation, as outlined below, or the complete redevelopment (rebuild) of both buildings.

A summary of each option is below and more information will be distributed throughout the next few months.

We will be running drop-in-based events to receive your feedback and answer any questions you may have outside Stanhope House and Holmsdale House on site. These will be running from the week commencing the 3<sup>rd</sup> July 2023 at the below times:

**Tuesday 4<sup>th</sup> July from 2.00pm – 7.30pm**

**Wednesday 5<sup>th</sup> July from 1.00pm – 7.00pm**

**Thursday 6<sup>th</sup> July from 2.00pm – 7.0pm**

We will also be running appointment-based meetings, to make sure every resident has time in-person to discuss the future of Stanhope and Holmsdale House:

You can register for an appointment by emailing [cengagement@barnethomes.com](mailto:cengagement@barnethomes.com)

We understand that this may be an unsettling time and that you may have concerns and questions. We are committed to making the right decision for residents. We want to be as fair and transparent as possible throughout the process and will keep you informed.

### **Further information**

#### **Remediation option:**

Remediation to the buildings would be fairly extensive; it would also require residents to temporarily move to other accommodation whilst the works are taking place. The required work would include:

- Structural works to both the upper floors and ground floors to further strengthen the buildings.
- Energy savings work, through fabric improvements, insulation upgrades and the introduction of renewable technologies across the buildings to improve efficiency for residents.
- Improving the structural frame of the building by adding fire lining to ensure greater fire protection.
- Other general maintenance and repair works.

We must emphasise how these works outlined above will not be the last; remediation would be an ongoing process – with further cyclical maintenance expected over the next 5-15 years.

Existing tenants and leaseholders will get the option to return to their homes once the works are completed.

**Redevelopment option:**

In the interest of transparency, Barnet Homes do ultimately believe redevelopment is the better option overall. Redevelopment would result in the provision of better quality homes, which are also more energy efficient, modern homes which can reduce resident's energy bills over the long term, helping with the cost of living. The buildings lifespans would also be much longer. Additionally, a rebuild is the only option that provides a 'one time fix'; in comparison, remediation would only operate as a temporary fix as ongoing work would be needed after residents move back into their homes.

If the decision is made to rebuild, residents will be required to move to alternative accommodation within the borough. If you are a secure tenant you will be given the option to return back to the new Coppies Grove development.

In terms of leaseholders, as per the terms of your lease, remediation works would be part paid for by leaseholders and individual offers will be discussed with you in terms of moving back if the rebuild option is taken.

This letter marks the start of an engagement period that will last for the next 5-6 months. We will be gathering your views on the preferred option for the future.

In the meantime, if you have questions, please phone Peter Chapman on 07889 237 523 or email [cpengagement@barnethomes.com](mailto:cpengagement@barnethomes.com)

If you are a leaseholder and have questions, please phone Peter Chapman at Barnet Homes on 07889 237 523 or email [cpleaseholder@barnethomes.com](mailto:cpleaseholder@barnethomes.com)

There is more information about both options on our website: <http://www.barnethomes.org/stanhope-holmsdale>

This page will continue to be updated with more information on both options as the engagement progresses.

Yours Faithfully,

Stuart Bishop

Director of Property Services

Barnet Homes

## Appendix 1b. Reminder letter delivered 28<sup>th</sup> June 2023



28 June 2023

Dear Resident

We are writing to remind you about the upcoming resident engagement events happening next week regarding the necessary building works that we will have to conduct to Stanhope House and Holmsdale House following the times for these sessions are below, if you are able to attend, we very much want to see you there. We previously delivered a letter on 19/06/23.

These events will allow us to listen to your feedback and answer any questions you may have. They will take place on site under a gazebo outside Stanhope House and Holmsdale House. These will be running from the week commencing the 3<sup>rd</sup> July 2023 at the below times:

**Tuesday 4<sup>th</sup> July from 2.00pm – 7.30pm**

**Wednesday 5<sup>th</sup> July from 1.00pm – 7.00pm**

**Thursday 6<sup>th</sup> July from 2.00pm – 7.0pm**

We would prefer residents to phone or email us and book a time to come and discuss the options so we can ensure we have as much time as possible with each resident.

You can register for an appointment by emailing [stanhope&holmsdale@barnethomes.org](mailto:stanhope&holmsdale@barnethomes.org) or by phoning Peter Chapman on 07889 237 523.

Following detailed technical analysis on Stanhope House and Holmsdale House, we are proposing to either carry out extensive remediation work or to redevelop the buildings to ensure the future safety and wellbeing of residents.

As you are likely aware, we have already carried out substantial fire safety works on both Stanhope House and Holmsdale House. However, more essential work is needed to maintain the buildings for the foreseeable future. Therefore, we are starting the process of giving you the residents the opportunity to provide feedback on two potential options for the future of the buildings - extensive remediation, as outlined below, or the complete redevelopment (rebuild) of both buildings.

A summary of each option is below and more information will be distributed throughout the next few months. We understand that this may be an unsettling time and that you may have concerns and questions. We are committed to making the right decision for residents. We want to be as fair and transparent as possible throughout the process and will keep you informed.

### Further information

#### Remediation option:

Remediation to the buildings would be fairly extensive; it would also require residents to temporarily move to other accommodation whilst the works are taking place. The required work would include:

- Structural works to both the upper floors and ground floors to further strengthen the buildings.
- Energy savings work, through fabric improvements, insulation upgrades and the introduction of renewable technologies across the buildings to improve efficiency for residents.
- Improving the structural frame of the building by adding fire lining to ensure greater fire protection.
- Other general maintenance and repair works.

We must emphasise how these works outlined above will not be the last; remediation would be an ongoing process – with further cyclical maintenance expected over the next 5-15 years.

Appendix 1c. Door knocking questions – 28<sup>th</sup> June 2023



1. Have you heard about the resident engagement on the future of Silk House and Shoelands Court?

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2. Are you able to attend one of the events? If so what time works best for you?

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3. What is your address? (For IP- make sure you jot this down before they answer if possible)

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4. Do you have any questions or feedback on the options?

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## **Stanhope House and Holmsdale House building remediation works feedback sessions**

We will be running drop-in-based events to receive your feedback and answer any questions you may have outside Stanhope House and Holmsdale House in our mobile office.

You can register for an appointment by emailing [cgengagement@barnethomes.com](mailto:cgengagement@barnethomes.com). We have appointments available during the following times:

**Tuesday 4th July from 2.00pm – 7.30pm**  
**Wednesday 5th July from 1.00pm – 7.00pm**  
**Thursday 6th July from 2.00pm – 7.00pm**

We understand that this may be an unsettling time and that you may have concerns and questions. We are committed to making the right decision for residents. We want to be as fair and transparent as possible throughout the process and will keep you informed.

Appendix 2b. Website Link: <https://thebarnetgroup.org/bh/stanhope-holmsdale/>

### Appendix 3. Survey questions



1. What is your address?

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2. Have you heard about the necessary future work on the estate?

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3. Did you attend any of the resident engagement events/ speak to a BH representative?

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4. Which option do you prefer – remediation or redevelopment?

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5. How did you feel about the consultation process, do you have any suggestions/ improvements?

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6. Is there any more information you require from Barnet Homes on the two options or specific circumstances you want them to follow up with you on?

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7. Do you have any other questions/ feedback?

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## Appendix 4. Update letter delivered 21<sup>st</sup> September 2023



21 September 2023

Dear Resident,

### **Stanhope House & Holmsdale House**

As you are aware we have been engaging with residents on the options for Stanhope House and Holmsdale House regarding whether to remediate or redevelop. We are now writing to update you on the necessary works that we will have to carry out to your properties.

For context on the process so far, we delivered the initial letter informing residents about the future of Stanhope and Holmsdale House on 19 June 2023. We then held engagement events across three days on 4, 5 and 6 July 2023.

For transparency, the feedback we have received from a very large majority of residents throughout the engagement process so far has been in favour of the redevelopment of Stanhope House and Holmsdale House.

Moving forward, we anticipate a decision to be made by Barnet Council, on whether to redevelop or remediate, before the end of 2023. After this decision is made, we will be able to provide more detail on what the future of the estate will look like for you. We understand that this may be an unsettling time and that you may have concerns and questions. We are committed to making the right decision for residents. We want to be as fair and transparent as possible throughout the process and will keep continue to keep you informed.

Many residents have requested more information on the current state of the buildings. We have updated the website with a summary of the structural engineering report for Stanhope House and Holmsdale House, we will continue to update with more information on the estate. This can be found on the website at: <http://www.barnethomes.org/stanhope-holmsdale>

If you have any further questions, or would like to meet to discuss these options, please do not hesitate to contact Peter Chapman on 07889 237 523.

### **Further information**

#### **Remediation option:**

Remediation to the buildings would be extensive; it would require residents to temporarily move to other accommodation whilst the works are taking place. The required work would include:

- Structural works to both the upper floors and ground floors to further strengthen the buildings.
- Energy savings work, through fabric improvements, insulation upgrades and the introduction of renewable technologies across the buildings to improve efficiency for residents.
- Improving the structural frame of the building by adding fire lining to ensure greater fire protection.
- Other general maintenance and repair works.

We must emphasise how these works outlined above will not be the last; remediation would be an ongoing process with further cyclical maintenance expected over the next 5-15 years.

Existing Barnet Homes tenants will get the option to return to their homes once the works are completed.

As per the terms of your lease, remediation works would be part paid for by leaseholders. It is expected the remediation works will be in the region of £8 million, and Barnet Homes estimate the cost to each leaseholder for their share of the bill could be close to £100,000.

**Redevelopment option:**

Barnet Homes does believe that redevelopment is the better option overall. Redevelopment would result in the provision of better-quality homes, which are also more energy efficient, modern homes which can reduce resident's energy bills over the long term, helping with the cost of living. The buildings' lifespans would also be much longer.

If the decision is made to rebuild, Barnet Homes tenants will be required to move to alternative accommodation within the borough. Secure tenants will be given the option to return to the new development.

Individual offers will be discussed with leaseholders in terms of the amount Barnet Homes will pay for your property, any future property option or buying a new property on the estate if the rebuild option is taken, further along in the process.

Yours Faithfully,

Stuart Bishop

Director of Property Services

Barnet Homes