

Appendix 5: Lambeth Council's Draft Liveability Commitment

Lambeth Council has approved a plan for the rebuilding of six estates across the borough and the development of a programme of development on smaller areas of council land. This plan will provide better homes for current residents and more homes for those waiting on the council's housing lists, helping to tackle the housing crisis.

The planning and construction for these estates will extend over a number of years meaning ongoing change and disruption. We know this will impact on residents living on the estates and their surroundings. Both the council and Homes for Lambeth (HFL) want to help existing residents through this process as they prepare to move into brand new homes. The council and HFL take our responsibilities and commitments seriously: we will make sure those estates remain good places to live throughout the process.

As a result, the council and HFL have signed up to a **Liveability Commitment** for these estates. This will make sure that there is a shared and dedicated focus on planning for and managing services and development in a way that takes account of the challenges that living through substantial changes brings. These commitments build on the residents' Key Guarantees and HFL's resident engagement programme.

Commitment 1 - Your home and local neighbourhood

1. Your home will continue to be maintained to make sure that it is safe, dry and warm, as with any other council estate in the borough.
2. The communal areas and grounds of your estate will be kept clean and well maintained, and we will work with residents to minimise anti-social behaviour, including acting on those who misuse our properties.
3. We will keep open existing community facilities as long as possible, including children's play spaces.
4. There will be a dedicated neighbourhood housing officer who will take responsibility for managing the estates while they are rebuilt.
5. There will be a designated drop-in centre on or near each of the estates where independent advisors and other staff can meet you routinely. Provision will also be made throughout the programme to ensure that groups of residents can meet on or near to the estate.
6. Any empty properties will be brought back into use, including for homeless families in Lambeth. Where emptied homes can no longer be used, they will be secured and any garden or communal area kept tidy.
7. We will make sure that timely and accurate support is provided for leaseholder residents, who own their homes and have a right to good advice.

Commitment 2 - Your and your family's health, education and wellbeing

8. Help will be given to those residents who may have a health condition or disability that means they will find moving and/or the demolition and construction works particularly stressful. Where a resident has an assessed social care need and is receiving support, these arrangements will continue.
9. For families with children at school, support may be given to assist with any move and/or return to school required as a result of the regeneration programme.
10. For families currently receiving assistance from the council's children's services teams, additional support will be considered to help with issues the regeneration programme may cause.
11. We will work with local NHS teams to make sure new families or those who are pregnant can access good, local GP services.
12. Support will be available for residents to help make new connections with others in the community through a tailored programme of activities, with particular focus on those people from diverse backgrounds.
13. There will be support for residents to access training and work opportunities.

Commitment 3 – Managing the rebuilding process

14. All of our building contractors will be required to have air quality management plans, and to monitor air quality to ensure any negative impact from demolition and re-build is being managed properly. They will sign up to and comply with “considerate constructor” standards.

15. Safe route-ways will be provided for pedestrians, wheelchair users and those with prams and buggies.

16. Access to parking areas and estate roads will be carefully managed to ensure that any temporary obstructions and dirt are cleared in a timely manner, and temporary access restrictions will be communicated to residents in advance.

17. Reporting arrangements will also be put in place so resident concerns can be highlighted and responded to quickly, with a direct telephone number to register any issues or concerns.