

Charter for Delivering Better Housing Outcomes

There are over 9000 homes to housing association residents and we expect this to increase over the lifetime of the Local Plan. It is therefore important that the Council and housing associations work collaboratively to deliver the best housing outcomes we can deliver for our residents.

The principles in this Charter reflect the ambitions set out in the Good Growth Housing Strategy which are:

Ambition 1: More genuinely affordable homes for local people

Ambition 2: Invest in and be proud of our council homes

Ambition 3: Quality and variety in private sector housing

Ambition 4: Connect, involve and empower people in vibrant neighbourhoods

Ambition 5: Inclusive homes for everyone

The Council encourages all Housing Associations directly involved in the development and management of homes in Enfield to sign up to the Charter. Its principles must be applied to all affordable homes and Build to Rent schemes. Registered Providers are encouraged to apply the principles of the Charter to developments funded through GLA funded affordable housing programmes and to those where it is the section 106 affordable housing provider.

The Charter is not exhaustive but is proposed to complement legal obligations placed on landlords by Regulator for Social Housing and the Good Growth Housing Strategy which defined **five principles** for our vision is for homes which are:

1. Affordable to Enfield residents

This means creating developments where different people on different incomes can live together in a mixed community

2. Health promoting

This means helping people to eat well, be smoke free, physically active, emotionally well and live in thermal comfort.

3. Child, age and disability friendly

This means providing safe outside play provision, helping all residents to stay safe in their communities and when out and about and providing places where people can meet socially

4. Environmentally sustainable

This means using renewable heat sources, creating safe travel routes by foot and bicycle and creating community gardens and green spaces.

5. Digitally connected

This means creating homes that will be fit for future technology, like providing Fibre-to-the-premises and smart homes/meters that help people with disabilities or health conditions.

Registered Providers are encouraged to commit to the following performance indicators, which will be reviewed on a quarterly basis and reported to Cabinet on annual basis.

Strategic criteria	
More and better homes for Enfield	<p>Create homes that local people on a range of different incomes can afford to live in at different stages of their lives</p> <p>Creates balanced communities where people on mixed income levels can afford to buy a home, including people on median income levels</p> <p>We use the principle, as a guide, that people on Enfield median income levels and below should be able to access a home where, over the longer term, they do not have to spend more than 33% of their income on housing costs. National research has demonstrated that households spending more than a third of their disposal income (33%) on housing costs are far more likely to struggle to make housing payments, resulting in arrears and defaults. Research has found they are also far more likely to experience material hardship because the effort required to prioritise their housing commitments creates problems elsewhere in their budgets</p>

	<p>The new development or renewal plan help local people to:</p> <ul style="list-style-type: none"> • Be smoke-free – by prohibiting smoking in all communal areas and discouraging smoking inside homes • Be physically active – particularly through promoting active travel and through providing easy access to green spaces, play areas and outside gyms • Active travel promotion means providing residents with walking, cycling and public transport networks that connect them to other people, employment, education and culture and leisure services. • Eat well – by providing easy access to nutritious ingredients for home cooking, to healthier food when they are out, and by limiting access to less healthy foods wherever possible • Be emotionally well – by proving opportunities for social connections and homes with give sufficient space, daylight, ventilation, outlook, privacy and access to green infrastructure • Live in thermal comfort and with affordable warmth – by creating well insulated and ventilated homes and, where possible, connecting to decentralised heat networks, such as renewable heating on district heat networks.
<p>People living in inclusive homes and neighbourhoods where people of all ages and backgrounds can interact in a way that strengthens communities. This means people are empowered to support each other so that everyone lives as independent, fulfilling and healthy lives as possible.</p> <p>Health-promoting, environmentally sustainable, child-friendly, age-friendly and accessible for people through their lifetime.</p> <p>Right amount of specialised and supported housing for those that need it</p>	<p>New development or renewal plan help local people to:</p> <ul style="list-style-type: none"> • Access safe outside play provision • Spend time outside, protected from the effects of air pollution • Socially connect through shared meeting places that welcome people of all ages • Keep safe, particularly if they are vulnerable due to mental ill-health or learning disabilities, through person-centred security features and adjustments to meet individual needs • Move around their local area and access accessible transport if they are partially sighted • Move around their local area and access accessible transport using a wheelchair • Adapt their home as needs change, such as through the ability to install a stair lift or ceiling hoist

<p>Improve existing housing in the borough through investing in their existing stock and create new homes in the Borough.</p>	<p>How does this new development or renewal plan help local people to:</p> <ul style="list-style-type: none"> • Use a renewable heating source, to minimise cost and decrease carbon emissions • Minimise heating loss from their home by benefiting from a higher energy efficiency standard • Monitor energy consumption through the promotion of smart meters? • Minimise car use through minimal car parking spaces, provision of cycle lanes connected to the wider cycle network and cycle storage, provision of well-lit footpaths connecting to the wider pedestrian movement network and access to car-sharing schemes • Benefit from an increase in green infrastructure, such as by tree planting; creating green/living rooves/ walls; or creating community gardens • Minimise waste creation by promoting re-use and recycling, and access to sustainable methods of waste disposal • Access homes that are fibre-to-the-premises ready, so that they can connect to the fastest possible broadband facilities • Access smart homes/smart meters that help people with disabilities or health conditions • Access future digital and technological developments
<p>Deliver better enabled affordable homes by technology and underpinned by a commitment to delivering social value in everything we do</p>	<ul style="list-style-type: none"> • Predict – <i>people's needs</i> o Target – <i>effectively to those needs</i> o Prevent – <i>failure/complaints</i> o Deliver – <i>a quality service</i>

Priority criteria

Organisational requirements

All non-local authority partners must be Registered Providers with Greater London Authority (GLA) and have Investment Partner status. This is to ensure that all partners meet appropriate organisational and financial standards, and are able to apply for GLA funding as and when appropriate.

Management Arrangements

RP partners must satisfy the Council that appropriate local management arrangements are/will be put in place- this may either be by the organisation directly or by way of a management agreement with another appropriate housing management provider.

Partner Housing Strategy

The Council will look for assurances from RP partners that a strategy is in place detailing commitment to develop or improve stock in the borough and that short-term asset acquisition follow these guidelines. As such the Council would welcome evidence of medium to long term strategic investment within the borough. Evidence of commitment to the wider housing objectives will also be required

Capital Receipt Recycling

In the event that the RP sells an Affordable Housing Unit in the borough, the proceeds received by the RP in relation to that transaction, should (where reasonable and appropriate), be used exclusively for the provision of new units of Affordable Housing within the borough.

Allocations policy

RP partners must satisfy the Council that their proposed allocations policy is acceptable and within the general parameters of the Council's current allocations arrangements.
Work with the Council and other Housing Associations to create a single list of all social housing lettings

Nomination levels

The Council will expect 100% nominations on all new developments which have been facilitated through Council disposal of land and on s106 units.

A minimum of 75% of nominations on re-lets are required and this will be monitored by the allocations team.

Participation in Policy Development (Local Plan, Housing Strategy, procurement strategy and development etc)

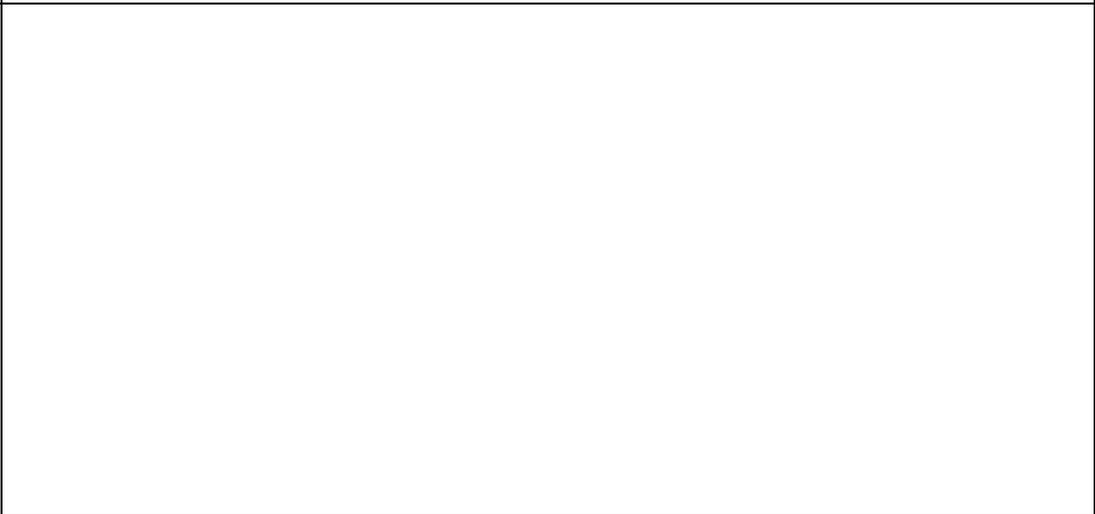
The Local Authorities will expect RP partners to fully participate in policy development by attending meetings, participating in discussions, responding to consultation etc.

Committed to the principles of Enfield Council's Tenancy Strategy and Framework Agreement (if applicable)
Engaging with and supporting the Council to deliver our strategic housing priorities, adhering to site allocations made via the Framework adhering to transfer prices, communicating effectively and generally working in partnership with the Council all matters to do with affordable housing development. If partners do not adhere to these principles, the Local Authorities reserve the right to exclude individual RPs from future opportunities on Council-owned land.

Community Led Housing
RPs will be invited to contribute towards development of community led housing. RP can be involved in a community-led housing scheme in a number of ways. These can range from providing general advice, or developing on behalf of a community group, or providing the ongoing management of the housing.

Working with SME, disability-led and BAME Housing associations
The RP will engage diverse and specialised views in the design and delivery of new housing and improvements to existing stock to reflect the needs of Enfield's demographics.

Design and development of accessible homes in accordance with planning requirements and Council's Design Guide.
The RP will deliver no less than 10% wheelchair units on every development and liaise with the Council on design to ensure that this meet the needs of those on the housing register prior to letting.



Intermediate Homes

Recognising the significant impact of Covid-19, RPs will support the principle of "Homes for Heroes" whereby key workers in the NHS and emergency services should be prioritised for new homes at intermediate tenures, increased access to well managed discount market rented and affordable low-cost home ownership.

Priorities are defined to allocate properties when a number of individuals who meet the eligibility criteria have expressed an interest on a cascade basis.

RPs will commit to accessibility for residents and sets clear guidelines for the marketing of intermediate products in order to ensure that those who need the product most in the borough are able to express an interest first.

RP will agree to provide a marketing plan within the S106 agreement and when the marketing of properties commences and will inform Enfield Council.

The RP BTR application will be assessed on its individual site circumstances to address the needs of local affordability. With discount market rent levels at no greater than 70%

Community development

The RP will maximise opportunities for residents to take up work, training and apprenticeships. Work with the Council to prevent homelessness and impact of pandemic on residents in the borough.

Reporting

Share key performance data to be determined from time to time to identify and share best practice