

West Hendon CPO1
Lessons Learned

What worked well:

- Dual property valuations and mid-point taken
- Regular review of property values
- Vacant possession of blocks linked to incentives
- Positive feedback on shared equity units and the move process
- Tenant satisfaction levels (new build)
- 2/3rds of NSTs being rehoused into secure (flexible) tenancies

What can be improved:

Item/Issue	Action for CPO2
Secure tenants	
Some residents required additional adaptations in their new homes	<ul style="list-style-type: none"> • Compile schedule of items identified in CPO1 • Re-assessment of resident prior to/post occupation of new home, assessment to be broader to include height and any other relevant factors • MHT assessment to be done in the context of the new home • Provide a process map for rehousing assessments (both Barnet Homes and MHT)
Some residents experienced difficulty understanding and using new equipment	<ul style="list-style-type: none"> • Simplify equipment (e.g. heating controls) • Address resident concerns about volume of intercom system, phones lines / system and radiators • Consider 'future proofing' requirements (i.e. aging residents' needs) • Prepare resident guide early and review with PB • Ensure resident liaison/decant officer available to assist residents in their new home as part of the re-housing process
Design	
Learn from any property adaptation mistakes	<ul style="list-style-type: none"> • E.g. non-slip baths, handles and items identified in the schedule above

	<ul style="list-style-type: none"> Review the fresh air vent cleaning process
Communications	
Information about resident costs/finances (e.g. HA rent/BH rent, subsidy information)	<ul style="list-style-type: none"> Ensure as much information as possible is available at the beginning of the re-housing process to enable residents to make an informed choice (including choice of landlord and options with respect to utilities)
Improve communications and consultation with stakeholders, residents and the wider community	<ul style="list-style-type: none"> Devise a communications strategy E.g. by providing workshops, surgeries etc. at key points in the process Provide short accessible information packs for residents across all tenures Ensure all offers are clear and understood from the start by sending informative and concise letters Identify vulnerable residents early into order to provide them with extra support throughout the CPO/regeneration process Ensure there is significant consultation with stakeholders and the wider community Local presence by partners Relocate showroom / provide 'mini-show room' for leaseholders (shared equity) and secure tenants
Concern from PB regarding lack of information or notice of information, especially with respect to communications with residents	<ul style="list-style-type: none"> Plan and prepare a schedule of PB activities for the year ahead to assist with information management
Decision-making	
Include the Partnership Board and the wider community (as much as possible) in the decision making process	<ul style="list-style-type: none"> Pass key communications on to the Partnership Board and agree certain processes in advance Endeavour to incorporate West Hendon's history within the regeneration Identify issues early and work with key stakeholders (and the partnership board where appropriate) to resolve e.g. Electrical Riser Works

Leaseholders / homeowners	
Protracted leaseholder negotiations	<ul style="list-style-type: none"> • Initiate process early, undertake/refresh independent valuation exercise, use positive examples from CPO1 • Ensure the landlords of private tenants understand and acknowledge their duty/responsibility - Champion for landlords to incentivise their tenants • Manage private landlords in a timely manner and offer them loss of rental income • Ensure leaseholders/freeholders are correctly advised on the shared equity offer (e.g. must include both market value of existing property and home loss payment; minimum of 50% equity must be reached) • Promote the shared equity offer which was positively received by those who took it up • Provide leaseholders/freeholders with a list of well-regarded independent agents to guarantee that all leaseholders/freeholders are appropriately represented
Rehousing generally	
Residents concerned about re-housing programme	<ul style="list-style-type: none"> • Ensure early engagement with residents of all tenures • Provide clear information about the process, including key dates, at the start of the phase • Provide clear dialogue/consultation throughout the re-housing process
Confusion regarding partners' roles in the re-housing process	<ul style="list-style-type: none"> • Greater presence on the estate from all partners, particularly during re-housing (West Hendon Regeneration Hub – MHT/BL/LBB/BH)

Private tenants (of leaseholders)	
Difficulty with re-housing private tenants of leaseholders	<ul style="list-style-type: none"> • Confirm number of private tenants • Engage absentee landlords and private tenants early in the process • Provide additional information to landlords regarding legal/statutory process
Assured shorthold tenants	
Uncertainty amongst ASTs regarding their rehousing options and timescales	<ul style="list-style-type: none"> • MHT to write to ASTs explaining AST and other residents' decant dates • Signposting to Barnet Homes where appropriate
Non-secure tenants	
Uncertainty amongst non-secure tenants regarding their rehousing options and timescales	<ul style="list-style-type: none"> • Barnet Homes to contact NSTs explaining their and other residents' decant dates • Timely assessments by Housing Options Team
Construction	
Disruption from construction traffic	<ul style="list-style-type: none"> • Access for construction traffic/estate residents to be considered and alternative routes to be provided if possible (consult LBB highways)
Develop construction practices	<ul style="list-style-type: none"> • Try to maintain a better divide between the construction and residential areas
Community	
Reinvigorating a sense of community	<ul style="list-style-type: none"> • Host/accommodate more social events to bring the community together
Concern from residents regarding loss of community facilities	<ul style="list-style-type: none"> • Inclusion of community facilities in earlier phases (new interim community space)