

**Newsletter**  
Spring 2020

# **Douglas Bader Park Colindale**

**home  
group**

Welcome to our newsletter for the Douglas Bader Park estate. This newsletter will provide you with the latest information on what we've delivered, our next steps around the regeneration and how to get in touch.

## Looking after yourself

Now more than ever, it's really important that you look after yourself and that we all work together to follow government guidance that can help stop the spread of coronavirus (covid-19).

The symptoms of coronavirus include a high temperature and new, continuous cough. If you have symptoms, please remember to visit [111.nhs.uk](https://www.nhs.uk) (or call 111 if you're not online) for up to date advice.



### Did you know?

Those who fall into the high-risk category can register with the government for additional support, such as shopping and/or medication deliveries - visit [gov.uk/coronavirus](https://www.gov.uk/coronavirus) to find out more.

Barnet Council also have a dedicated support service (non-medical) for vulnerable people and those who are self-isolating. You can complete an online form at [barnet.gov.uk/coronavirus-covid-19-latest-information-and-advice/urgent-help-and-support-covid-19-helpline](https://www.barnet.gov.uk/coronavirus-covid-19-latest-information-and-advice/urgent-help-and-support-covid-19-helpline) or call 0808 281 3210 to find out more - their phone lines are open Monday to Friday from 9am to 5pm.



## Our housing office at 30a Parklea Close

Following government guidance, the housing office **will be closed** until further notice due to coronavirus. You can still get in contact with our housing team for housing and estate related matters by contacting:

**Sam Babalola, Housing Manager**  
Email: [sam.babalola@homegroup.org.uk](mailto:sam.babalola@homegroup.org.uk)  
Mobile: 07803 623 805  
Or call our customer service centre on 0345 141 4663.

## Regeneration update - the planning process

We're sorry we had to cancel our meeting on Wednesday 18th March. Here we've included the information we were going to present to you about the planning process:

### What were the commitments made during the ballot?

#### Principles of the regeneration

The plans shown during the ballot created a broad vision for the principles of the regeneration which included:

- Sustainable new homes for all existing residents
- Public open spaces
- Improved security and parking

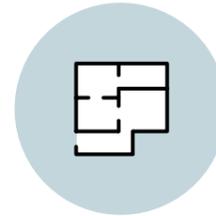
#### Our commitment to you: landlord offer

The promises made to all existing residents in the landlord offer document are binding and will not be changed.

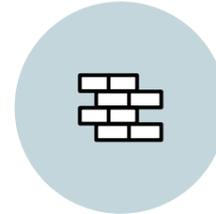
Only if there has been a significant change in household circumstance e.g. where a household has a new baby, the regeneration team will review the original new home offer and will consider making changes where possible.



## 1. The planning application - what is a detailed planning application?



- A detailed planning application shows in detail what the applicant intends to build e.g. new homes and the development design.
- The plans have to be tested against a number of measures, which means we have to submit all of our drawings plus several reports including a transport plan; a daylight and sunlight report; a viability assessment; an energy assessment; and a statement of community involvement, among others.



- Proposals are designed through consulting a wide range of stakeholders (Councillors, Planning Officers and the Community) at the pre-application stage. We will also meet with Planning and Housing Officers at the GLA.
- Planning applications are submitted to the local authority to be considered by a Planning Committee who determine whether the application should be approved or refused.



- They usually have 13 weeks to determine a planning application as they also need to consult with their stakeholders (including organisations like the Fire Service and the Environment Agency). However, we have allowed a little bit longer in our programme just in case there are any delays.
- It is likely that, once we have submitted, you will receive a letter from the council letting you know you can comment on the proposals. We will of course let you know when we have submitted in any case.
- The designated planning officer will then write a report for the Planning Committee to consider.

## 2. The London planning process



Planning in London is a two-stage process for large applications like ours:

- **First Stage:** Barnet Planning Committee will review the application against its own planning policies
- **Second Stage:** The Mayor's office can choose to review the scheme against the London Plan which includes the requirement for a successful ballot to proceed. The comprehensive YES vote in the ballot makes call-in unlikely but it remains a possibility.



#### Barnet Council and the Mayor of London

Barnet Council and the Mayor of London have different policies on things like the environment and parking, so we need to make sure we produce a scheme that both are happy with.

During the uncertainty surrounding coronavirus, we're working on ways to make sure you are still involved in the design development leading up to planning. We have also checked with both Barnet Council and the Mayor's office to make sure they agree with how we propose to move forward.

Turn over to find out how you can get involved in the planning process →

## How you can get involved in the planning process

**We had a number of engagement sessions planned for the coming months to update you on the regeneration. In light of the coronavirus outbreak, Home Group, together with Hill (our partner), have put together a programme for engagement to keep you informed and get you involved in developing the final planning design.**

This means that the key change would be to move engagement and meetings into a digital or print format to reduce unnecessary public gatherings and align with government guidelines. This would continue to give you the opportunity to participate in the design process and comment on the proposals both online and on the phone.

**We aim to keep you engaged in a number of ways:**

1. **A virtual public exhibition** – you'll be able to access a site online that will show all the exhibition boards that we would usually have in the church hall. Whilst we understand not everyone will have access to the internet, each resident will also be sent a copy through the post of the exhibition information so they can view the material, including feedback forms without having to go online.
2. **A live chat and call in** – this will accompany the virtual exhibition with the project team available at set times to answer any questions you may have.
3. **Webinars** – this is a presentation format and we'll be working with smaller groups of residents at a set time to log into the presentation so everyone has the opportunity to ask questions and provide feedback.
4. **Letters and newsletters** – we will continue to update everyone about the regeneration, key dates and information through letters and you will still receive our quarterly newsletter as you do now, through the post.
5. **Feedback forms** – these will always be available through the post or online so you can share your opinions on what has been presented.
6. **Feedback from exhibitions** – once we have collated all feedback, we will send out a feedback brochure so everyone at Douglas Bader Park has a copy.
7. **Exhibition boards** – these will be posted to you so you have a copy.

### Current timeline

We'll continue to write to you when information sessions and exhibitions are planned, and provide you with plenty of notice so you can make time to log on to the virtual information sessions or contact us to discuss the proposals.

Due to the uncertainty around the impact of coronavirus on day to day activities at present, the following is a guide only. The programme may change but we'll update you if it does.

### Regular meetings

Planning pre-application meetings with Barnet Council and the Mayor's Office are still taking place via video conferencing

#### May 2020

Webinar on public realm

#### June 2020

Webinar on building design and materials

#### July 2020

Virtual exhibition

#### October 2020

Planning application submission

#### February 2021

Determination of planning application

#### Between July – September 2021

Start of phase 1 building



## A message from Yvette

*Since autumn last year, we have successfully supported 14 customers in moving away from Douglas Bader Park with five moving away between January and early March this year.*

*We'll be continuing to work with those that remain on the permanent movers list and I will provide residents with individual updates and information as we move forward with the programme.*

*Whilst we have been pleased with the outcome of residents that have been able to move away, sourcing Home Group properties is challenging because we need a property to become empty first in order to offer the property to a customer or family which meets their housing needs in terms of size and location.*

*With the recent situation we're facing with coronavirus, the move process has become more difficult and is currently at a standstill, so we're unable to undertake any moves or offer any properties should they become available for the time being.*

*As soon as the restrictions are lifted, I'll be in touch with customers who remain on our list and will issue new dates and times for our monthly one-to-one meetings.*

*Best wishes,*

*Yvette Richards, Regeneration Officer*



## Questions and answers with Janet, who moved away recently



**We caught up with Janet to find out how her move was:**

**How long did you live at Douglas Bader Park?**

I lived on the estate since 1976.

**What made you decide to move away permanently?**

I wanted to be closer to my children and grandchildren, so I was lucky that a property was available in the location I wanted to move to.

**Did you have any concerns about moving?**

Yes, I was a bit worried because it was a big change for my life as I'd been at Douglas Bader Park for so long. But now it's good because I'm now closer to my family.

**Have you settled in to your home?**

Yes – really, really well! The first day I moved in I felt really safe. I've got to know some of my neighbours and they're lovely.

**What have you been up to since your move?**

I've been enjoying spending time with my children and grandchildren. Before, I would see them every few months and now I see them every day!

**What advice would you give to other residents that are looking to move away permanently?**

It is a bit stressful as moving is, but the team really helped me and the removal company were great. My property is lovely, I couldn't ask for anything better.

## Estate inspections update



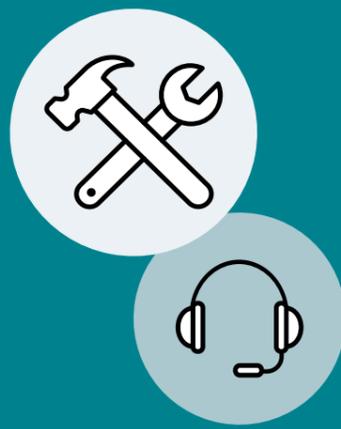
Our last inspection was held on Tuesday 10th March and we wanted to provide you with an update on what was identified and how we have resolved some of the issues that were picked up.

### You said:

- Some communal entrances to the blocks of flats require new locks
- The gutters on the blocks of flats are leaking
- Not all the external lights are working
- Are the empty properties secure?

### We have:

- Processed an order to supply and install new locks on the blocks that are effected - this may take a little longer than expected due to the recent government lockdown but we hope to complete these as soon as we're able to
- Cleared and cleaned all gutters on each of the blocks of flats
- Asked MPS to test all external lights, repairing those that were defective - floodlights have also been installed to increase lighting throughout the estate
- Secured all vacant properties with alarms or steel doors in line with our void property processes



## Reporting a repair

Due to the ongoing situation with coronavirus, we've made the difficult decision to carry out emergency repairs and essential maintenance only for the time being. To report an emergency repair please call our customer service centre on **0345 141 4663**.



## New grounds maintenance contract

Pinnacle are our new grounds maintenance contractors for the estate. Their contract started on 1st April 2020, however, as per the government guidelines, they are completing **essential works only during this time**.

## Future estate inspections will take place at a later date



**In light of government advice and restrictions being in place, estate inspections will be postponed until further notice.**

The housing team will be in touch with you when estate inspections are up and running again.

## Tenant and Resident Association (TRA) news

The latest TRA meeting was held on Wednesday 4th March.

### What did the TRA talk about?

- They would like to arrange two open meetings in 2020 to give everyone the opportunity to come along and talk about the estate, regeneration and explain what the TRA do. They will be in touch with dates once the government restrictions have been lifted.
- To make it easier for you to get involved, they will be setting up a dedicated website with all the information you'll need, including:
  1. The latest TRA updates
  2. TRA meeting minutes
  3. Future community events

**Once it's up and running, we'll contact you with all the details.**



**Douglas Bader Park**  
Residents Association

## TRA future meeting dates

We have scheduled in the following dates for the next TRA meetings.

**Please note: these will only continue in the event of the government restrictions being lifted.**

- **Wednesday 20th May 2020**
- **Wednesday 17th June 2020**
- **Wednesday 15th July 2020**
- **Wednesday 19th August 2020**

If you would like to know more about the TRA, or are interested in joining, please contact:

**Sonia Watson,**  
Community Relationship Manager

Email: [sonia.watson@homegroup.org.uk](mailto:sonia.watson@homegroup.org.uk)  
Mobile: **07776 589 346**



## Quality of life survey

**In our last newsletter, we advertised the opportunity to get involved in completing the quality of life survey as part of the regeneration of Douglas Bader Park.**

The survey will help us create the right initiatives and activities for you and the community at Douglas Bader Park. It will focus on important areas such as education, training and employment, health and wellbeing and key areas of support that young people need.

Due to the coronavirus, we have delayed sending you the survey. We also plan on supporting those who may need help completing the survey, which would require face to face contact, which is not possible at this time.



**We will send each household a survey once the government restrictions have been lifted, and will be out and about supporting you if needed.**

## Useful contacts

**If you'd like to get in touch and have any questions about the regeneration proposals or housing matters, here is who to get in touch with:**

### Housing and estate related queries

**Sam Babalola,**  
**Housing Manager**  
Mobile: **07803 623 805**  
Email: **sam.babalola@homegroup.org.uk**

### TRA and community initiative queries

**Richard Glaister,**  
**Regeneration Manager**  
Mobile: **07921 472985**  
Email: **richard.glaister@homegroup.org.uk**

**Sonia Watson,**  
**Community Relationship Manager**  
Mobile: **07776 589 346**  
Email: **sonia.watson@homegroup.org.uk**

### Regeneration queries

**Yvette Richards,**  
**Regeneration Officer**  
Mobile: **07823 789 395**  
Email: **yvette.richards@homegroup.org.uk**

**Liz Owusu,**  
**Regeneration Officer**  
Mobile: **07391 868 338**  
Email: **liz.owusu@homegroup.org.uk**

### Find out more

For up to date information, frequently asked questions and to find out what we've delivered to date, please visit **[homegroup.org.uk/douglasbaderpark](https://www.homegroup.org.uk/douglasbaderpark)**