

Hayes Regeneration: Options Appraisal Report APPENDIX 1

Hayes Regeneration Estates Options Appraisal for Austin Road

1 Introduction

- 1.1 Savills (UK) Ltd has been appointed by London Borough of Hillingdon (“the Council”) to undertake an options appraisal exercise to support decision making on the future of the Austin Road estate.
- 1.2 The purpose of this report is to inform the Council’s decision making process by presenting an assessment of how different options for the future of the estate might deliver against a number of key priorities.
- 1.3 This report will support a decision by the Council to move forward with developing a preferred option for the estate. Any decision to move forward with a preferred option will be subject to a wider set of considerations including statutory considerations, continued feedback from residents, availability of funding and overall deliverability. Any preferred option will need to be developed in greater detail.
- 1.4 This report has been prepared with Icen Projects (resident engagement) and PTE (architects).

2 The Estate

- 2.1 The Austin Road estate is located 0.1 miles to the east of Hayes Town Centre. Hayes & Harlington train station is approximately 0.3 miles to the south, providing direct services to London Paddington, Heathrow Airport and Reading. It is also situated on the Crossrail route, which once completed will provide 10 services per hour facilitating direct travel to Essex and central and southeast London. With regard to road links, the Estate is situated approximately 0.4 miles north west of the A312, which connects to the A40 and the M4, both of which provide access to the M25.
- 2.2 The area to the north of the Estate is characterised mostly by low density housing. A range of uses border the site to the east, including two storey residential accommodation, as well as commercial and light industrial properties. Similarly, beyond the public service road known as Crown Close to the west is situated a range of property uses, including a multi-storey car park, a public house and retail outlets. The Estate is bordered to the south by the Grand Union Canal, and pedestrian access Hayes town centre is possible at a number of points. It is notable that there is a number of prospective development sites located within close proximity to the Estate directly to the east and west. Vehicular access is provided from Pump Lane running along the northern boundary, with car parking available along Austin Road and within four open-sided podium car parks.
- 2.3 The majority of the estate consists of medium rise flats and maisonettes at a height of 3-4 storeys, with a high-rise element of 12 and 15 storeys. The estate comprises 260 homes made up of a mix of 1, 2 and 3-bedroom homes. Tenanted homes total 260, with 78 leasehold homes.

3 Approach to options appraisal

3.1 The approach has been to assess three options for the future of Austin Road.

- Option 1 - Retain stock and invest
- Option 2 - Retain stock and deliver environmental improvements/build new housing on vacant estate land
- Option 3 – Redevelop the entire estate

3.2 Option 1 - Retain stock and invest

This option involves the Council retaining the existing housing stock and investing in line with the current planned investment programme.

3.3 Option 2 - Retain stock and deliver environmental improvements/build new housing on vacant estate land

This option involves the Council retaining the existing housing stock, investing in line with the current planned investment programme, delivering selected environmental improvements to the estate, and providing new homes through in-fill development without any demolition of existing homes.

3.4 Option 3 – Redevelop the entire estate

This option involves the phased demolition of the entire estate to provide new homes and estate environment. This option would include a Landlord Offer to ensure residents' rights are protected and priorities are met as far as possible.

3.5 To assess the relative benefits of each option a number of key priorities have been established as follows:

- Resident priorities
- Delivering more homes and meeting housing need
- Addressing the quality, performance and long-term viability of existing homes
- Delivering wider regeneration benefits

3.6 Resident priorities

3.6.1 Consultation with residents has identified a number of further issues on the Austin Road estate. A significant percentage of those surveyed identified antisocial behaviour (89%), crime (48%), a lack of cleanliness (42%) and a lack of safety (35%), with the result that 56% of the households stating that they did not like living on the estate.

3.6.2 The following are the results from an initial summary of concerns raised during the survey and provides a useful indicator of the key issues facing the estate:

- 89% of residents surveyed identified problems with ASB on the estate
- 48% of residents surveyed identified crime as being a significant problem

- 42% of residents surveyed identified lack of cleanliness
- 35% of residents surveyed did not feel safe
- 21% of residents surveyed identified estate maintenance as an issue

3.6.3 It is clear from visual inspection that the quality of the public realm and circulation spaces is very poor and does not offer an environment conducive to feelings of safety, security or pride in home.

3.6.4 Pollard Thomas Edwards (PTE) has provided analysis and observations of the estate and found the following key design features that might contribute to the feelings of residents:

- Unsighted corners and long corridors which makes residents feel unsafe as they walk through the estate, to and from their home
- Winding routes
- Sheltered areas with limited overlooking from resident windows which create places where people gather and loiter
- Blank walls along internal streets with no overlooking or natural surveillance
- Pedestrian routes with no overlooking
- Resident Storage areas create unsighted areas and hidden spaces with evidence of rough sleeping and drug use
- Long galleries with minimal resident windows and no overlooking
- Inward facing homes with no overlooking of public areas from residents' windows, including limited overlooking of the landscaped courtyard areas
- Attempts to solve anti-social behaviour with railings and bars, many of which are broken or not doing the job they were intended to.
- Children's play area located at the periphery of the estate, with no overlooking from resident's homes

3.6.5 The options being considered need to therefore be assessed in light of the resident feedback and the likelihood of options being able to address the design issues that have contributed to residents sentiment.

3.7 Delivering more homes and meeting housing need

3.7.1 The London Borough of Hillingdon Strategic Housing Market Assessment (2016) identifies a need for on average 1674 new dwellings per year over the period 2014-36, including 567 affordable dwellings.

3.7.2 The additional levels of housing provided by the different options will be assessed by comparing the current capacity levels with the new accommodation provisions.

3.8 Addressing the quality, performance and long-term viability of existing homes

- 3.8.1 From a viability perspective, asset performance analysis recently undertaken by Savills indicates that the long term viability of the stock is poor, and performs poorly compared to comparable estates across London.
- 3.8.2 In understanding asset performance from a financial perspective, we have carried out an analysis of Net Present Values (NPV) over a 30 year period for the tenanted housing stock to understand the worth of the properties to the Council's HRA business plan. The asset performance evaluation modelling takes into account the income received (rents and service charges) against the costs associated with the properties (maintenance, management, future investment, and voids/bad debts).
- 3.8.3 The total 30-year Net Present Value (NPV) for the properties at Austin Road is -£943k. The performance varies between the Austin Road flats/maisonettes, the properties on Silverdale Road and the Skeffington Court block. Their respective performance is a result of the relatively low average rents, ranging from £81.35 per week (Skeffington Court) to £92.98 per week (Silverdale Road) and the difference in capital expenditure. The average capital expenditure is higher at Skeffington Court in comparison to both Silverdale Road and Austin Road, due to additional extensive works at Skeffington Court (booster pump renewal, boiler house renewal and sprinkler and LD1 alarm system).
- 3.8.4 On a per unit basis the performance of the stock at Austin Road compared to Savills London benchmark is as follows:

Measure	Savills benchmark for London stock	Austin Road performance	Difference
30 Year investment need (per unit)	£30,160	£57,631	£27,471
30 Year NPV (per unit)	£30,740	-£5,183	£35,923

- 3.8.5 This assessment of the stock performance does not extend to further measures that might be required in order to retro-fit homes to deliver zero carbon. The Government target is to achieve zero carbon by 2050, and many landlords are considering whether some of their stock holdings warrant the additional costs associated with achieving zero carbon via a retro-fit.

3.8.6 Typical measures to deliver zero carbon include:

- A series of insulation measures including walls, ground floors and lofts; upgraded windows and doors and new ventilation measures.
- Removal of gas and introduction of electric heating through heat pumps.

3.8.7 Savills is currently carrying out over 20 assessments of social housing stock to establish the costs and viability of achieving zero carbon through retrofitting. Work to date suggests that the additional costs (beyond what a landlord might have allowed for in a normal investment programme) range from £14K to £27K per unit.

3.8.8 These costs are unknown at this stage and therefore have not been factored into the stock investment programme. However they would add considerably to the already negative NPV performance of the homes described above.

3.9 Delivering wider regeneration benefits

3.9.1 The Hillingdon Local Plan identifies improving facilities and access to jobs to improve the quality of life for residents as a key vision for the Local Plan period to 2026. The betterment of the local environment helps with the success of Hayes Town Centre, coalescing with other improvements to key public facilities and infrastructure. It is evident that recent messaging from the Council targets a more successful town centre which generates local employment opportunities along with improved facilities, tying in with the goals of the Local Plan. As such this options appraisal is to be considerate of these objectives of contributing towards an improved wider area, and possible interaction with any future development and regeneration projects.

3.9.2 The Council, together with partners including Transport for London, has been implementing a series of town centre improvements over recent years including:

- Better pavements and street lighting to make the area feel secure and welcoming, especially at night
- Flow of pedestrians, cars, buses and cyclists throughout Station Road increasing footfall and use of the town centre especially in the evening
- Safe and convenient places for people to cross roads;
- Improvements between Hayes and Harlington Station and the canal bridge with the support of Crossrail and Transport for London.
- Upgrading the canal towpath area over the whole length of the Grand Union Canal within Hillingdon during recent years with a considerable focus on the Western View area in Hayes.

- 3.9.3 In addition Hayes & Harlington station will benefit from major enhancements in preparation for the introduction of Crossrail services, including a new, spacious ticket hall, a new footbridge with four new lifts to provide step free access, platform extensions and new canopies. When Crossrail arrives at Hayes & Harlington station in 2022 it will offer connections to areas of central and eastern London which were previously unreachable by direct connections.
- 3.9.4 Austin Road is in the Townfield ward of Hillingdon. 68% of Townfield residents are economically active, a figure lower than both the borough (71%) and national (70%). It also has more residents (32%) that are economically inactive than the borough (29%) and nationally (30%). Townfield also has the highest number of people who live in income deprived households in Hillingdon, accounting for 22% compared to the borough average of 14%.
- 3.9.5 Austin Road estate is within Hillingdon 027E LSOA and is ranked 6,678 out of 32,844 LSOAs in England and is the 8th most deprived LSOA in Hillingdon. More detailed measures include being ranked 2,354 for crime (7th worst in Hillingdon), 2,267 for barriers to housing and services, and 2,804 for income deprivation affecting older people, all notably higher than surrounding LSOAs.
- 3.9.6 Regeneration projects are expected to deliver a wider range of benefits beyond improvements to residents' immediate living environment, including some of the socio-economic issues highlighted above. These might include physical measures such as strengthening/creating local connections; creating new/better public realm; creating more live-able streets, and addressing local crime. Often ambitions also go beyond physical measures to include socio-economic stimulus through a major construction project including opportunities for local training, job creation, and deliver of new community spaces or services.

4 Approach to resident engagement

4.1 The estate is home to 260 households and a key priority for the Council is to consider the views of residents in making any decisions about the future of the estate. Therefore an initial resident engagement exercise has been undertaken. This was carried out in July-September within a Covid-secure approach. The key elements were:

- Phone calls to key members of the TRA(s) to give prior notification of the engagement process, to ensure preparation could take place for any ideas or critiques of the estate could be collated and raised.
- A telephone survey was conducted which proposed a series of questions and statements for residents to respond to. Residents were alerted to a telephone survey by post, giving them the ability to send in their contact details if they were not already held. The responses were recorded and compiled to show any key trends.
- A drop-in event on the estate to provide residents who preferred complete the survey with a member of the consultation team or ask questions of the team and/or officers.
- A meeting with the TRA committee to review the findings of the survey and discuss the next stage of consultation.
- Two drop-in events on the estate where residents could pre-book appointments to meet with the resident consultation team and architects and give their feedback.

5 Option 1 – Retain stock and invest

5.1 This option involves the Council retaining the existing housing stock and investing in line with the current planned investment programme. At Austin Road, this comprises £8.38m of costs identified within the current stock condition survey (an average of £46,028 per unit) extracted from Keystone and £2.11m of additional exceptional extensive costs (an average of £11,603 per unit). The other identified major works categorised as additional costs include; sprinkler and alarm systems, booster pump renewals, major concrete repairs, roof and guttering.

5.2 Resident priorities

5.2.1 The key finding from the recent engagement exercise was a striking dissatisfaction with living on the estate, mainly due to concerns around anti-social behavior and safety. The results of the recent resident engagement exercise are summarized in section 3.6 of this report.

5.2.2 The current planned stock investment programme does not include measures to address these issues. Therefore Option 1 has very limited scope to address the key priorities of residents.

5.3 Delivering more homes and meeting housing need

5.3.1 This option will not deliver any new homes and will therefore not contribute to borough wide targets for new housing including new affordable housing.

5.3.2 The Austin Road estate provides a mix of 1, 2 and 3-bedroom homes, with the majority of tenanted homes being 1 and 2 bedroom homes. There is no opportunity within this option to change the mix of housing or internal layouts on the estate to better meet the needs of current residents.

5.3.3 There are currently 2229 households seeking affordable housing in the borough, and the Local Plan targets 1674 new homes a year. This option will not contribute to addressing current need or delivery targets.

5.4 Addressing the quality, performance and long-term viability of existing homes

5.4.1 Based on the analysis set out at 3.8 of this report, it is concluded that, from a financial performance perspective, the homes at Austin Road will continue to perform poorly over the next 30 year life of the buildings and are non-viable on this measure as they have a negative NPV.

5.4.2 The fuel poverty regulations require dwellings to meet an energy efficiency standard of C under the Energy Performance Certificate (EPC) ratings 2030 (a SAP range of 69 – 80 points). The current stock has poor energy efficiency performance as evidenced by EPC data. EPCs

are required when a home is constructed, sold or let. Ratings range from A (most efficient) to G (least efficient). The existing properties at Austin Road, based on EPC data available suggest ratings are currently in the range D to F.

5.4.3 From a resident perspective a key finding from the recent engagement exercise, in relation to quality of existing homes, was a lack of private amenity space. 81 of the 171 households (47% of respondents) to the consultation do not have access to a private garden or balcony. In addition of those responding that do have access to private amenity space, 16 households (18% of respondents) don't make use of their garden or balcony, commenting that it isn't private or large enough, or they have safety concerns related to ASB and crime or condition. Option 1 will not address this key concern.

5.5 Delivering wider regeneration benefits

5.5.1 The Austin Road estate, given its proximity to the Town Centre, should be seen within the wider ambition for Hayes. Whilst Option 1 will create a better living environment for residents, there is unlikely to be much scope to deliver wider physical change.

5.5.2 Delivering socio-economic benefits are not a key feature of stock investment programmes so this option won't, of itself, be designed to deliver such benefits.

5.6 Summary of Option 1

5.6.1 Option 1 has been assessed against the priorities as follows:

PRIORITY	DOES OPTION 1 ADDRESS THE PRIORITY?	COMMENTARY
Resident priorities	NO	The key priority for residents is the estate environment which currently contributes to significant safety concerns. The current stock investment programme does not include any works to address the estate environment.
Delivering more homes and meeting housing need	NO	Not possible to deliver any new homes or address current housing needs on the estate or wider borough wide housing needs.
Addressing the quality, performance and long-	PARTIALLY	Stock investment programme will address on-going maintenance and deliver benefits

term viability of existing homes		to residents over time. Stock performance in NPV terms will continue to be negative.
Delivering wider regeneration benefits	NO	The stock investment programme is not designed to deliver regeneration, only to ensure on-going maintenance and compliance. Physical change and socio economic benefits limited.

6 Option 2 – Retain stock and invest PLUS infill development and environmental improvements

6.1 This option involves the Council retaining the existing housing stock and investing in line with the current planned investment programme. At Austin Road, this comprises £8.38m of costs identified within the current stock condition survey (an average of £46,028 per unit) extracted from Keystone and £2.11m of additional exceptional extensive costs (an average of £11,603 per unit). The other identified major works categorised as additional costs include; sprinkler and alarm systems, booster pump renewals, major concrete repairs, roof and guttering.

6.2 In addition to stock investment, within this option, we have looked at the feasibility of providing additional benefits such as delivering estate environment improvements and new homes on vacant estate land. These are typical additional benefits that might be considered when looking to retain existing stock.

6.3 Resident priorities

6.3.1 The key finding from the recent engagement exercise was a striking dissatisfaction with living on the estate, mainly due to concerns around anti-social behavior and safety. The results of the recent resident engagement exercise are summarized in section 3.6 of this report.

6.3.2 The current planned stock investment programme does not include measures to address these issues. We have, within this option, considered the deliverability of estate improvements to address residents' concerns. This is the key difference between Option 1 and Option 2. PTE has considered a number of measures which are set out below.

- **Security**
 - Install additional CCTV, covering more parts of the Estate
 - Install additional security doors and gates
 - Upgrade existing secure doors, such as those to resident storage areas
- **Open Space and Landscaping**
 - Provide new planting to existing open spaces to improve resident's experience
 - Works to reduce fly-tipping
- **Play Area**
 - Move the play area to a more secure and overlooked part of the Estate
 - Renew the existing play equipment
- **Resident movement/accessibility around the Estate**
 - Provide additional / improve the lighting of circulation spaces
 - Better rubbish management to keep routes clear of bins
 - Block off or provide security doors to hidden corners

- Additional secure doors to storage areas and refuse chute rooms
- **Homes**
 - Addressing overheating
 - Addressing damp ingress/leaks
 - Addressing acoustic performance (difficult to solve)

6.3.3 It should be noted that a number of interventions, including security measures such as CCTV and additional external lighting, have already been implemented at Austin Road with limited success. Residents have acknowledged that further measures would not fundamentally resolve issues.

- Residents noted that additional security doors could contribute to the existing cyclical maintenance regime of repeatedly repairing damaged doors.
- Residents highlighted that additional planting had previously been incorporated within communal areas, only to be subsequently damaged or removed. Furthermore, new landscaping and planting to existing open spaces in itself, will not prevent these areas being used as gathering spaces at night.
- Although the proposal of installing play equipment within the courtyard spaces was well received by some residents, a number of comments highlighted the potential conflict with these area being used as gathering spaces at night and the associated antisocial behaviour that has been reported.

6.3.4 Option 2 is therefore considered to have the potential to only partially address resident priorities.

6.4 Delivering more homes and meeting housing need

6.4.1 In-fill development has been considered for Austin Road but due to the nature of the estate it is not possible to provide new homes without demolition of existing homes. There is no feasible vacant land as illustrated below:



Austin Road Site Plan illustrating existing buildings layout and lack of vacant land for infill development

6.4.2 Therefore, as is the case for Option 1, this option will not deliver any new homes and will therefore not contribute to borough wide housing need or targets for new housing including

new affordable housing. Likewise there is there is no opportunity within this option to change the mix of housing on the estate to meet the needs of current residents.

6.5 Addressing the quality and viability of existing homes

6.5.1 Based on the analysis set out at 3.8 of this report, it is concluded that, from a financial performance perspective, the homes at Austin Road will continue to perform poorly over the next 30 year life of the buildings and are non-viable on this measure as they have a negative NPV.

6.5.2 The fuel poverty regulations require dwellings to meet an energy efficiency standard of C under the Energy Performance Certificate (EPC) ratings 2030 (a SAP range of 69 – 80 points). The current stock has poor energy efficiency performance as evidenced by EPC data. EPCs are required when a home or constructed, sold or let. Ratings range from A (most efficient) to G (least efficient). The existing properties at Austin Road, based on EPC data available suggest ratings are currently in the range D to F.

6.5.3 From a resident perspective a key finding from the recent engagement exercise, in relation to quality of existing homes, was a lack of private amenity space. 81 of the 171 households (47% of respondents) to the consultation do not have access to a private garden or balcony. In addition of those responding that do have access to private amenity space, 16 households (18% of respondents) don't make use of their garden or balcony, commenting that it isn't private or large enough, or they have safe concerns related to ASB and crime or condition. Option 2 will not address this key concern.

6.6 Delivering wider regeneration benefits

6.6.1 The Austin Road estate, given its proximity to the Town Centre, should be seen within the wider ambition for Hayes. Option 2 has some limited scope, as described above at 6.3, to deliver physical change that addresses some resident concerns and provide an improved estate environment.

6.6.2 Delivering socio-economic benefits are not a core feature of stock investment programmes (beyond the benefits to residents of improved housing conditions) so this option won't, of itself, be designed to deliver such benefits. However it is entirely possible to design bespoke programme of intervention, outside of any physical/design interventions, based on local socio-economic needs to address specific issues.

6.7 Summary of Option 2

6.7.1 Option 2 has been assessed against the priorities as follows:

PRIORITY	DOES OPTION 2 ADDRESS THE PRIORITY?	COMMENTARY
Resident priorities	PARTIALLY	The key priority for residents is the estate environment which currently contributes to significant safety concerns. The current stock investment programme does not include any works to address the estate environment. However a number of estate improvements have been identified that might partially address the concerns. This is considered a partial measure because full estate remodeling is not possible and there are limitations on what can be achieved.
Delivering more homes and meeting housing need	NO	Not possible to deliver any new homes or address current housing needs on the estate or wider borough wide housing needs.
Addressing the quality, performance and long-term viability of existing homes	PARTIALLY	Stock investment programme will address on-going maintenance and deliver benefits to residents over time. Stock performance in NPV terms will continue to be negative.
Delivering wider regeneration benefits	PARTIALLY	Some scope, albeit limited, to deliver physical change that addresses resident concerns and provides an improved estate environment. Wider socio-economic benefits limited.

7 Option 3 – Full redevelopment of the estate

7.1 This option involves the demolition of the estate providing replacement and additional new homes. The key principles of delivering such a scheme would include:

- Full consultation, including a ballot, with residents
- Replacement new homes for all residents
- Package of statutory financial compensation, disturbance costs and individual support for all residents
- Redevelopment delivered in phases with the aim of most residents only having to move once in order to minimize disruption

7.2 Resident priorities

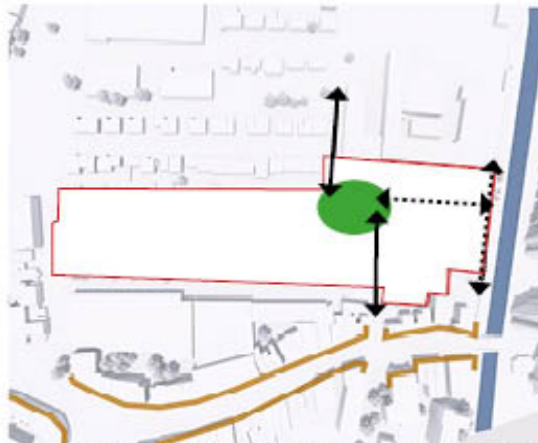
7.2.1 The key finding from the recent engagement exercise was a striking dissatisfaction with living on the estate, mainly due to concerns around anti-social behavior and safety. The results of the recent resident engagement exercise are summarized in section 3.6 of this report.

7.2.2 A full redevelopment of the estate would enable a fully comprehensive approach by removing these current issues and providing the following benefits that would address the key concerns of residents.

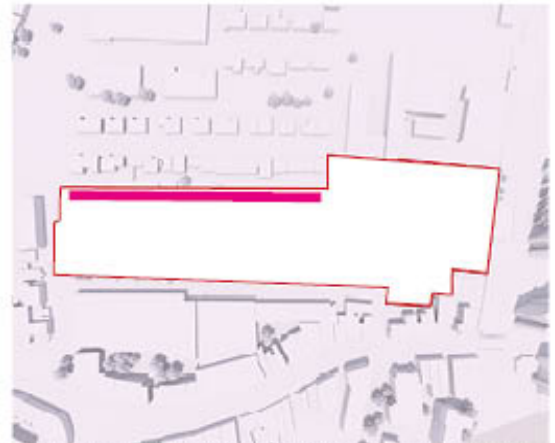
7.2.3 This option would be delivered to achieve the following design principles:

- A well connected and coherent street network which is overlooked, feels safe and incorporates landscaping.
- Car parking hidden under podium gardens with direct access to apartment buildings.
- An improved outlook to homes, orientated to face new streets and outdoor spaces, with no single aspect north facing.
- More and better-quality play and outdoor space, which is more accessible to residents and benefits from lots of passive surveillance. This will include private amenity space, communal gardens and public outdoor space
- A better connection to the high street which is legible, direct and creates a positive pedestrian experience
- Active frontage at ground floor level provided by communal and individual entrances.
- Family homes introduced along sensitive boundary with existing rear gardens, creating a frontage to the street.

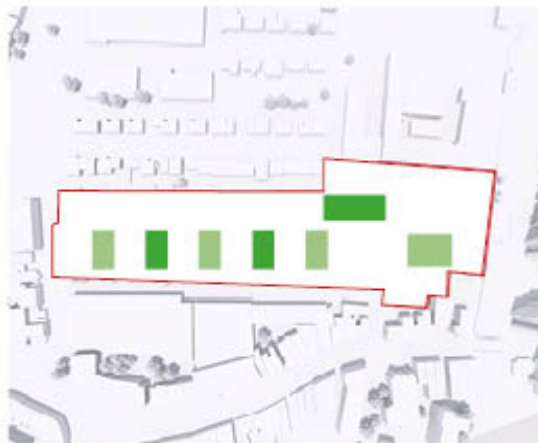
7.2.4 There are different ways of achieving these design principles. PTE have prepared a diagram below that illustrates one approach. Any scheme design will need to satisfy a range of design and planning considerations.



1. Better connections to the high street and canal which are legible, direct and create a positive experience for pedestrians



2. Family homes lining sensitive boundary with existing rear gardens - creating a frontage to the street



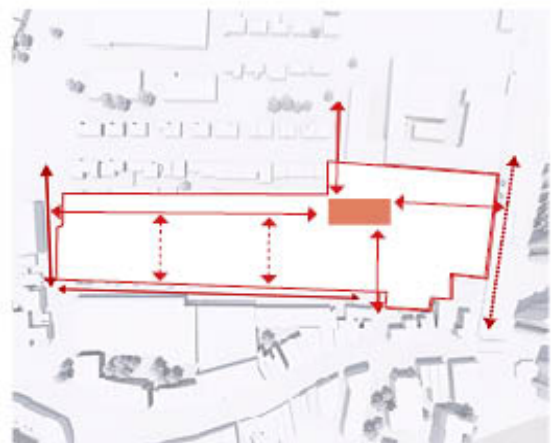
3. More and better quality outdoor spaces which are more accessible to residents and benefits from lots of passive surveillance



4. An improved outlook to homes with surveillance and active frontages at ground floor level



5. Car parking hidden from view under podium gardens with street parking limited to facilitate a high quality street with pedestrians prioritised over cars



6. A well connected and coherent street network which is overlooked, feels safe and incorporates greenery

Austin Road Site Diagrams illustrating redevelopment opportunities to address key resident concerns

7.3 Delivering more homes and meeting housing need

7.3.1 Initial capacity analysis from PTE suggest that redevelopment could provide replacement homes for all residents, plus additional new homes contributing to borough wide housing need and delivery targets.

7.3.2 Capacity analysis suggests a significant uplift in number of homes from 260 existing to circa 500 in a redeveloped estate, subject to planning. We would expect that the mix of homes will be different to the existing mix to address housing needs and increase the amount of family accommodation.

7.3.3 Option 3 is the only option with the potential to deliver more homes, including more family-sized homes, and therefore contribute to meeting housing needs.

7.4 Addressing the quality and viability of existing homes

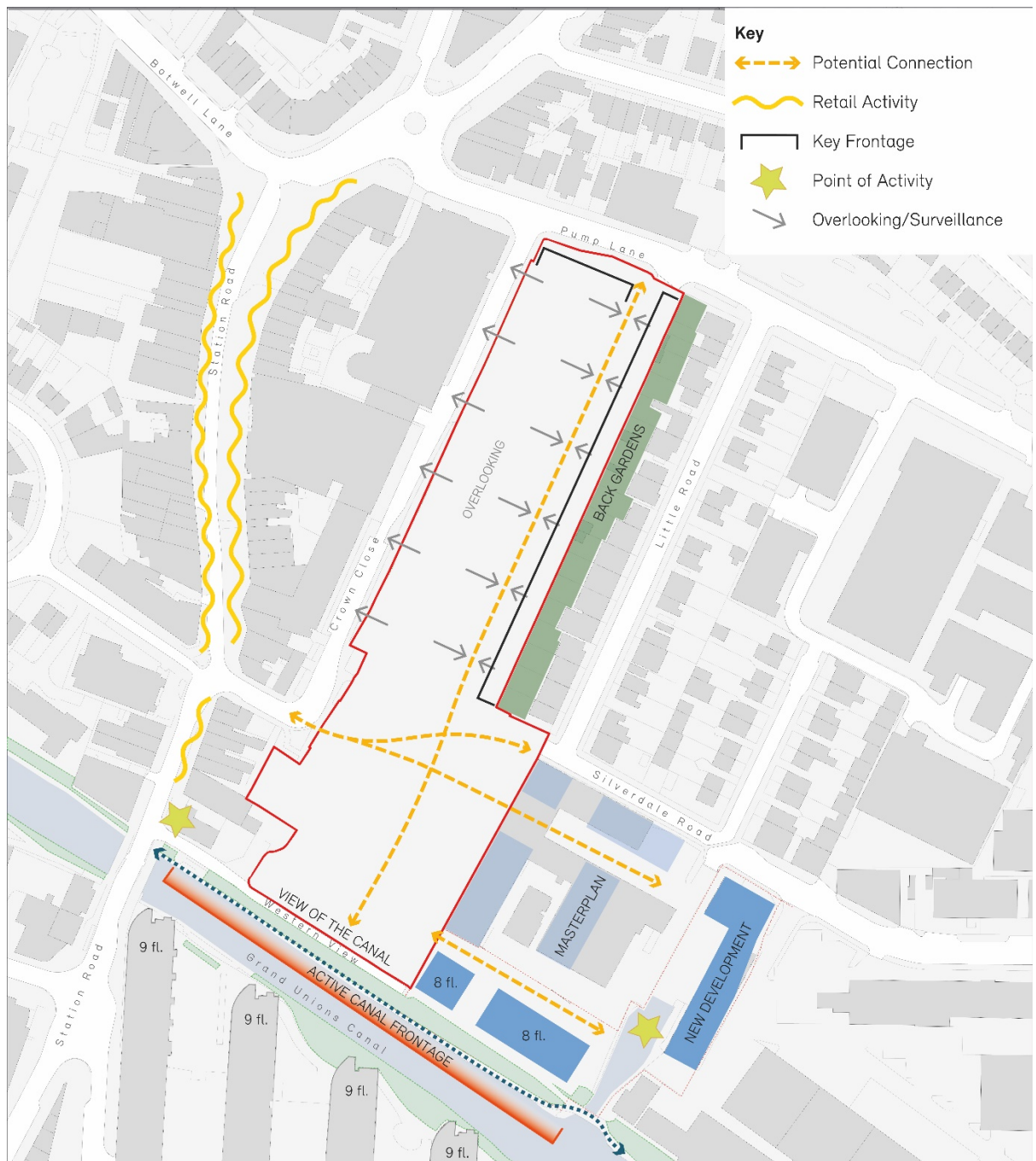
7.4.1 Based on the analysis set out at 3.8 of this report, it is concluded that, from a financial performance perspective, the homes at Austin Road will continue to perform poorly over the next 30 year life of the buildings and are non-viable on this measure as they have a negative NPV. Option 3 would remove these financial liabilities and provide new homes that would:

- Address concerns of residents (comfort, warmth, ventilation, great daylight and sunlight)
- Provide more energy efficient homes addressing both the carbon reduction and fuel poverty agendas, with homes that are cooler in the summer and warmer in the winter
- Deliver against a key resident priority for private amenity space; planning policy dictates that all new homes would be provided with private amenity space in the form of balconies or gardens
- Homes designed to modern space standards
- Every home will be an accessible homes with 10% wheelchair accessible
- Good levels of internal storage
- Homes with up to date levels of sound insulation to reduce noise and disturbance between home and from outside

7.5 Delivering wider regeneration benefits

7.5.1 The Austin Road estate, given its proximity to the Town Centre, should be seen within the wider ambition for Hayes. Option 3 has considerable scope, as described at 7.2, to deliver physical change that provides a vastly improved estate environment addressing key resident concerns.

7.5.2 In addition there is the potential to deliver further physical regeneration benefits as illustrated by the diagram prepared by PTE below:



Austin Road Site Diagram illustrating wider regeneration benefits

7.5.3 This option has the potential to deliver the following wider benefits:

- Helping to design out crime / improving safety and security for residents and neighbours
- Road and Street design which promotes a better balance of cars and greenery at ground level, with pedestrian prioritised over cars.
- A better connection to the high street which is legible, direct and creates a positive pedestrian experience
- Improved Austin Road with active frontage to both sides of street

- Improved pedestrian permeability through the site
- Improved connections to and setting of the Grand Union Canal
- Improved frontage and outlook on to Crown Close to mitigate rear of retail environment
- Improving neighbourhood environment

7.5.4 Option 3 has potential to deliver a range of socio-economic benefits for residents, associated with the physical changes, including:

- Training and jobs outputs through a major construction programme that would be guaranteed through any planning consent and also contractually with any construction/development partner that the Council might work with to deliver this option.
- The knock on benefits for individual households derived improved living and estate environments which might include better play and learning space both within the home and the estate; greater and better use of private and public amenity with associated health benefits; better community facilities generating.

7.6 Summary of Option 3

7.6.1 Option 3 has been assessed against the priorities as follows:

PRIORITY	DOES OPTION 3 ADDRESS THE PRIORITY?	COMMENTARY
Resident priorities	YES	The key priority for residents is the estate environment which currently contributes to significant safety concerns. Redevelopment provides an opportunity to address these concerns and provide an environment that designs out safety issues and delivers a living environment that produces far higher resident satisfaction.
Delivering more homes and meeting housing need	YES	A redevelopment of the estate is estimated to deliver 240 additional new homes contributing to meeting borough wide housing needs and housing delivery targets.
Addressing the quality, performance and long-	YES	Current stock is poor performing from a financial perspective and in terms of resident satisfaction. A redevelopment

term viability of existing homes		would provide new housing built to higher standards addressing long term viability and removing current landlord liabilities. Redevelopment would address key resident issues including the provision of private amenity space for all residents alongside an improved estate environment.
Delivering wider regeneration benefits	PARTIALLY	Redevelopment has the potential to provide a far improved public realm, and better/safer connectivity across the estate. A comprehensive regeneration project, via both contractual means and planning powers, has the potential to secure a range of socio-economic benefits for residents.

8 Conclusions

8.1 It is considered that the option to redevelop the Austin Road estate, in close consultation with residents, is the preferred option for the following key reasons:

- Feedback from residents is that there is considerable dissatisfaction with the estate, mainly due to the design of the estate and the poor environment
- Analysis of the estate design, by PTE Architects, substantiates residents' views
- There is limited ability to address the key concerns of residents through improvement works and indeed a number of measures have been implemented previously with little success
- The current housing stock, from a landlord perspective, is poor performing and unviable financially; Savills analysis
- Redevelopment provides greater opportunity to deliver wider regeneration benefits