

New Homes Resident and Community Consultation Guidance

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TWO RIVERS HOUSING NEW HOMES RESIDENT AND COMMUNITY CONSULTATION GUIDANCE

1. Statement of Intent

- 1.1 Two Rivers Housing (TRH) aims to involve residents of the communities it serves in the development of new affordable homes and new homes purchased by the Company, by adopting a proactive approach to resident and community consultation.
- 1.2 TRH recognises that where new affordable homes are being provided through the planning system as part of a larger private development, it will be unable to insist on resident and community consultation in line with this guidance as this will be out of TRH's control. However, TRH will endeavour to encourage resident consultation and will inform residents of development proposals where TRH are involved.
- 1.3 TRH acknowledges that the National Planning Policy Framework and Allocations Plans will influence the way planning applications are considered. Consideration will be given to local policies prior to the commencement of consultation and where applicable local residents will be advised of any requirements that need to be addressed through the consultation process.

2. Consultation Objectives

- 2.1 The objectives of the consultation process are:
 - a. To seek the views of residents in the communities in which TRH is proposing to develop new homes.
 - b. To seek the views of residents who are living in homes that have been identified for demolition to enable new homes to be designed to meet their current and future needs.
 - c. To provide an insight into local community issues, which may impact on the development proposal and long-term sustainability of the development.
 - d. To inform the design process for new developments and ensure new developments will meet local needs in terms of housing tenure, size and layout.
 - e. Endeavour to build a consensus of opinion on any proposals and allow the voice of development supporters to be heard as well as objectors.

- f. Endeavour to mitigate objections to development proposals and planning applications.
- g. To foster community links and partnerships that will continue to grow following the completion of any development.

2.2 This guidance aims to provide a guide to the minimum amount of consultation that will be undertaken, further consultation meetings may be required, and this will be assessed on a case-by-case basis.

3. Structure of Consultations

3.1 Where development is being undertaken on a new site which is included within the development boundary and where no housing was previously provided, there will be a minimum of a four-stage consultation process.

- a. Stage 1 consultation will be with the Local Authority (LA) to confirm the housing need within that location. This will inform the mix of housing type and tenure that is proposed for the site.
- b. Stage 2 consultation will be with the Parish or Town Council. This will take the form of a presentation and their comments and feedback will be sought.
- c. Stage 3 consultation will be in the form of a public meeting held with local residents prior to the submission of a planning application.
- d. Stage 4 consultation, will be in the form of an advisory newsletter and local publicity working alongside our selected contractor prior to the commencement of construction work on site

3.2 Where development is being undertaken on an exception site where a housing needs survey has been completed and a site selected by the Parish Council, there will be a minimum of a four-stage consultation process.

- a. Stage 1 consultation will be with the Local Authority and the Rural Enabler for the area (if applicable) to check the housing needs survey is accurate. This will inform the mix of housing type and tenure that is proposed for the site.

Stages 2 to 4 are as 3.1 above

3.3 Where development is being undertaken on an exception site where a housing needs survey has been completed but no site selected by the Parish Council, there will be a five-stage consultation process.

- a. Stage 1 consultation will be with the Local Authority and Rural Enabler for the area (if applicable) to check the housing needs survey is accurate. This will inform the mix of housing type and tenure that is proposed for the site. The LA and Rural Enabler will put a call out for landowners to bring forward potential sites for development. They will also introduce TRH to the Parish Council.
- b. Stage 2 consultation will be when the LA and Rural Enabler will seek guidance from the Planners on the suitability of the sites. The LA and Rural Enabler will provide feedback from the Planners and discuss any specific requirements the LA may have relating to site selection processes. If the Parish Council cannot agree on a site to take forward the LA or Rural Housing Enabler will intervene and lead the site selection process.
- c. Stage 3 consultation happens once a site has been selected. TRH will consider the feasibility of the site and if deemed suitable, TRH will present the layout and house type proposals to the Parish Council for the site and request feedback. The LA and Rural Enabler will be invited to attend.
- d. Stage 4 consultation will be in the form of a public meeting held with local residents prior to the submission of a planning application.
- e. Stage 5 consultation, will be in the form of an advisory newsletter and local publicity working alongside our selected contractor prior to the commencement of construction work on site

3.4 Where development is being undertaken on a regeneration site, where existing houses are to be demolished and residents decanted (involved residents), there will be a four-stage consultation process.

- a. Stage 1 consultation will be a one-to-one meeting with the residents involved to advise them of the general proposals for redevelopment and seek their views. This meeting should be also attended by the Neighbourhood Housing Officer. This meeting will provide an opportunity for the Decant Policy to be discussed. The TRH Tenant compensation and payments policy may also apply
- b. Stage 2 consultation will be a group meeting with all involved residents to discuss potential scheme layouts. This stage 2 consultation will provide an opportunity for involved residents to be briefed in the design and planning process to enable informed decisions.

- c. Stage 3 consultation will be in the form of a public meeting held with local residents prior to the submission of a planning application to advise them of feedback on how their comments have been incorporated into the final scheme layouts, prior to the submission of a planning application.
- d. The Stage 4 consultation again in the form of a public meeting held with local residents; will be held prior to the commencement of construction work on site. This will include feedback from the Stage 2 consultation in the format of 'You said we did' e.g. what has changed as a result of the first consultation meeting.

4. Consultation Content

4.1 Resident consultation will seek views on the following issues relating to TRH development proposals:

- a. The nature of the proposed scheme.
- b. The proposed site layout design.
- c. The design and aesthetic appearance of the proposed homes, including the use of existing and new technologies to improve the energy efficiency of the new homes.
- d. The amenities the development will provide (e.g. play space, parking etc.).
- e. Highway design, vehicular and pedestrian movement and safety.
- f. The construction process and management; particularly related to considerate constructor issues.
- g. The mix and tenure of the proposed dwellings, although this may be determined by housing need data provided by the local authority.
- h. The number of dwellings provided; again, this is likely to be determined by housing need data, planning policies, and economic conditions.
- i. Where homes are being demolished TRH will work with residents to review preferences around internal layouts and external appearance and will take these into account where there is no conflict with local planning policies, building regulations or Homes England design and quality standards where applicable. TRH will attempt to take on board resident views where possible.

5. Managing expectations

- 5.1 TRH recognises the importance of managing expectations when undertaking resident consultations to ensure the maximum benefit is obtained. To achieve this the following process will be undertaken for all resident consultations:
- a. TRH's Vision and Values will be explained.
 - b. Planning policy and highway design implications, and the restrictions these place on any development proposals will be explained.
 - c. Housing need data will be shared to support the mix and type of dwellings proposed.
 - d. The Homes England's and Local Authority funding restrictions which influence the development proposal will be outlined.
 - e. A briefing statement covering the key impacts on the development will be prepared in advance of any consultation to ensure consistent and accurate information is communicated.

6. Method of Consultation

- 6.1 It is proposed the following people will attend the consultations:
- a. TRH's Head of Development / Development Managers / Technical Officer / Development Officer / Development Coordinator.
 - b. TRH's Neighbourhood Team Leader / Housing Officers
 - c. Consultant project architect
 - d. Contractor representative once appointed
 - e. A Local Authority Housing Team representative will also be invited to the consultations
 - f. Rural Enabler when a rural exception site is being discussed.
- 6.2 There will also be a questionnaire prepared by the project team to seek residents' views on specific issues related to the development proposal. This will provide people with the opportunity to submit and record their views on an anonymous basis. The questionnaire will also provide a system for collating comments.

- 6.3 The findings of the questionnaire and views raised throughout the consultation will be evaluated by the project team to:
- a. Establish how, and if, the issues raised can be incorporated into the development proposal.
 - b. Assess the viability and impact of incorporating the requirements.
 - c. Agree an action plan and
 - d. Feedback to residents at the final consultation event

- 6.4 The findings of the consultation(s) will be compiled in a Community Consultation Statement which will form part of the planning application submission.

7. Fitness for Purpose Approach

- 7.1 This guidance sets out TRH's approach to resident consultation for new development proposals. However, TRH recognises that additional consultation may be appropriate and necessary depending on the outcome of the initial consultation stages.
- 7.2 Where there are a large number of concerns expressed about the items on which TRH are consulting during the initial consultation stages, TRH and the project team will undertake a further consultation to present revised proposals.
- 7.3 Where a small number of residents have specific concerns relating to the issues on which TRH are consulting, and the revised design does substantially alter the proposal presented at the initial stages of consultation, further consultation will be undertaken on an individual basis.
- 7.4 Where a large number of concerns have been expressed about construction activity and management, a further consultation meeting will be held to present method statements to the residents.
- 7.5 Where concerns have been expressed in relation to construction activity and proposals have been agreed with residents to address these concerns, TRH and the project team will offer to hold future review meetings with the residents.

8. Equality Analysis

- 8.1 To encourage maximum participation the consultation will be an informal drop-in surgery running from late afternoon through to early evening to ensure flexible times are available for people to attend and raise their specific observations and concerns in a more relaxed environment.

8.2 Publicity for the consultation event will be distributed in a manner appropriate to the size and impact of the proposed development and a minimum of 2 weeks in advance of the event. This may be via leaflet drop, posters, social media or articles in the local press.

8.3 Publicity material will make it clear that where attendance is not possible due to disability or other commitments copies of relevant plans can be sent by post or where possible individual meetings will be arranged.

9. Continuation through a pandemic

9.1 Face to face consultation was restricted during 2020-2021 due to Covid-19 and could be again in the future, therefore TRH's consultation guidance needs to be sufficiently flexible to adapt to virtual consultation if required.

9.2 When it is not possible to arrange face to face consultations, the following should be applied:

- a. Telephone or Microsoft Teams video consultations with individuals as and when required.
- b. Virtual consultation on proposed planning applications should be carried out giving local residents the opportunity to comment on the proposals and feedback through the generic Development Team email address (development@2rh.org.uk).
- c. Consultation with the Parish/Town Council virtually may still go ahead as well as maximising the opportunity to inform local residents through the standard Parish / Town Council newsletters.

9. Implementation

9.1 It is the responsibility of the relevant TRH employees to ensure that their work is carried out in line with this guidance and any related procedures. TRH employees have a right to expect its Zero Tolerance Policy to apply to any public consultation process.

9.2 TRH will ensure that this guidance and the procedures attached to it are implemented by suitably experienced and qualified employees.

9.3 TRH will ensure that this guidance and the procedures attached to it are implemented in accordance with its Decant Policy.

9.4 TRH will ensure that this guidance and the procedures attached to it are implemented in accordance with its Equality and Diversity Policy.

9.5 TRH will ensure that this guidance and the procedures attached to it are implemented in accordance with its Customer Satisfaction Strategy.

10. Monitoring

10.1 The Head of Development reporting to the Corporate Director of Property is responsible for monitoring this guidance to ensure that it is being correctly applied.

11. Review

11.1 The Board of Management will be responsible for ensuring that reviews of this guidance are carried out.

11.2 TRH will undertake regular reviews of this guidance, the procedures related to it and staff training needs, to ensure that it continues to operate in line with best practice and that service improvements are made and implemented.

11.3 There will be an automatic review of this guidance whenever there is a change of policy from the government or Homes England, or a change to legislation. The guidance will also be reviewed when other information becomes available that will impact on it.