



Courtesy: Sadie Morgan (dRMM), Alicia Booth (LB Croydon), Selina Mason (Lendlease) & Luke Riley (Swan Housing)

Delivering Housing Quality

04/06/2020

- **Great design quality holistic, providing identity and a sense of belonging for residents.** People should feel that they are cared for by their surroundings. We seem to really struggle in learning lessons, we need to be humble and learn. The Quality of Life Foundation will develop ways to gather real time residents' experience of their homes which can identify homes of good quality and feed back into better design.
- **Quality is under pressure in the drive to make the most of the land available.** This means ensuring quality is more important than ever, and how spaces are managed after handover must be integrated from the outset. Design needs to be both scrutinised and safeguarded. Good schemes start with a team who take time to understand each other and stay on the journey together, holding the vision for the scheme as a golden thread through all of the stages.
- **Residents are the missing voice when it comes to design and less affluent communities are getting worse design** - so get the fundamental starting point for the design from the community. Go on an 'urban safari' walk and talk audit to see the local area as residents see it and understand the history of the area. Ensure statements of community involvement have teeth!
- **Good quality permeates all scales of development.** The masterplan and infrastructure should be the framework within which places can thrive. Spaces between buildings can be contested and complex and need particular attention. Common parts should show residents that their wellbeing matters, with views out to nature and daylight spaces which are a joy to use. Apartments should have spaces which lift the spirits and views through to the outside. Good housing creates space for activities and is flexible to allow for changes to occupants and lifestyles over time. We also need to be designing for zero carbon now to ensure homes will retain their quality in the longer term.
- **Good policy and tools at City and borough level help ensure design does not suffer through the planning and post planning stages.** Expertise in house will ensure design is given sufficient attention and will help departments co-ordinate and balance the full range of perspectives.
- **Good design includes quality of both materials and the supply chain.** Modular build can be used but the quality has to be exemplary with interesting built form. Custom build changes the dynamic between designers, clients and future residents to provide homes which are tailored to their occupants. Choice can democratise design and provides an opportunity to provide visual interest within the neighbourhood.



Speakers:

Attendees: 70

Sadie Morgan OBE, Director, DRMM and Mayors Design Advocate

Elliot Kemp, Policy Team Leader

Design, Heritage & Housing, GLA

Alicia Booth, Senior Placemaking Project Officer, LB Croydon

Irene Craik, Director, Levitt Bernstein

Selina Mason, Director of Masterplanning, Lendlease

Luke Riley, Project Director, Swan Housing

Steve McAdam, Director, Soundings

Kruti Patel, Associate, Metropolitan Workshop