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26 August 2021

Eastfields consultation Questions & Answers

No.	Questions	Answers
	Parking	
1	Why have you changed the plans not to have a parking space for the houses? You told us this when the plans removed garages and balconies.	Depending on which side of a mews or street they are on, houses have either on-street or on-plot parking. This design creates a streetscape, which isn't dominated by vehicles. Note the on-street parking is on an adopted road, and therefore the space cannot be dedicated to the house. This could change if residents support the introduction of a Controlled Parking Zone.
2	How many electric car charging points will there be and will the houses have their own electric car charging points?	As part of the parking strategy we propose 11 double electric vehicle charging points and one single charging point across phase one, so 23 charging points in total. Please see the Eastfields Parking Strategy for reference. In accordance with current policy, 20% of parking spaces will have electric vehicle charging points installed from the outset. The remaining spaces will be designed as 'passive' electric vehicle charging bays, which means they have potential to be converted into points in the future as a greater proportion of cars on the road become electric.
3	What plans do you have for car parking during construction and after the homes are built as currently, there is not enough parking on the estate? It will be worse when more homes are built.	During Construction of Eastfields Phase 1A a strategy is being developed. The parking strategy after construction is outlined in the attached document. Note, this is policy compliant and meets the Public Transport Accessibility Level (PTAL) rating etc.
4	What provision is there for parking with houses?	The Mews houses on the link streets have on-street or on plot parking, depending on what side of the road they are on. This design is to maximise the streetscape area, and minimise the footprint of cars.



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5	Will there be drop off areas for 2 bedroom maisonettes as parking is far away?	Drop off could be made available, but not parking - the parking is not far away.
6	Most of the families we know have a minimum of two cars per household. Is there provision for this?	Our transport study showed that on average car ownership is less than 2 vehicles per household. There isn't space for 2 vehicles per household on Eastfields and, more importantly, any scheme with those numbers would not secure planning approval. The GLA in particular are very keen to see car parking numbers kept to a minimum. Here at Eastfields we have tried to include as many car parking spaces as was permitted.
7	Will current residents be able to park during this phase?	Resident parking will still be available during the regeneration.
8	Will we need parking permits or will parking spaces be free? Are parking spaces assigned to individual homes?	Parking spaces are currently free but they do not belong to any one household (except houses with on-plot spaces). There should be plenty of parking near your home, particularly for the houses. When Phase 1 is finished there may be a Controlled Parking Zone (CPZ) in place but this is still being worked through. This would give residents more control over the parking in their area, but It will only go ahead if residents support it.
9	Is the number of parking spaces fixed and does this include visitor parking?	The number of parking spaces is fixed and that number includes visitor parking. There is provision for visitor parking.
	Material choices	
10	Will we be given choices for internal fixtures i.e. kitchen/ bathroom and floor coverings in the living space as the option shown is very dark?	There will be a choice of colours and fittings. The ranges on offer will be developed and agreed with the Eastfields Residents Steering Group
11	Will the new homes be sound	All homes will be built to a high standard and include testing of sound transmittance during construction to



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	proofed and will the windows be triple glazed?	ensure mitigation and design measures are applied in practice. The windows will be double-glazed, meeting all dB and acoustic requirements.
12	I dislike the dark mix brick that you will use on the tallest of the blocks. This will make these structures look more imposing than they may do if built with a lighter shade of brick. Where these tall blocks create shadows, using dark brick will make the area look even darker than is necessary.	We will be happy to look at brick colours. We can look at the mortar colour also, as this makes a big difference to the perception of light and dark overall tones to the façade. This is something we can detail with the Eastfields Residents Steering Group.
Energy & Air Source Heat Pumps		
13	Why have you introduced Air Source Heat Pumps? We would prefer to have electric boilers and heaters; will we be given a choice? What are the thought processes behind the choice of energy sources?	A key concern has been to develop and design a Net Zero Energy solution for Eastfields that is sustainable and offers manageable energy costs to residents. Air Source Heat pumps have been chosen because, when connected to a green energy source, they offer a carbon zero energy solution. They are also particularly effective when combined with new homes built with good insulation and underfloor heating, as will be the case at Eastfields. There is a good article on the pros and cons of air source heat pumps here: https://www.theguardian.com/money/2021/oct/23/air-source-heat-pumps-how-the-costs-and-savings-stack-up
14	Can the new heating system be controlled in different rooms? Will it be possible to reduce or	Yes. The new heating system uses underfloor heating: there is a 'manifold' (series of on/off taps) that allows for flexibility. Each home will have a meter, allowing the user to know in real time what their predicted bill will be and to adjust accordingly. You will pay for the energy you use, no



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	increase the temperature of the home and thus save on bills, charged on the heat detection?	more and no less, plus a proportional amount to meet the maintenance costs of the system itself.
15	Who pays for the maintenance of the new heating system?	If you are the homeowner, you will be responsible for the maintenance of the heating system, as you are now. However, in the first year after construction if anything goes wrong, the house builder is obliged to return and fix it; this usually applies within a set period.
16	How will the Air Source Heat Pumps be maintained?	Air Source Heat Pumps require an annual service as a traditional boiler would. They are not difficult to maintain and there are contractors who already maintain the equipment; it will become more common to service them and more people will do it in the future.
17	I have grave concerns regarding the heating system you intend using. I have done some research into the Air Source Heat Pump system, and it has some very worrying aspects about it. Firstly, it only matches the running costs of other home heating systems, therefore it doesn't save the consumer any money.	<p>The homes will use much less energy than existing building stock as they will be highly insulated and use high performance double glazed windows, so there will be a reduction in the amount of energy you consume.</p> <p>For the average home, the running costs will be similar initially to a gas boiler. The homes planned for Eastfields will be new and built to a much higher standard of insulation and airtightness than the average home. They have been designed specifically to use air source heat pumps, including the introduction of underfloor heating. As gas boilers are being phased out by Central Government, heat pumps will, over time, replace gas and electric boilers for the great majority of UK homes.</p> <p>Importantly, they offer a low or zero carbon energy solution.</p>
18	Do the Air Source Heat Pumps have a lower output temperature than conventional boilers?	The heat is provided differently from how a traditional gas boiler works. A traditional boiler uses a lot of energy to heat up water, which is then "topped up" through the day as the water cools down. Heat pumps provide heat more evenly, without the peak energy use and temperatures, you see when you turn your boiler on.
19	I understand the hot water temperature is lower than from a	For the flats that are connected to the communal system, there is no hot water storage inside the homes. This is taken care of centrally in the communal plant rooms. For the houses with their own Air Source Heat



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	<p>traditional boiler, also there is a need for a bigger hot water tank. Where will this be situated in your plans? I cannot see any space given over for them in the plans you have issued.</p>	<p>Pumps there will need to be a hot water store in the homes. We will ask our architects to produce a drawing to show the location of these hot water tanks in the houses,</p>
20	<p>The heating system is less effective in the winter due to the cold temperatures. What is the point of having a system that is inefficient to use in the winter, the very time you need the system to work at its best and to give a good level of heat?</p>	<p>Almost all heating systems are less efficient on cold days, including heat pumps. From a carbon perspective, they are more efficient than gas boilers in all temperatures. Also, it is important to look at the year as a whole, a modern home due to its high performing fabric uses about one-third of annual heat for space heating and two-thirds for hot water compared to the average home.</p>
21	<p>The Air Source Heat Pump unit can be noisy, if you are installing hundreds of these across the estate, the noise level will be unbearable.</p>	<p>Communal blocks have central units with Air Source Heat Pumps on roofs. The acoustics will be shielded and won't affect homes. Houses will have individual Air Source Heat Pumps. Low noise equipment is being specified and good design of the homes themselves will mitigate acoustic concerns.</p>
22	<p>Will freeholders be expected to pay for the maintenance and repair of these Air Source Heat Pump units? It will be extremely expensive to repair, as there will be a lot less central heating engineers who have been trained</p>	<p>Freeholders will be responsible for the maintenance and repair of the Air Source Heat Pump in their home, as they are for their current heating systems. Heat pumps, because they are based on electric motors, are much simpler to service and repair than a gas boiler. There are already many companies offering servicing, and this will increase as we see a national switch away from gas boilers to heat pumps.</p>



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	to fix or fit them, meaning the cost will spiral for any repair/ replacement needed.	
23	<p>The cost of installing the Air Source Heat Pump units is far more expensive than fitting a new boiler, yet they have the same life span. This means you expect freeholders to pay out £8,000 on average if the unit needs to be replaced, rather than the £3,000 which is the cost for a new boiler at the moment.</p>	<p>Gas boilers will not be allowed to be replaced if installed now, so if we don't fit Air Source Heat Pumps now, freeholders would be left with a much more expensive bill in the future to change from a gas boiler with radiators to an Air Source Heat Pump with underfloor heating which would mean changing all the floors and ceiling voids in a house.</p>
24	<p>Can freeholders be given a choice as to whether these Air Source Heat Pump units are fitted? Could we not have the choice of having electric run boilers and radiators instead?</p>	<p>This is not being offered as an option for individual homes.</p>
25	<p>There is a need for underfloor heating with the Air Source Heat Pump system. If there is an issue with the under floor elements, it will mean taking up the entire flooring to locate and fix any</p>	<p>Underfloor heating is a widely used product, with good evidence of its durability. Leaks from radiators and related hot water pipes are far more likely to occur. Maintenance is only for the plant equipment in the cupboard/ outside.</p>



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	issue. This will be very costly.	
26	Can we have carpet with underfloor heating systems? Many residents would prefer having carpet underfoot, rather than laminate flooring.	Carpet is fine with underfloor heating but will reduce the heating effect slightly as you have to heat the carpet as well. When choosing carpet make sure it is not foam backed.
27	Is the underfloor heating electric or hot water fed?	The underfloor heating will be hot water fed with virtually no maintenance because the pipes are within the floor.
28	Will there be air conditioning in the new homes?	No. The new homes will include Mechanical Ventilation with Heat Recovery (MVHR). This is a continuous source of ventilation that extracts stale, moisture-laden air from a building and resupplies fresh, filtered air back in, resulting in a comfortable and condensation free environment all year round.
29	Will there be any solar panels on the buildings at Eastfields?	Yes. We will be including photovoltaic panels, producing carbon free energy, on many of the roofs across Eastfields. The energy produced will be used for the communal areas.
	Design & Layout	
30	Is there an option to separate the kitchen/ living space in the houses?	Yes, we can look at how the living and kitchen space can be adapted.
31	Is there less storage in a 3-storey house in your plans? Currently, we have two huge cupboards on two landings in our homes plus the storage space under the stairs. In your plans, you only have one	The proposed new homes will have the same or more built in storage as your current homes.



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	storage area on the top floor.	
32	Will showers be installed in the bathroom	Yes, over bath showers will be installed as standard in all new homes.
33	The bathrooms in the one bedroom flats look like they are next to front door. Will people be able to see through the frosted glass?	The doors are solid, and you wouldn't be able to see through any frosting. There will be no loss of privacy.
34	As a homeowner what improvements can I make internally and structurally; when can changes be made?	You are the full freeholder or leaseholder and are free to make changes, but please note any changes could be subject to building control and may require planning permission. This will require you to liaise carefully with the London Borough of Merton. The main reason for this is to ensure your own safety and that you are not removing structural elements of the building you live in, particularly in terms of fire safety and compartmentalisation.
35	Can we convert the attic space into a fourth bedroom, if needed?	You can apply to Merton Council's planning and building control teams in the normal way to seek consent to make the desired alterations. Please note, the roof space is not designed to take the load of an additional floor and your builder would need to make structural changes to the roof, and construct a new floor separate from the ceiling support.
36	Can I pay to have a bespoke configuration in the house as I am not keen on the layouts?	This will not be possible during construction. When you take ownership of your new home you will be able to adapt as you would like, subject to necessary planning and building control requirements. You should note the homes have been designed as they are to meet all structural, fire compartmentalisation and space standard requirements.
37	In house type1 is the wall between the kitchen and stairs structural? Can it be removed?	The staircase in house type 1 is fully enclosed on all levels with fire rated doors and partitions to ensure anyone on the top floor can escape safely in case of a fire. We are therefore not proposing removing this wall.
38	Are the new living rooms narrower	This varies for the different types of houses and maisonettes.



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	<p>than the existing ones?</p>	<p>Existing 3-bedroom, 5 person houses have living rooms measuring 3.5m x 4m (14sqm)</p> <p>The living rooms in the proposed layouts measure:</p> <ul style="list-style-type: none"> • 3-storey house = 3m x 5.3m (16sqm) • 2-storey house = 3.3m x 4.1m (13.5sqm) • Maisonette Type 1 = 3.5m x 3.8m (13.5sqm) • Maisonette Type 2 = 3.5m x 5.7m (20.3sqm, including dining area) • Maisonette Type 3/4 (stacked) = 3.6m x 4m (14.4sqm)
39	<p>As a 4-bedroom homeowner, will there be any 4-bedroom houses built in the future? If so, will those in Phase 1 have to option to move into a 4-bedroom home later?</p>	<p>This will not be possible. We are proposing replacement homes for existing 3-storey homes as they were originally built. That is set out in the Residents' Offer. If your original home is a 3-storey, 3-bedroom house that is what you will be offered.</p>
40	<p>In the 3-storey house the downstairs bathroom looks extremely big. Is this so a shower can be fitted, if needed? If not, surely, it would make more sense to reduce the size of this room and increase the size of the kitchen.</p>	<p>National regulations require this to be large enough for a wheelchair visitor and for conversion to include a shower in the future.</p>
41	<p>Although we were promised that the sizes of the rooms would be the same in the 3-storey house, if not bigger, than the rooms we currently have, this is not the case. All three</p>	<p>No promise was made that the new homes would have rooms the same size as existing. We committed to ensuring the new homes would be at least as large as existing homes, and in many case they are larger. This is set out in the Residents Offer. The new homes have been designed to meet new national space standards, fire regulations and are located in different orientations and positions. They cannot be the same as the homes they replace in layout.</p>



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	bedrooms are smaller in your plan. The third bedroom we have currently can fit a double bed comfortably. This is not the case with the third bedroom you plan to build.	The overall size of the new homes is equal or larger to your home. The new double and twin bedrooms are slightly smaller than your current homes, but the third bedroom will be slightly larger than in your current homes and will comfortably fit a double bed, but not with other furniture as well.
42	Why are most of the room sizes in the two house options smaller than the current houses?	Some of the rooms are larger than in existing homes and some are slightly smaller (generally the main and twin bedrooms).
43	Are we going to get the triple glazed windows as was promised?	High performance double glazed windows are currently planned.
44	I do not understand why a balcony cannot be fitted instead of a Juliette balcony. Not only would that give us more useable living space, but it would mean sliding doors could be fitted, rather than a door opening up into the living room, taking up internal space, which is currently being shown on your plans.	Each home has a main outdoor space where everyone in the home can sit around a table. This is proposed as either a garden or a balcony but not both. The main outdoor space for houses is assumed to be the garden area. Juliette balconies are included to allow more sunlight and air into some upper floor spaces.
45	Why is a balcony on the houses not affordable when there are two balconies in flat type 4?	Flat type 4 is a large flat. Merton require an additional balcony area to be given to large family homes above ground level. The houses have an equivalent or larger area of garden which is why they don't get the additional balcony like flat type 4.



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46	Can you please explain what M+E means on house layouts?	This means Mechanical and Electrical equipment. Which refers to the mechanical ventilation equipment, the consumer unit (fuse box) and the washing machine.
47	I don't understand the idea of the M+E area in the 3-storey house. Wouldn't it make more sense to do away with the actual cupboard and run the counter top to the end wall? You would be able to fit more appliances under a counter than in this cupboard. Also, if you were to place a tumble dryer in this cupboard, how would you ventilate it?	In a reference to the utility cupboard, the Mechanical Ventilation Heat Recovery (MVHR) unit is almost as big as a washing machine and needs to be wall mounted. This is why it's in a full height cupboard.
48	My grand piano is currently in my converted garage? Where do Clarion suggest I put it in the two house types on offer?	Whilst we have done our best to accommodate as many residents' request and suggestions as possible, we will never be able to find a property type that suits everyone's needs. Unfortunately, we have not been able to make allowance for the accommodation of a grand piano.
49	Why do almost all of 3-storey houses have north facing gardens or are shaded?	The houses are evenly distributed in terms of their orientation. Around the Belvederes, there will be homes that are north east and south west facing to choose from.
50	Where is the back door to the garden on ground floor maisonettes?	The location of the back door will be different depending on the location and home type.
51	Would it be a better option to swap the 2-storey houses with 3-storey houses so	We looked at this at masterplan stage. We tried to maximise the sunlight and daylight into people's homes. The 2-storey houses are set back quite a long way behind the flats. There is a pinch point behind the Sparks building but because it is narrow it casts a



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	the higher buildings do not restrict the light?	shadow only at certain times of the day so all the gardens still get sunshine. We test the sunlight and daylight to make sure all the homes get enough daylight. The results will be published as part of the planning application.
52	Can the lower level maisonettes have the same size shed as the houses?	We can look at this to see if we can accommodate the request.
53	The properties which make up Block C and D look like prison blocks, not very appealing.	We are happy to review the appearance of these blocks.
Landscaping & Play		
54	I notice on the two house types there is a tiny front garden under the kitchen window but no way of accessing it (unlike the maisonettes). Why not have a proper gate/ gap in the hedge to allow access to it and make it wide enough to place a small table/ garden bench?	We would be happy to review this area to see if this can be incorporated.
55	Are house gardens all the same size?	It depends on the location and orientation of the houses. Some have deeper gardens depending on the boundary. The houses facing the cemetery have longer gardens. All the gardens are the same width and all meet size requirements.
56	I realise how important the outdoor space will be for children, but it seems as though you have catered	The Linear Park has play proposed for children aged 0 to 11 years old, young people up to 18 years old and for everyone on the estate to use. The courtyards have play spaces for children aged 5 to 11 years old living in the blocks with flats. Designing for intergenerational use is a key consideration at Eastfields. We are happy



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	for children and no other age group?	to discuss how to make the public spaces more age friendly as the designs for Eastfields firm up.
57	You have designed three separate spaces intended for children to use, but they already have the park across the road that they enjoy using.	The size of the existing play area is only suitable for the existing number of residents. As the new development will increase the overall number of residents we are required by Merton Council to build additional play areas. All public play areas would be for all residents.
58	This estate has residents of all age groups and everyone should be catered for, not just one group. Will there be more consideration given to older people as all the open spaces seem geared toward children and young people?	We'd be interested to hear from you if you have ideas about what else we could include in the landscape area.
59	It would be nice to create a restful area for peace and contemplation for all age groups. One that isn't situated next to a child's play area	We'd be happy to review the proposals for the Linear Park – perhaps this could be included in an area to the north of Block A? Further areas will also be built in future phases if this is not suitable in the first phases.
60	It seems not many of the existing trees will be saved. The plans look as though the majority of the space not taken up by properties will be concreted over, with a few token pieces of green space added as an afterthought	The great majority of existing trees will be retained. Many new trees will be planted, resulting in a big increase to the overall number of trees on the estate following redevelopment.



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61	I am sceptical of some of the landscaping ideas. Who will maintain the shrubs and flowers etc.?	Clarion Housing will continue to maintain all shared landscaped areas.
Waste management		
62	Will there be litter and dog poo bins?	Yes.
63	What has happened to the underground waste plans/system? Will all waste be together, what about recycling?	The underground waste stores will be located on street corners around this phase, a short walk from individual homes. There are no individual waste stores; the underground communal waste stores are sealed units. There will be separate collections for waste and recycling.
Security		
64	Will there be CCTV security cameras to monitor communal areas on the estate.	There are no proposals for CCTV on the estate. It was not included in the masterplan or Phase One. The way the estate is designed pedestrian areas will be well lit, safe and secure. We have adopted the Secure by Design principles. We take advice from the police, to make sure places are overlooked and not make it obvious who is at home. We are taking police advice on landscaping and the design of doors and buildings. Secure by Design certification will be secured; they will comment on the planning application but we also speak to them and include their feedback as part of the design process.
65	Will there be any security alarms?	There will not be any security alarms on the estate.
66	Will front doors have spy holes?	Yes.
67	Will there be a double glazed front doors with central locking systems?	Yes.
Construction & Timing		



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68	How long will each phase take?	We anticipate each phase will take 18 months to two years, excluding demolition. We will replace the homes of existing residents first.
69	Do you have the approximate timing for the design of Phase Two?	We will start designing Phase Two when we complete the design of Phase One. Towards the end of next year.
70	How tall is the Sparks building?	The Sparks building will be a little over 30 metres, 10 stories. The ground floor will include a community space.
71	I dislike the fact that Sparks is in the middle of the phase. This means that every other property will be overlooked, and because of the height of the structure, it will create shadows over a lot of the properties below.	This was fixed at masterplan stage. A full daylight and sunlight assessment has been undertaken.
72	Are there only two house types in Phase One?	That is correct, there are two house types in Phase One.
73	Will freeholders be given a new build warranty? If so, how long will it be for, which company will it be with and what will be covered?	Freeholders will receive a National House Buying Council (NHBC) warranty or equivalent. It will provide 12 years cover.
74	How quickly will Phase One start?	<p>We aim to start on site as soon as possible following planning approval. Subject to Clarion acquiring all the private sector properties in Phase One we expect to start works on site in late 2022. If this is not possible the very latest we will start demolition will be 2024.</p> <p>The construction will be in a number of sub-phases to allow residents to move into their new homes as soon as they are completed. The last sub-phase will complete in late 2026.</p>



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75	How will residents in Phase One be protected from noise pollution and building pollution during the rest of the phases?	We know that demolition and construction will be disruptive but we will limit working hours to daytime and have measures in place to minimise noise and disruption as much as possible.
76	Looking at the design layout online, there still appears to be a car park directly behind Hammond Avenue, despite residents raising concerns about this (safety and pollution). Also, why is there a large block positioned behind Hammond Avenue, which consists largely of one storey bungalows. Surely it makes sense to position larger blocks where they are not overlooking one storey homes?	This refers to Phase Two and we have amended the design within the masterplan following feedback from Hammond Avenue residents.
77	Why are the buildings so high near Hammond Avenue bungalows?	This was looked at Masterplan stage and the buildings moved away from the boundary and lowered. The current proposals Phase 1 do not cover this area.
	Allocation	
78	I am on the first floor at the moment when I'm allocated a new home will I remain on the first floor.	We will contact you later on the location of your new home.



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79	What will be the criteria for assigning properties according to individual preferences?	We will do our best to accommodate residents' preferences while taking housing need into account. We are managing allocations according to phasing.
80	What are the options in terms of area and the quality of temporary accommodation used for relocation?	There will be some residents who need to relocate temporarily and we will be speaking to individuals about their options.
	Finance	
81	Are you looking to pay some benefits for people struggling to remortgage at the moment and having very restricted options at the moment?	We will speak to individuals about their particular circumstances if they are finding it difficult to get a mortgage. Clarion's Money Advice team will be available to provide advice and support. Please contact us to arrange a meeting.
	Next steps	
82	When is the next meeting?	Week commencing 22 November