

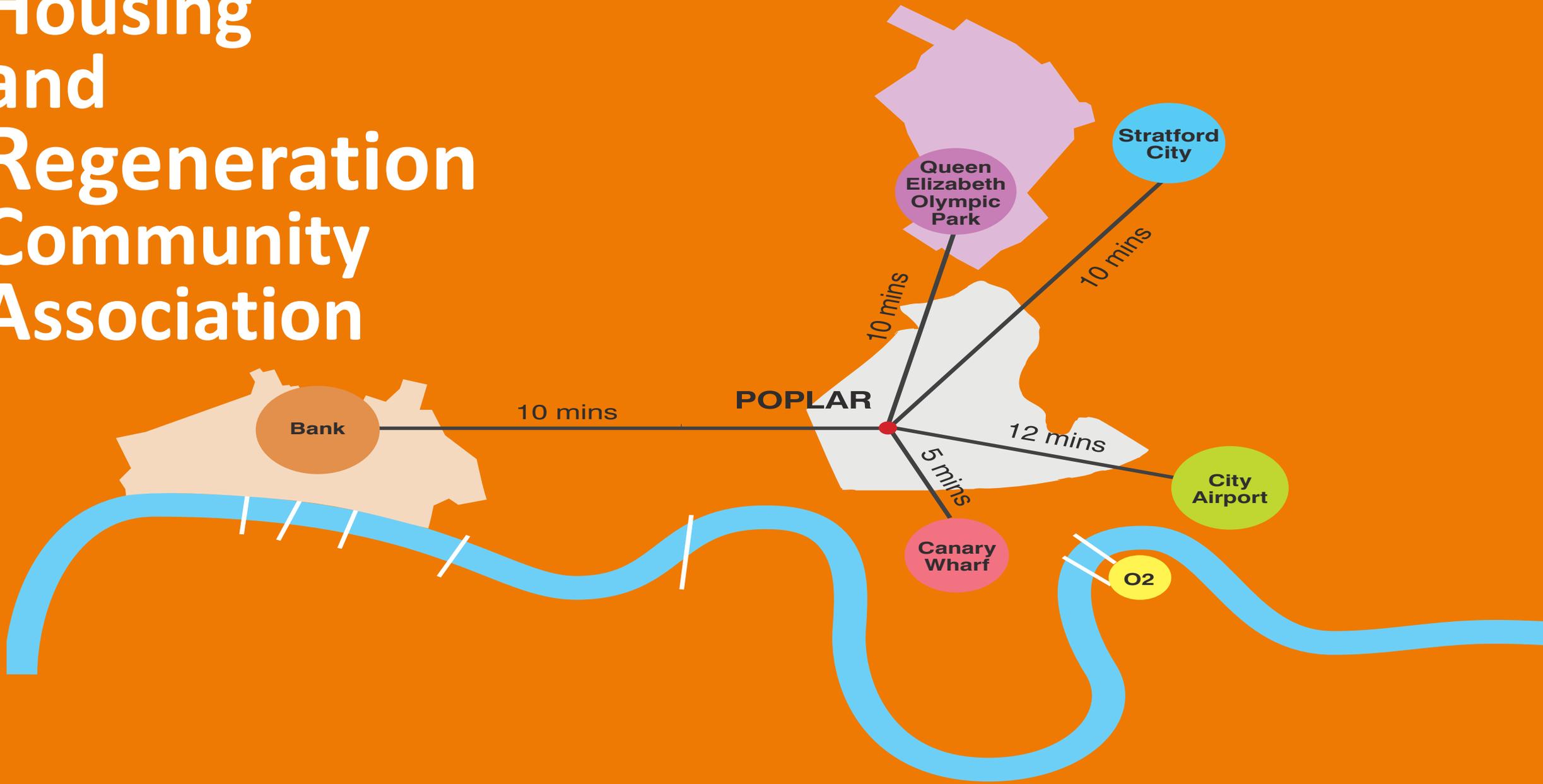
An aerial photograph of a city, likely London, showing a dense urban landscape with a mix of residential and commercial buildings. A large orange callout box with rounded corners is positioned in the upper right quadrant, containing the text 'Neighbourhood Management' in white. In the background, a river and a cluster of modern skyscrapers are visible under a hazy sky.

Neighbourhood Management

Andrea Baker
Director of Housing
& Corporate Services

HARCA

Housing and Regeneration Community Association



Purpose



Creating Opportunities Together

that realise **community potential...**

through **exceptional homes and thriving places...**

with **social justice at our core**

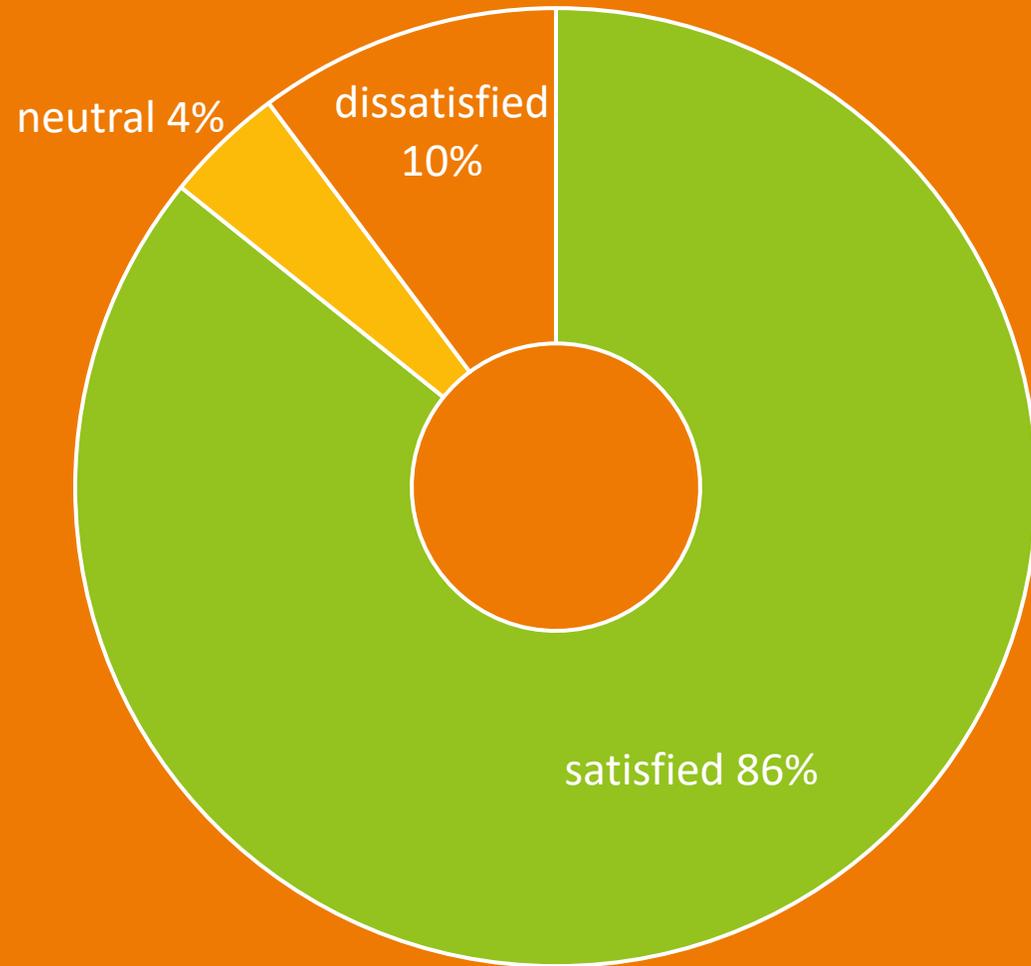


Housing Management

'He who does not trust enough, will not be trusted'

Lao Tzu





Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

empowerment: residents informed, influencing, involved

resident inspectors



tenants panel



housing surgeries



area forums



estate boards



complaints



surveys



website



participatory budgeting



say it!



HarcaLife



contractor monitoring



resident governance – an evolution



1998

1/3
resident
Board

2006

Resident
Majority
Board

2008

- selection by skills
- Youth Board

2012

open to all
residents

2015

Community
Model

sustaining great governance

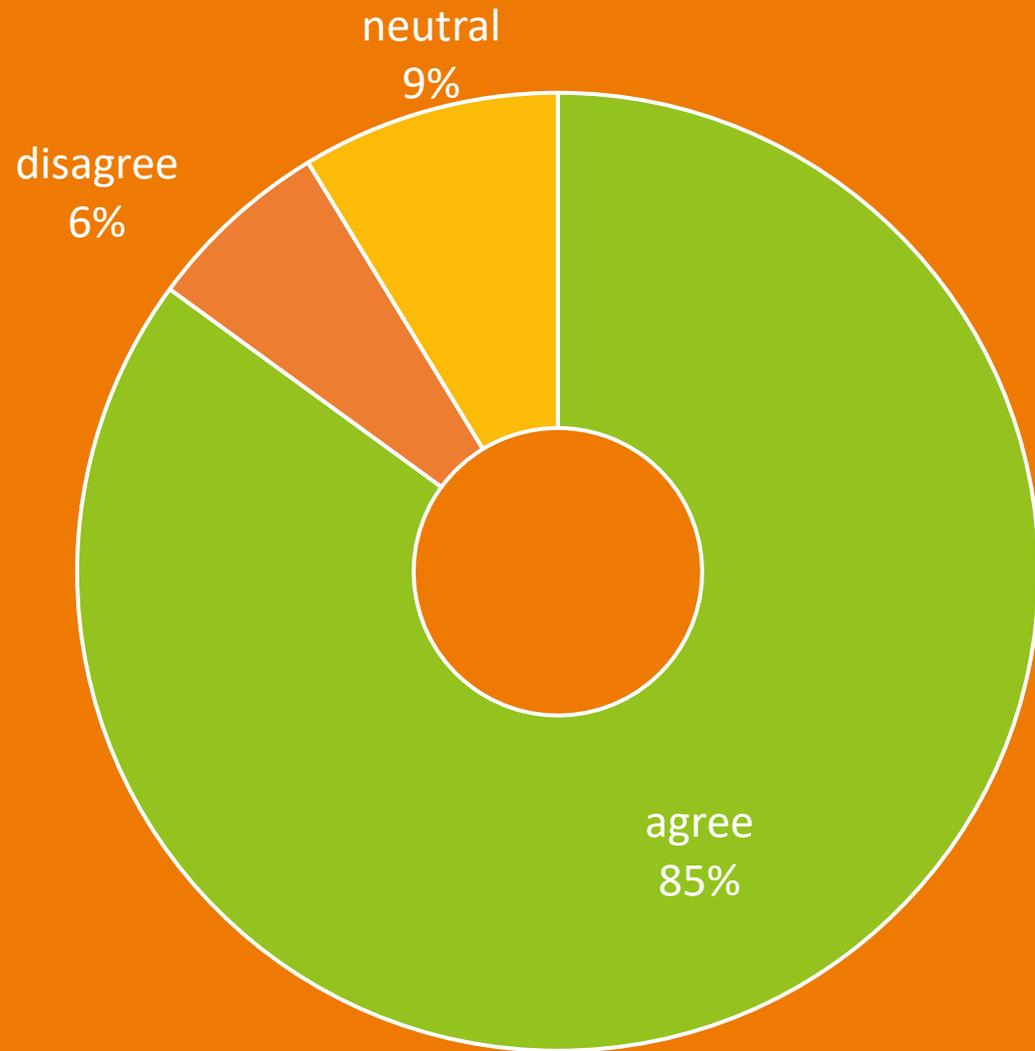
I learned I can get along with others & am able to open-up

It's impacted my life as I now know how I can overcome certain situations



Talent Match has changed my life by helping me realise I have more to give than I thought

It helped raise my confidence. It gave me the opportunity to meet others in the same situation as me



To what extent do you agree or disagree with the following: Poplar HARCA treats me and with respect?

leveraging £2.5b re-shaping



homes



education



healthcare



faith space



connectivity



business



workspace



community space

St Paul's Way



- 109 homes
- two-form primary school
- nursery
- mosque
- designed with Bangladeshi Community Association
- ballpark, amenity space & cycle parking

Aberfeldy

- 1,000 new homes
- health centre
- faith centre
- grocery, café, pharmacy
- community centre
- community pub
- courtyards & linear park
- gym
- meanwhile makeover



building capacity: economic & social regeneration



festivals & events



jobs & skills



enterprise



safer streets



green & sustainable



art & culture



youth provision



clubs & networks

creating opportunity: jobs & skills



Jobs

- 5,000 residents into employment

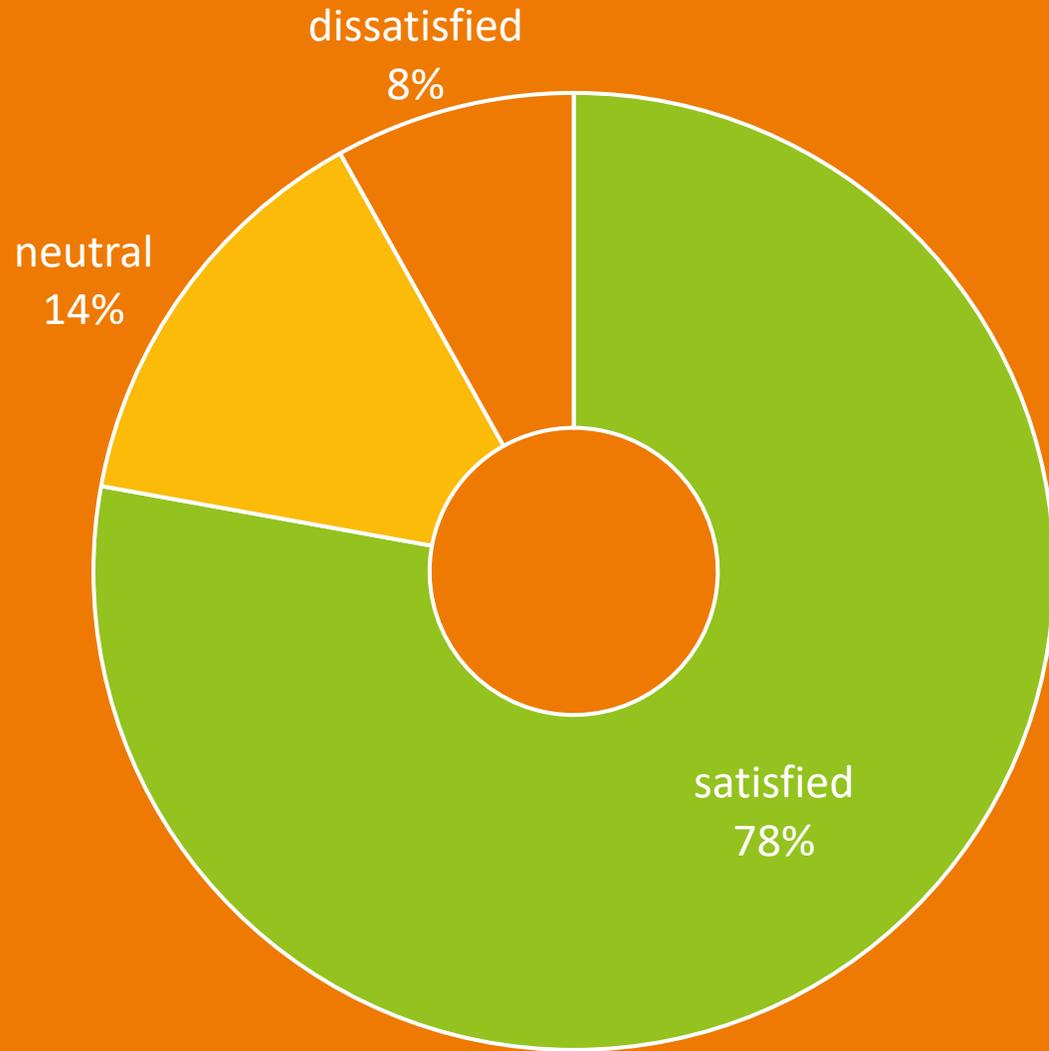
Skills

- 6,000 residents gain qualifications



Volunteers

- 300+ volunteers
- £1.7m social impact



How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?



Thank you
for listening