

231 Watford Road, Harrow HA1 3TU

Statement of Community Involvement (SCI)

On behalf of Fruition Properties Limited
September 2021



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1. Introduction and Policy Framework

This Statement of Community Involvement has been compiled by specialist community consultation group Your Shout, part of Thorncliffe, on behalf of the applicant Fruition Properties Limited. This report supports a planning application for:

'Demolition of the existing building and the erection of a part three, part four and part five storey building to provide residential dwellings (Use Class C3); car and cycle parking; landscaping, amenity space and play area; and refuse storage and other associated works.'

This report details the public consultation we have carried out to inform the evolution of the proposals, in accordance with national and regional policies, and the London Borough of Brent's Statement of Community Involvement (SCI).

The aims of the pre-application stage of public consultation are:

- To let local residents, businesses, councillors and other stakeholders know about the ideas for redevelopment on the site.
- To understand local views, engage with the community, help identify concerns and opportunities, and feed these in to the evolving proposals.
- To show how we have responded to the issues of the community and stakeholders, and how changes have been made to the proposals.
- To pledge our continuing commitment to engagement throughout the statutory consultation period and beyond.

We adhere to the Consultation Principles set out by successive governments through the Cabinet Office. Some of these principles are:

- Using plain English and avoiding jargon. Making the whole process clear and concise.
- Using the right tools, whether digital, collaborative, informative or ongoing. Only asking questions where we do not have a final view.

- Ensuring the affected people, groups and businesses are aware, targeted, and allowed proper time to respond. Making sure each group can access and respond to the consultation, however and using whatever means they engage with us.
- Early pre-application engagement and front-loading, where early engagement has significant potential to improve the efficiency and effectiveness of the process for all parties. We recognise that the more issues can be resolved at pre-application stage, the greater the benefits.
- Analysing and responding objectively and properly to consultations, published in writing and online through this document, and by direct contact if possible. Responses will be published where possible, with due regard to GDPR regulations.

This SCI deals with the public consultation, the consultation with neighbouring residents and community groups. Details of engagement with statutory and non-statutory consultees, whose engagement are being led by the team's planning consultant, are contained in other reports submitted as part of this planning application.

As part of this consultation, we have engaged with councillors. The Localism Act makes it clear that it is proper for councillors to play an active part in discussions on developments prior to submission of a planning application, so better to represent their constituents and influence the development proposed.

This consultation also has regard to the new London Plan, adopted March 2021. Planning decisions should be taken as close as possible to the communities and interests they affect, and in as inclusive way as appropriate. Community and voluntary groups, local business organisations and other interest groups have valid contributions to make to planning, and we support their involvement.

We believe we have met the expectations of the local authority, set out in Brent's Statement of Community Involvement. This document was updated during the consultation period on 6 July 2021, but the relevant section has not changed, and states:

“We strongly encourage applicants to involve local communities at the pre-application stages. The Government’s National Planning Policy Framework emphasises the importance of planning applicants carrying out community engagement on their emerging proposals and states:

‘Applicants should work closely with those directly affected by their proposals to evolve designs that take account of the views of the community. Applications that can demonstrate early, proactive and effective engagement with the community should be looked on more favourably than those that cannot.’

(...) During pre-application discussions with the Council the applicant will be expected to demonstrate how the community has been involved in the formulation of the proposals at this stage. For major applications, an explanation of the community engagement at the pre-application stage, is likely to form part of the Committee discussion.”

2. The Proposals



Current site (above)

The site is located in the London Borough of Brent, in front of the John Lyon roundabout and at the junction between Watford Road and Sudbury Court Drive. The Sudbury Court Conservation Area is located to the east of the site on the opposite side of the John Lyon roundabout. The proposals are for:

“The demolition of the existing building and the erection of a part three, part four and part five storey building to provide residential dwellings (Use Class C3); car and cycle parking; landscaping, amenity space and play area; and refuse storage and other associated works.”

The proposals will provide a part three, part four and part five storey building. A total of 43 units will be provided and the proposed unit mix is as follows:

- 13 x 1 bed flats;
- 21 x 2 bed flats; and

- 9 x 3 bed flats.

Larger three-bedroom family sized units are split across all floors, equating to 21% of the total units.



The design has evolved as a result of the public consultation and Design Review panel.

3. Our Consultation Process

CONTACT WITH ELECTED REPRESENTATIVES AND COMMUNITY GROUPS

We contacted the following local elected representatives to brief them on the proposals, alert them to the forthcoming consultation and to offer a meeting to discuss the plans in more detail.

Northwick Park ward members, LB Brent

Cllr Keith Perrin

Cllr Margaret McLennan

Cllr Robert Johnson

We identified a range of affected community groups, businesses and other key stakeholders, and produced a stakeholder matrix. All these individuals, and the Sudbury Court Residents' Association as a group, were invited to the public consultation events and offered either a one-to-one meeting or further information.

We will continue to maintain contact with these individuals and groups as the planning application progresses.

PUBLIC CONSULTATION

Invitation letter

We publicised the consultation to the households and businesses surrounding the site, using Royal Mail second class to distribute the information letter to 380 properties, as shown in the map below. The letter was posted on 14 June 2021.



The objective of the letter was to publicise the project website and online Q&A events, to communicate information about the scheme, and to encourage local residents to share their views about the proposal. The letter included a freephone number and freepost address, to increase accessibility in the consultation.

A copy of this letter is available in Appendix 1.

communityUK

We use our own tailored consultation portal, communityUK. The platform helps fulfil two objectives:

- To make consultation events and information highly accessible; make those events highly participatory; and give residents equal access to the team
- To encourage and enable residents to share their views in an interactive and meaningful manner that helps influence decisions and creates trust

communityUK is based on three principles:

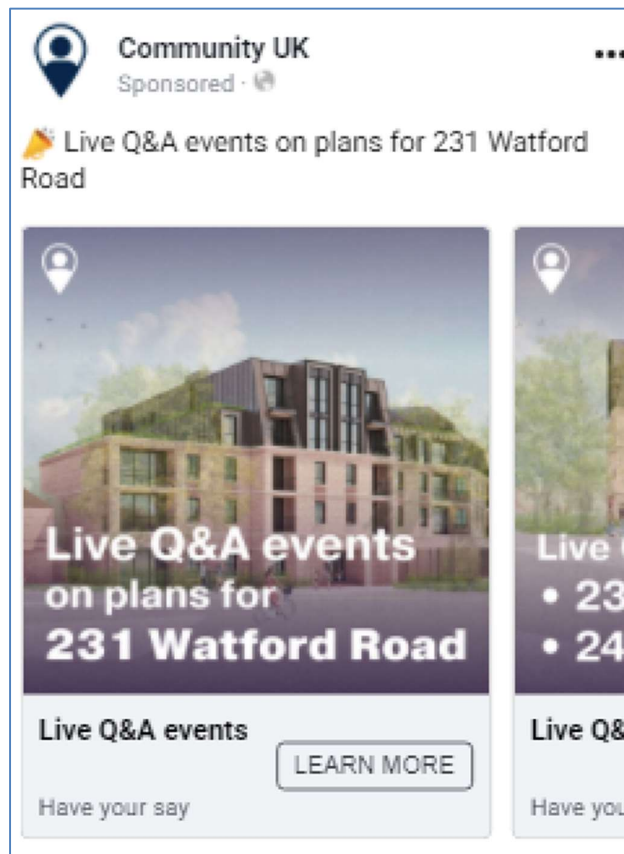
1. **Accessibility** is the need to give the opportunity for residents from all walks of life, ages, backgrounds and income to participate, and ensure there are mechanisms to pick up anyone else where there might be barriers.
 2. **Participation** is the need to increase the quantity and the base / depth of those that take part, from the professionals, parents, and the younger (often YIMBYs) and older generation.
 3. **Equal access** is the need to enable residents have meaningful engagement with the team, to allow the silent majority to ask questions and comment as those less silent already do, and to prevent consultation being disrupted.
- The system is highly accessible, being on normal web browser such as Chrome, Firefox, Safari, or Edge. No downloads (of Teams, Zoom, Google Hangouts or similar) are required by residents.
 - We have found participation for our events is up on traditional public exhibitions for all sessions.
 - Barriers to participation are greatly lowered for many potential participants. Parents with children need not book childcare to participate, professionals and other workers find it easier to engage online or on their mobile; younger people find online events more attractive to attend. Allowing participants to create audio or video questions also reduces barriers for some people.

- The overwhelming majority of pensionable people and those with lower incomes now also have online access, with smartphones almost universal among working-age people and highly prevalent among older people. The take up of tablets and laptops add to that prevalence. The team continue to cater for any individuals that do not have online access, or find access difficult.
- We request names from event participants, but registration is not mandatory to participate. A freephone question line is open throughout the duration of the event to increase accessibility.
- Interactivity, shown by the number of questions asked during these events, also indicates a high level of engagement.
- The accessibility of the system overcomes any reservations about consulting in periods that are normally seen as the holiday season. The system allows residents to take part even if they are not in the local area, and evidence from our events held during these periods shows participation remains high.
- The event archive system allows residents to play back the video of the event, and easily find questions and answers relevant to them.

The communityUK platform for this project has a unique URL – 231WatfordRoad.site. This went online on 14 June 2021 and will be maintained throughout the planning application process.

Social media advert

We are active users of social media, as are many of the local community. To increase awareness of the public consultation, the following sponsored advert was shown on Facebook and Instagram, between 20 and 24 June 2021. The advert was targeted to the local area. Users clicking on the advert were linked directly through to the consultation portal.



The online Q&A events

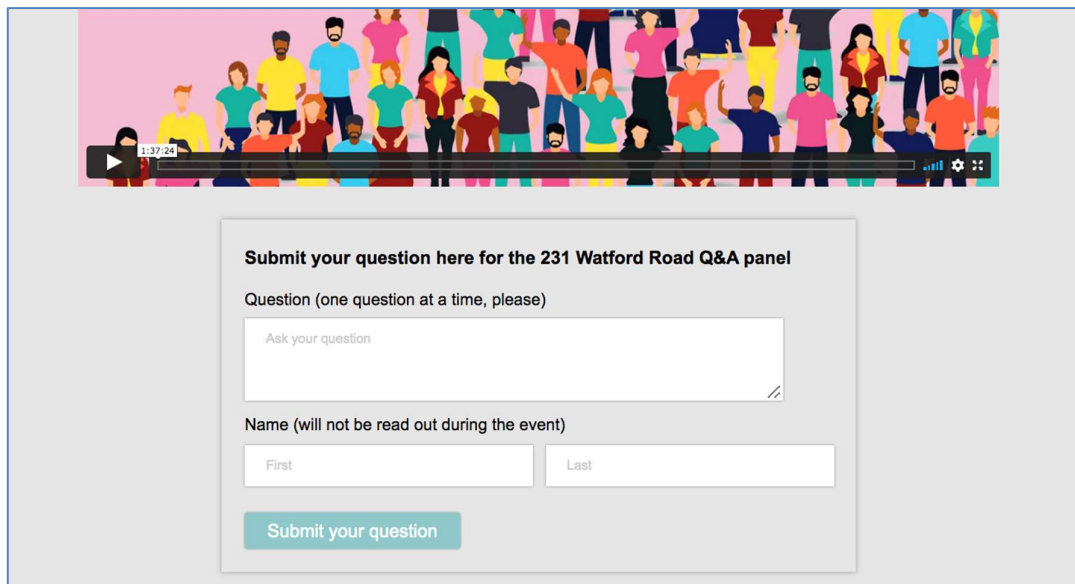
The online Q&A events were held on the communityUK platform, via a web browser. In Brent, over 95% of people use the internet, rising to 98% among working age people. At least 83% have access among the population aged between 65 to 74, dropping only to 51% above that age.

Two online Q&A events were held on:

- Wednesday 23 June at 7pm; and
- Thursday 24 June at 1pm.

The times and dates of the online events were chosen to encourage the maximum number of people to participate, including those in full-time employment and those with parental responsibilities. We ensured the date did not fall on any locally observed religious or cultural festivals. Participants were able to register for any of the Q&A events in advance. Registered participants were sent at least one reminder email ahead of their chosen event, and an email after the event to encourage participants to share their views. An example of one of these emails is shown in appendix 4.

Registered participants were able to submit questions before or during the Q&A events using a text-entry form on the event viewing page, as shown below:



Submit your question here for the 231 Watford Road Q&A panel

Question (one question at a time, please)

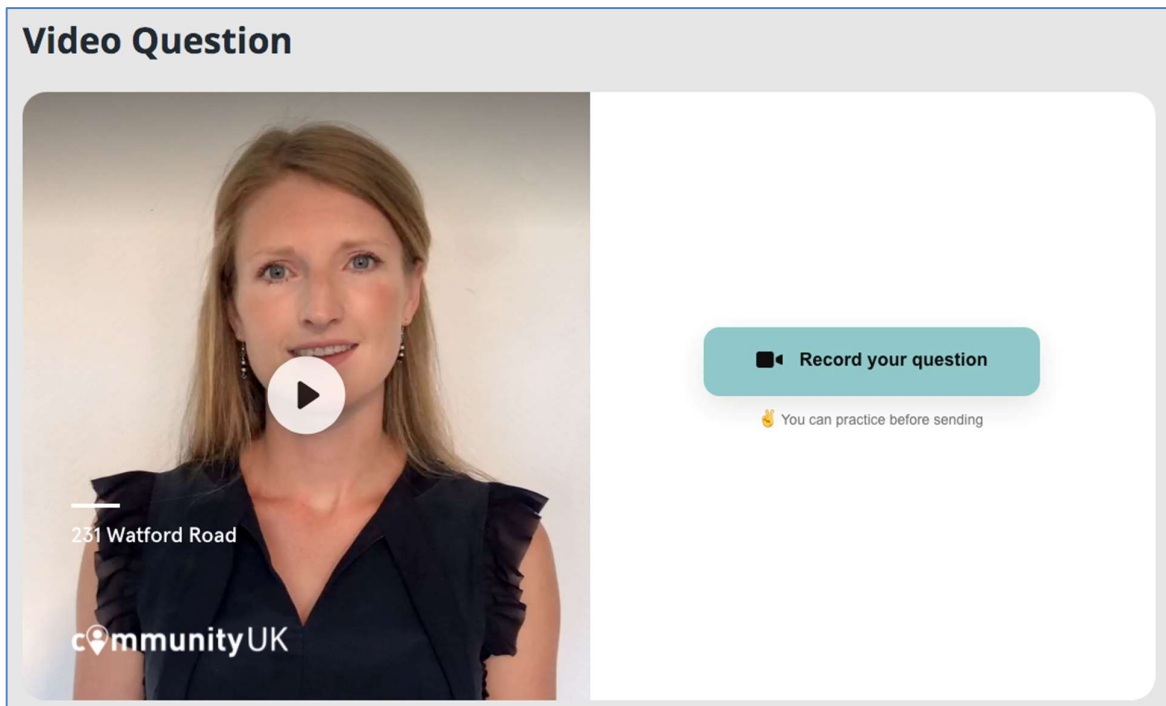
Ask your question

Name (will not be read out during the event)

First Last

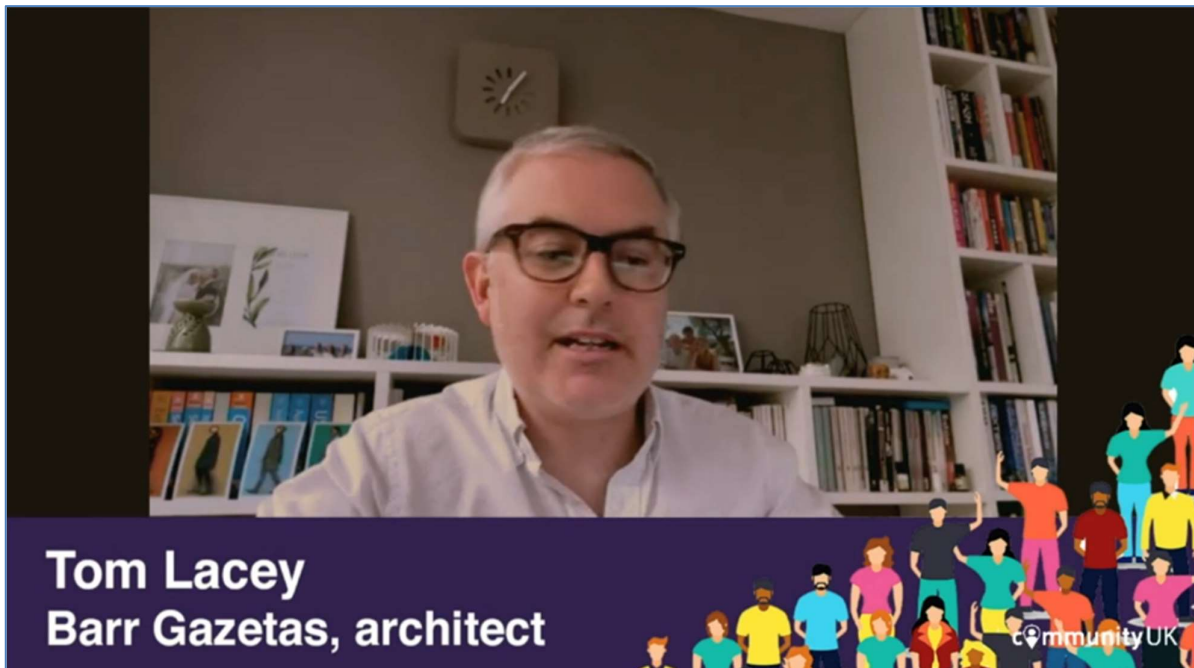
Submit your question

Residents were also able to submit video questions.



During the events, a freephone helpline (0800 511 8225) was open for any residents who needed assistance with registering or submitting their questions. This number was publicised on the website event page and also read out by the Your Shout chair during the events.

Representatives from the applicant, the architect, and the planning consultant were present throughout the online Q&A events. Each event began with a presentation from the architect, followed by a question-and-answer session.



Participation

91 households (measured by IP address) participated over the course of the three sessions.

	Numbers of households	Average watch time (in minutes)	Length of event (in minutes)	Number of questions asked
23 June 7pm	66	30:11	86	80
24 June 1pm	25	20:24	61	46

Videos of each event have been archived online, and chaptered for easy viewing. The events are online here:

<https://231watfordroad.communityuk.live/event>

<https://231watfordroad.communityuk.live/secondevent>

Response mechanisms

We have maintained, and continue to maintain, several response mechanisms for the local community and stakeholders to share their views about the scheme, including:

- A survey on the CommunityUK portal:
<https://231watfordroad.communityuk.live/shareviews>
- A freephone number, staffed during office hours: 0800 955 1042
- A bespoke email address: 231watfordroad@yourshout.org
- A freepost address: FREEPOST RTXU-JGSR-KHLE, Your Shout , 28 China Works, London, SE1 7SJ

All survey information was held in a GDPR-compliant format, with the following privacy notice published on the invitation letter and online portal:

Data will be held by Your Shout and the project team. By volunteering this information you are giving your consent for us to process your data regarding the 231 Watford Road project. Your comments will be given to the council as part of the planning application process. You are also confirming you are aged 16 or over. You can withdraw consent for us to use your data at any time by emailing us at privacy@yourshout.com. You have a right to complain to the Information Commissioner's Office at any time if you feel there is a problem with the way we are handling your data.

TIMELINE AND SUMMARY OF OUR CONSULTATION

Date	Event
14 June 2021	Letters sent to local community, and online platform goes live
23 June 2021	First online Q&A event
24 June 2021	Second online Q&A event
10 August 2021	Meeting with Cllr McLennan and Cllr Robert

4. Consultation Responses

RESPONSE TO THE PUBLIC CONSULTATION

We had **126** questions at the online Q&A events, and we have had **68** responses to the online feedback form on the website (as of 5 July 2021). **43** left written comments.

132 residents emailed our dedicated email address.

Respondents using the online survey were asked three quantitative questions.

The full set of responses to the online survey, including written comments, can be viewed in real time at the following link:

<https://www.surveymonkey.com/results/SM-6NWGZ2M79/>

These questions and responses have been collected and collated and this will continue throughout the application process. The main points raised are outlined below, along with details of how the applicant has responded to each comment.

Main themes in the questions during the Q&A events

Issue	Example comment	Applicant's response
Height of the building	"What is the maximum height of the building?"	The maximum height of the building will be 20 metres at the highest point.
Local infrastructure	"We do not need more flats; we don't have the infrastructure to support it. The building should be listed. How many of these flats would actually be affordable to local residents?"	As part of the planning application the developer will pay a Community Infrastructure Levy (CIL) to the London Borough of Brent which will contribute to key local services such as GPs, schools and hospitals. It will be down to the London Borough of Brent to decide where to invest this.
Affordable housing	"How many units are for affordable housing? Also, what type of affordable is being proposed? Housing association etc?"	We are currently discussing our affordable homes with the London Borough of Brent. The planning application will be supported by a report that demonstrates a number of factors that are considered during both the planning and construction process including the various costs involved in building the proposed homes. This is called a Viability Report and will be carefully analysed by the Council's own consultants to ensure

		the proposed development delivers an appropriate level of affordable housing, whether on site or as an off-site contribution.
Disruption during construction	“How will you prevent noise, dust and air pollution during construction?”	As part of the planning application, a Construction Management Plan will be produced and agreed with the London Borough of Brent. This will set out various mitigation measures.
Traffic	“The nearby roads are already congested. Extra cars will just cause more problems.”	<p>Generally speaking, across London there is a push to reduce parking for new developments and promote more sustainable methods of transport.</p> <p>The proposal will deliver 18 parking spaces with priority given to the larger family units but ultimately it will be demand driven.</p> <p>74 cycle spaces will be provided with 3 short stay cycle spaces. This is in line with the London Plan for residents and visitors.</p> <p>With fewer parking spaces, we can expect the flats to attract less traffic in total than the restaurant.</p>

		<p>A parking survey has also been conducted that shows there is some capacity on the roads very close to the site.</p> <p>Our intention is to include car club membership (subject to agreement with car club providers) as an incentive to residents to reduce parking.</p>
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Main themes in the emails to the dedicated email address

Issue	Example comment
Local infrastructure	"I just feel strongly that our local infrastructure cannot support further population."
Car parking and traffic	"It will severely increase traffic congestion and will worsen parking conditions and infrastructure."
Loss of the venue	"As a resident of 27 years, this venue has continued to act as a social point for many people over the years, and I strongly disagree with the replacement of this by even further housing development."
Impact on the conservation area	"It is also totally out of character with the conservation area of Sudbury court estate."

5. Our response and continued consultation

Feeding-back to participants and the wider community, and opportunities for continuing involvement

One of the main objectives of this Statement of Community Involvement is to help record individual and collective responses to the proposals and how these responses have affected our proposals.

This report also allows us to feed back this information, in a more readily digestible form to the local community, respondents, other stakeholders and councillors.

This Statement of Community Involvement will be made available, alongside other planning documents, as part of the planning submission to LB Brent.

We remain committed to keeping in touch with local groups, individuals and all those that have participated throughout this consultation exercise. We will be available to meet consultees again as appropriate.

This Statement of Community Involvement fully demonstrates the applicant's commitment to thorough and meaningful public consultation and meets the requirements set out by Brent Council. The submission of the planning application does not mark the end of this consultation and the team will continue to meet with local groups and individuals as appropriate throughout this process.

Your Shout

September 2021

Appendix 1: Public consultation - invitation letter



Fruition Properties



Dear Neighbour,

Your Shout are working with Fruition Properties who are preparing to apply for planning permission to redevelop 231 Watford Road which is currently occupied by an Indian restaurant, Mumbai Junction, to provide 42 new homes. The new homes will be a mix of one, two and three bedrooms. 10% of the new homes will be wheelchair accessible.



Following a series of pre-application meetings with the London Borough of Brent, we are now in a position to share the emerging proposals with you.

We will be holding two online presentation and question and answer events at the following days and times:

- Wednesday 23 June at 7pm
- Thursday 24 June at 1pm

At each session you will hear from the team behind the project. You can ask questions in advance or during the presentation – your questions will be answered by team members.

You won't need to download any software. Simply go to 231WatfordRoad.site which also contains further information on the proposals. You may want to register in advance of the session of your choice and ask your questions. You need only join one session, but you are welcome to join both if you wish. The events will last between 30 and 90 minutes, depending on the number of questions received.

If you have questions but cannot attend the sessions, you can do so via the website and your questions will be answered. If you are unable to access the website, then please let us know and we will send you printed material.

From Monday 28 June at 5pm all sessions will be able to be viewed in full on the website along with more information on the proposals.

You can also contact us by phone, email, or post:

- Call us on 0800 955 1042
- Email us at 231WatfordRoad@Yourshout.org
- Write to us at Freepost RTXU-JGSR-KHLE, Your Shout, 28 China Works, SE1 7SJ

The final date for comments will be Thursday 8 July at 5pm.

Thank you for your interest in these proposals, and we look forward to hearing from you.

The Watford Road team

Sent by Your Shout, 28 China Works, SE1 7SJ. Data will be held by Your Shout and the project team. By volunteering this information, you are giving your consent for us to process your data regarding the Watford Road project. You are also confirming you are aged 16 or over. Your comments may be given to the London Borough of Brent as part of the planning application. You can withdraw consent for us to use your data at any time by emailing us at privacy@yourshout.com. You have a right to complain to the Information Commissioner's Office at any time if you feel there is a problem with the way we are handling your data.

Appendix 2: CommunityUK project website

Welcome to the consultation website introducing proposals to replace the Mumbai Junction Indian restaurant at 231 Watford Road with a residential development of 43 new homes.

Consultation event recordings

All the consultation events were recorded and are now on this website. All questions have been timestamped to make it easy to watch.

[Watch now](#)

The site



The site is in the London Borough of Brent, in front of the John Lyon roundabout.

[Read more](#)

The proposals



The proposals will provide a development of 43 new homes at 231 Watford Road.

[Read more](#)

Picture gallery



Here you can find a series of pictures of how the proposals might look once completed.

[Read more](#)

Explore all the proposals on the Explore page

[Explore](#)



Give us your comments and feedback and share your views.

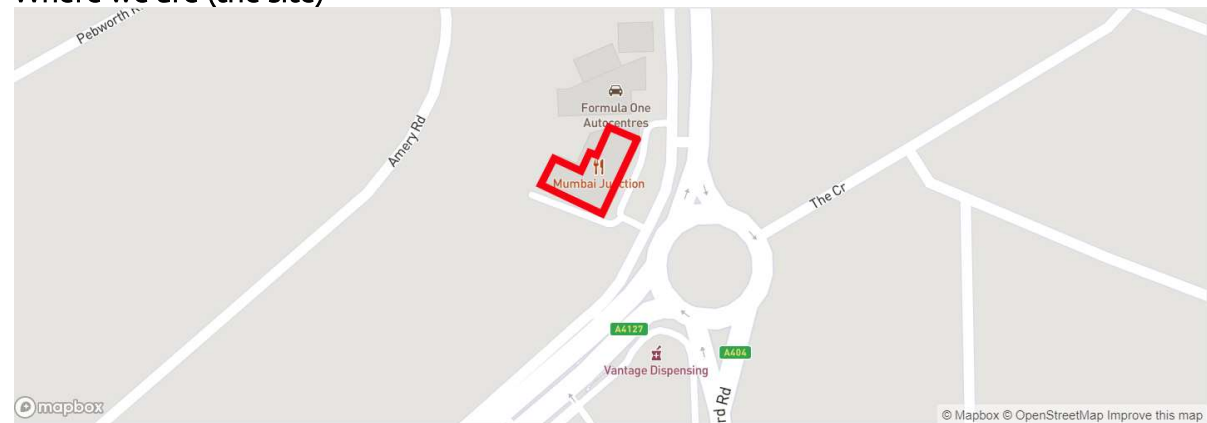
[Share your views](#)

- ? What are you proposing?
- ? How many of the homes will be affordable?
- ? Will the proposals be 'Secured by Design'?
- ? Will construction be noisy?
- ? Who makes the decision on the application?
- ? I am unable to make the online Q&A sessions. Will there be an opportunity to view them at a later date?
- ? Are there any other ways I can have my say on the proposals?

These and more questions are answered on the FAQ page.

More FAQs

Where we are (the site)



How do our events work? [Find out.](#)

The site

The site is located in the London Borough of Brent, in front of the John Lyon roundabout and at the junction between Watford Road and Sudbury Court Drive. The Sudbury Court Conservation Area is located to the east of the site on the opposite side of the John Lyon roundabout.

The closest tube and overground station is South Kenton.

The site comprises an existing restaurant, Mumbai Junction which is marked in red on the diagram below.



Above: Where our site is

The site sits just outside the Conservation Area, and it is not listed. There are no listed buildings near to the site.

The proposals

The proposals are for 43 new homes with private and communal amenity space. The new homes will be a mix of one, two and three bedroom homes. 10% of the new homes will be accessible.

The ground floor homes have been provided with private outdoor space of at least 50m². The upper floor flats have been provided with balconies compliant with the new London Plan. Below you can see a breakdown of the type of homes and private amenity space offered.

The ground floor homes have been provided with private outdoor space of at least 50m². The upper floor flats have been provided with balconies compliant with the new London Plan.

In total there will be:

- 13 one-bedroom flats,
- 21 two-bedroom flats and
- 9 three-bedroom flats.

There will be 663.4m² of private amenity space.

There will also be 131.70 m² of children's play space on the ground floor as well as a communal garden and communal terrace spaces on the third and fourth floors.

Neighbouring properties 15&17 Amery Road and 135 Sudbury Court have been tested against the guidelines set out in the London Borough of Brent's design guide. It is deemed that the proposals are acceptable and do not infringe on these properties.

The proposals have been designed in line with the London Borough of Brent's Environmental, Social and Governance criteria.

Cycle storage will be provided to comply with the new London Plan.

The proposals will create an active frontage and entrance, thus improving security for neighbouring properties.

Picture gallery

Here you can find a series of pictures of how the proposals might look.





1st Event

All the questions have been timestamped. If you scroll through and click each question, you will start the recording of the video at the appropriate position.



Introduction

Presentation from architect

Question on the site

Question on infrastructure

Question on flats instead of houses

Question on consultation process

Question on affordable housing

Question on pre-application discussions

Question on parking

Question on site suitability

Question on parking

Question on design

Question on loss of amenity

How to have your say

Question on infrastructure

Question on planning policy

Question on affordable housing

Question on housing numbers

Question on consultation process

Question on materials

Question on design

Question on viability

Question on sustainability

Question on current site

Question on PTAL rating

Question on timescale

Question on maximum height

Question on parking/community impact

Question on parking

Question on prospective prices

Question on maximising site

Question on consultation process

Question on congestion

Question on traffic levels

Questions on planning policy

Question on community benefits

Comment on local character

Question on consultation process

Question on floorplans

Comment on car ownership

Question on benefits to local residents

How to have your say

Question on planning application submission

Closing comments

End

2nd Event

All the questions have been timestamped. If you scroll through and click each question, you will start the recording of the video at the appropriate position.



Introduction
Presentation from architect
Questions on consultation process
Question on possible restaurant
Question on possible business units
Question on possible CPZ
Question on security
Question on the plans
Question on local security/contributions
Question on conservation area
Question on site boundary
Question on trees
Question on affordable housing
Question on carbon
Question on electric car parking
Question on site access
Question on consultation process
Question on pre-application discussions
Question on emerging proposals
Question on parking/local services
Question on construction work
Question on parking
Question on timescale
Question on future applications
Question on councillor meetings
How to have your say
Question on site ownership
Closing comments and how to share your views
End

Frequently Asked Questions (FAQs)

What are you proposing?

Our proposals are to replace the Indian restaurant at 231 Watford Road with a residential development of 43 new homes.

How many of the homes will be affordable?

The scheme will include a proportion of affordable homes; however, the total number will be discussed with the London Borough of Brent. The planning application will be supported by a report that demonstrates a number of factors that are considered during both the planning and construction process including the various costs involved in building the proposed homes. This is called a Viability Report and will be carefully analysed by the Council's own consultants to ensure the proposed development delivers an appropriate level of affordable housing.

Will the proposals be 'Secured by Design'?

The proposals will be examined by the Metropolitan Police service's 'Secured by Design' team that works to improve the security of buildings and their immediate surroundings to provide safe places to live, work, shop and visit.

Who makes the decision on the application?

The London Borough of Brent are the local planning authority (LPA). The planning team will analyse all the application documents and plans that will be submitted as part of the application. All these will be available to view on the council's website once the application has been submitted. We will provide a link from this website to the appropriate page on the council website.

The summary of their analysis will be presented to a group of elected councillors – the Planning Committee. At a meeting open to the public, they will hear a summary of the application from the planning officers and will also hear from supporters and objectors. They will then decide whether or not the application should be approved. A date for this meeting has not yet been set.

Will construction be noisy?

Modern construction methods tend to be less noisy than in the past. Construction hours will be discussed with the Local Planning Authority during the determination process, and it is likely that these will be limited so as to reduce, as much as possible, the impact of noise of nearby residents and local businesses.

I am unable to make the online Q&A sessions. Will there be an opportunity to view them at a later date?

Yes, the online Q&A sessions will be made available on this website shortly after the final event.

Are there any other ways I can have my say on the proposals?

Yes, please call our freephone number 0800 955 1042 between 9am and 5.30pm, Monday-Friday. You can also email us at 231WatfordRoad@Yourshout.org or write to our freepost address Freepost RTXU-JGSR-KHLE, Your Shout, 28 China Works, SE1 7SJ. The London Borough of Brent will also hold their own statutory consultation, following the submission of a planning application.

The team

Developer: Fruition Properties

Fruition Properties are an award-winning experienced housebuilder focused on developing design-led properties. Their portfolio is diverse in both scale and character, from luxury apartments to exceptional townhouses and the sympathetic conversion of heritage buildings.

Planning Consultants: Stantec

Stantec have been working with their clients and within communities across the UK for over 150 years. With over 1,700 people working in integrated regional teams across the UK, they plan, design, deliver and manage the development and infrastructure needed to support the creation of sustainable, healthy and prosperous communities.

Their work begins at the intersection of client relationships, creativity and community - providing effective and relevant solutions, translating their client's vision into valued consents, deliverable plans for projects and programmes, and efficient designs for delivery, based on technical excellence and deep market insight.

Architects: Barr Gazetas

Barr Gazetas work has moved between the master planning of 2,000 acres in Crete to transforming tired or derelict office spaces in London. They've built projects for education, residential, mixed use, public realm, offices, and leisure. To each and every one they bring a new approach, a fresh perspective, informed by their experience but driven by the desire to create a new solution, a new vision, a new way to live and work.

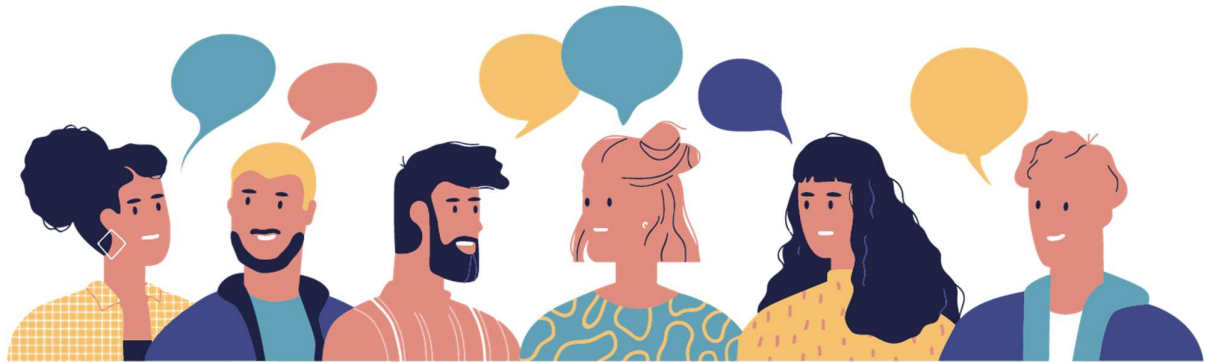
Structural, Civil and Highways Engineer: Waterman Group

Waterman Group is a multidisciplinary consultancy providing sustainable solutions to meet the planning, engineering design and project delivery needs of the property, infrastructure, environment and energy markets.

Founded in 1952, the company has since grown into a leading engineering and environmental consultancy with offices throughout the UK, Australia and Europe. Waterman works with government agencies, local authorities, government-regulated industries and private sector clients to provide innovative, sustainable and economic solutions across a wide spectrum of business activities.

Consultation: Your Shout

Your Shout undertakes professional community consultation for the built environment. They work for developers, local authorities and other clients who wish to contact, consult and listen to people in a specific community, neighbourhood or area. They are committed to strengthening relationships between landowners, communities and local councillors.



Appendix 3: Online Q&A events – screenshots



231 WATFORD ROAD



unityUK

231 WATFORD ROAD



unityUK

Appendix 4: Online Q&A events – example reminder email

Dear Neighbour,

Thank you for registering for the Q&A events for the 231 Watford Road consultation. The first event is at 7pm today, with the final event on tomorrow at 1pm.

You will be able to watch the event by following this link:
<https://231watfordroad.communityuk.live/registeredparticipant> .

We recommend you bookmark this page or keep it somewhere safe. The link will work for both events.

There are three ways to ask questions:

- via the online question box before or during the meeting;
- submitting a video question before the meeting; or
- phoning 0800 511 8225 during and immediately before the meeting.

The events will last between 30 and 90 minutes, depending on how many questions we receive. Each event starts with an introduction from the chair, and a short presentation of the proposals. Then we move on to answering your questions.

You can also share your views about the project. [Click here](#) to share your views.

You can watch the video fullscreen and use a second device to ask questions. Here is the link for the [second device](#) (without the video).

We recommend you check your set up before the event starts. We start the livestream 30 minutes before each event so you can test your set-up in advance.

Check you are using a compatible web browser that can support streaming of video.

Please note that Internet Explorer is not supported. We recommend the following browsers when trying to watch or browse content:

- Google Chrome for OSX, Windows and Android 69+
- Mozilla Firefox for OSX, Windows 58+
- Safari for OSX and iOS 10+
- Microsoft Edge for Windows 15+

If you have problems viewing the video, you can go to this handy guide to how to update your browser.

Regards
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