



**Engaging the community:
Linden Homes' approach**





Working with local communities comes as second nature to Linden Homes. We understand that if we are to deliver houses that not only meet the aspirations of those who seek to live in them but also enhance the existing neighbourhood, then we need to talk to and engage with local people – residents, businesses and their elected representatives.

That is why Linden Homes has a proud record of engagement and public consultation on its housing schemes nationwide. By seeking out local knowledge, and listening to local opinion, we are able to build a fuller picture and progress our plans accordingly. We believe that our developments are much the better for it, offering homes that are a part of, not apart from, the local community. Which is why, although the delivery of those new homes is undoubtedly a priority, Linden Homes is also focused on identifying the wider benefits that development can bring to the existing community. Working collaboratively in this way, we hope to resolve concern and secure local consent.

Over a number of years we have developed a comprehensive approach to engagement, involving local residents and stakeholders at an early stage, seeking comments on our plans and feedback on the preferred way forward. While this is something that we

have seen as making good business sense and as part of being a good neighbour, there is little doubt that the current focus on 'localism' is shining a light on the practices of developers, especially as proposed legislation would make public consultation on planned development compulsory in certain circumstances.

Linden Homes has developed a clear set of guidelines for engagement on proposed housing schemes. Each community where we plan new homes has a distinct identity and its own particular concerns and we are committed, on each of our schemes, to:

- Sharing our consultation strategy with the local authority at the outset, having given due consideration to any advice received;
- Engaging with local residents and their elected representatives, either by newsletter or at a consultation event;

- Providing an opportunity to receive feedback on our proposals which, where possible and appropriate, we will incorporate in our designs going forward;
- Reporting the feedback received to the local authority and how it has been addressed;
- Publicising ways of contacting our team; and,
- Providing progress reports to the community.

Linden Homes is confident that the approach it has taken, and will continue to take, far exceeds any statutory requirements on consultation. We are driven not by legislation but by an understanding that effective engagement not only makes good business sense but is the right thing to do to ensure that development is viewed positively in local communities.

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