

DOLPHIN DECIDES AGAIN

***A REPORT ON A CONSULTATION ON THE
DOLPHIN HOUSE AND PARK MASTERPLAN 2013***

DOLPHIN ALLIANCE

DECEMBER 2013

**CONSULTATION CONDUCTED BY
THE DOLPHIN REGENERATION GROUP**

**REPORT BY PETER DORMAN, (COMMUNITY ACTION NETWORK)
INTERIM REGENERATION WORKER**

Introduction

I am delighted to submit to the Dolphin Joint Regeneration Board and the Community of Dolphin House and Park this report on the consultation on the 2013 Regeneration Masterplan.

In 2008 the Dolphin Decides consultation¹ was carried out on the basis of the Sheridan Woods and Dublin City Council proposals for Regeneration. An extensive award winning process involving public meetings and door to door surveys led to the clear conclusion that a majority of residents want to stay on the estate but also want significant regeneration. However, the collapse of Public Private Partnerships (PPPs) around this time meant that the hopes of the community for regeneration might be crushed. A Human Rights Campaign focusing on the conditions in Dolphin House for many residents helped highlight the need for regeneration and Dolphin Alliance continued to work with Dublin City Council under the auspices of the Joint Regeneration Board to continue to develop a Masterplan for the estate. Any new plan would not be the same as that proposed by Sheridan Woods as that was based on a PPP model. However, the Regeneration Board Design Group, consisting of our Residents Regeneration Design Group and Dublin City Council Architects, developed a phased Masterplan involving part demolition and part refurbishment of the estate in line with residents' wishes and the possibilities available within public policy and finances. This Masterplan was judged by the Residents Regeneration Design Group to be fit for consultation. The plan was given approval at a meeting of Dublin City Council on 17th July to be sent forward for Planning Permission².

In October 2013, the Residents Regeneration Design Group with support from the regeneration worker and some local community workers formed The Dolphin Regeneration Group to co-ordinate a full consultation on the lines of Dolphin Decides.

We are delighted to report that thanks to the hard work of our community worker Debbie Mulhall and a team of volunteers and community workers, we have completed the consultation. This is a landmark moment in the history of our community. As you will read, Dolphin has decided again to sustain our wonderful community with a much needed regeneration. Long days of hard work remain ahead. While the plans are endorsed, we are determined not to leave the many concerns of residents unaddressed, but to keep the community together through the coming decade of change.

It remains for me to thank the Regeneration Board, Dublin City Council, all our own staff and volunteers, Community Action Network and all the residents of our community who have participated in making this dream a real possibility.

Yours Sincerely

Frank McHale

Acting Chairperson: Dolphin Alliance. December 2013.

¹To see this document download <http://dolphinhouse.ie/download/pdf/dolphindecides1.pdf> and <http://dolphinhouse.ie/download/pdf/dolphindecides2.pdf>

² For an overview of the plans see http://www.dublincity.public-i.tv/core/portal/webcast_interactive/109270

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Executive Summary

This report describes and analyses the 2013 consultation regarding the Dolphin Regeneration Masterplan. The consultation took place under the direction of the Dolphin Residents Regeneration Design Team, a sub-group of the Dolphin Alliance. Dublin City Council actively supported and participated in the consultation.

The consultation was held over a period of six weeks and consisted of three elements.

1. Six public meetings for residents in different parts of the estate and services working on the estate.
2. An open public display of the Masterplan
3. A door to door survey.

The main points arising from the consultation are:

1. 70% of households were surveyed.
2. 95% of those surveyed are in favour of the scheme. 4% are not in favour and 1% is undecided. (This compares with 82% opting for either Option 2 –refurbishment (15%), or Option 3- complete demolition and redevelopment (67%) in Dolphin Decides 2008).
3. 77.5% of those surveyed (excluding Dolphin Park residents) wish to remain on the estate long term.
4. 10% do not wish to stay and 12.5% are undecided.
5. The vast majority of residents are enthusiastic about regeneration and the designs on offer.
6. Residents are concerned about where they will return upon completion of their new homes. There is a strong desire among many if not most to be in the same location with the same neighbours.
7. Residents and services are concerned that anti-social behaviour will not be addressed through regeneration and may even be exacerbated by the new design.
8. Residents currently in overcrowded or poor conditions need a remedy. This will have to be sooner than regeneration for those outside the first phase.
9. There are some design issues that need to be addressed relating to some room sizes, storage, balconies, access to blocks and other details.
10. Residents and services would like to see progress on community facilities as part of the regeneration.
11. Residents require flexibility in the Meet-Your-Needs policy to allow them to keep adult children near them and to allow them to keep enough bedrooms for visiting children and grandchildren. It is recognised that the Like-For-Like policy negotiated by the Regeneration Board goes towards addressing this concern.
12. Dolphin Park residents are hopeful that their new complex will accommodate more residents. There are also some questions about the interior and exterior designs, the quietness of the surroundings and the availability of gardens and car parking.

Public Meetings

Public meetings were held throughout the week beginning the 21st of November. The meetings were organised as follows:

Date	Invitation to	Numbers Attending
Monday 21 st October	1 st and 2 nd block (First Phase)	38
Tuesday 22 nd October	3 rd and 4 th block	19
Tuesday 22 nd October	Dolphin Park	11
Wednesday 23 rd October	5 th Block	11
Thursday 24 th October	Long Block	22
Total		101

The meetings were organised in this way so that the numbers attending would not be so large as to interfere with a quality engagement by residents with the proposed plan. The schedule also reflected the fact that the relationship to the Masterplan will be different depending on where a resident is living on the estate. Therefore, there was a dedicated meeting for those in phase 1. There was one meeting for residents in blocks 3 and 4 reflecting the fact that their proposed design is the same. Block 5, the Long block and Dolphin Park each have variations in proposed design, and so each had their own meeting.

The format of meetings was as follows.

- A welcome and introduction to the meeting. (Dolphin Alliance)
- A PowerPoint Presentation of the plans (Dublin City Council Architects Team)
- Small Group Discussion on the plans (facilitated by Residents' Design Group members)
- Questions and Answers session (Regeneration Worker with Dublin City Council on a panel)
- Close of meeting

All meetings were attended by Dublin City Council Architects Team. Most meetings were also attended by members of the Project Team, Area Manager or local Estate Officers.

In advance of meetings, a Frequently Asked Questions document (See Appendix 4) was prepared by Dublin City Council in response to questions which had been raised by the Dolphin Regeneration Team. This FAQ document was made available at the public meetings for residents to take away. Dublin City Council also made available graphics of aspects of the design to aid the small group discussions. Large mounted graphics of the scheme and a model of the refurbished units in phase one was also on display during meetings.

Attendance at the meetings was modest at best. A number of reasons may account for this. A well-attended meeting had already been held in June to give residents an update on the plans. While residents were all invited by a personally delivered notice and advertisement on Facebook, it was suggested that a knock to the door on the day of the meeting may have resulted in a higher attendance. It is also noticeable that the attendance at the phase one meeting was higher than other

meetings. This most likely reflects the fact that residents in later phases feel that regeneration is a distant reality for them.

Outcomes from the meetings

Residents responded overwhelmingly in the positive towards the plans.

A range of questions were raised by the small groups and put to DCC in the question and answer session. (See Appendix 2) Most of these were answered on the basis of what was already clarified in the DCC presentation or in the FAQ sheet which was made available in the meeting. There were however a number of concerns which required further consideration. These included:

Questions relating to disruption.

Residents are being asked to come to terms with the fact that much of their investment in their existing accommodation (tiles, floorboards fitted furnishings and kitchens) will all be redundant when their turn comes for regeneration. While it was made clear that there would be no compensation for loss of such goods, the position regarding storage of furniture during transition remains to be clarified.

A further disruption relates to co-existing with building works. The FAQs address this to some extent, but the specific situation of residents in that part of the 2nd block which is not part of phase one but which abuts the demolition was raised at the meetings. It was suggested by Dublin City Council that such residents in this situation may be relocated.

Questions relating to overcrowding and poor conditions.

The conditions of overcrowding and poor conditions prevailing outside phase one became evident at the meetings. Given the length of time estimated for the delivery of the full Masterplan, the question of how such conditions can be addressed in the short term remains.

There was disappointment that there is no facility to accommodate adult children on the estate through the regeneration programme.

Questions relating to access.

The proposed layout of the new estate which embraces more semi-private outdoor space raised some questions about access which need further consideration. This point was reinforced in the door surveys. People wondered how the limited access to blocks via fobs will work in practice. How will children freely move in and out of blocks, for example?

The question of anti-social behaviour was raised too, though, not surprisingly at a public meeting, was not discussed in detail. However it was clear that people worried about access being given to some people who might cause trouble and their being “locked in” with this issue within a block.

Questions relating to timing.

The question was raised about how long the process will take and when regeneration will happen for each block. While some clarity is given in the FAQs on aspects of this question, the specific order and timing of phases is not decided. There is as yet no clarity as to which part of the estate might be tackled next.

Questions about return.

A range of questions about return were raised, many of which are dealt with in the FAQs. However, the importance for many residents of not only what sort of unit they will return to but where it will be located was clear from the meetings. It is worth noting that many if not most residents desire to return to the same location as they leave and be with neighbours they are with now.

Services' Meeting

In addition to the residents' meetings, a meeting was held with local community and youth services to get their perspective on the Masterplan (See Appendix 2). Dublin City Council was not present at this meeting and the presentation was given by the regeneration worker. The participants were keen to support the residents in their choices regarding the plans. However, they did raise some concerns of their own.

The chief issue from this meeting was community safety relating to the closed-in blocks design. Services felt that it is inevitable that casual access will be given to people who will cause trouble in the blocks. This view was informed by recent experiences in the new Fatima.

There was also concern about the loss of space for outdoor recreation because of the building of the new senior citizens complex over part of the existing pitch.

Services were keen to see designs of the proposed community facilities and to see these included in the first phase. There was concern that, since the audit of facility needs over a year ago, there has been no progress on this by the Regeneration Board.

Services expressed a commitment to playing their part in helping to address concerns about community safety and in developing community facilities.

Open Display of Plans

Throughout the week of the meetings and for much of the following week, the graphics and the model remained on display in the Dolphin Community and Health Centre. Staff there reported a steady stream of residents calling over to view and to ask questions.

Door-to-door Surveys

The Dolphin Regeneration Team committed to survey as many households as possible on the Masterplan. A simple questionnaire was devised (see Appendix 3) to elicit responses to three questions. What is your opinion on these plans? What concerns do you have about the plans? Do you see yourself living on this estate long term?

The survey consisted of an explanation of the Masterplan, using the graphics from the public meetings, with specific references to those aspects of it most relevant to the resident, followed by a recording of their opinion of it and any concerns they have. The average interview took around fifteen to twenty minutes. Those conducting the interviews, including both staff and volunteers, did training on using the survey in advance.

The target was to survey at least 70% of households. This was achieved. The team committed to a three-knock policy, meaning that every flat was knocked at least three times and at different times in a genuine effort to survey every household. In the event, 70% of households were surveyed and this does not include some residents who, in the judgement of the team, did not have the capacity to complete a survey.

The survey results show that 95% of those surveyed are in favour of the scheme. 4% are not in favour and 1% is undecided. The survey also shows that 77.5% of those surveyed (excluding Dolphin Park residents) wish to remain on the estate long term. 10% do not wish to stay and 12.5% are undecided. There are a larger proportion of those saying “no” and those who are “undecided” about wanting to return in the first block. This may be related to being in the first phase, though the same pattern does not repeat in the second block. It may also relate to enduring community safety issues in the first block.

Totals
Verdict on the proposed Regeneration
In Favour 258 (95%)
Not in Favour 11 (4%)
Undecided 3 (1%)
Total 272
Preference to stay Long Term (Excluding Dolphin Park)
Yes 186 (77%)
No 25 (10%)
Undecided 30 (13%)
Total 241
Total units in complex 436
Vacant or in alternative use 50
Total occupied 386
Total surveyed 272 or 70%

Concerns

The survey sheets show that very many residents are very positive about the design. Many commented that the plans are “brilliant”, “lovely” “look great” and “badly needed”. However, in order to understand what areas of work remain for the regeneration project, the Regeneration Team specifically asked about concerns. A complete list of these is to be found in Appendix 1. Here are the chief concerns.

Where will I be and whom will I be beside?

This is major concern arising from the survey. Residents are aware that the new design is likely to displace them from their current location to some extent. However, it is clear that it is important to many to be in their original general location and near their present neighbours. A number predicated their support for the scheme on this.

For residents at the SCR end of the Long Block, being in the same location after regeneration as they are now is very important. These residents are a group of the longest stay on the estate and remaining together and in their current locations is important to most of them.

Anti-social

There are a number of concerns about anti-social remaining a feature of the estate. This is particularly true among the first phase respondents. Many are living with serious anti-social behaviour currently and they wonder how that will be different in the new estate.

Some respondents worry about the situation being even worse with the closed in courtyards. They fear that some neighbours will take over that space with public drinking and other nuisance behaviour. Others worry about who might be given access to their semi-private lifts and hall ways by some neighbours.

The fear of continuing anti-social behaviour is also a concern of those currently in three bedrooms who will be moving down to the ground floor. A number of these felt strongly that they will be at serious risk at the bottom floor and that walls around balconies will not provide enough protection. Some also worried about safety using lifts.

On the other hand it should be said that a lot of residents commented that the new closed-in design will afford more security.

Overcrowding and poor conditions.

For those outside the first phase who live in overcrowded or poor conditions, the prospect of regeneration, while welcome, is cold comfort. Not knowing where subsequent phases will be and when they might begin exacerbates this concern. Residents complain of units being unused on the estate as they are being reserved for phase one transition while they live with overcrowding damp or sewage invasion.

The question of adult children remaining on the estate also came up at the doors.

Improved accommodation.

While generally there is a welcome for the much improved conditions in terms of space and quality promised by the new plans, there are some doubts about how improved things will be in this regard, particularly in one and two bedroom units. One resident claims that two bed bedrooms will actually be smaller. Others point out that in one version of the two-bedroom design; there is no storage room at all. The design of balconies also attracted comment, particularly in relation to their safety

for children. These and other issues require further consideration by the Design Group of the Regeneration Board.

Disruption and length of time.

The issues relating to disruption came up in the door to door surveys as at the public meetings. There are concerns about the safety of the building site, especially for children, the impact on the health of residents living nearby and the temporary loss of parking spaces and play areas during building.

There is some considerable anger in some households over the investment they had put into floors, tiles and kitchens, in some cases very recently, which will now be destroyed. Questions about storage of furniture in transition were raised again.

A number of older residents are particularly fearful of the disruption. Some expressed the view that they will not survive to see it happen.

Community facilities.

Some residents commented on the need for community facilities as part of the plan, especially for young and older people. The question of jobs on the site for local people was also raised.

Conclusion

This survey shows that Dolphin has again opted for substantial regeneration and approves the Masterplan as currently proposed. It also shows that most residents would like to remain on the estate. This serves to strengthen the Joint Regeneration Board's resolve that:

"The regeneration has to be planned and designed on the basis that the majority of residents want to stay living in Dolphin and thus aims to keep the community of the blocks together and neighbours together"³

The concerns that are expressed through this consultation however are real and need to be taken seriously by all parties to the Regeneration. This would suggest:

1. That the Design Group be reconvened to address any outstanding design issues relating to the Masterplan indicated in this consultation.
2. That the Social Regeneration Group should develop realistic plans for community facilities.
3. That Transition should be conducted as efficiently as possible, with support and effective communication and participative decision making between community and DCC.
4. That information and guarantees be given wherever possible on the roll out of phasing of the project.
5. That residents should be supported to return to the best accommodation for them on the estate in a way that keeps the community of neighbours and blocks together.
6. That anti-social behaviour should be eliminated from the future of Dolphin.
7. That the community should be resourced for this journey through early delivery of the community capacity by the DOE.

It is worth noting that these issues will be addressed through adherence to the *Memorandum of Understanding* agreed at the Joint Regeneration Board already this year. (See Appendix 5)

³ *Memorandum of Understanding in relation to the Regeneration of Dolphin House and Park between Dublin City Council, the Department of the Environment, the Joint Regeneration Board and the Dolphin Alliance, July 2013*

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Appendix 1. Door to Door Survey results.

(Note "concerns" are transcribed from survey sheets)

Block 1

In favour 33 (91%)

Not in favour 3 (9%)

Undecided 0

Stay long term

Yes 20 (57%)

No 7 (20%)

Undecided 8 (23%)

Total units 60

Total surveyed 36

Vacant or in alternative use 8

% Households surveyed 62%

Concerns

Where will I end up in new development?

Soundproofing

Who will I be living beside?

Closed in courtyard will be a nightmare for ASB.

Want choice about whether I have 2 bed with separate kitchen/dining or not

Don't like 3 bed on bottom

Security concerns.

Sizes not different enough

Need to see facilities for the kids

Is there a guarantee of it happening?

Concerned about anti-social/ security for cars

Disruption of transition.

Where will I be put on return?

Will anti-social be dealt with? Drug-dealing?

Anti-social is a concern.

Don't like the link to the second block.

Anti-social

The bother of moving

Fears about where they will be in transition

Problems with anti-social need to be addressed

Block 2.

In favour 39 (95%)

Not in favour 2 (5%)

Undecided 0

Stay long term

Yes 33 (80%)

No 4 (10%)

Undecided 4 (10%)

Total units 60

Vacant or in alternative use 11

Total surveyed 41

% Households surveyed 70%

Concerns

Surprised at how quick the moving will be

Where will I be put? Question whether it will end up as it looks in the plans.

Safety of children on balconies

Why can't we move while construction is happening in our block?

Lovely but I don't want to move.

What about storage for furnishings during transition?

Child safety during building.

Car parking during building.

Security for three-beds on ground floor.

Building work will be very close.

A lot of moving.

Overcrowding with adult child. Will she be accommodated?

Timeframe. When will the next phase be, and where?

Block 3

In favour 23 (96%)

Not in favour 1 (4%)

Undecided 0

Stay Long Term

Yes 19 (79%)

No 1 (4%)

Undecided 4 (7%)

Total units 60

Vacant or in alternative use 3

Total surveyed 24

% Households surveyed 69%

Concerns

Concern about being separated from my neighbours

Every flat should have its own storage space and built in wardrobes

Nervous about 3 beds on the bottom

Will the whole project be completed?

Need services in the community Centre

Won't see it at my age

Need services for young and older people.

Concerned about need to address literacy

When will my block be done?

Don't like the new build. Would like them to stay the same?

Block 4

In favour 35 (97%)

Not in favour 1 (3%)

Undecided 0

Stay Long Term

Yes 28 (78%)

No 4 (11%)

Undecided 4 (11%)

Total units 60

Vacant or in alternative use 7

Total surveyed 36

% Households surveyed 68%

Concerns

Is it going to be secure?

Will we still have satellite?

Will I get my own flat back?

Don't like the private (cut off from people) feel

Worried about the lifts and access for kids. How will the fobs work in practice? How many fobs per family?

Are we still getting the same neighbours?

Sound proofing. Don't want to be able to hear my neighbours.

Want to be able to stay in this part of the complex.

Nervous of being closed in. Feeling isolated.

Access for kids with fobs? How will that work?

How many car-parking spaces will there be? Will there be spaces for visitors?

I'm overcrowded now. What will be done about that in the meantime?

How long will it take to get to my block?

Security around balconies and windows. How high will balconies be?

Where will people go when they come back?

Not enough houses.

Overcrowding needs to be addressed now.

Children are ill now because of conditions we are living in.

Will I be able to move to the new Senior Citizens?

Living in overcrowded conditions with damp and mould now. What will be done about that?

Block 5.

In favour 41 (95%)

Not in favour 2 (5%)

Undecided 0

Stay Long Term

Yes 30 (70%)

No 6 (14%)

Undecided 7 (16%)

Total units 60

Vacant or in alternative use 3

Total surveyed 43

% Households surveyed 74%

Concerns.

Where will the crèche be?

Concerned that special needs for my child be accommodated.

Will I come back to my Block?

If I give up a three bed, will I be able to get two 1 beds?

Would like to stay in flat while regeneration goes on.

Overcrowded now. What can be done about that?

Will rent still be the same?

Sewage should be sorted now!

Sound proofing

Long Block

In favour 60 (95%)

Not in favour 2 (3%)

Undecided 1 (2%)

Stay Long Term

Yes 56 (90%)

No 3 (5%)

Undecided 3 (5%)

Total units 92

Vacant or in alternative use 4

Total surveyed 63

% Households surveyed 72%

Concerns

Want to come back to my own flat.

When will it happen?

Where will I be going?

Need more security

Will there be work for residents on site?

Want to return to my block.

Wish it was starting sooner in our block.

Want the same neighbours.

I'm too old for change now.

Want a signed agreement that I will get a two bed back in the same location.

Happy where I am.

Will my furniture fit into the new apartments?

Will we have the same neighbours?

Are we going to be safe?

Overcrowded now. Will I have to wait until my block is regenerated?

Want the same neighbours.

If I have a two bed, will I get a two bed back?

Concerned about security in the new block.

When will it get to the Long Block?

Want neighbours to stay together.

Will there be enough for seniors?

Concerned about three bedrooms on the bottom floor.

Too much disruption at my age. If I was younger I'd be more for it.

Concerned about 3 beds on the bottom.

Want to stay internal during transition.

Rats and safety during building.

Would need a four bed due to overcrowding now.

Very long timeframe.

Will it get finished?

Feel I was made a fool of. Moved during refurbishment having put a lot of money into the flat.

Want to be in later phases because I've invested a lot of money in this flat. Would have to rip it all out.

Concerned about anti-social in closed in blocks.

Need ground floor accommodation as I have poor mobility.

Elderly have a fear of lifts.

Need disability access

Will there be provision for seniors in Dolphin House?

Do I get my old flat back?

Don't like the three beds on the bottom.

Jobs on the site?

Same space as I have now.

Dolphin Park

In favour 27 (100%)

Not in favour 0

Undecided 0

Total units 44

Vacant or in alternative use 14

Total surveyed 27

% Households surveyed 90%

Concerns

Would like things to stay as they are.

Would like more rooms and more residents

Will it be noisy?

Concerns about alignment of sun into courtyard.

Need to be on a ground floor

Would like more privacy

Would like more residents

Concerns about traffic

Would like a garden

Concern about shape of blocks

Car park and garden inside

Totals.

Verdict on the proposed Regeneration

In Favour 258 (95%)

Not in Favour 11 (4%)

Undecided 3 (1%)

Total 272

Preference to stay Long Term (Excluding Dolphin Park)

Yes 186 (77%)

No 25 (10%)

Undecided 30 (13%)

Total 241

Total units in complex 436

Vacant or in alternative use 50

Total occupied 386

Total surveyed 272 or 70%

Appendix 2. Attendances and questions at Public Meetings.

(Note "questions" are transcribed from group facilitators' notes)

Monday 21 st October	1st and 2nd block	38
Tuesday 22 nd October	3 rd and 4 th block	19
Tuesday 22 nd October	Dolphin Park	11
Wednesday 23 rd October	5 th Block	11
Thursday 24 th October	Long Block	22
Total		101

Questions Raised at Public Meetings.

Is the new build at the end (of the 5th block) going to be private?

Is the last block being demolished?

Will there be local employment. There are lots of trades in Dolphin.

What protection will there be for people living within or close to the building area regarding their health?

Will residents in 2nd block, but not in the first phase be moved out?

What will happen to people living near construction?

Will DCC pay for storage while we move to smaller places?

If you have bathrooms or kitchens tiled and fitted, will they be replaced?

What are the implications for rent arrears through the moves in transition?

Will rent arrears affect how I will be accommodated in Transition and in the new estate?

Will wardrobes be included in the new flat?

Will hall doors look onto neighbours or onto a corridor?

How many entrances are there into three-beds?

Will new apartments be bigger than existing?

Will there be a loan for moving?

If I am on the transfer list now, can I still move out during transition?

Where will bins be in the design?

Will there be washing lines?

Will car-parking be gated and secure?

What play facilities will be put in place for children during building?

Will levels of rent be different in transition or in the new estate?

What happens if people don't want to move?

Will accommodation be fire-safe?

Will there be loan facilities for new furniture and furnishings?

When will the moves happen in transition?

Will the heating and sound proofing be better?

If my child moves out during the process will I still get the same number of bedrooms that I have now?

If I am in a three bedroom now, will I get a three bedroom in the new accommodation?

If I have a two bedroom now, can I be downgraded?

Can we negotiate about extra apartments where there is overcrowding?

What will be done to address over-crowding or poor conditions while I am waiting for regeneration to get to me?

Will my adult child be entitled to their own place?

What are the options for interim accommodation in transition?

If I move in transition to an interim accommodation but then change my mind and want to move out, what will happen?

What accommodation is there in Herberton?

Can I move to somewhere other than the DCC options during transition and still return?

How will access in and out of new flats be managed?

How will anti-social behaviour be managed in the new estate?

Will we be guaranteed a flat in the new complex?

Will you return to the same block with the same neighbours?

Local Services Attendance

Rialto Youth Project (St Andrews Team)
Dolphin Homework Club
Rialto Community Drug Team
Canal Communities Local Drugs Task Force
Canal Communities Partnership
Fatima Groups United
Rialto Springboard Project
Rialto Health Initiative

Appendix 3 Survey Questionnaire

Present the Plans.

Questionnaire

Are there any questions?

What do you think of the Plans?

Are you.....

A. In favour of this Regeneration.

You are in favour, but are there any concerns or things you would like changed?

B. Not in favour

You are not in favour. What reasons would you give for this?

If this was addressed do you think your opinion would change?

C. No opinion/Undecided.

Why are you unable to give an opinion?

Would you like to stay on the estate long-term? (You are not making a commitment here)

- Yes
- No
- Don't know

Appendix 4. Frequently Asked Questions

1. What will happen in Phase 1?

Phase 1 of the proposal is set within the context of the overall Schematic Masterplan for the redevelopment of Dolphin House and Park. The first phase provides for the redevelopment and refurbishment of three of the horseshoe shaped blocks no's (93-116, 129-140 and 165-176) each block contains 24 units (72 in total). These 72 apartments will be converted into 63 larger apartments.

The existing green area between two of the blocks will be enclosed by a new apartment block on the north side containing 14 apartments. On the canal side two canal blocks numbers (117-128 and 177-188) containing 12 units each (24 in total) will be demolished and replaced by a terrace of 9 houses (3 x two storey and 6 x three storey) facing the canal with gardens to the front.

A new apartment block will be built to the south of the block containing numbers 93-116, this will contain 6 apartments with another apartment block on its northern side containing 8 apartments.

The total number of units proposed is therefore 100 comprising 40 x 1 beds, 41 x two beds and 19 three beds.

The blocks to be retained will be refurbished and provided with balconies, lifts and access control systems. Car parking will be provided on either side of the retained flat blocks and the area in the centre will be landscaped as a private courtyard for the occupiers of the flat blocks and terraced housing.

2. Won't it be very difficult for those in block 2, who are not in Phase 1, living next door to a demolition? How will that be addressed?

The three blocks closest to the horseshoes within Phase 1 will be the most affected by construction and demolition works. In order to minimise disruption, prior to work commencing on site a detailed management plan will be agreed outlining all aspects of construction work, start and finish times, access to the site, maintaining existing routes open, daily cleaning of roads etc. Continuing liaison will be maintained during the whole construction period in order that particular issues that may arise will be addressed swiftly. The Council has a lot of experience of demolishing and building beside occupied flat blocks and houses and is aware of the types of issues that arise and will be working with the contractors to minimise disruption. Consideration will be given to temporarily de-tenanting anyone for whom proximity to building causes unreasonable disruption.

3. What will the interior of my new home look like?

The design of the inside of the flats and houses has been designed to the stage required to apply for planning permission. This means that the architects have decided where the different rooms are to be located and how big the rooms will be. But no design work has yet been undertaken regarding the types of lifts and materials to be used in either the internal or external finishes other than to indicate in general terms what is proposed. Work of this level of detail will take another 9 to 12 months to complete and there will be opportunities for the design sub group and regeneration board to have a say in these items. In general the Department of Environment, Community and Local Government do not provide money for built in wardrobes, white goods, showers or floor covering other than vinyl. There will be images of the interiors of the units in 3D on boards provided to accompany the exhibition and FAQ booklet.

4. How will space of rooms compare to what I have now?

All the new units will comply fully with the space standards set out in the Dublin City Development Plan 2011 – 2017. The minimum floor areas required are:

- 1 bedroom 55m² (592square feet)
- 2 bedroom 80- 90 m² (861-968square feet)
- 3 bedroom 100m² (1076square feet)

In as far as possible the refurbished units will also meet these standards and there will be very little difference in the space standards between new and refurbished units. The most notable improvement will be in the size of single bedrooms, kitchens and bathrooms.

The Development Plan also sets down the minimum size of individual rooms as follows:

- Living 11m² (110 square feet)
- Kitchen area 5m² (50 square feet)
- Dining area 4m² (40 square feet)
- Bathroom 4m² (40 square feet)
- Double bedroom 10.2m² (102 square feet)
- Single bedroom 6.5m² (65 square feet)

The drawings that will be provided by the Council will also show dimensions in feet and inches to help people to compare the proposed units with their existing units.

5. Will I lose bedrooms?

It has been agreed that tenants moving into new or refurbished units will be allocated replacement homes on the basis of their current needs rather than on the size of unit that they are leaving. However tenants who occupy a 1 or 2 bedroom unit whose family size means that they should have a 3 bedroom unit will be allocated the bigger unit. Tenants currently in 3 bedroom units who do not need a 3 bedroom unit will be offered a minimum of a 2 bedroom unit and those with a 2 bedroom unit will also be offered a two bedroom unit. None of the 1 bedroom units will be as small as the existing 1 bedroom units and will in fact be the same size if not larger than the existing 2 bedroom units.

6. What storage will I have?

Adequate storage is a requirement of all new and refurbished units having regard to the Department of Environment, Community and Local Government "Best Practice Guidelines for Delivering Homes: Sustaining Communities" published in 2007. The minimum amount of storage that will be provided is as follows:

- 1 bedroom 3m² (32 square feet)
- 2 bedroom 6m² (64 square feet)
- 3 bedroom 9m² (96 square feet)

The storage spaces are generally in the foyer or entrance hall but can also be located under stairs or on landings upstairs. In some cases depending on the roof shape there may be attic storage space and if there are gardens there can be space for storage there too although the Council do not provide garden sheds. Waste management areas are also provided either in the private gardens or in communal areas in flat complexes. Storage space provision will be shown on the plans.

7. Where will I hang washing?

It may be possible to provide a laundry area, separate to the kitchen areas, in a limited number of apartments and houses. Ground floor apartments and houses will have access to private open space where clothes drying can occur. The issue of communal drying areas will be explored with the design sub group to ascertain the level of requirement, the best location and the methods of screening. As all apartments will have balconies there is the option of drying clothes either on balconies on pull out lines which will be level with the top of the balcony walls or, in the courtyards and in private gardens where provided.

8. Will wardrobes be included?

The Department of Environment, Community and Local Government do not normally allow local authorities to include the cost of wardrobes in their cost plans. Wherever possible the Council will design bedrooms so that there are alcoves which can easily and cost effectively be converted to wardrobes.

9. Will white goods be included?

The Department of Environment, Community and Local Government do not normally allow local authorities to include the cost of white goods in their cost plans. Wherever possible the Council will design standard sized spaces in kitchen units which can easily and cost effectively be used to locate tenant's own white goods.

10. Where will bins be kept?

Communal waste management areas will be provided for apartments and individual bin stores will be provided in houses and in some cases in apartments with ground floor private open space. The

proposal is to provide a secure waste management area near the lifts so that it is easy for tenants to access it from their flats.

11. What are the plans for the rest of the flats?

Phase 1 is the only part of the scheme that where detailed designs are being developed. All the flat blocks being retained will be refurbished to the same standard as Phase 1 and new apartments and houses will be provided to replace those demolished so that there will be enough new housing to provide homes for all those currently living in Dolphin i.e. circa 400 new or refurbished units.

12. What about community facilities?

The Department of Environment, Community and Local Government provide a small amount of capital funding towards replacement community facilities. However this will not cover the cost of fit out and will not be as extensive as in other projects serving larger populations e.g. Fatima, Ballymun. Discussions are to be held between the regeneration board and the Community and Sports Section of the Council with regard to their assessment of need and the level of existing resources in the area which could be seen to serve this community including those provided in Donore Hall, St Catherine's and F2 on the one hand but also those in the area leading up to Inchicore and Crumlin. The schematic Masterplan shows the preferred location for a new community facility.

13. What about Dolphin Park?

The Senior Citizen Complex at Dolphin Park is not part of Phase 1. The current proposal which has been agreed between the Council and the Regeneration Board is that City Architects will develop a design brief for a specific part of the site and that the Council will appoint an Affordable Housing Body to design, build and finance a scheme at this location for a minimum of 40 housing units for older persons with appropriate replacement community facilities. It is envisaged that the AHB will partner with the local providers of services to the elderly in the area. The schematic Masterplan shows the preferred location for replacement accommodation for senior citizens (circa 40 units are currently proposed).

14. What is the timeline?

It is anticipated that subject to funding being available and planning permission being achieved that Phase 1 will be on site in mid 2015. The start date of 2015 is dependent on funding approval and the tender process commencing late in 2014. Phase 1 construction will take a minimum of 2 years from start on site to occupation including snagging.

15. What will be order of works (So I can tell when my bit will be completed?)

The other phases will follow in sequence after Phase 1. Depending on funding the next phase(s) does not have to wait until Phase 1 is complete before it goes on site. Two phases could be on site at the same time, provided they were not too close together. The sequence for later phases has not yet been determined but it will be based on detenanting strategies, and the need to minimise the impact of construction activity and to take account of cleared spaces which could be developed in tandem with Phase 1 and with later phases. The decision on a schedule of phasing will be made in mid 2014

16. Will it actually be completed or is there any possibility it will be suspended half way through?

It is the Council's intention to complete the regeneration of Dolphin House and Park. However all new build and construction of social housing is subject to funding constraints. The proposed development comprises Phase 1 of a long term strategy to redevelop the whole of the estate. A long term phased approach is considered necessary due to the current economic downturn. Subject to funding and consultation future phases will be provided in accordance with the provisions of the Dublin City Development Plan 2011-2017, the guiding principles for the strategic development and regeneration of Dolphin (SDRA 13) and the Draft Schematic Masterplan for the estate.

17. Where will I have to move in transition?

Ideally as many tenants as possible will remain in their current homes during the works. However it is inevitable that tenants in Phase 1 will need to move to allow development to commence. There are various possible options including moving within the estate, moving temporarily to another development or if tenants wish they could move and remain living in their new homes. All tenants who move to facilitate Phase 1 will be offered the option of returning and this will be by way of letter of comfort. Tenants who move on transfer who do not live in Phase 1 will not necessarily be offered the opportunity of returning as they will be deemed to have moved of their own accord and not to facilitate the refurbishment or demolition of units in Phase 1.

18. How long will I be in transition?

The Phase 1 contract will be a combination of demolition, new build and refurbishment. The contract will be complex and will take a minimum of 24 months with occupation including snagging and moving in periods taking another 4 months to be completed. Ideally the blocks in Phase 1 will all be vacated well in advance of the construction work commencing so the transition period could be as short as 3 years or as long as 4 years.

19. Will I have to come back if I don't want to?

If people move into other social housing either provided by the Council or by an Approved Housing Body there would be no requirement to return to Dolphin although the option to return would be provided to those who wish to have the option. If people move into privately owned units that the Council rent for the transition period they would have to vacate those units when the Dolphin units are ready for occupation.

20. What will be done to minimise disruption during building?

It is standard practice for construction contractors to provide method statements setting out how the site will be managed. Such statements include how dust, noise and construction traffic will be managed to minimise disruption to residents of the estate and to road users and also to pedestrians and cyclists using the Grand Canal tow path. The contract between the Council and the Contractor will deal require compliance with the method statement. There is a requirement within the planning system to implement current best practice in order to minimise disruption during building work. The contractors are responsible for health and safety on the site during the construction phase.

21. What about maintenance in the meantime?

The Council will continue to maintain the estate during the regeneration period. Given that the long term proposal is to refurbish any apartments not being demolished it would not make economic

sense to undertake any significant works to these apartments. However routine repairs and maintenance will continue, it is the intention to continue to keep the estate occupied and operating normally during the regeneration period.

22. Will the sewage and damp problems be addressed?

All services will be replaced as part of regeneration. Each phase will be treated in turn so that all drainage, sewage and damp problems will be sorted out.

23. I'm not part of Phase 1 but live in damp conditions? Can I expect any improvement while I wait?

Following a survey by City Architects of all the units in Dolphin it was agreed which units needed work due to dampness. Work should have been done to all these units already. If further inspections and surveys are deemed necessary they will be undertaken, but works to units which are to be demolished need to be kept to within a reasonable cost.

24. Will I be able to choose where I will live in the new complex?

As far as possible people will be rehoused close to their existing homes and to facilitate this approach the housing manager for the area will develop and agree detenanting proposals with the Regeneration Board.

25. Will I be able to choose who I will live beside?

Tenants will be allocated units in the new build and refurbished units in accordance with the Council's transfer policies taking account of any specific detenanting proposals agreed with the Regeneration Board.

26. How will the houses be allocated?

All units will be allocated in accordance with housing need in terms of the number of bedrooms. Where all other things are equal and where the unit size meets their needs tenants with no rent arrears or who are paying off arrears in accordance with an agreed arrears arrangement will be given first choice.

27. How much will be private?

The Council do not build private housing; once all existing units have been replaced or all existing tenants have been rehoused any remaining land not needed for open space, car parking or for community facilities will be offered for sale and the money which the Council receive for the land will be used to help fund the cost of the park and the community facilities.

28. How will access to blocks be worked (key, fob?)

In order to reduce opportunities for anti social behaviour the Council will create self contained apartment blocks overlooking communal gardens. Access to the stairs, lifts and communal garden gates will be controlled and only residents will have access via keys or fobs. In general the Council has found that fob controls are safer as the fob can be cancelled if it is lost or stolen without changing the locks. Households will be given two keys or fobs when they move in and will have to report keys or fobs stolen or lost and will have to pay for replacements.

29. I've heard stories about lifts breaking down a lot in other complexes? How will lifts be maintained?

As technology improves the incidences of lifts breaking has decreased although if abused the lifts will break down. Contractors who specialise in lift repairs will be engaged to repair and maintain lifts. In addition to lifts the blocks will have stairs. Generally the call out time for lift repairs is very quick although it can take longer at night or at the week-end. Lifts are now very common in buildings of more than 3 stories there is no reason for lifts to break down if they are not abused and if they are maintained and inspected regularly.

30. What parking provision will there be?

The standards in the Dublin City Development Plan 2011-2017 will be implemented as closely as possible in Dolphin as part of the regeneration project. It is important to retain sufficient space for passive and active recreational use and not to allow all the open space to be used for car parking. In addition some areas need to be set aside for storage, laundry and waste management. The proposal is for each block to have a designated parking area close to the apartment building and for on street parking in front of the terrace of houses. Subject to further advice from Roads, and Traffic Planning Division it is likely that approximately 85 car spaces will be provided as part of Phase 1.

31. Will there be jobs for locals on the site?

The Council is required to tender construction projects in accordance with EU and national procurement rules and guidelines. It is not possible to insist that contractors employ local people but the Council is committed to working with the Regeneration Board to see how the local economy can be improved through the investment of the Government in regeneration at this location including by exploring the idea of Community Benefit Clauses.

32. Will there be the same anti-social in the complex following Regeneration?

The design of the scheme will take account of the history of anti social activity that has been a feature of the site over the years. While some of this activity comes from outside it is also clear that some of it originates from within the estate. The Council is committed to working with the Regeneration Board and other stakeholders particularly the police to ensure that estate management is improved in the estate during and following regeneration. The design of the new and refurbished housing should help to create a more controlled and more easily managed estate.

33. Are there plans to address other local problems like unemployment or further education for young people?

The main involvement of the Council's Housing Department is in providing a better environment and high quality housing for its tenants. The Council as part of the Regeneration Board will be seeking to encourage other stakeholders to create an environment which improves opportunities for young people go on to college and/or to enter the work force directly when they leave school. In this regard it will be important to ensure that existing community facilities for children and young people are retained and supported including through the provision of new and replacement facilities. It is also important that residents from Dolphin make good use of facilities available in adjoining communities including the F2 centre, St Catherines and other community facilities.

34. Will tenants with arrears be able to transfer?

Normally tenants with arrears who are not paying off arrears through an agreed arrangement are not allowed to transfer, but this policy can be waived by the Council to facilitate regeneration. However tenants with arrears will not be offered as many options as those tenants who pay rent regularly and who have either no arrears or are paying off their arrears by arrangement.

35. If I live in a 2 bed and I am single am I entitled to a 2 bed in my new unit or will I only be offered a one bed Housing Department.

In accordance with the agreement reached with the Regeneration Board tenants who currently occupy two bedroom units will be offered the same size unit, single people or older couples in three bedroom units will also be offered two bedroom units. Families with 2 or more children will be offered three bedroom units and will be considered first for apartments with gardens at ground level or houses with gardens facing onto the canal.

36. Will composite families (flats with more than 1 family on the housing or transfer list) be considered for their own flats?

While in general families are moved together as a unit there are circumstances where it may suit the Council to provide two smaller units instead of one larger unit. Only tenants and their families who are already on the rent file will be considered for new housing. Household members who are not on the Council's records will not be relocated.

37. How many units will be wheelchair accessible? All units will be wheelchair accessible.

All units will be wheelchair accessible and if a household needs a unit to be adapted because a member of the household has a specific disability the unit will be adapted provided an Occupational Therapist report is made available in time to the Council so that the contractor can be instructed to make the necessary adaptations.

38. What energy saving and water saving measures will be included in the design?

Phase 1 will have high standards of insulation, high efficiency condensing boilers for heating, renewable solar panels on the roofs and air-tightness measures in order to achieve a high level of thermal comfort and minimise energy requirements. Water harvesting is envisaged for gardening including in the communal landscaped areas. The possible use of grey water for internal use will have to be discussed with the water authority and may not be provided in phase 1.

39. I have an adult child living with me who would like to live independently in Dolphin. Is any provision being made for such cases?

While in general families are moved together as a unit there are circumstances where it may suit the Council to provide two smaller units instead of one larger unit. Only tenants and their families who are already on the rent file will be considered for new housing. Household members who are not on the Council's records will not be relocated.

Appendix 4 Memorandum of Understanding (Joint Regeneration Board)

Memorandum of Understanding in relation to the Regeneration of Dolphin House and Park between Dublin City Council, the Department of the Environment, the Joint Regeneration Board and the Dolphin Alliance⁴, July 2013

We the undersigned are committed to realising the agreed vision of the regeneration of Dolphin House & Park which is to provide physical, social and economic regeneration in order to create a new sustainable Dolphin estate that involves sustaining the existing community, fulfilling its human rights, addresses the key housing, urban design and social issues, and integrates the Dolphin community with the wider Rialto Area.

The key principles underpinning this regeneration include;

A) Providing high quality housing and social infrastructure that sustains the community

- The regeneration will involve providing 436 new or refurbished high quality social housing units to meet the needs of everyone living in Dolphin House and Park and will address current housing problems (sewage and damp, small size etc)
- The regeneration has to be planned and designed on the basis that the majority of residents want to stay living in dolphin and thus aims to keep the community of the blocks together and neighbours together
- The regeneration will address the key social and economic infrastructure gaps by providing a community centre, park, playground, multi sports pitches and other aspects as agreed
- A new Dolphin Park to be regenerated in an area close to where they are, keeping the services, keeping the numbers of units. If a housing association is to undertake the regeneration this will have to be agreed by Dolphin Park residents and done in partnership with all parties mentioned above.
- While there might be some private/commercial development at some point in the future, this is subject to agreement by all parties - the priority is social housing for the tenants of dolphin house.
- The new regeneration will give like for like accommodation
- Regeneration is to be progressed in a reasonable timeline
- There is a balance of unit types to promote a mix of family types to ensure a sustainable community
- Funding for regeneration is to be exchequer funding. If a housing association or other forms of delivery are to be involved this will only take place on full agreement of all parties.

B) Consultation and partnership will be the hallmark of Dolphin regeneration

- Regeneration plans are to be developed in full consultation and participation with the community. Any decisions affecting the community have to be agreed by the community (Dolphin Alliance) and DCC together at the JRB. The process will abide by the best practice guidelines outlined in the Regeneration Learnings and Insights guide agreed by DCC in 2007.

⁴ These are the four parties to the agreement. Dublin City Council, the Department of the Environment, the Joint Regeneration Board, and the Dolphin Alliance, representing the community.

- Upon completion and agreement of the 'schematic' master plan and Phase 1, the detail design plans for the rest of estate will be negotiated and agreed at the JRB on an on-going basis.
- A full consultation will take place with residents in relation to the schematic master plan.
- The community will have access to independent advice to ensure their confidence in the plans

C) Transition is temporary and as short as possible

- The transition phase is about sustaining and supporting the community and will follow best practice as outlined in the Fatima and St Michael's guide Two Communities in Transition document, 2005.
- Relocation of tenants, either off site nearby or internally within Dolphin, will be temporary. Permanent transfers will take place according to the regular scheme of lettings priority.
- A time frame for temporary allocation should be agreed by the parties, with residents getting rent reductions if time is extended unreasonably.
- Allocations should be maintained in Dolphin House as is necessary to ensure that large numbers of voids do not arise in Blocks not in the first phase.
- Estate management and maintenance of blocks in later phases is kept up to highest standard
- Minimise impact of construction phase on the remaining community

D) Social and Economic regeneration is of equal value to physical regeneration

- Community capacity, leadership and training will be provided to residents to empower residents to lead regeneration
- A social and economic regeneration plan and initiatives will be developed and funded to address key issues of unemployment, education, health, mental health, poverty, community safety, family support, children's quality of life
- Ensure opportunities are provided that promote community gain and the human rights of residents such as community benefit clauses, co-operatives, community gardens and enterprise

Signed

DCC

JRB

DOE

Dolphin Alliance