

Building New Homes: THE HASTOE WAY



Hastoe
Group

The Hastoe Way

Hastoe is an award-winning housing association specialising in building quality, well-designed, energy-efficient, affordable homes in rural parts of England.

We believe that quality of life begins with a quality home and, to achieve this, homes need to be of the right type, in the right numbers and in the right place. As a social landlord and housing developer, it's Hastoe's mission not just to build homes, but to build sustainable homes for sustainable communities.

Since completing our first two housing schemes in Dorset in 1987, we have grown steadily to become England's most recognised specialist provider of sustainable rural homes. We now own and manage over 7,500 homes from Cornwall to Norfolk in over 70 local authority areas.

We have a long track record of being invited by communities and local councils to develop small sites – often rural exception sites – that meet identified housing need and of working with local architects, consultants and contractors to ensure our homes are sensitive to the local vernacular. Often built in Areas of Outstanding Natural Beauty, our homes enable local people to remain within their communities and help keep rural services sustainable.

This vision is driven by our Board and employees who embody our five values:

- customer inspired
- enterprising
- passionate
- professional
- open and transparent

This is the essence of Hastoe and this is the Hastoe Way.

Sharnbrook Beds



Bringing the Hastoe Way to life - developing a new-build standard

In past years, we have used a range of benchmark standards but always above building regulations and always with an aim to reduce carbon emissions and increase sustainability.

In 2011, Hastoe built the UK's first affordable homes to Passivhaus standard in rural England; a highly energy-efficient building technique that has been shown to cut fuel bills on a similar-sized home by up to 90% per year. Since then, we have built many more homes to Passivhaus standard and aim to have at least one Passivhaus scheme in our development programme at all times.

Always looking to learn from what we've done and improve on what we do, early in 2019 we started to capture our best experiences and consider how we could incorporate them into a Hastoe New-Build Standard that we could apply as a minimum to all our new homes. Our principle aim was to maintain our high standards but look at what efficiencies and levels of standardisation we could introduce to improve value for money. For example, we looked at how we could reduce maintenance costs by using high quality yet easy-to-replace parts and fittings. We looked into where we could tighten controls to avoid potential defects. We also evaluated our use of different types of energy-efficient technologies. All of this meant efficiencies for us but benefits for our residents too. Fewer repairs and lower energy costs would mean happier customers.

In developing a Hastoe Standard for new homes we also wanted to ensure we were on a planned trajectory to meet future changes in government building and safety regulation – most notably the Future Homes Standard of 2025 and net zero carbon emissions target set for 2050.



Turners Hill
West Sussex

The Hastoe **New-Build Standard**

This booklet sets out the key elements of that standard.

- Energy efficiency
- Reduced water consumption
- Beautiful design
- Quality control
- Minimal impact on the environment
- Property size
- Adaptability and accessibility
- Future proofing

These key elements are a minimum requirement for all our new homes. We have published them so our partners know exactly what to expect from us but also so they know what we expect of them. Of course, we are always very happy to build homes above this minimum standard, including to Passivhaus standard.

We will continue to evolve the Hastoe Standard as we monitor and learn more from the performance of our new homes, from other innovations across the sector, and to keep ahead of changes to building and safety regulations.

More detail about our process and partnerships, settings and house designs, etc. are provided for consultants, architects and contractors in our Design Guidance and Employers' Requirements. Please let us know if you would like a copy.

Passivhaus Homes

Hastoe was the first housing association in the UK to build a rural scheme to Passivhaus standard. Much of the heating in a Passivhaus home comes from 'passive' sources such as the sun, human occupants and household appliances. This frequently produces heating bills at around 10% of the norm for similar sized houses, reducing fuel poverty while also providing a healthy and comfortable living environment.





Energy Efficiency

Our 'fabric first' approach maximises energy performance, minimises environmental impact, and provides value for money.

- We use high levels of wall, loft and floor insulation, combined with high-performing windows and doors.
- We take care to prevent thermal bridging during both design and construction phases.
- We ensure air tightness, avoiding uncontrolled heat loss through the use of tapes and membranes.
- We require each scheme to have a ventilation strategy to ensure good air quality and to avoid moisture build up, condensation and mould growth.
- We encourage the use of long-lasting products that are efficient, readily available and easy to repair and replace.

Water Consumption

Current building regulations require a water consumption standard of 125 litres per person per day with an optional requirement for water efficiency of 110 litres. The Hastoe New-Build Standard demands that all properties are designed to achieve water usage of 90 litres. Contractors are required to utilise water saving devices such as dual flush toilets, shower timers and low-flow taps which save water without reducing pressure.





Beautiful Design

For Hastoe, building better building beautiful means ensuring all our homes incorporate a range of core qualities including:

- Involvement of local communities to make sure we deliver what they need and want.
- High-quality materials and designs that are sensitive to the local vernacular.
- Quality control to ensure high standards and building safety.

Anticipating future community needs and growth.

All our developments are built to the same high-quality standard but no two schemes are the same. We believe it's important to preserve the uniqueness of rural communities and we've won many awards in recognition of our work.

Our design guidance and design specifications lay out our clear expectations on:

- partnerships and processes
- layout and setting of a development; starting with the context and history of the village, covering principles for site layouts, orientation, street and public realm, trees and greening
- house design (we provide examples setting out options for build form, facades, materials, windows, doors and any additional value)
- sustainability and stewardship.

Quality Control

All our new homes are built to a standard over and above that required by building regulations. We will only work with contractors who demonstrate a commitment to sustainable development and have a mechanism for dealing effectively with quality control on site. We have a number of quality control measures in place to ensure high standards and building safety.

- All our design briefs will set out our requirements in an easy to understand way. Designers are required to complete a checklist prior to planning submission to provide a clear audit trail for any deviations to the Design Guidance.
- Employer's requirements and specification items are in an easy-to-understand format and set out clearly those items that are essential and those that are desirable. This checklist will be used both during and at the end of development to ensure all areas have been complied with.
- While using and working with an experienced Clerk of Works service, we also have in-house quality control to enable increased site inspections and to reduce defects. We ensure our development teams have up-to-date knowledge and experience in current construction methods.
- We aim to monitor the performance of our homes and neighbourhoods over time and use this to inform our work and improve energy performance.





Environment

We want to ensure our homes have minimal impact on the environment and are ecologically sustainable. During the building stage we encourage the repurposing, recycling and upcycling of materials throughout our supply chain. Once built, our homes are efficient and affordable to maintain.

- A landscape architect is employed as part of the early design team to ensure greater emphasis on the soft landscaping design proposal. The landscape architect will sign off the final landscape design at completion of the planting scheme.
- Where possible we create places that promote health and wellbeing, where cars don't dominate and where low-carbon lifestyles are supported in a rural context.
- We build sympathetically to complement the local environment and then enhance the surroundings. Where possible we conserve and create green spaces to maintain local biodiversity incorporating wildflower areas, green corridors or edible herbs and cut flowers in a communal landscaping scheme.
- To support local wildlife we install features such as bird, bee and bat boxes and hedgehog-friendly fences wherever possible.
- We plant street trees, provide gardens and offer a fruit tree to every resident.



Hastoe Orchard

Since 2010, we have offered a free fruit tree to every Hastoe home. Our residents have planted over 1,300 trees ranging from eating apple, cooking apple, pear, plum and cherry. The scheme has since been recommended by the Building Beautiful Commission.

Powerstock
Dorset



Property Size

We use the Nationally Described Space Standards in order to provide a good standard of dwelling size and to ensure the usability of habitable space is well thought through. Designers will be required to verify that all aspects, including storage and room sizes, comply with these standards. The footprints designed should allow for suitable wall thicknesses to be achieved without compromising on internal space.

Accessibility and Adaptability

While all our schemes are built to meet an identified housing need, we require all our homes to have a level access threshold and the front entrance needs to be able to accommodate a wheelchair user. As a minimum, we also require our houses to be built so they can be adapted as needs change in the future (complying with Building Regulations Part M4(2) accessible and adaptable dwellings).

Where there is an identified need for bungalows we will assess whether these need to be wheelchair compliant. However, some key features will always be incorporated into their design to allow easy future conversion, e.g. accommodating required turning circles, ensuring a bathroom can become a wet room, level access to a suitable charging point for mobility scooters and chairs.

Future Proofing

Where feasible, we will consider installing items to meet expectations on future living:

- Electric vehicle charging points
- Fibre broadband
- Oversized radiators to enable easy conversion to a future heat source



Our Commitment

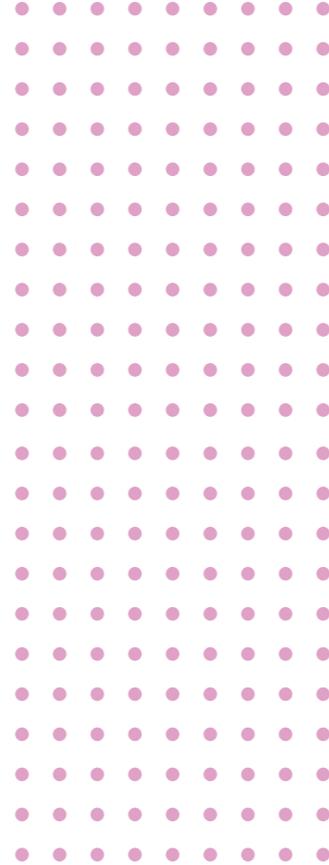
As a founding member of the Rural Housing Alliance, we have a long-established and deep commitment to working alongside local communities to provide high-quality, affordable homes in perpetuity. We have a strong preference for working on community-led or rural exception site developments that provide an opportunity to partner with local communities, land owners and parish councils to find the right site, ensure that local people who qualify for housing are given first priority, and to make sure our homes always remain either for rent or shared ownership.

Where developers offer us affordable housing units as part of a planning obligation, we only partner with small-scale developers in rural areas that have a demonstrable part to play in addressing the rural housing shortage.

Wherever possible, we source local contractors and use local businesses in order to support the local economy.

Rural Exception Sites

A rural exception site is a small site used for affordable housing in perpetuity where sites would not normally be used for housing. Rural exception sites seek to address the needs of the local community by accommodating households who are either current residents or have an existing family or employment connection.



Some of our new homes

- Cannonmede Cottages, Devon
- High Easter, Essex
- Arthur Close, Hampshire
- Southwold Cottage Hospital, Suffolk



High Easter
Essex



Six homes built
June 2017 - September 2018

Cannonmede Cottages South Tawton, Devon



Six homes, all affordable rent:

- one 1-bed house
- two 2-bed houses
- three 3-bed houses

Built on former farmland and a rural exception site, the 6 homes neighbour a previous Hastoe development of 4 homes built in 2015. All homes are fitted with air source heat pumps and a heat recovery system which contributes towards heating.

Allocations were prioritised for people with a local connection to South Tawton. Development was in partnership with South Tawton Parish Council, Dartmoor National Park Authority, architects Walker Newton, contractors Coyde Construction, and employer's agent Randall Simmonds.

Funding:

- Hastoe Housing Association: £905,000
- Homes England: £178,000
- West Devon Borough Council: £100,000

What the community said:

"Having 3 bedrooms means my son and daughter can now have their own space and the youngest is sleeping much better. Living in a cul-de-sac also means they can safely play outside with the other kids. It feels like a real home and we're part of our own little community."

Sally Burt, tenant

"Delivering homes within Dartmoor National Park is not easy given the planning restrictions which are rightly in place. However, this development is proof that well-thought-out, eco-friendly homes built in the right places can really add to the park and help more local families."

Mel Stride, MP for Central Devon

"We are very grateful to Hastoe, as they have delivered a small scheme in comparison to what is normally delivered, which proves their ethos of delivering local housing for local people."

Cllr Lynn Daniel, Ward Councillor for South Tawton

"It's only through the close co-operation and collaboration of everyone involved that has made this possible. First of all by sitting down and talking about what we want to achieve, then by working together to make sure it happened."

Cllr Philip Sanders, Chair of the Development Management Committee for the Dartmoor National Park Authority



Four homes built
May 2021 – April 2022

Mounsdon Lodges High Easter, Essex



4 homes, all social rent:

- three 2-bed houses
- one 3-bed house

Once owned by the Jerram family, and built on a former greenfield site, these four homes were the first to be built to Hastoe's New-Build Standard which adopts a fabric-first approach; reducing carbon emissions and saving residents money on their heating bills. All homes have air-source heat pumps and incorporate other key elements of the new Standard such as reduced water consumption, local vernacular design, minimal impact on the environment, Nationally Described Space Standards (NDSS), accessibility, and future-proofing features such as discreet charging points for electric vehicles.

Care was taken to retain the mature hedging and trees to the front of the site, and to provide a landscaped buffer to the rear and side, to soften the transition to rural farmland. Bat and bird boxes were incorporated with external lighting designed to be 'friendly' to bats and other wildlife in the area.

The homes were developed in partnership with High Easter Parish Council, Uttlesford District Council, building contractor TJ Evers Limited, and architects and employer's agent, The Design Partnership.

Funding:

- Hastoe Housing Association: £535,000
- Homes England: £374,000
- Recycled Capital Grant Fund: £60,000

Awards:

- Finalist for Best Sustainability Innovation, Housing Digital Innovation Awards 2023

What the community said:

"Knowing I was going to be moving into a new home with my son and daughter was the light at the end of the tunnel. It's been a very difficult few years and now we've moved in I feel we can start living again."

Keith Chapman, tenant

"On behalf of Uttlesford District Council, I would like to thank everyone for working so cohesively. It's always great when people work together for the greater good. I wish people health and happiness in their new homes."

Cllr Petrina Lees, Leader of Uttlesford District Council

"This is a good day for High Easter and, while we want to welcome our new residents, I also want to thank all our parish councillors who have worked so hard to ensure these new homes could be built. A development project like this is never easy. It involves many meetings, many discussions, not to mention a few arguments, but we have achieved what we set out to do and the village can be very proud not only of its new homes but of their high quality and sustainable credentials."

Cllr Neil Reeve, District and High Easter Parish Councillor



Twelve homes built
March 2018 – November 2020

Arthur Close Pamber, Hampshire



12 homes, 7 for affordable rent and 5 for shared ownership:

- four 1-bed house
- six 2-bed houses
- two 3-bed houses

Built on a previous greenfield site owned by Hampshire County Council and working with the local parish, this scheme was 10 years in planning. All homes are fitted with air source heat pumps and a heat recovery system which contributes towards heating.

Development was in partnership with Basingstoke and Deane Borough Council, M H Architects Ltd, contractors W Stirland Ltd, and employer's agent McCreith Construction Consultancy.

All twelve homes have been prioritised for people with a local connection to Pamber such as those working in the parish, those with close family in the area, or those who previously lived there but had to move out because of a lack of affordable housing.

Funding:

- Hastoe Housing Association: £1,769,538
- Homes England: £574,000
- Shared ownership proceeds: £474,000

What the community said:

"My constituents have told me they want more homes that their children can actually afford to buy so the shared ownership homes here are great news. They'll give folk a foothold on the property ladder. My thanks go to all who've made this possible, from Pamber Parish Council to Homes England."

Ranil Jayawardena, MP for North East Hampshire

"I am personally very pleased that a long held ambition of the Parish Council to provide affordable homes for local people has finally been achieved. We are grateful to both Hastoe Housing and the Rural Housing Enabler for all the support and help that they have given."

Chris Goss, Chair of Pamber Parish Council

"Without ongoing local support, affordable village homes such as this are more challenging to bring forward. The determination of Pamber Parish Council, with support from the Rural Housing Enabler, ensured that they never lost focus on the need for this affordable housing development."

Ulrike Maccariello, Development Director at Hastoe



Conversion of a historic cottage hospital into a community hub and nine affordable homes

Cottage Hospital Southwold, Suffolk

Following the closure of Southwold's iconic NHS community hospital in 2015, the local community of Southwold and Reydon campaigned to buy back the listed building to retain it for community use. SouthGen emerged as a community benefit society and invited Hastoe to work with them to buy, develop and manage the site. The partnership resulted in an innovative arrangement whereby SouthGen bought the freehold and sold it to Hastoe, who then provided SouthGen with a 999 year lease.

Completed in 2021, the development offers five homes for rent and four for shared ownership, to help first-time buyers onto the housing ladder. All nine have been prioritised for people with a local connection to East Suffolk who have a housing need.

In addition to preserving some of the original features of the building, including the Edwardian façade, 15% of the space on the site was reserved as a community hub providing a new home for Southwold library, a nursery, a farm-to-fork café and a shared working space.

The site was developed in partnership with SouthGen, Modece Architects, contractors Wellington Construction Ltd, and employer's agent Potter Raper.



Funding:

- Hastoe: £2,351,922
- East Suffolk Council grant: £653,083
- Homes England: £387,500
- SouthGen raised nearly £1 million for its share of the works through a £400,000 community share offer and a matching equity award of £100,000 from Cooperatives UK. Grants from the New Anglia LEP, Power to Change and the Architectural Heritage Fund have completed the rest of the funding package.

Awards:

- 'Highly Commended' for 'Best Scheme in Planning (under 30 units)', National Housing Awards 2019
- Winner of 'Best Community or Rural Partnership', Inside Housing Development Awards 2019

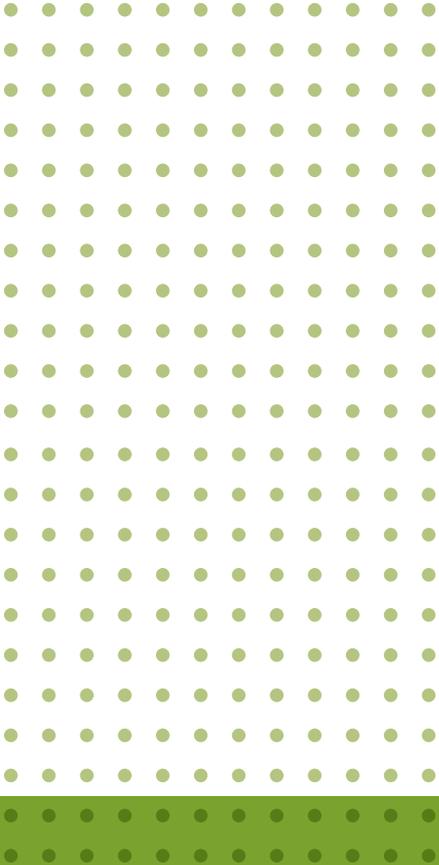
What the community said:

"With Hastoe's help and unique approach, we were able to close the deal with the NHS. There are few organisations out there with such vision and commitment. Hastoe has been the very best of partners, and we are fortunate to have found them."

Jessica Jeans, Chair of SouthGen

"This is a great example of how building a partnership can achieve something special, which would probably not be possible for any one organisation to achieve alone."

**James Denny, Commercial Director,
Wellington Construction**



For enquiries,
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