

# Juniper House, Walthamstow, London

Post Occupancy Evaluation

**RIBA stage 7 report**

June 2025

**Pollard  
Thomas  
Edwards**

 **happy homes project**



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# Introduction

Pollard Thomas Edwards (PTE) has been appointed by London Borough of Waltham Forest to undertake Post Occupancy Evaluation (POE) at Juniper House.

PTE has been carrying out POE for our local authority, developer and housing association clients over the last decade.

We understand that creating long term sustainable buildings and places is not just about designing attractive homes and specifying technology that works in the first year of occupation. Making places that endure and improve over time is about people, and about understanding how they interact with their environment.

Our Post Occupancy Evaluation service includes the Happy Homes Toolkit, an innovative methodology that gathers data about residents' lived experiences to assess the social value of their homes, in addition to a review of energy use data and environmental conditions.

The toolkit forms part of PTE's Happy Homes Project (HHP), which assesses the social value of their homes across seven key themes:

- Feeling safe
- Health & wellbeing
- Environment
- Community spirit
- Options & choices
- Enjoyment
- Stewardship

The data provides insight into residents' perception of spaces, living areas within their flat and elements such as windows or balustrades, and details like sill heights or ironmongery choices - details that contribute to their happiness and wellbeing, and helps build a database that will inform the management of existing homes and the design of future developments.

Our POE service includes analysis of resident energy bills - aligned with the GLA funding and planning requirement for 'Be Seen' - that aims to close the loop between design expectation and reality, helping clients to deliver better-performing buildings and places.

The following report shares the responses and findings of this POE.



# About Juniper House

Located on a brownfield site opposite Walthamstow Central, one of the capital's busiest local stations, 16-storey Juniper House features 91 mixed-tenure homes alongside a nursery for more than 50 local children.

This mixed-use exemplar also contains two floors of classrooms and social space and a winter garden, for the University of Portsmouth's London campus, as well as cycle parking and a 'pocket park' connecting with adjacent residential streets.

Half of Juniper's residential floor space is given over to affordable homes, 41 in total, some for social rent, others shared ownership. The bigger for rent family homes

with three and four bedrooms also have their own front doors. And all homes, regardless of tenure, are car free - apart from those specifically designed for wheelchair users.

Juniper's technical specification includes SuDS, smart meters, underfloor heating and mechanical ventilation and heat recovery. Its fabric first design means energy performance outperforms the regulations by more than 35 per cent while the nursery and commercial units are rated BREEAM Very Good. Low-carbon heating is provided by communal air source heat pumps and PV panels while biodiversity measures include bat boxes, blue and green roofs.



# About Juniper House

## Scheme information and data

Client: London Borough of Waltham Forest and Hill

Architect: Pollard Thomas Edwards

Contractor: Hill

Structural Engineer: Price & Myers

Sustainability: RPS Consulting

Landscape Architect: AREA

Landscape Architects

Project Managers and Quantity

Surveyors: Stace

Address:

Juniper House, 221 Hoe Street,  
Walthamstow, London E17 9PH

No. of homes: 91

Site size (ha): 0.37

Net density: 245 dph

Number of storeys: 16

Tenure mix: 50% Private 50%

Affordable (by hab. room).

Affordable split – 58% Social Rent,

42% Shared Ownership

Car parking spaces: 8

## Awards

- Inside Housing Development Awards 2024 - Best development - Winner
- RICS National Award 2024 - Residential - Winner
- RICS London Award 2024 - Residential - Winner
- Waltham Forest Design Award 2024 - Tall building - Winner



Waltham Forest Juniper House team



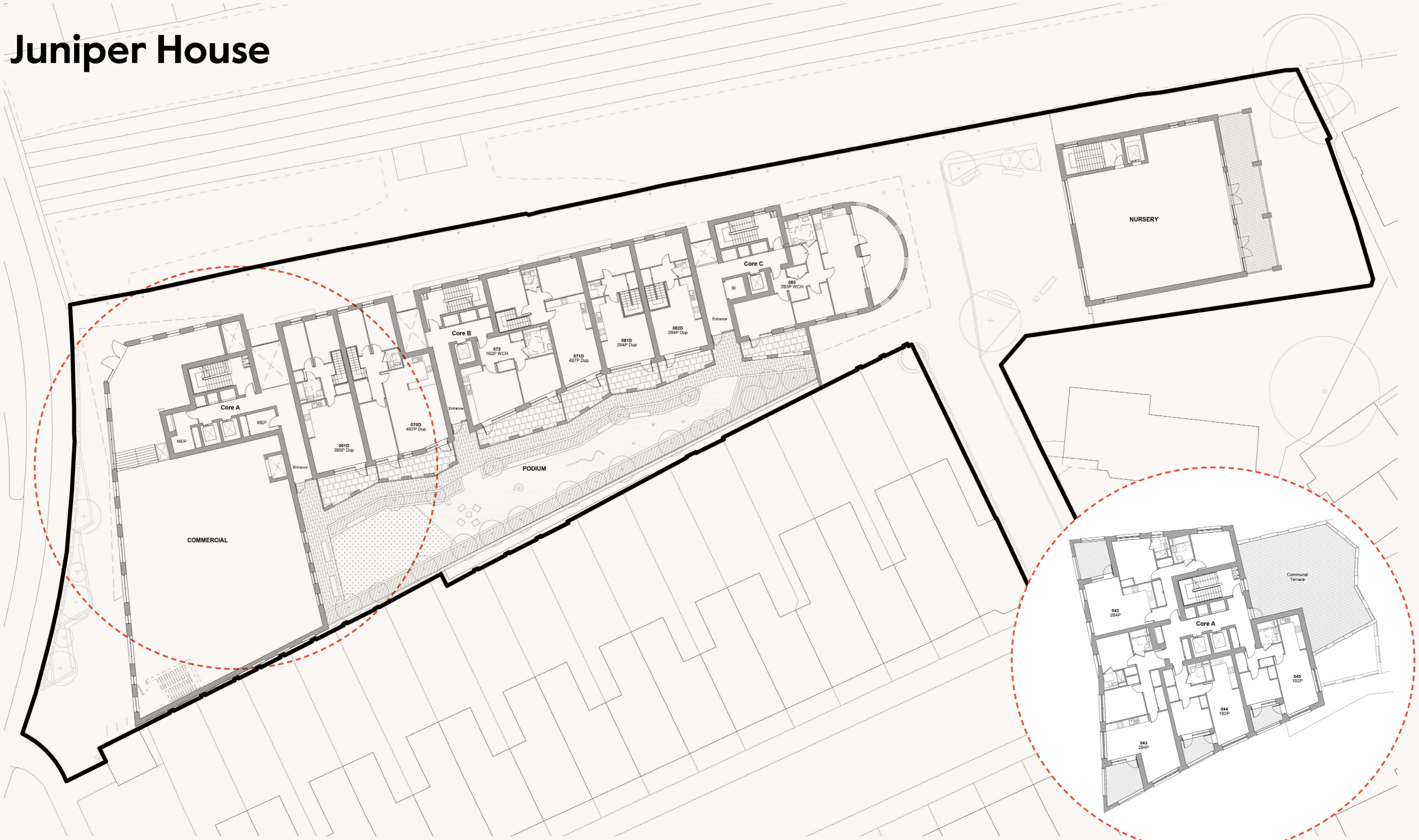
# About Juniper House



Landscape plan



# About Juniper House



Upper ground floor plan

Typical upper floor plan



# Executive summary

This report presents **resident feedback on energy bills, comfort, and overheating**, followed by an analysis using the **Happy Homes Toolkit** questions.

## Resident energy bills

Only one out of 13 respondents found their energy bills to be very expensive compared to a previous, similarly sized flat. Several residents reported not having access to their energy bills. Overall, feedback suggests that costs are generally in line with expectations. The reported average annual energy bill falls within the typical range for 1–2 bedroom flats in London - £500 to £800, according to Ofgem. However, responses varied significantly, and some figures appeared inconsistent or unusual.

## Comfort

Respondents reported satisfaction with indoor temperature, ventilation, acoustics, natural light, and air quality. Overall, comfort levels within the homes are good. However, careful design consideration is needed to reduce the impact of strong winds on balconies.

## Overheating

Ten out of 13 respondents reported overheating during summer. To address this, more small, operable windows are preferred over fixed glazing to enhance natural ventilation. Residents appreciate the floor-to-ceiling windows, but adding smaller opening panes could improve airflow. Provision for cooling is desirable, and retrofit measures - such as shading devices, increased ventilation, or cooling systems - may be needed to reduce overheating risks.

**The Happy Homes Toolkit** questions used with Juniper residents have produced some useful responses. A number of building features that produce positive responses from residents are identified - that create social value. There are also opportunities to refine future designs and make straightforward management changes.

Enjoyment of the large windows, and the resulting views and daylight, is near universal. Many residents would make greater use of their balconies if they provided more shelter from the wind - the cost of this can be evaluated in light of this evidenced benefit. The summer overheating consequences of the large windows are acknowledged, and again the cost of external shading to mitigate this can be evaluated, perhaps for Juniper House, but certainly for future projects. There were also requests for smaller opening

windows within larger glazed openings.

It is also positive that homes are being used flexibly, with bedrooms and dining tables popular locations for working from homes. Socialising is almost exclusively done in the home, rather than in shared terrace or landscape spaces. It is clear from responses that there are issues with access and security, and a desire for better communication with building managers. These are addressable concerns, and would measurably improve the quality of life of a significant proportion of the sample.

In summary, 12 out of 13 respondents agree or strongly agree that “I enjoy my home”, with one respondent neutral. Good social value has been identified, with the potential for further improvement now, and design refinement in future developments.



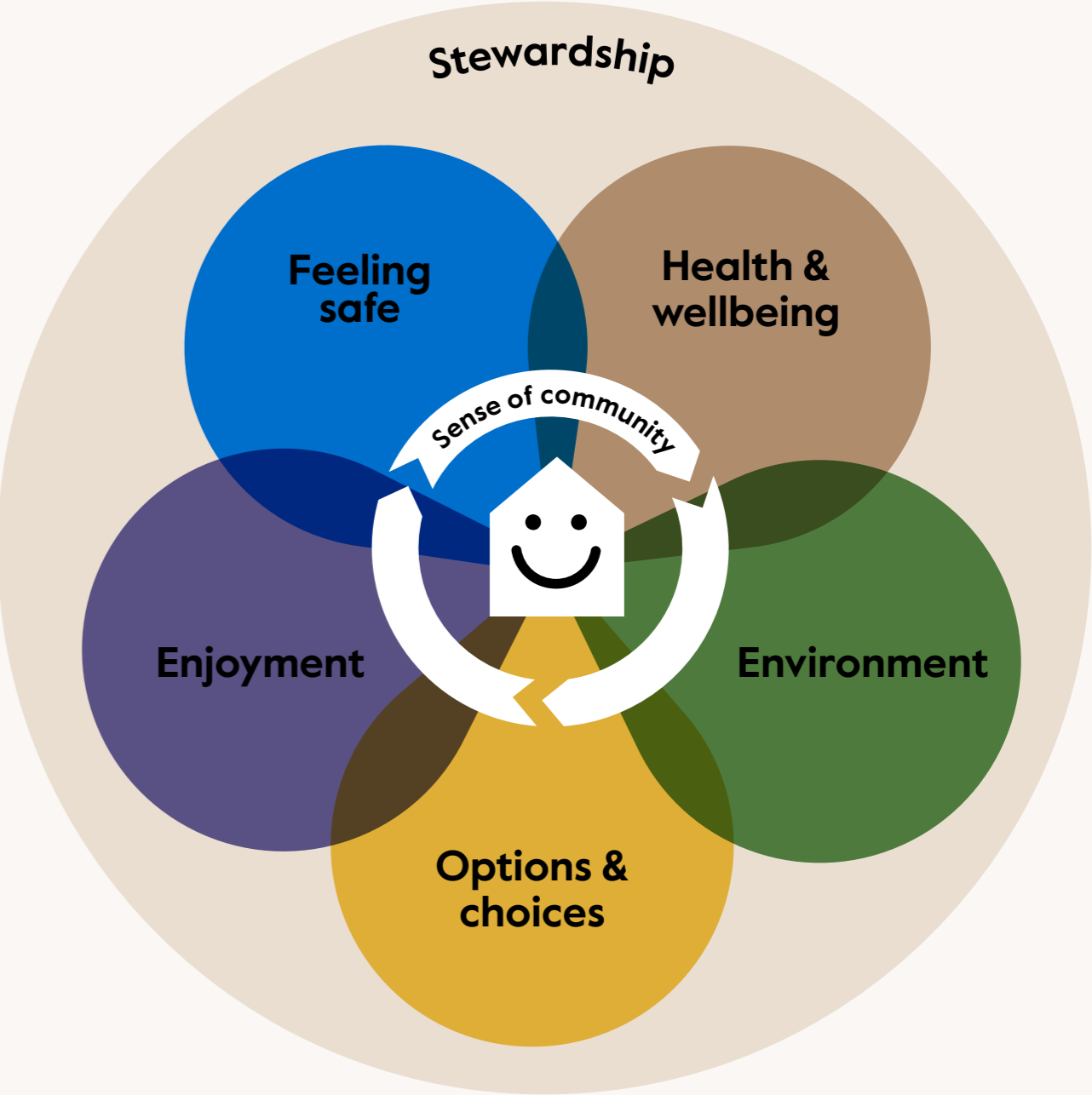
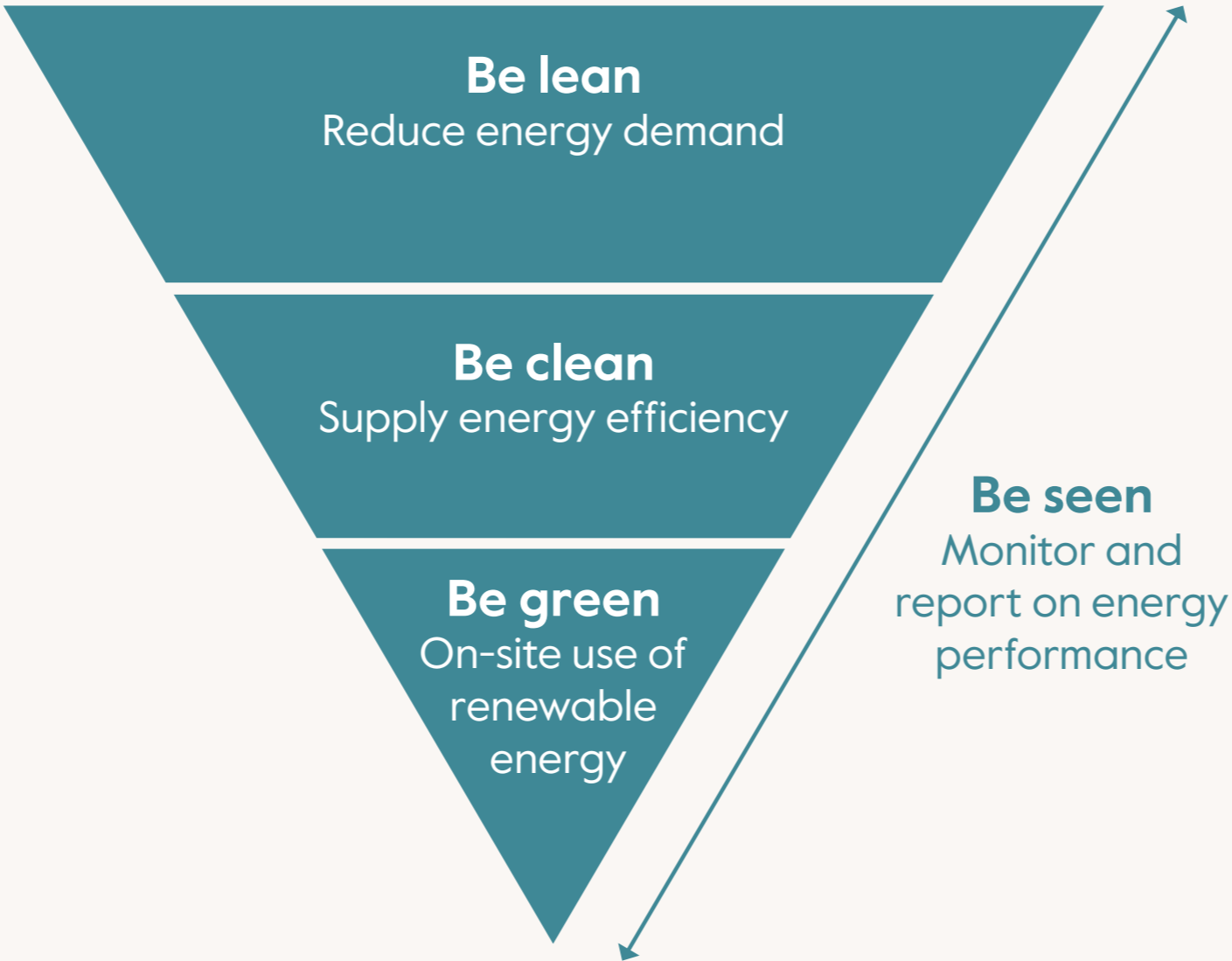
# Methodology

This report also includes a technical evaluation of the building, aligned with the GLA's 'Be Seen' data requirements. Conducted in mid-2025 at Juniper House, the evaluation combines qualitative and quantitative methods and incorporates resident feedback on home efficiency, sustainability, running costs, and comfort.

The HHP questions overlap in some instances with the energy performance sections, but their intention is to identify what residents enjoy about their homes, that is what produces social value. A five point 'Likert scale' measurement is used, in conjunction with open questions and invitations to submit pictures.

The HHP is currently developing automated ways of integrating photographic, voice and text

responses into a combined data set, but at the current stage of development, valuable insights into what aspects of the building create social value are already being generated.



# Participants and their homes

All 91 homes at Juniper House were invited to participate in the survey, with 13 responding - representing 12 per cent of full occupancy.

**happy homes project**

**We want to know what it's like to live at Juniper House - share your feedback**

**Win a £100 Voucher**



We are Pollard Thomas Edwards, the architects of Juniper House. We designed your home for Waltham Forest Council and want to know how it's working for you.

We're conducting a survey to understand what you love about your home and what could be better. Your feedback helps us create better homes for the future.

Residents who take part will be entered into a raffle to win a £100 voucher!

How to participate:

- Scan the QR code to complete the survey
- It takes about 20mins to complete
- Please have your annual electricity and water bill/statement to hand before you start as this is a mandatory question.

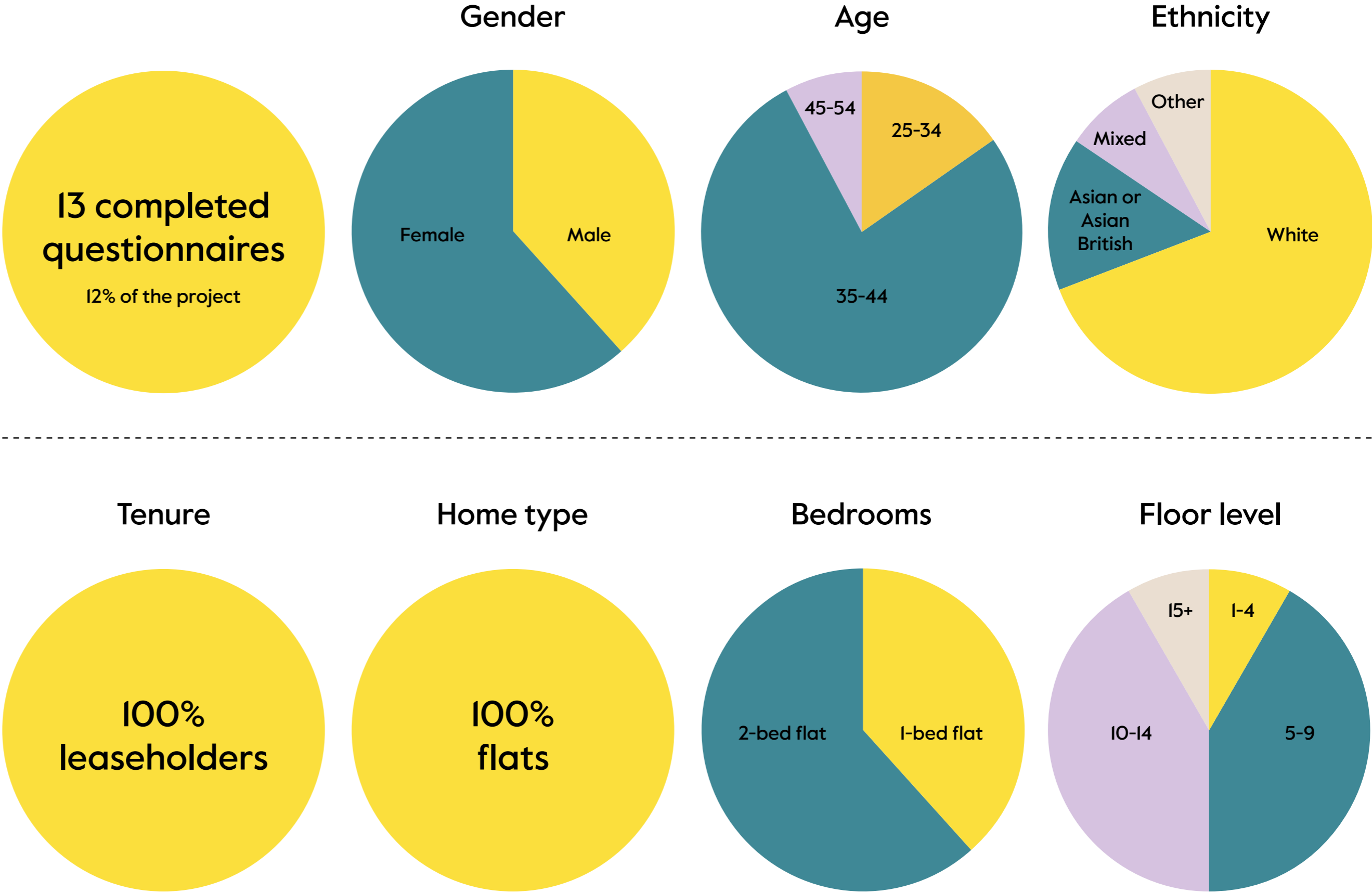
Complete the survey by 30 April 2025

For more info, contact Tim Metcalfe:  
[tim.metcalfe@ptea.co.uk](mailto:tim.metcalfe@ptea.co.uk) | 020 7336 7777

**Pollard Thomas Edwards**

Link to survey here or scan the QR code:  
<https://shorturl.at/9fxB2>





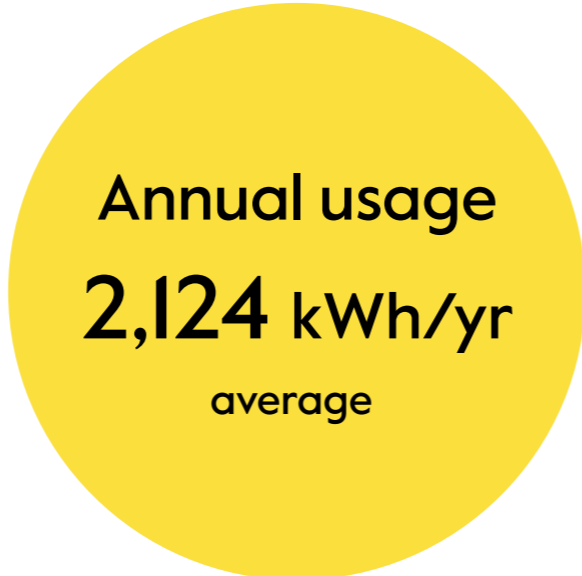
# Energy and water usage reported data



## Reported energy use

10 out of 13 respondents provided energy usage and billing data. The energy usage corresponds to electricity, hot water and heating combined.

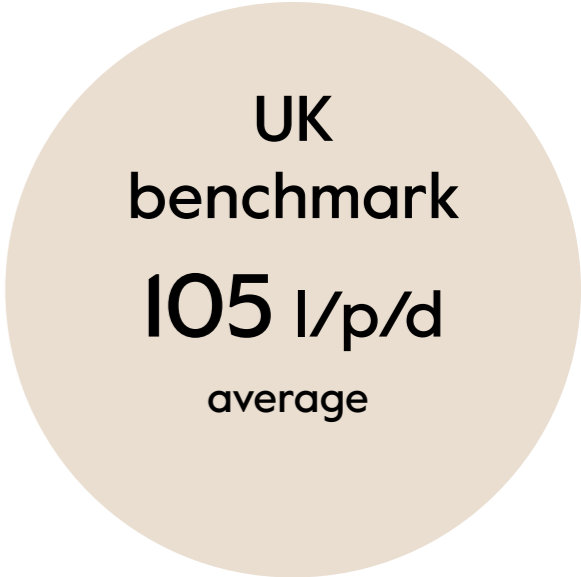
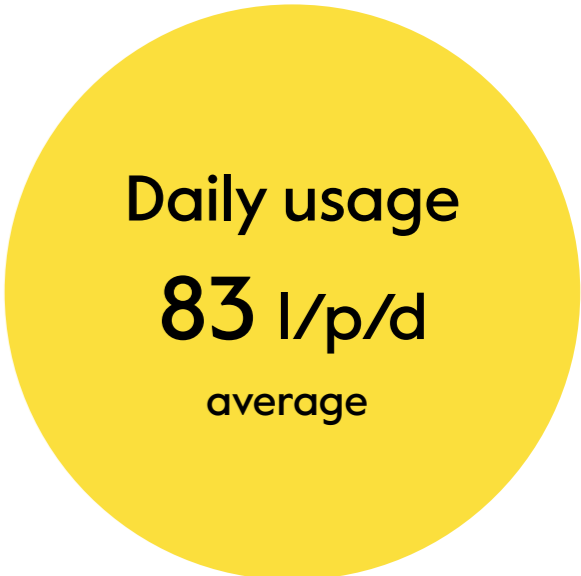
Occupation	Annual energy use (kWh)	Annual standing charge	Total annual energy bill
1 person, 2 bed flat	1350	£132	£388
3 person, 2 bed flat	1662	£145	£565
3 person, 2 bed flat	1760	£144	£580
2 person, 1 bed flat	1756	-	-
1 person, 1 bed flat	711	-	£326
2 person, 1 bed flat	2550	£135	£860
1 person, 1 bed flat	1200	£60	£430
2 person, 2 bed flat	1952	-	£473
2 person, 2 bed flat	6413	£748	£1,826
1 person, 2 bed flat	1887	£163	£660



## Reported water use

9 out of 13 respondents provided water usage and billing data, the usage corresponds to the actual occupancy which reflects a lower water usage per home and per person.

Occupation	Annual litre usage	Daily litre usage per person (Avg)	Total annual water bill
1 person, 2 bed flat	36000	98	£220
3 person, 2 bed flat	72000	66	£334
3 person, 2 bed flat	72000	66	£560
2 person, 1 bed flat	-	-	£240
1 person, 1 bed flat	21000	57	£150
2 person, 1 bed flat	70000	96	£144
1 person, 1 bed flat	36000	98	£168
2 person, 2 bed flat	43000	59	-
2 person, 2 bed flat	89000	121	£379



# Energy data comparison

This comparison looks at energy data reported by residents versus figures from publicly available Energy Performance Certificates (EPCs).

EPCs estimate primary energy use (PE) and costs for hot water, heating, and lighting. Findings also show that actual energy use is generally lower than design predictions using standard assumptions about occupancy and energy use.

Findings show that EPC-estimated annual costs align with residents' bills. Averages are used for comparison, though individual household data varies significantly - one outlier at £1,826 per year - likely due to differences in occupancy and usage patterns.

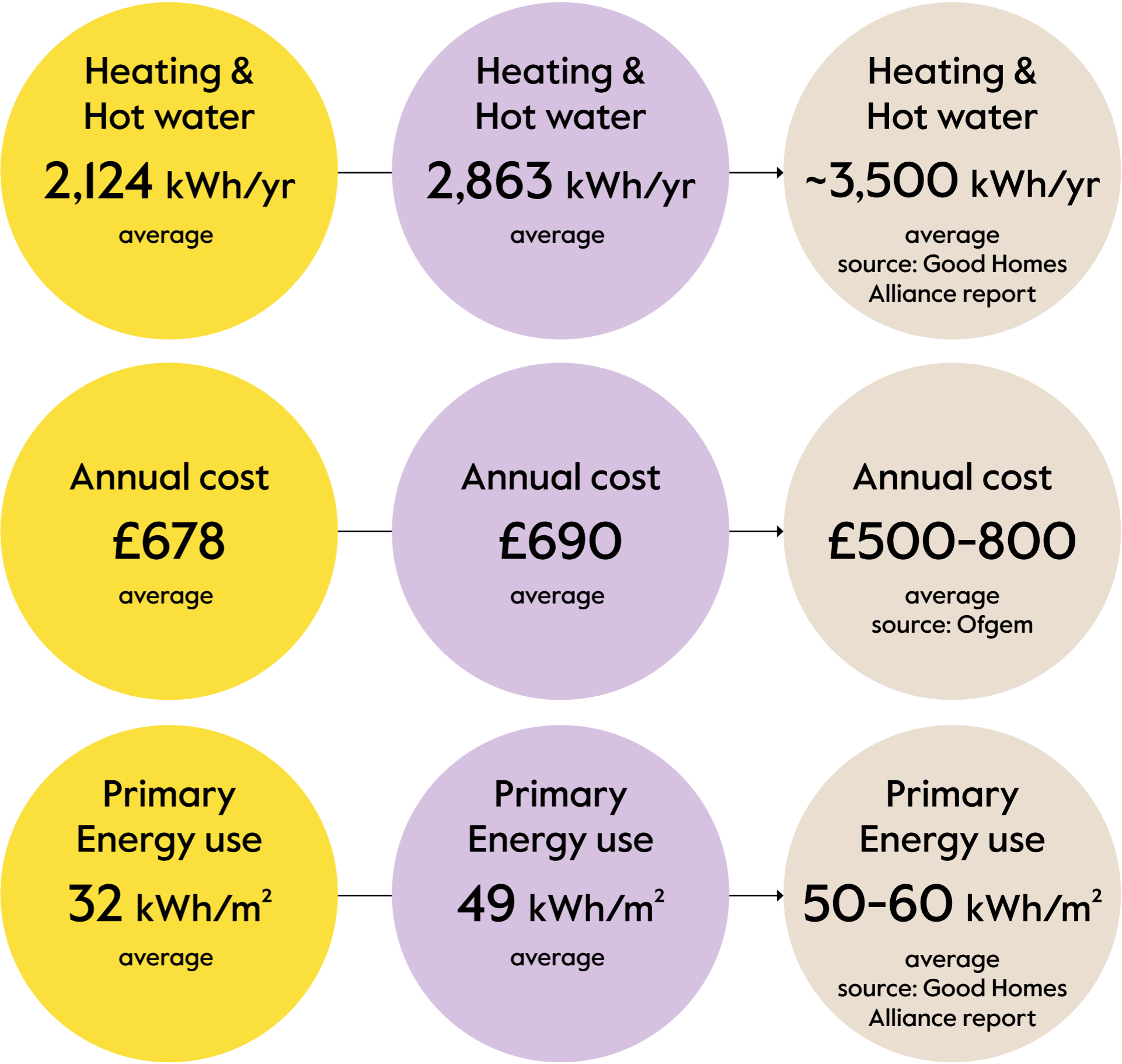
This data does not include the significant service charges for residents, which we understand cover landlord energy use. However, we can conclude that reported energy bills are in line with the design expectations.

Typology	PE use	Heating	Hot water	Costs
GF Maisonette - 84m <sup>2</sup> / 2B4P	49 kWh/m <sup>2</sup>	779 kWh/yr	2,138 kWh/yr	£729
Mid Floor Flat - 82m <sup>2</sup> / 2B4P	52 kWh/m <sup>2</sup>	1,055 kWh/yr	2,122 kWh/yr	£732
Mid Floor Flat - 50m <sup>2</sup> / IB2P	56 kWh/m <sup>2</sup>	336 kWh/yr	1,823 kWh/yr	£513
Top Floor Flat - 51m <sup>2</sup> / IB2P	60 kWh/m <sup>2</sup>	565 kWh/yr	1,828 kWh/yr	£543
Top Floor Flat - 78m <sup>2</sup> / 2B4P	60 kWh/m <sup>2</sup>	1,555 kWh/yr	2,092 kWh/yr	£779

## Reported data

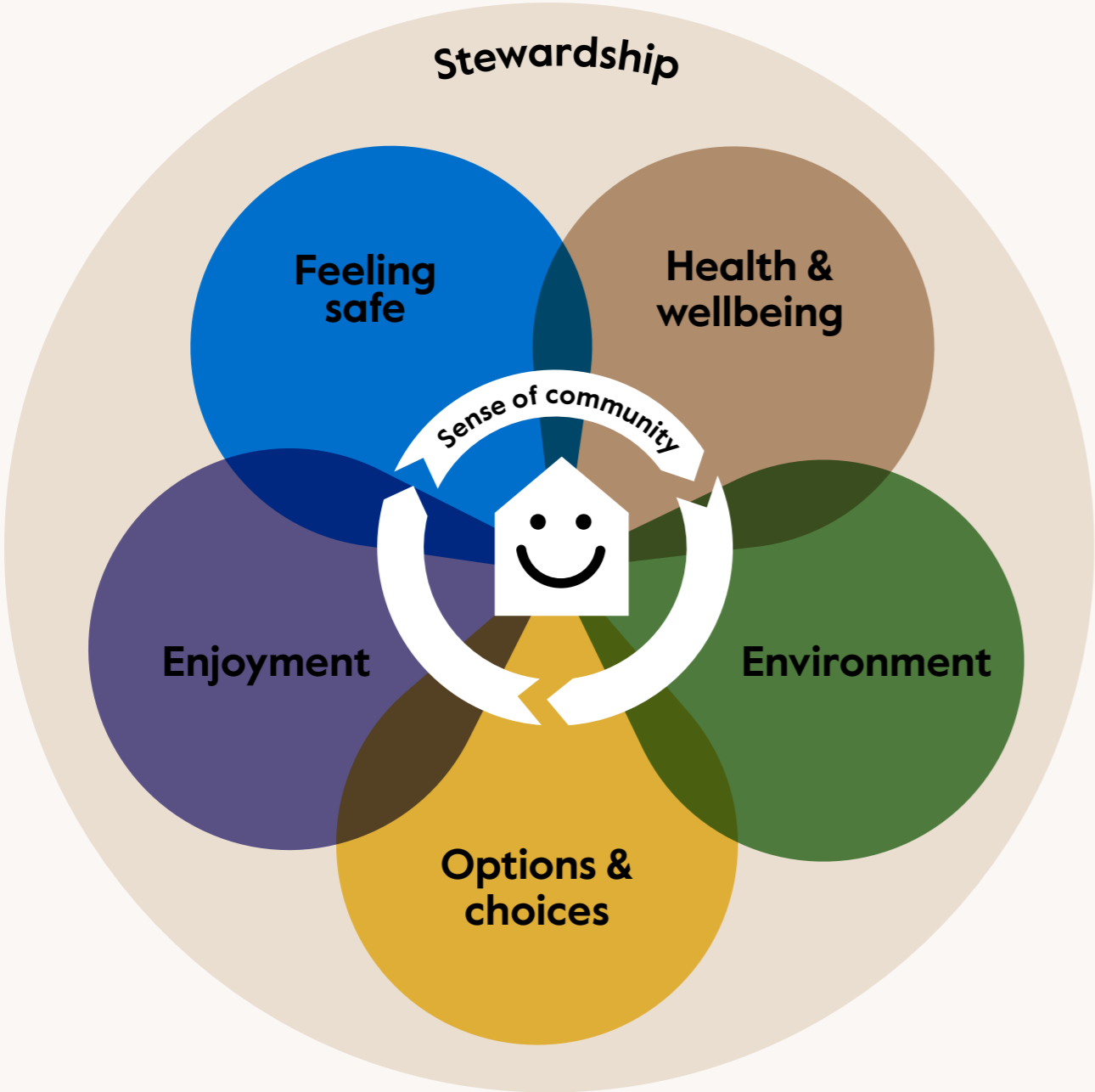
## EPC data

## National benchmark or average



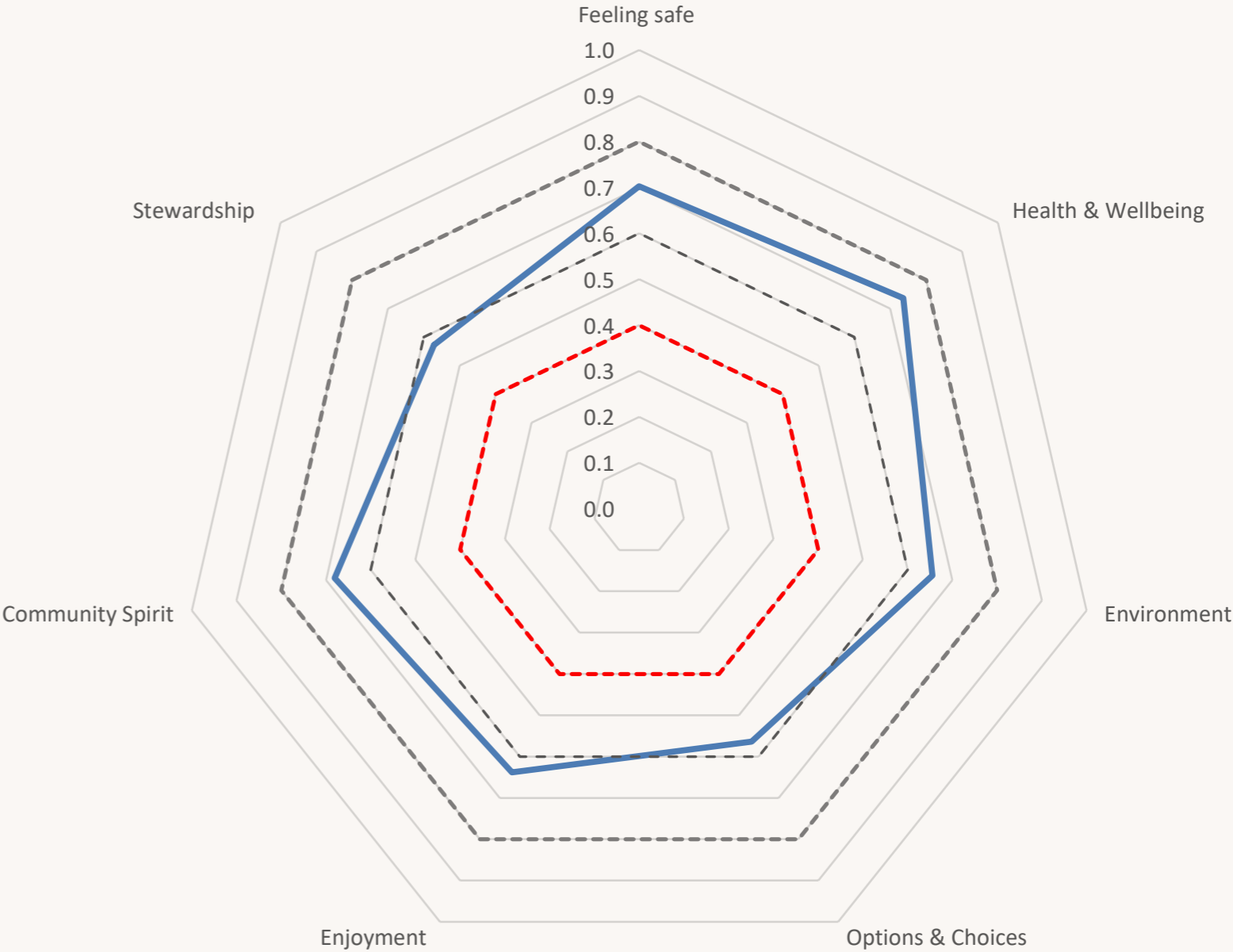
# Happy Homes Toolkit results and findings

This section of the report presents an analysis using the **Happy Homes Toolkit** questions.



## Experienced social value

— Experienced Social Value — High Value >=0.8  
 - - - High-Medium Value >=0.6 - - - Low Value <=0.4



**Score (radar graph)**  
 – Vertex above the black dotted line are high values (greater than or equal to 0.8)  
 – Vertex between the grey and black dotted lines are medium values  
 – Vertex below the red dotted line are low values (less than 0.4)



# Feeling safe

## What spaces, elements or details in your home help you to feel safe at home?

Most residents find the fob access to each floor very secure and having communal areas with natural surveillance is helpful; car park to podium access security could be improved.

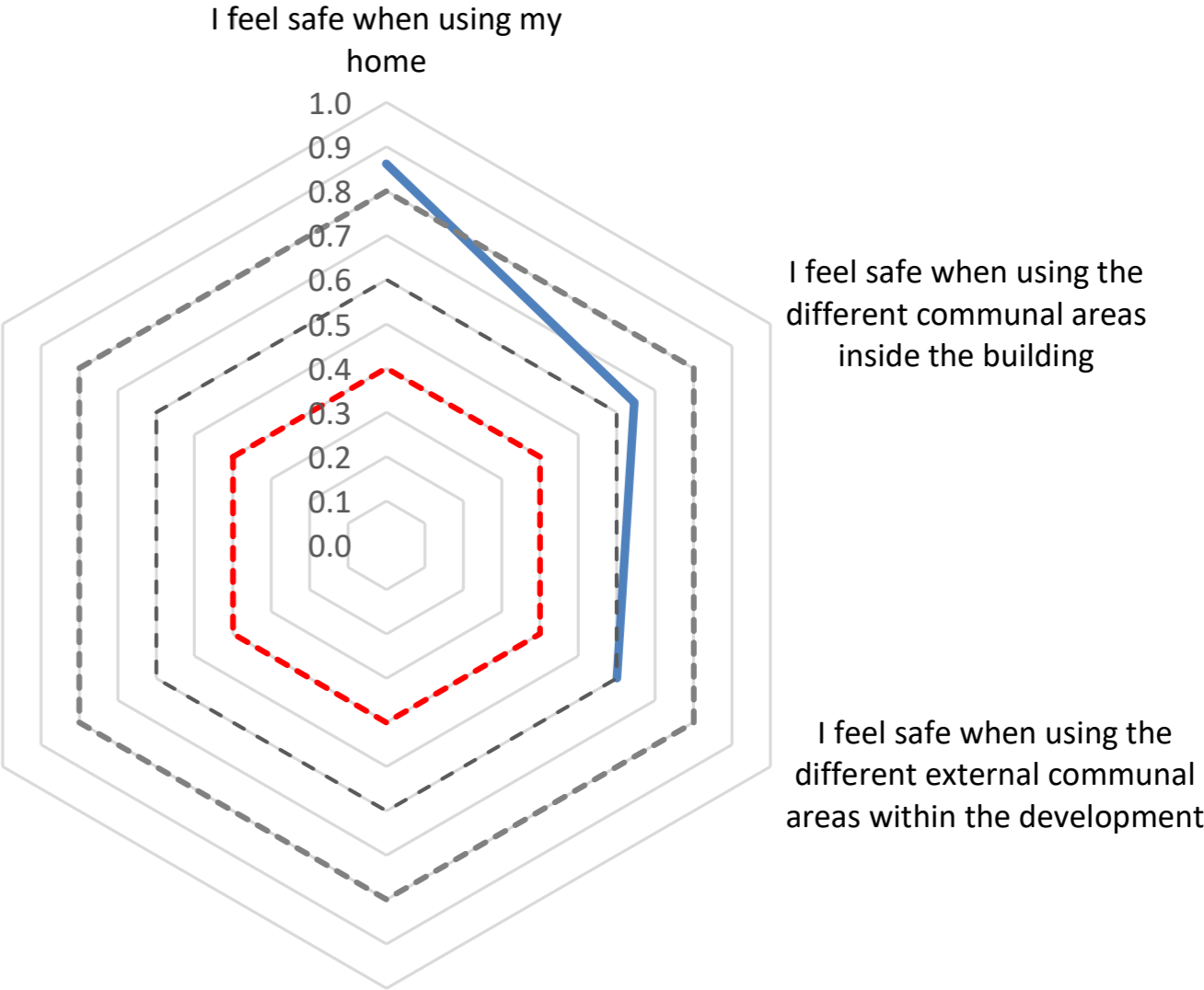
## Do you have any general feedback about how safe you feel in your home?

Mixed opinions: shared access between blocks, and lack of secure parcel storage is felt to have led to parcel theft.



Feel safe in my flat, but not the development. Front and back gates are often left open, so anyone from the street can get into the development, parking area, and then the lobby. All of which should be secure.

— Experienced Social Value    - - - - High Value  $\geq 0.8$   
- - - - High-Medium Value  $\geq 0.6$     - - - - Low Value  $\leq 0.4$



# Health & wellbeing

## Do you have any feedback about the temperature of your home

Warmth and good insulation are enjoyed in winter, but overheating is an issue in summer.

## Would you like to share which spaces, elements or details in your home positively contribute to your physical or mental health?

Big windows, location and varied views are popular, as is warmth in winter.

## Do you have any feedback about the design of your home?

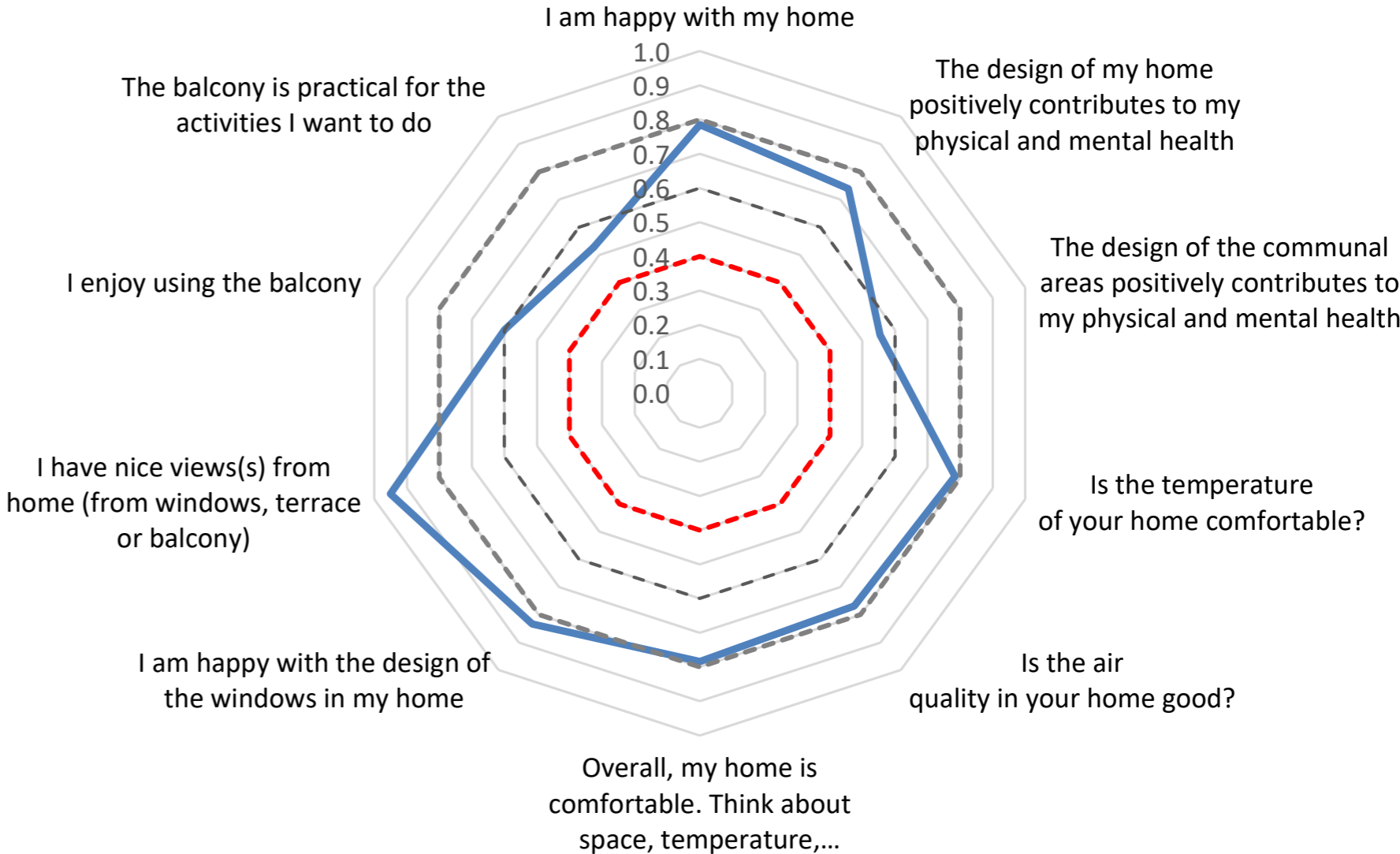
Wind making balconies unusable is the biggest issue, followed by storage configuration and size, with two people mentioning noise.

## Would you like to tell us what activities you enjoy doing in your balcony?

People would like to read, dine with friends and exercise on balconies, but they are almost never sufficiently wind-free to allow these activities.



— Experienced Social Value    - - - - High Value >=0.8  
 - - - - High-Medium Value >=0.6    - - - - Low Value <=0.4



# Environment

**Would you like to share what spaces, elements or details at home make you feel connected to nature?**

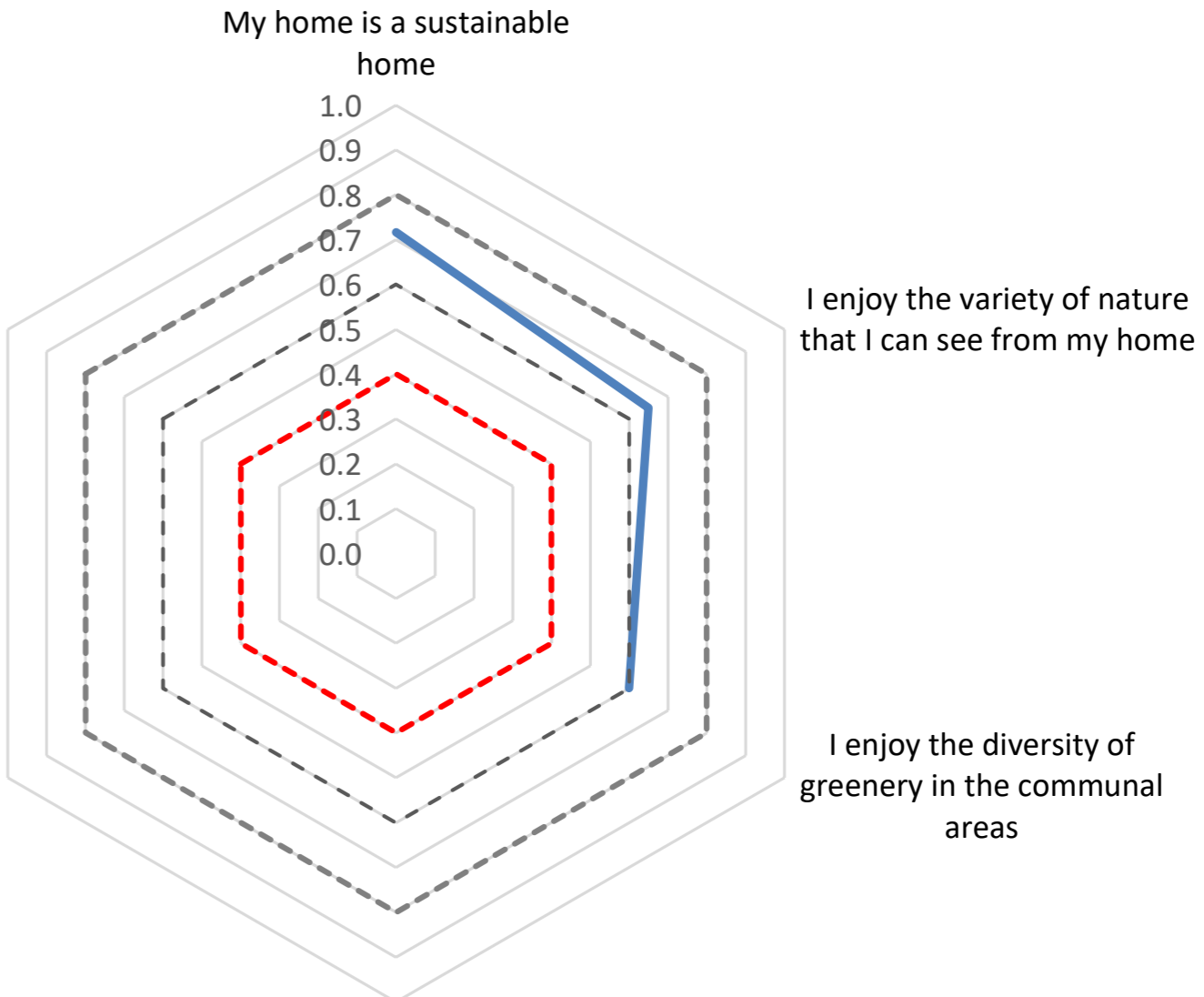
Most respondents were neutral on this question, but good views from the windows were mentioned. The lack of plants on the 9th floor terrace was the subject of one negative comment.



**There are no big parks in the immediate area, but I enjoy seeing all the little bits of greenery across London with some occasional good views of large reservoirs. I love seeing vibrant colours in spring the most.**

**No effort at all has been made to decorate the ninth floor communal terrace so there is zero greenery there.**

— Experienced Social Value    - - - - High Value  $\geq 0.8$   
- - - - High-Medium Value  $\geq 0.6$     - - - - Low Value  $\leq 0.4$



# Community spirit

## Where is your favourite space to socialise in your home?

All responses to community spirit in the development were positive, with most highlighting living rooms as favourite spaces to socialise in the home.

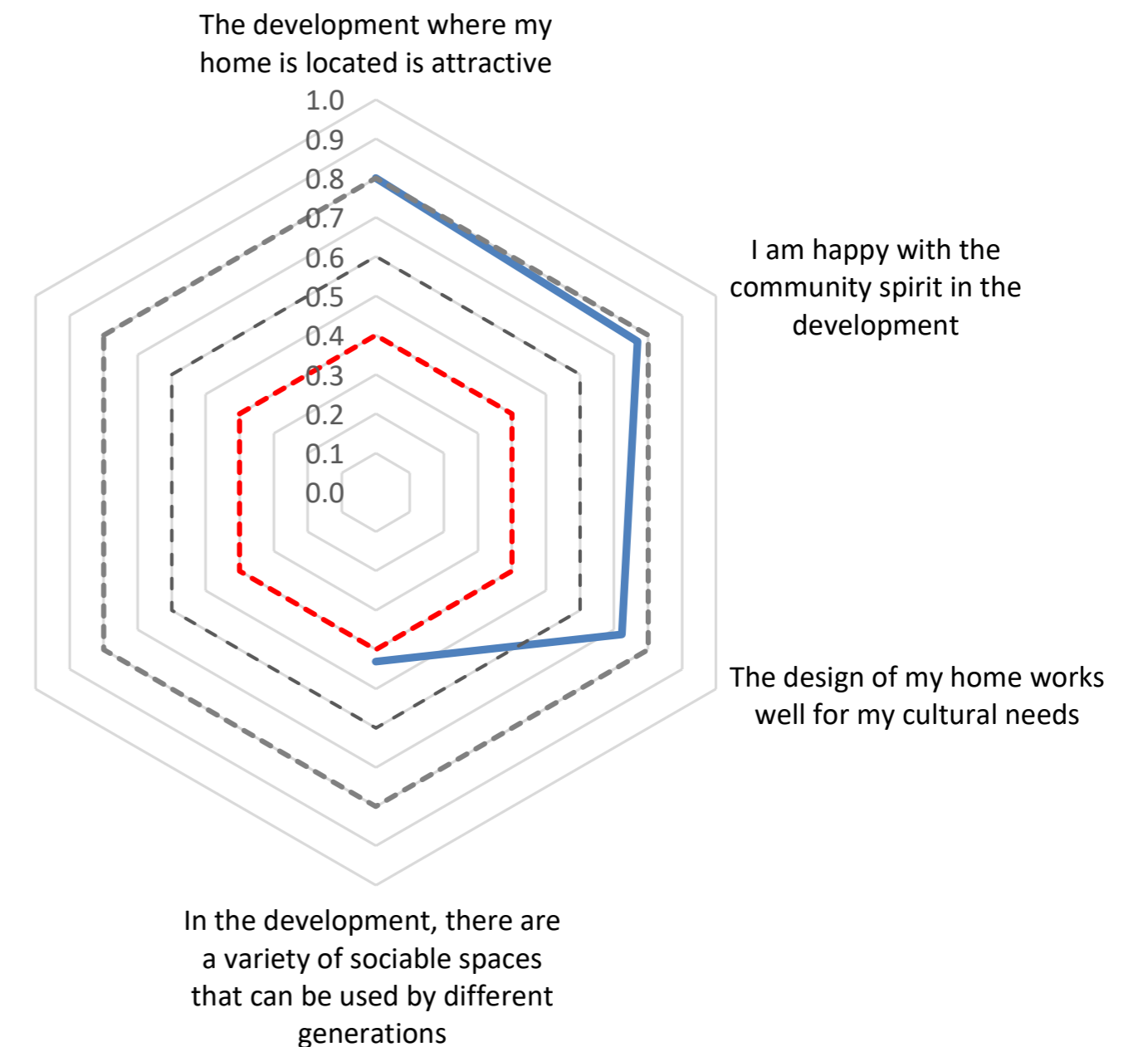
## Where is your favourite space to socialise in the communal areas?

The lobby and communal gardens were mentioned as favourite social spaces, but most respondents did not nominate a space outside the home.



**I do not really socialise much. However, we have a dog and the communal grassy areas are nice to meet with other dog owners from time to time.**

— Experienced Social Value    - - - - High Value  $\geq 0.8$   
- - - - High-Medium Value  $\geq 0.6$     - - - - Low Value  $\leq 0.4$



# Options & choices

## Do you have a pet at home?

A third of respondents have pets.

## The design of my house is well suited for having a pet

Half felt it works for a pet, one neutral and one did not feel that their flat works for their pet.

## Do you work from home?

Two thirds of respondents work from home.

## Are you happy with the space that you use to work from home?

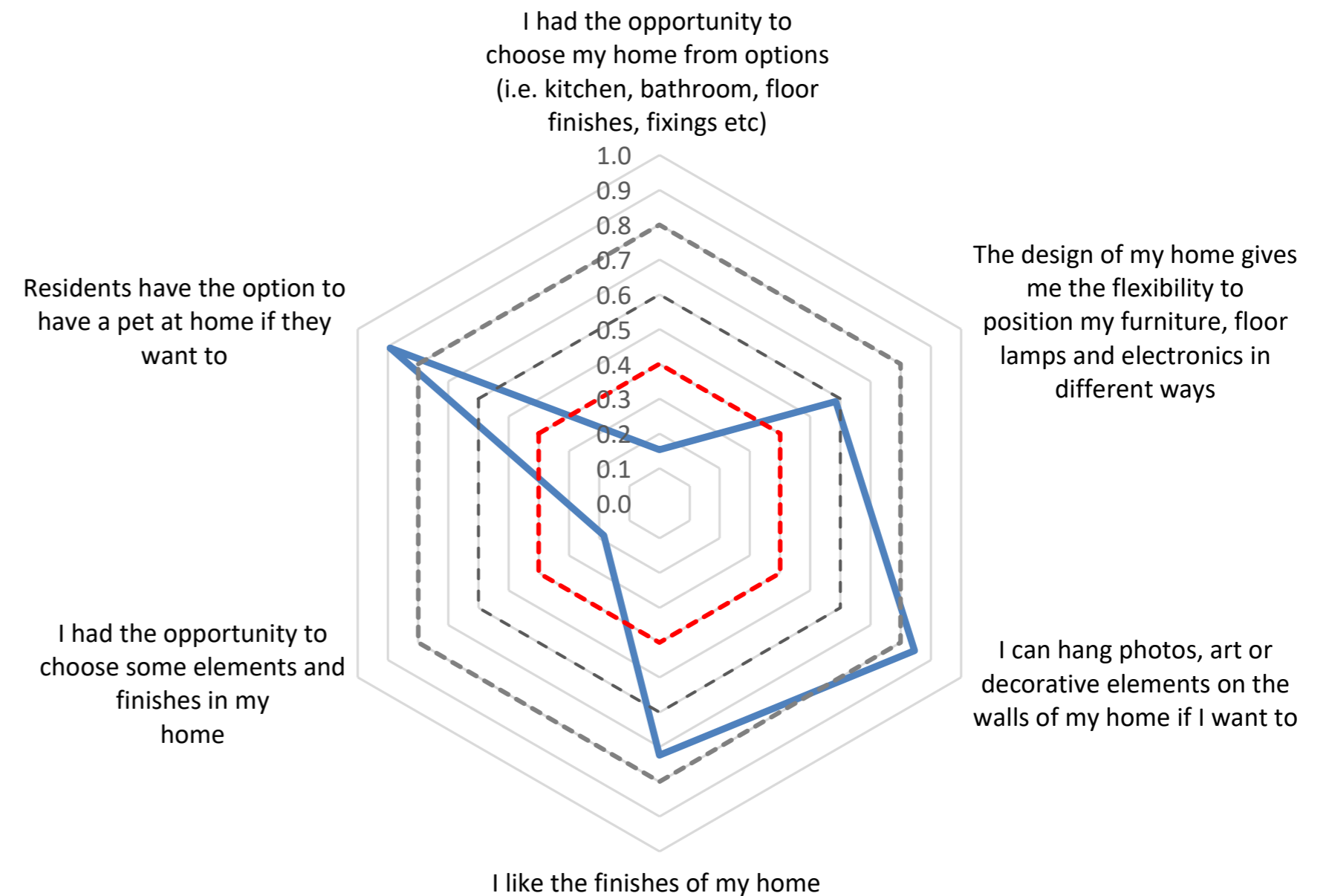
Most are happy with the space for working from home.

## Would you like to share where is your favourite space to work from home? and why?

Second bedrooms where available, otherwise main bedroom or dining table.

*Some choice questions may not apply to buyers of finished homes.*

— Experienced Social Value    - - - - High Value  $\geq 0.8$   
- - - - High-Medium Value  $\geq 0.6$     - - - - Low Value  $\leq 0.4$



# Enjoyment

## Would you like to share where your favourite space is in your home?

The living room creates the most enjoyment, including the balcony when usable on still days.

## Would you like to share what limits enjoying your home or communal areas in the development?

Very windy conditions on balconies, security and lack of small opening windows were raised.

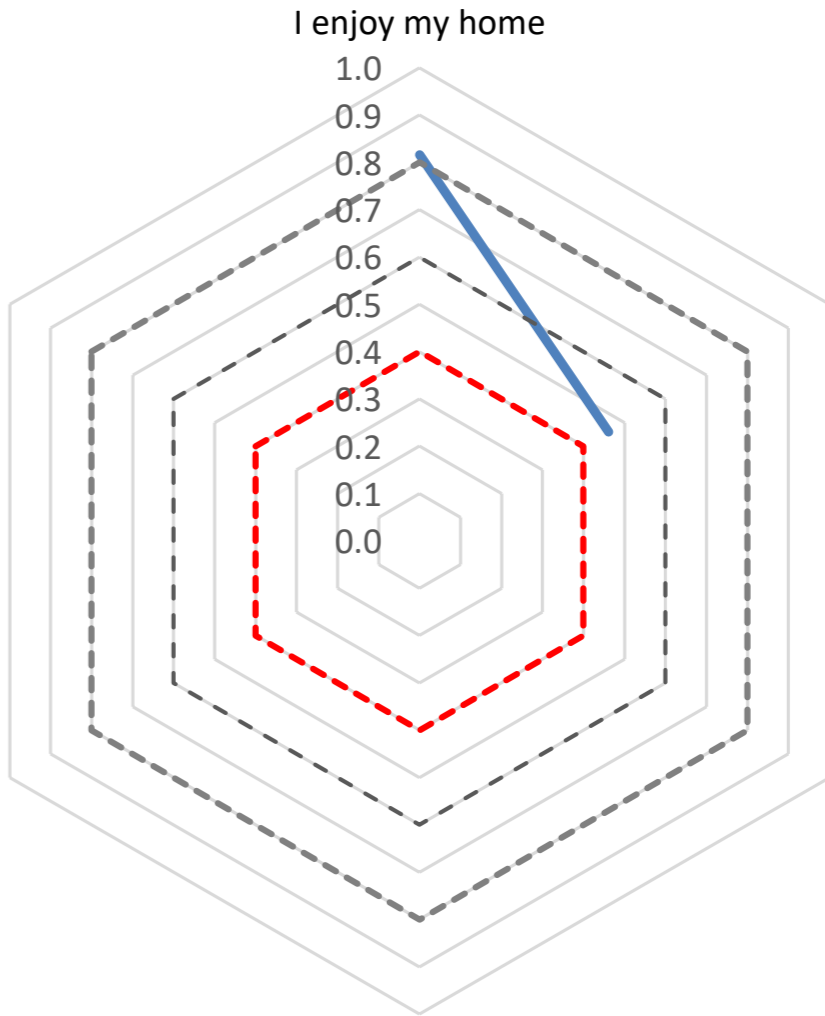


“

The large living area and kitchen with access to the balcony and beautiful views.

Often it's too windy to enjoy the balcony.

— Experienced Social Value    - - - - High Value  $\geq 0.8$   
 - - - - High-Medium Value  $\geq 0.6$     - - - - Low Value  $\leq 0.4$



In the development, there are a variety of fun and entertaining areas for different generations (toddlers, kids, teenagers, adults, and elderly people)



# Stewardship

## I can afford living in my home

As residents have just bought, it is perhaps unsurprising that most agree, or strongly agree that their home is affordable - including running costs. 3 out of 13 respondents are neutral, none disagree.

## There is transparent communication between the landlord and residents from different ages

Only one positive response: this is however one of the easiest management issues to remedy.

## The development is well maintained

This question cannot avoid inviting negative responses -there are

always some issues. Nevertheless, slightly over half of the responses are neutral or positive.

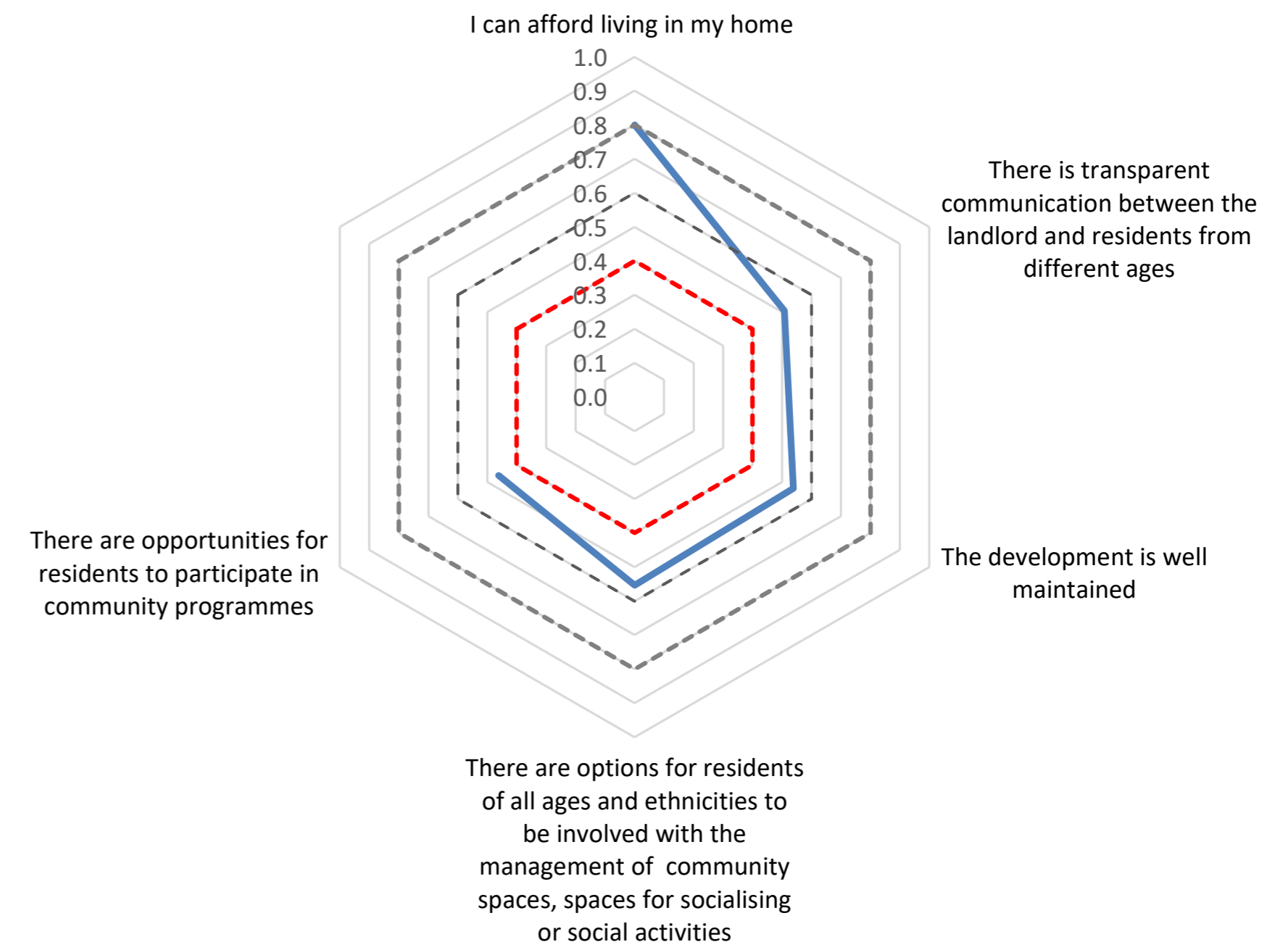
## There are options for residents of all ages and ethnicities to be involved with the management of community spaces, spaces for socialising or social activities

This is evidently not an aspect of management that has yet been developed.

## There are opportunities for residents to participate in community programmes

There were no responses from affordable rental tenants, and it may be that leaseholders do not expect involvement in this kind of activity.

— Experienced Social Value    - - - - High Value  $\geq 0.8$   
 - - - - High-Medium Value  $\geq 0.6$     - - - - Low Value  $\leq 0.4$



# happy homes project

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