

HaworthTompkins  
**One Housing**

Kingsbridge Estate  
Options Appraisal

**Cycle 1 Report**

December 2020

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আপনি যদি চান যে, এই ডকুমেন্টটি বাংলায় অনুবাদ করা হোক বা আপনি যদি বাংলা বা সিলেটি ভাষায় আলোচনা করতে এবং আপনার মতামত দিতে চান, তাহলে অনুগ্রহ করে নিঃশুল্ক ফোন নম্বর 0800 030 4588-এ ফোন করুন এবং আপনার নাম, ঠিকানা এবং যোগাযোগের বিবরণ সহ একটি ভয়েসমেল ছেড়ে আসুন। কেউ একজন আপনার সাথে যোগাযোগ করবেন।

## 1. Summary

### 1.1 CYCLE 1 CONSULTATION PROCESS

Cycle 1 established the project team, process and procedures that would be taken forward into the next cycle, and was an opportunity for residents to provide initial feedback about their estate. During this period, recently appointed architects Haworth Tompkins were able to familiarise themselves with the estate and understand the issues first hand, as well as build a physical model of the estate that will be used to show future options. Together, the project team have set up roles, responsibilities, timescales, the format, and the outputs of the consultation process.

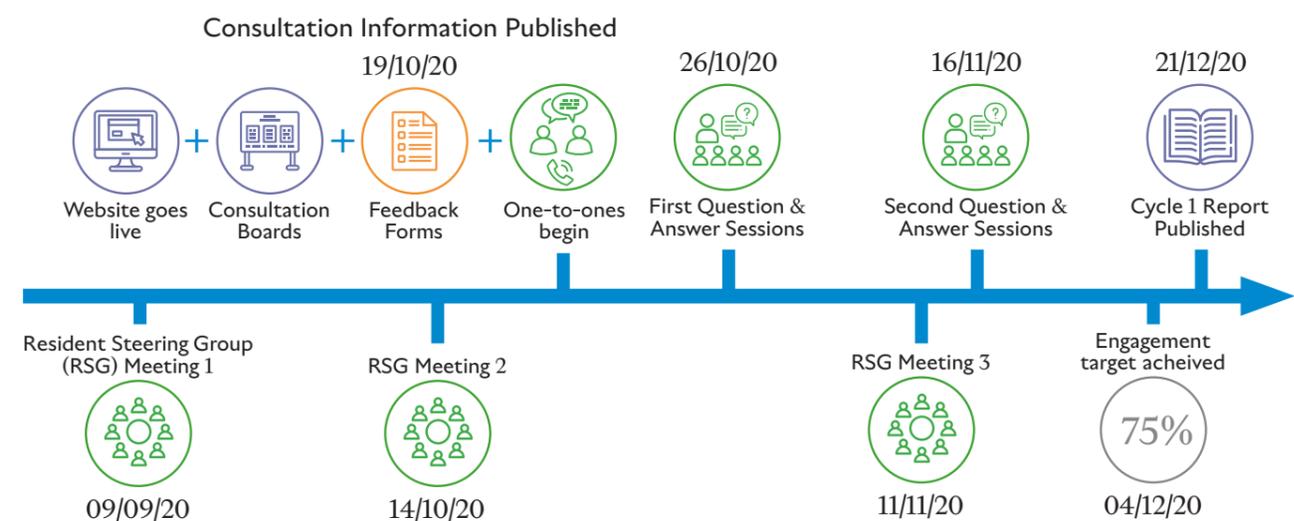
The Cycle 1 information was then published online and posted to each resident. Residents were contacted individually via one-to-one phone conversations or emails and encouraged to provide feedback on this by filling out an online form or discussing the issues over the phone. At the same time, there were three live online Question and Answer Sessions hosted on Zoom. Each hour and a half session had two 45-minute rotations where Haworth Tompkins presented the information to residents and the project team were on hand for residents to ask questions. The main objectives from consultation with residents were to:

- Raise awareness of the Options Appraisal
- Establish and agree a communication strategy
- Encourage residents to begin thinking about issues associated with possible options
- Confirm issues raised by residents in the ‘Starting the Conversation’ questionnaire
- Create and gain feedback on an initial Residents Brief

The feedback provided by residents throughout this process is contained within this report.

Text with a blue background contains feedback from residents during Cycle 1.

### 1.2 CYCLE 1 CONSULTATION TIMELINE



The Cycle 1 consultation has lasted approximately three months, about a month longer than anticipated due to the extended time to achieve the target engagement rate of 75%. Feedback from residents indicate that this is because they have consultation fatigue and are unsure that anything will happen. In Cycle 2, improvements to the engagement process have been identified and it is hoped that drawings of initial proposed options will stimulate interest and reduce the time taken to achieve the 75% engagement rate.

### 1.3 CYCLE 1 ENGAGEMENT RATE

One Housing targeted a resident engagement rate of 75%, calculated as follows:

- 92 of 134 residents are targeted for engagement (General Needs Tenants and Resident Leaseholders).
- Target engagement rate = 75% or 69 residents out of 92 targeted residents.

For Cycle 1, an engagement rate of 75% was achieved through 46 feedback form responses and 23 meaningful conversations. There have also been 16 residents participate in the Questions and Answer Sessions but this has not been counted towards the engagement rate.



### 1.4 SUMMARY OF RESIDENT FEEDBACK

Respondents broadly understood the team structure, the method of communication, and the intended timescale. Most respondents were comfortable communicating online, although it is apparent from the feedback that some were not confident using video conferencing software. Some residents would prefer to view Cycle 2 information online whilst others prefer hard copies.

Most respondents wanted some form of change on the estate. Understandably, at this point, many responded that they ‘didn’t know’ the kind of change they would support. During Cycle 2, we will present a series of initial options for change on the estate and indicate the main implications. This should provide residents with more information to form an opinion.

In terms of what was important to respondents, feedback reinforced responses given to the ‘Starting the Conversation’ survey in 2019. Likewise, the Draft Residents’ Brief, which was devised from the previous survey with Haworth Tompkins input, was supported by a vast majority of respondents, with typically 90%+ supporting almost all of the items listed. Exploring potential for new commercial facilities was broadly supported, but not to the extent of the other items within the brief.

The following themes recurred in the Cycle 1 resident feedback:

- Complaints about no lifts for the block (Montrose & Montcalm)
- Damp in living room and bathrooms
- Overcrowding
- Teenagers regularly loiter on the stairs smoking drugs
- Desire for door entry system
- Kitchens and bathrooms are too small (Montrose and Montcalm)
- Not enough storage
- Concerns over offer for resident leaseholders
- Concern about how any new proposals will impact residents financially
- Flats have poor insulation and are very cold in winter
- Importance of having access to parking
- Had similar conversations to these in the past and nothing gets done
- Concern over decanting and moving

### 1.5 HOW FEEDBACK WILL INFORM CYCLE 2

In terms of communication with residents, we will improve the online event invitations and the feedback form as described below in section 1.6 and in Appendix E.

Based on the respondent feedback, we will identify issues which are related to management of the current estate and those which are related to the buildings within, and layout of, the estate.

When designing various options which involve change to the current estate, we will consider them in relation to aspects which residents have stated as important to them. These aspects will be taken from responses to the survey questions and all comments received in Cycle 1.

### 1.6 LESSONS LEARNT FROM CYCLE 1

Below is a list of the items identified for improvement in Cycle 2:

- Use text messages and emails to contact residents with updates. Important to ensure this includes all residents and is up to date.
- Residents will be given the option to provide questions and comments in advance of the Q&A sessions and Resident Steering Group (RSG) meetings, to give residents who are more shy a chance to have their say.
- The RSG will be requested to compile their comments on information to ensure all members have reviewed the information and there is a structured response.
- Resident Feedback Forms can be improved:
  - Feedback forms to be shorter to make it easier to complete.
  - The Draft Resident’s Brief is broadly supported. Residents will only be invited to provide suggestions or consulted on proposed changes.
  - Enable responses to questions that capture a greater range of agreement or disagreement and establish priorities.
- Provide a physical display such as a noticeboard on the estate for the options appraisal to raise awareness and engagement.



Photo of the Kingsbridge Estate model prepared by Haworth Tompkins

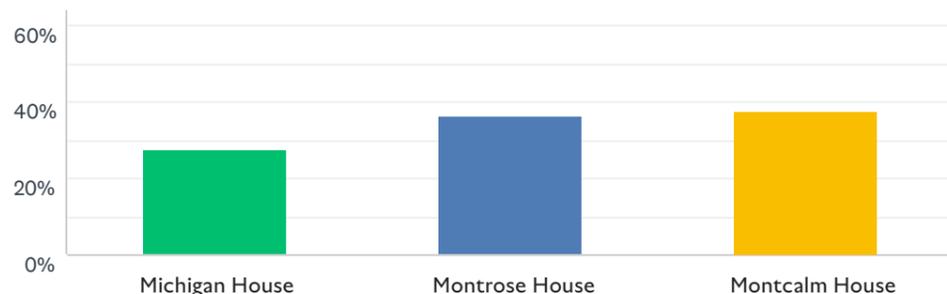
## 2. Feedback Form Responses

### 2.1 SUMMARY

The Cycle 1 Feedback Form was divided into two parts: Part A: Feedback on Cycle 1 and Part B: Draft Residents' Brief. The responses to both parts are detailed on the following pages. There were 27 questions in total but questions 1, 2 and 27 contain personal information so have been omitted. A full list of comments for each question can be found in Appendix B.

### 2.2 PART A: FEEDBACK ON CYCLE 1

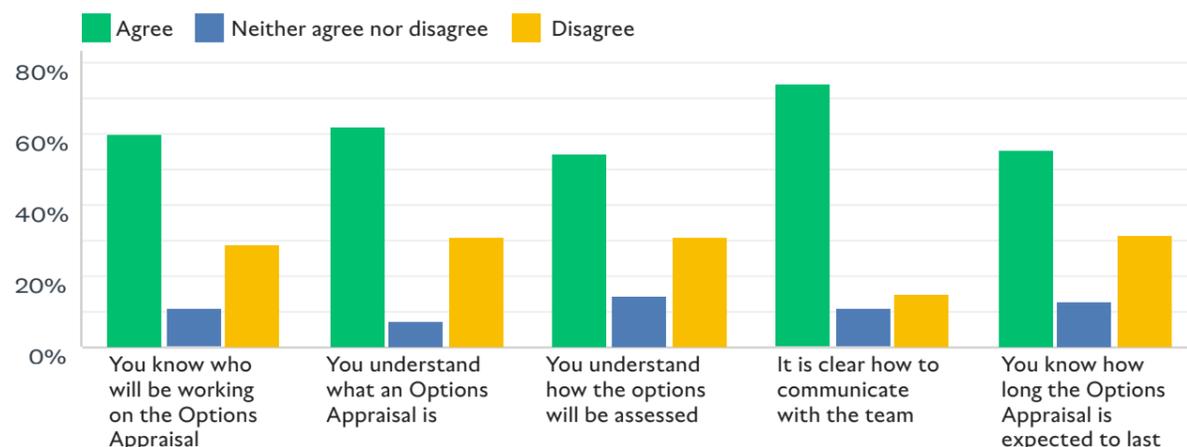
#### QUESTION 3: Which block do you live in?



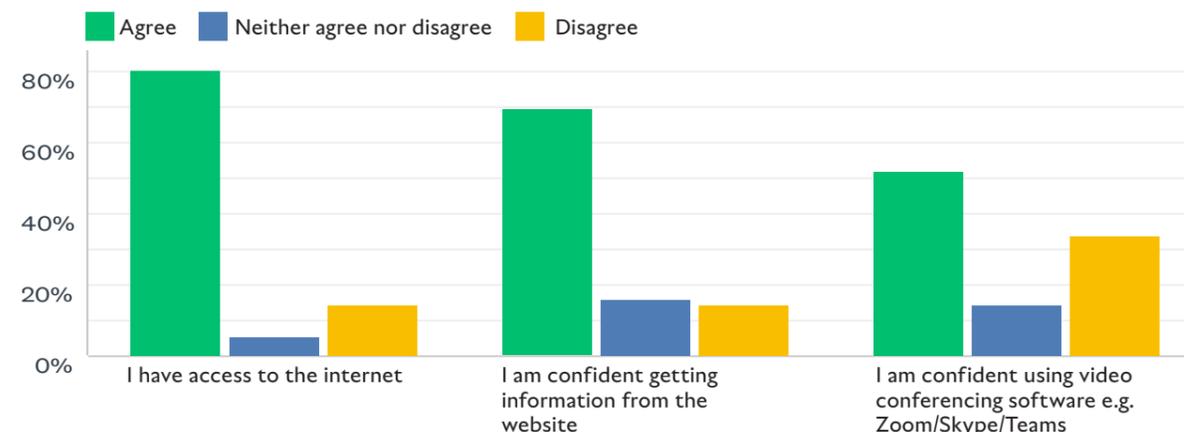
#### QUESTION 4: Is there anything you would like to tell us that makes your living situation unique?

- From all windows, we can see the river Thames.
- There are river views from Montrose House as well, not just Montcalm.
- A close knit community. It's unique for me because I have lived here for over three decades. The people here are nice and helpful.
- Overcrowded.
- We live in a very old building that's been here since the war.
- I am living on an estate managed by OHG.
- I need a car to reach my vulnerable parents.
- The flat is freezing.
- Opening the front door in the morning to fresh open air and natural sunlight.

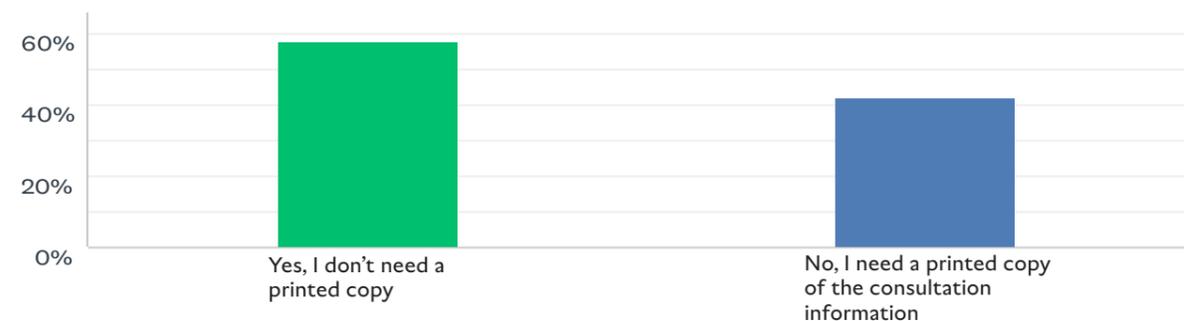
#### QUESTION 5: Please indicate how much you agree or disagree with the following statements



#### QUESTION 6: Tell us about how happy you are to use the internet to communicate



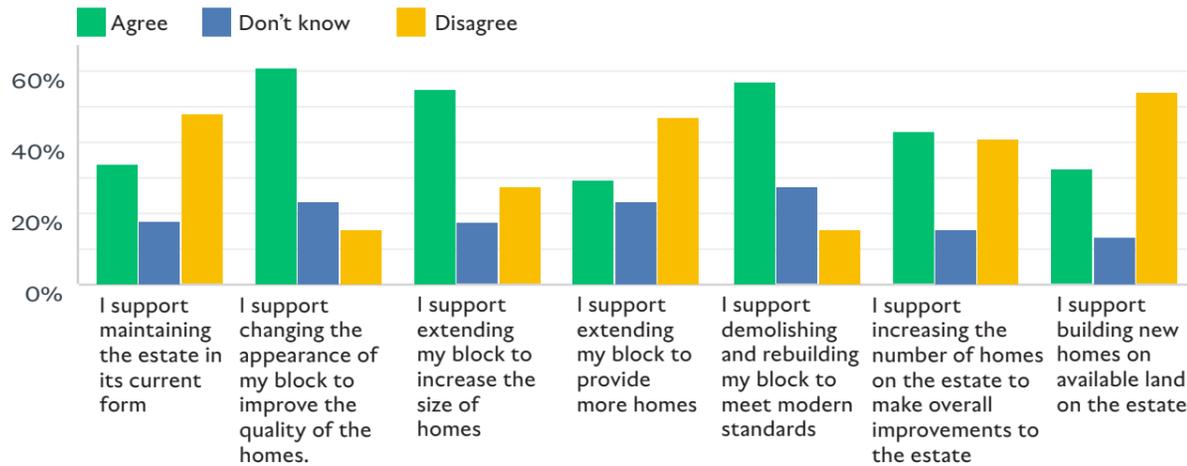
#### QUESTION 7: Are you happy to view all of the cycle 2 consultation information online?



#### QUESTION 8: Please provide any further comments

- Everywhere else is so nice around us however its our block of flats that's old. I would give the place a good lift.
- I will view something faster online rather than paper as I am always on my phone.
- I prefer phone calls to explain and talk through questions.
- The options appraisal process is defined as a framework only and there is no agreement nor benchmark on what meaningful disclosures of thresholds will be used in decision making process.
- The links provided do not work half the time, even though I am happy to use the internet.
- Not very good with using the internet.
- I also don't mind you emailing me.
- I would like both to view Cycle 2 consultation information online and also a printed copy of the consultation information.
- Residents might work nights, so sometimes won't answer.
- Depends how much easier it is to read and understand cycle 2, I may also want to have a printed copy.

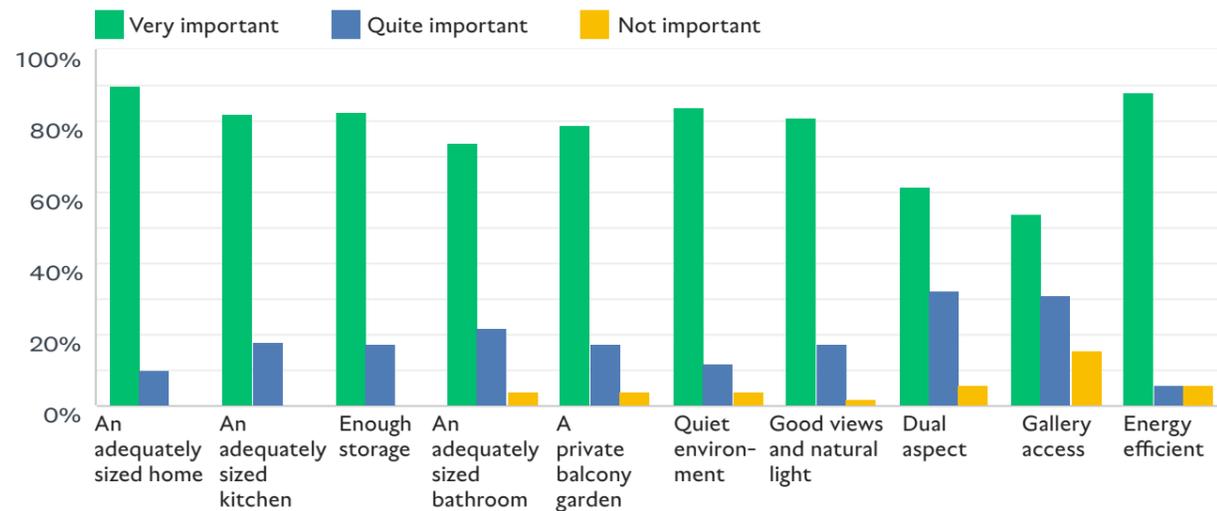
QUESTION 9: To what extent do you agree or disagree with the following ways your home, block and estate might be changed? You may not know at this stage, your views may change as the options appraisal progresses or you may agree with one or more option. Feel free to tick don't know.



QUESTION 10: Please provide any further comments

- We are in favour of major regeneration works however we want a guarantee that we are able to move back.
- I feel as though some people on the estate are fighting for a change and others are not.
- This property is outdated compared to the area.
- Building more homes on available land or space will reduce the open space in this estate.
- We don't need another tower block here even though there is room for improvement.

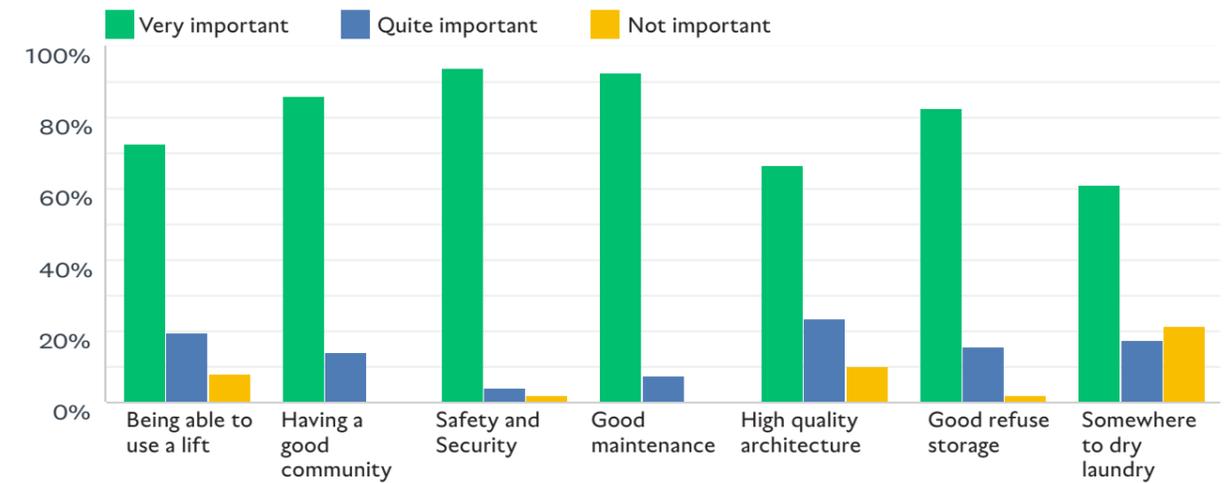
QUESTION 11: How important do you consider the following about your home?



QUESTION 12: What else is important to you about your home or is there anything else you would add that isn't listed above?

- Sound proofing.
- More space for working from home.
- Natural light is a terrible problem for me because I am in the middle.
- Health and safety regulations.
- If you have a small party the kitchen is too small can only fit 2 or 3 people.
- Communal walkways are too narrow.
- Windows are quite small. I wouldn't want a bathroom with no windows.

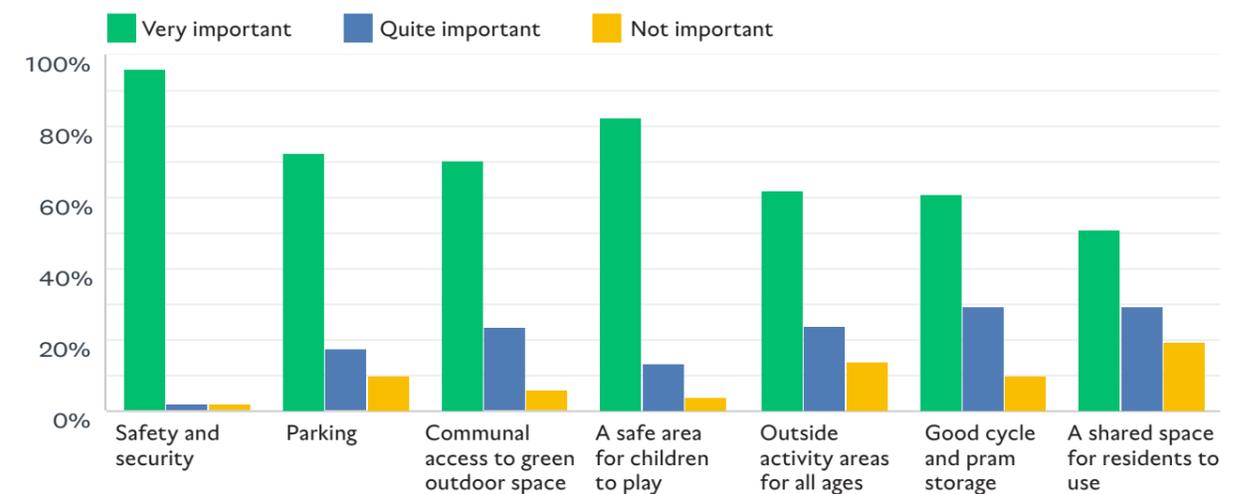
QUESTION 13: How important do you consider the following about your block?



QUESTION 14: What else is important to you about your block or is there anything else you would add that isn't listed above?

- The one thing I would at least like is a new lift installed.
- Unsightly recycling bins, there are too many on the estate.
- The internal flat layouts need to be prioritised.
- Sometimes shops won't come up past 30 steps for example Asda and Argos.
- Low rise building, green surroundings/access to nature, shield from overlooked windows, shield from street noise.

QUESTION 15: How important do you consider the following about your estate?



QUESTION 16: What else is important to you about your estate or is there anything else you would add that isn't listed above?

- Maintaining the beautiful trees to allow light in.
- A community centre would be very very important.
- Communal garden space for both kids and adults.
- Parking bays too close to windows.
- Its nice to sit by the river and have a BBQ, green spaces that aren't overlooked by people's windows.
- Be able to keep dogs.
- 1 parking per property, larger parking.

QUESTION 17: We have all been living through a pandemic. We would like to ask you what impact, if any, this has had on how you feel about where you live. Please provide the top 3 most significant changes (if any) below:

- Increase job opportunities please.
- Having to work from home two days a week.
- Balcony, space inside and outside, kitchen size.
- Homeschooling in small flat with large family.
- Flat is too small to work and live in. No private balcony so could not leave front door open. One bathroom is not sufficient.
- Spending more time on the internet and playing music.
- Homeschooling was difficult
- You dont see anyone anymore, children can't play together.
- All wear masks and we never socialise anymore.
- Depressing, not able to live normal day to day life.
- Having outdoor private space.

- Space on stairs is tight, the flat is not sound proof, views have made life in the pandemic much better.
- Isolation, having children visit but having nothing to do, having to use the computer more often and sometimes have to wait for help.
- Not seeing people as much.
- Overcrowding gives more risk to people for coronavirus. If you have a big enough home, it is more safe.
- I really want to move out of this place more.
- Space in our home is important. More rooms to help people stay apart, for key workers.
- Having space if you are at home a lot is important.
- Do not see so many of the estate community, now it is autumn will see even less people about.

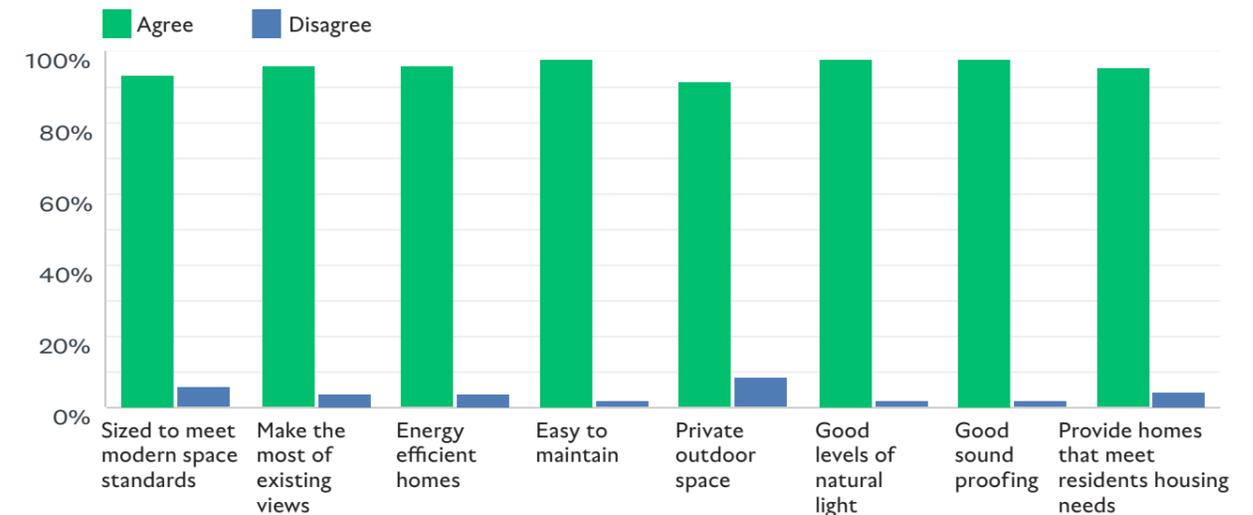
QUESTION 18: Are there any further comments you would like to add?

- I would not like to see this buildings demolished as they are solid and yes damp with lots of imperfections which are known to us. I worry that if this building is demolished it will be replaced with a prison type building with specifications that look good on paper but in reality once built are smaller than what we actually have and just as damp like Windmill House. No thanks.
- This survey doesn't meet its purpose of setting a benchmark or establishing a status quo with pros and cons. Pointless.
- I am not sure about the idea of demolition however if that means both my children will be able to get a home, then I wouldn't mind that.

- I know it will take time but I will find hope and happily wait if we knew for definite something would happen. If we knew for sure that we would have lifts and storage. When we order furniture no one wants to bring it up...we have to bring it up ourselves because there's no lift.
- We are able to listen to conversations and any kind of noise from the neighbours who live upstairs and downstairs.
- They will come later as the options appraisal process continues.

2.3 PART B: DRAFT RESIDENTS' BRIEF

QUESTION 19: Please indicate if you agree or disagree with the following objectives for your home.

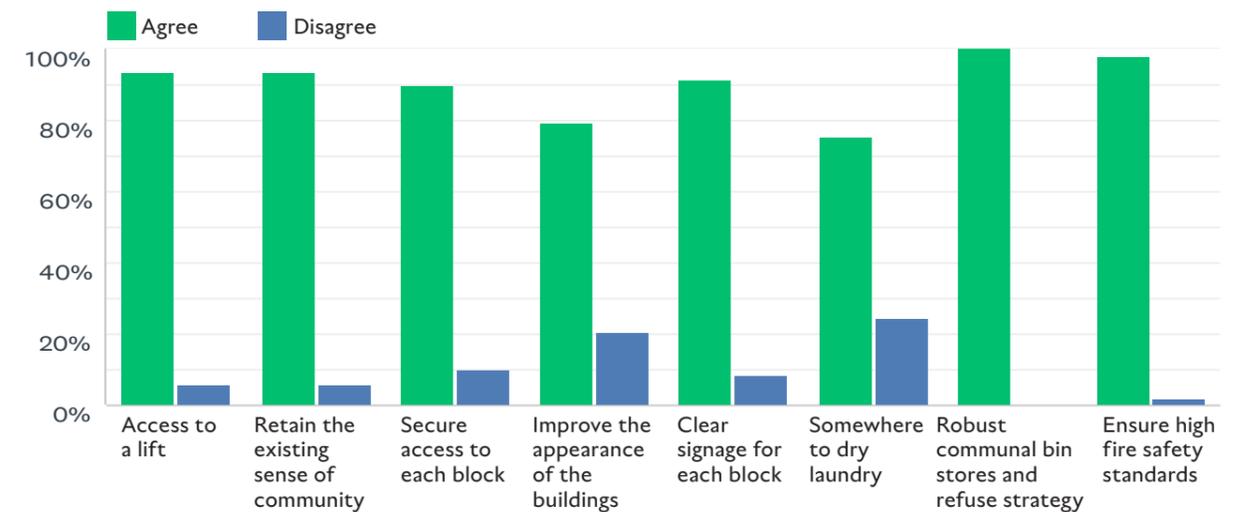


Are there any further objectives you would like to add?

- What exactly is the size of modern space standards?
- There is missing information or a missing column "don't know".
- Gas cooking is important.
- Trees do spoil the view.

- My concern is that if the rent goes up or if it stays the same. It has to be affordable to us, it's not just about having new homes but we have to be able to afford to live there.

QUESTION 20: Please indicate if you agree or disagree with the following objectives for your block.

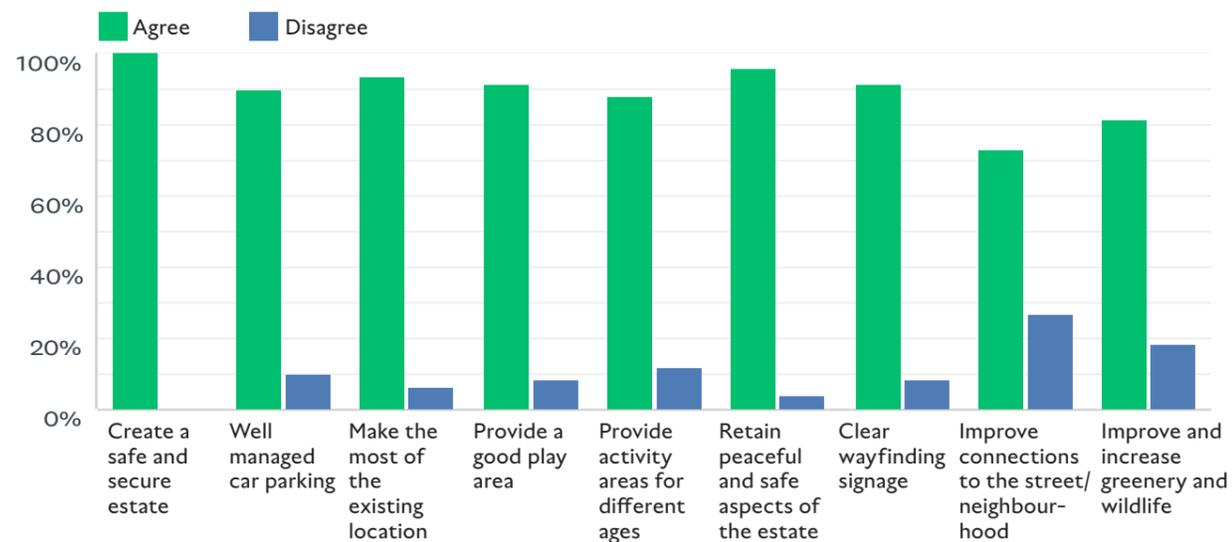


Are there any further objectives you would like to add?

- Knock it down and build again to improve the appearance. I don't know how clear the signs can be. Laundry rooms would be going backwards.
- Many residents have to store items on the balcony especially those on the corners because of the shortage of storage space.

- I don't feel like there is a community here now but it would be good to create that. The buildings are ugly. Other blocks are pretty, this is one is an eyesore but it is solid.
- The estate should be gated.
- We don't want anything like Grenfell Tower.

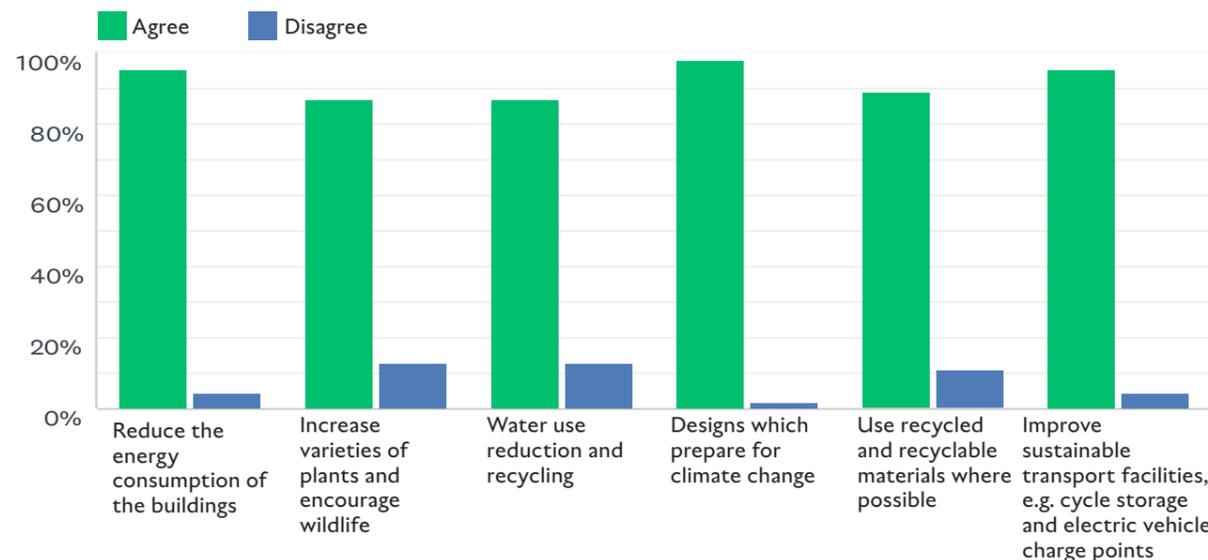
QUESTION 21: Please indicate if you agree or disagree with the following objectives for your estate.



Are there any further objectives you would like to add?

- Make the most of the location could be interpreted as infill.
- No need for cladding, nothing wrong with brick. I like the subtle entrance. Enough green space as is.
- Connections we have at the moment are ok. Problems with pigeons nesting on my window.
- If the estate was open other people would come in and use the parking.
- Would be nice to have gym facility or swimming would be nice.
- Better access from the main road e.g. low curb

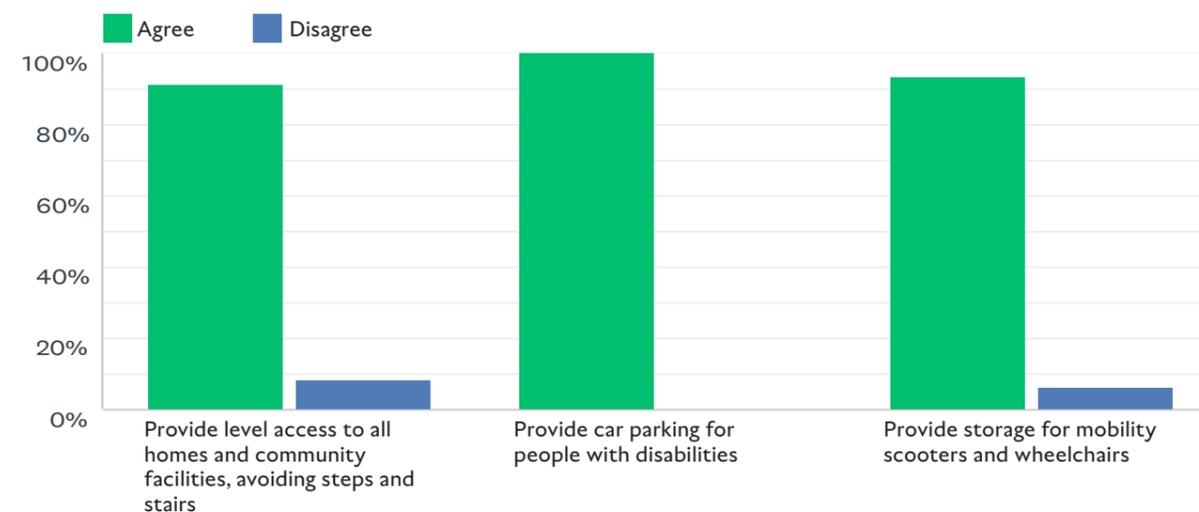
QUESTION 22: Please indicate if you agree or disagree with the following objectives for environmental sustainability



Are there any further objectives you would like to add?

- I think the above is great in theory but the good intentions don't always translate in practice. I am more on the fence in regards to this.
- Make views more accessible through the trees.
- I'm all for helping the environment.
- The way forward is electric cars.
- Loss of water pressure is any issue. I see estates with solar panels, depends on the option.
- Low cost energy would be good. Electric charging in each space.
- Climate change - if this was a concern you will maintain what you have and insulate it.

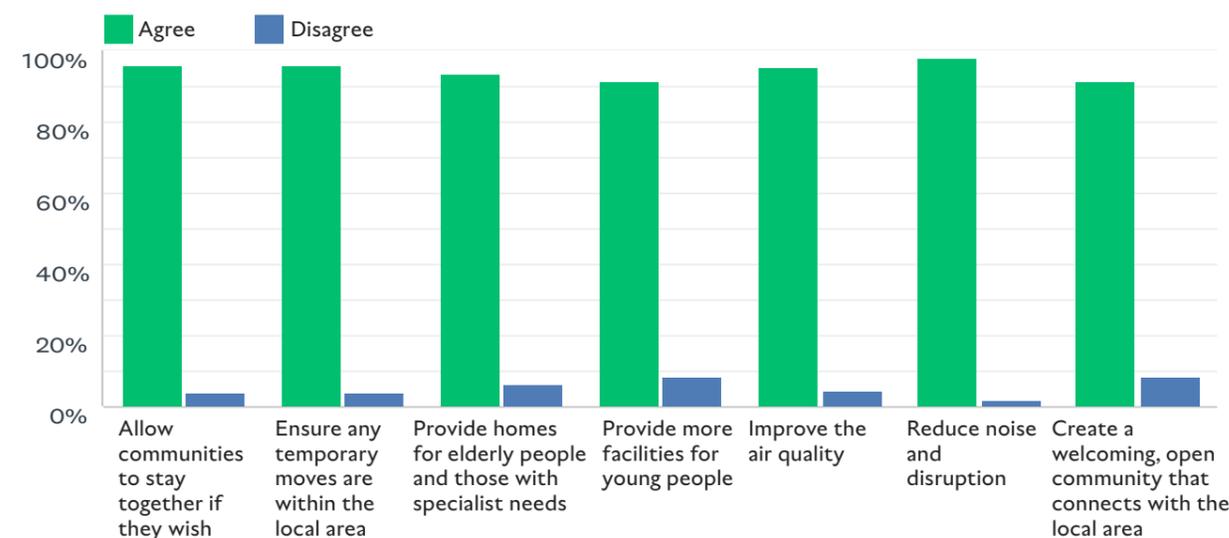
QUESTION 23: Please indicate if you agree or disagree with the following objectives for accessibility.



Are there any further objectives you would like to add?

- If Montrose and Montcalm were wheelchair friendly then there will be a need for scooter storage and disabled car parking even though there isn't the need now I still think this is important.
- Having stairs is quite healthy in general.
- I suppose the blocks should be inclusive to everybody.
- Enough for the amount of disabled estate on the estate.
- I have relatives that can't visit me because of the stairs.
- People should have priority on the ground floor if they are disabled.

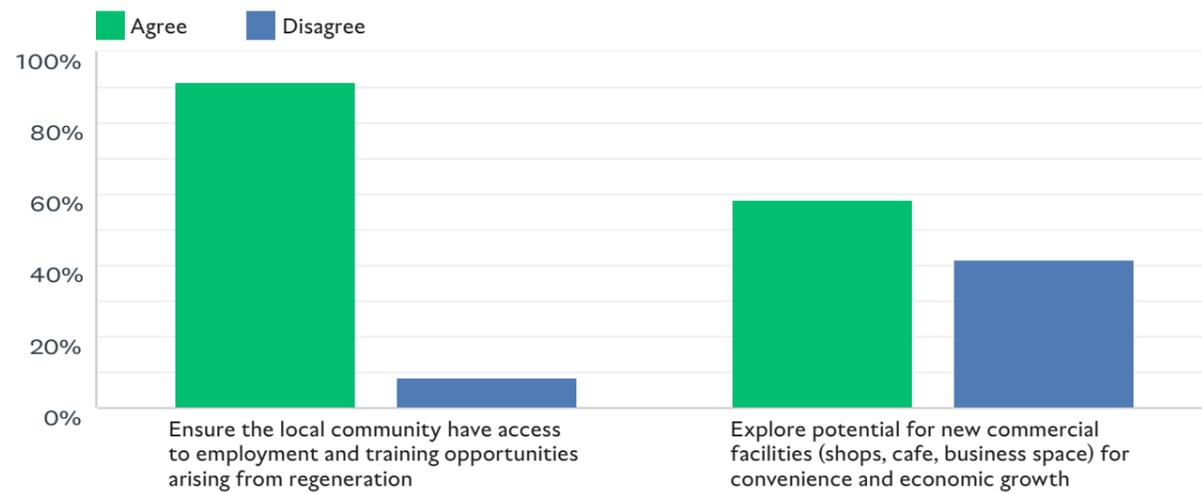
QUESTION 24: Please indicate if you agree or disagree with the following objectives for wellbeing.



Are there any further objectives you would like to add?

- In terms of open community, I agree if it is facing the river side.
- I wouldn't want a youth centre because it is quiet here.
- Would need more information on the implications to Qs 5 and 6.
- Ensure temp homes are local because a lot of the families here have kids who go to school right outside our house.
- Drug dealers to be identified to keep the community better, they destroy the community. Youth centre and gym.

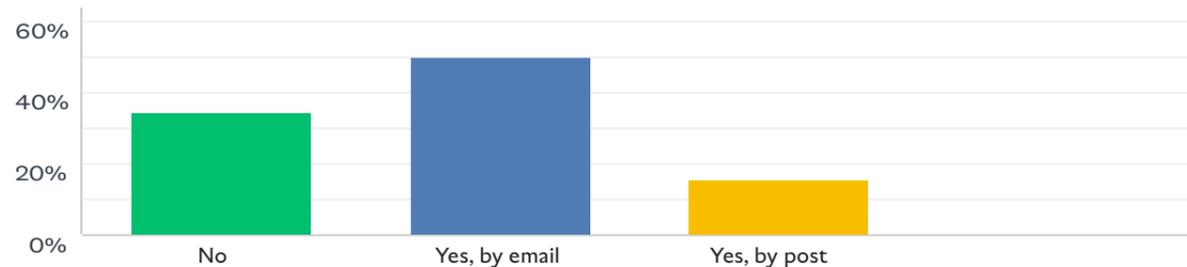
QUESTION 25: Please indicate if you agree or disagree with the following objectives for economy.



Are there any further objectives you would like to add?

- I want to emphasize security and having more CCTV cameras around the blocks.
- Most of the training opportunities locally are for people on benefits. It will be good if this opportunity was available to everyone.
- I would agree with commercial facilities if it were just for the estate, but not if it were for everyone.
- Gym facilities for residents.
- I see new blocks with shops downstairs, it is convenient however what is more important to me is inside the block and how affordable they will be.
- They said local people would have access to opportunities with Canary Wharf and it didn't happen. If there was a cafe on the slipway it would be nice but not on the estate.
- A coffee shop would be nice next to the river.

QUESTION 26: Would you like to receive a copy of your answers from this survey? If this is required we will send a copy within a week.



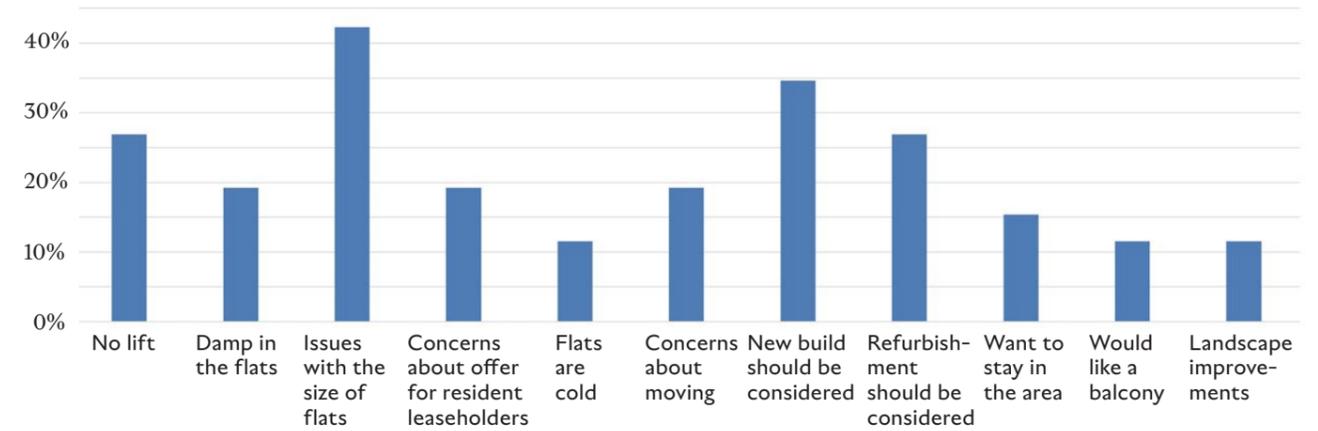
### 3. Meaningful Conversations

#### 3.1 SUMMARY

During the one-to-one telephone conversations, not all residents wanted to fill in the Feedback Form. Instead meaningful conversations took place over the phone where residents provided their feedback on the consultation so far. These conversations have been circulated amongst the project team and will inform the options appraisal. Below is a summary of feedback from these conversation that took place between October 19<sup>th</sup> and December 4<sup>th</sup>. An anonymised record of all conversations can be found in Appendix C.

#### 3.2 RECURRING THEMES FROM CONVERSATIONS

A summary of topics that reocurred in more than 10% of the conversations is outlined below.



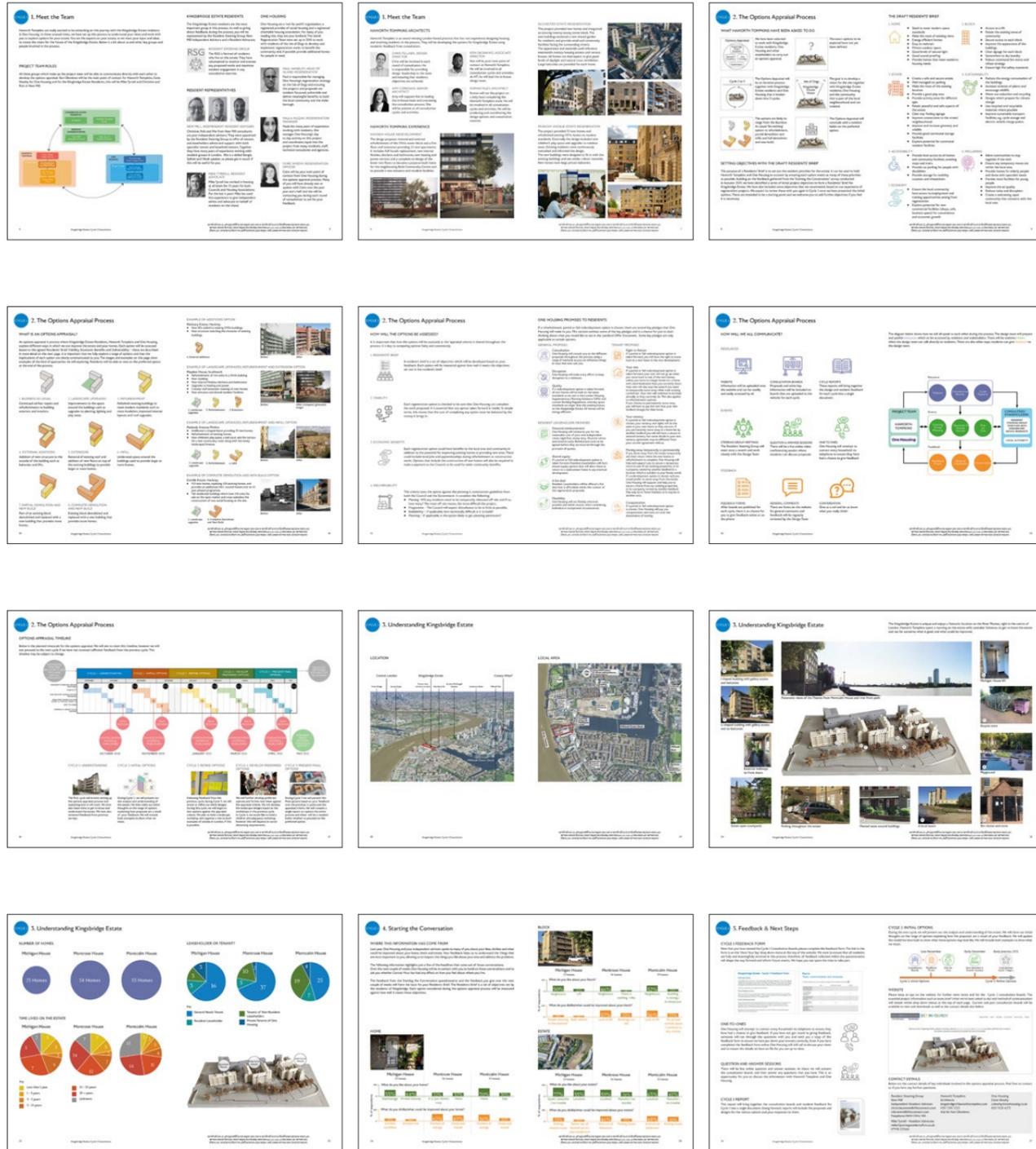
#### 3.3 COMMENTS ILLUSTRATING THEMES

- Resident 7 - The resident noted that she loves the estate and the area, but the home is small.
- Resident 11 - Mold both in the living room and the bedrooms. The resident feels the windows are not ecofriendly because as soon as the heater is off it's cold.
- Resident 12 - I would appreciate a balcony and a lift. In the living room: you can have a small balcony on the outside.
- Resident 15 - Ideally, rebuilding sounds appealing, but refurbishment would also be good...problem with lack of storage and in order to get to the bedroom the resident must go through the living room.
- Resident 17 - The resident thinks the wall separating the slipway should go, and the trees should be taken away because it blocks the light... The resident said that the parking is tight and could be managed better.
- Resident 18 - Preference would be for the buildings to be demolished because they are too small...the flat is small in general, but the kitchen is tiny and there is no place for storage as well and in addition the bedroom is small.
- Resident 19 - The resident likes it on Kingsbridge, has been living here for many years and ideally, he wouldn't move. The resident said he would benefit from a refurbishment with addition of a lift to avoid moving.
- Resident 21 - Main concern is what the leaseholder landlord offer will be.
- Resident 23 - Concerned about losing money from the refurbishments they made in the home.

# CYCLE 1 Appendix A: Consultation Information

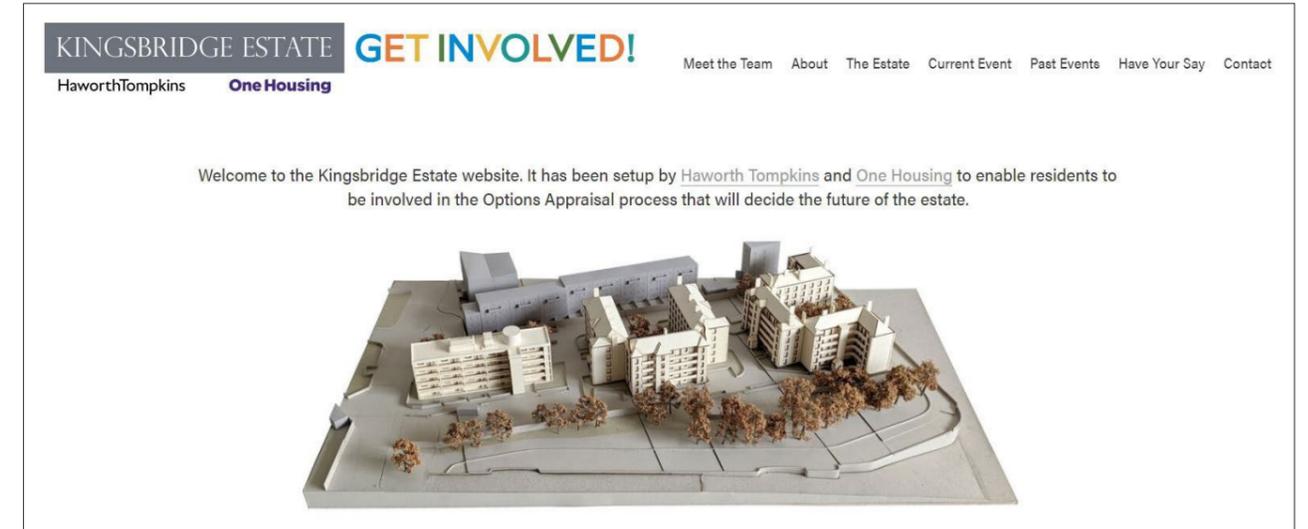
## CONSULTATION BOARDS

Below is an overview of the Cycle 1 consultation boards that were uploaded to the website and posted in booklet format to each resident.



## KINGSBRIDGE ESTATE WEBSITE

Below is an image of the Kingsbridge Estate website setup during Cycle 1 where the consultations boards can be viewed and a link to the Feedback Form. Website link: <https://www.kingsbridgeestate14.com/>



## ONLINE FEEDBACK FORM

Below are examples of the online Feedback Form accessed through the website.

### Kingsbridge Estate - Cycle 1 Feedback Form

#### Introduction

This feedback form is for Cycle 1 of the Kingsbridge Estate Options Appraisal. There will be separate feedback forms for the future four cycles of consultation and design. We want to ensure all residents are fully and meaningfully involved in this process, therefore all feedback collected by questionnaires will shape the way forward and inform future events. We hope you can spare the time to take part.

This form is separated into two parts: Part A and Part B.

**Part A: Feedback on Cycle 1**

Part A is a chance for us to confirm the key themes and priorities that arose from the questionnaire which many of you completed last autumn. It also provides a chance for you to give feedback on the information presented on the Cycle 1 Consultation Boards.

**Part B: Draft Residents' Brief**

Part B is an initial draft of the Resident's Brief for you to review and comment on. The purpose of a Resident's Brief is to set out the resident's priorities for the estate. It can be used to hold the architects and One Housing to account by ensuring each option considered during the Options Appraisal meets as many of these priorities as possible.

All responses are optional but the more information you fill in the better we can develop options based on your views and objectives.

### Part A

#### Team, communication and timescale

5. Please indicate how much you agree or disagree with the following statements

	Agree	Neither agree nor disagree	Disagree
You know who will be working on the Options Appraisal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You understand what an Options Appraisal is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You understand how the options will be assessed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is clear how to communicate with the team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You know how long the Options Appraisal is expected to last	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## PART A: FEEDBACK ON CYCLE 1

## QUESTION 4: Is there anything you would like to tell us that makes your living situation unique?

- Nice area to live, especially next to the bank of the river Thames.
- Poor Sky satellite signal ever since Kingsbridge estate went into communal signal. I paid separately for satellite permission when I got my Sky satellite. When One Housing Group decided to make a communal satellite signal (free for residents), the signal became poor. Would be good to knock down the bushes and make them into car parking bays. Baby pram facility is desired.
- From all windows, we can see the river Thames.
- Opening the front door in the morning to fresh open air and natural sunlight. Also having a kitchen and bathroom window that opens and lets in natural unfiltered air. Good honest trustworthy neighbours and a river view.
- River views from Montrose House as well, the booklet implies it is just Montcalm. I think this will upset a lot of people.
- Lack of storage space, having to access the bedroom through the living room.
- We are on the housing waiting list as we are overcrowded.
- 2 bedrooms with a big family.
- I am living on an estate managed by OHG.
- The flat is freezing
- None
- No
- I want a lift, I have several small children. Gangs smoke in the doorway. I am overcrowded.
- Not really.
- Nothing unique .. just the location. We live in a very old building that's been here since the war .. there's no lift no storage .. no private balcony for smokers (there's a lot of infants who use the landing too)
- The kitchen is small.
- What about parking? Car free homes wouldn't work for Kingsbridge in my opinion. I need a car to fulfil caring responsibilities.
- Very happy living here.

- We are a close knit community. It's unique for me because I have lived here for many years. The people here are nice and helpful. My flat has no natural light coming in because it is in the middle.
- The flat is small and can be crowded when my daughter is home from university.
- Location.
- Big Kitchen.
- We are overcrowded, we have 2 bedrooms and one of them is damp.
- We are overcrowded.
- Overcrowded in need of a bigger home.
- No.
- The view of the river is psychologically very important to me especially during this pandemic time
- Location, school, public transport, views, caretaker (Soleman), neighbours.
- Living by the River Thames in a close knit community.
- My children live with me, they are not on the housing list.
- I am lucky to have flat with windows on both sides which makes my flat light with good views and space. I am also lucky to have a parking space. However there are number of issues with the property.  
I have a constant issue with the water pressure in my bathroom and I'm not able to have a shower even, using the shower head is impossible. Not having a shower means getting up extra early in the morning. I am also not able to have a water meter which would possibly cut cost of water consumption as the plumbing in my bathroom is connected to the tank on top of the building as well as the pipes are covered and there is no access to have a meter installed in my bathroom. If it wasn't for the dehumidifier running most of the winter, I would have mould. If I insulate my property, I have a lot of moisture so there is a choice between draft and mould or high energy bill.

## QUESTION 8: Please provide any further comments (on project setup and communication)

- Everywhere else is so nice around us however it's our block of flats that's old. I would give the place a good lift. I will view something faster online rather than paper as I am always on my phone.
- I have a dead room, the bedroom comes off the living room. I dislike this. I like the chimney. I like

- some eco-friendly aspects.
- Prefer phone calls to explain and talk through.
- The options appraisal process is defined as a framework only and there is no agreement nor benchmark on what meaningful disclosures of thresholds will be used in decision making process.

- The links provided do not work half the time, even though I am happy to use the internet.
- Not very good with using the internet
- I also don't mind you emailing me.
- The best option is demolish.
- I remember a while ago I had a conversation with Ceire but I don't have her contact number to communicate with her.
- I would like both to view Cycle 2 consultation information online and also a printed copy of the consultation information.
- I think tower hamlets are keen to give planning permission, affordable housing isn't always affordable.

- Resident work nights, so sometimes won't answer.
- I didn't see it, my wife might of had a look at it.
- I wouldn't want to move away twice, I would want to move permanently once because of personal reasons.
- Depends how much easier it is to read and understand cycle 2 I may also want to have a printed copy.
- For me dual aspect is very important for health reasons to keep air circulating in the flat.
- There are things which I still need to get my head around to understand the options appraisal but is more about having time to process all the information.

## QUESTION 10: Please provide any further comments (on potential changes to the estate)

- How can you ask if I support something that I don't know anything about the suggested outcome? Ridiculous set of questions - they can only be used as a benchmark for how good your sales skills are on each of those points when the questions are asked after you present all options for scrutiny.
- I think this a good idea as this will bring more to the block.
- We are in favour of major regeneration works, however, we want a guarantee that we are able to move back.
- For Michigan, regarding the building, I am happy with the way it is. In general, I feel as though some people on the estate are fighting for a change and others are not
- In summary, improvements can be made. I have lived all over tower hamlets and enjoy living here. I genuinely do feel safe living here. I don't, however, want a huge building with another 300 people living here, I think that will decimate the area. We don't need another tower block here even though there is room for improvement.
- I'm concerned with any potential loss of natural lighting and would like to keep our view. We would like a lift.
- I support demolishing and rebuilding as long as my rent remains the same. I wouldn't support building homes on the available land because I think there is not a lot of space around here already.
- I have quite a few problems. I have damp problems. Most people have a problem with their flat in one way or another.
- I think we need to start over. Where can you place a lift in this old format now? Where can you add storage in the format we have now? We need to start over .. also this building does not fit in with the

- rest of the island / Canary Wharf / south quay...it's the only old looking block here in regards to all the other new builds.
- I agree with the demolition and building again. I don't think there should be parking or new homes on the extra land here so there's just enough space for people to enjoy the estate. If they improve the flats in terms of its appearance and stability of the building better then there might not need to demolish it. I think we need an intercom door on all the buildings and people can walk in on their own accord. So I do agree with the demolition idea and for it to be built up.
- Every time I ask for something to be done by One Housing they don't do anything. I would like outdoor space. No cladding like Grenfell, I'd have to question the materials used. I don't like towers. The big trees behind Michigan House block the light so a tower might block the light. There is not much space for infill, it wouldn't look nice.
- If we can increase the number of homes for social housing that will be fantastic.
- Clean up the grounds and refurbish the buildings. I don't believe in demolishing because of the cladding that is used on new builds. These William Morris buildings are stronger. I wouldn't mind having more homes on the estate if they were built like these buildings are built.
- I've been here for over 10 years and I have a lot of damp.
- My statement above is for infill.
- Building more homes on available land or space will reduce the open space in this estate.
- Standards and living space in current homes is very much outdated and doesn't meet the needs of the residents.

- I think the architecture of Montrose & Montcalm is really nice. I don't know if I agree or disagree until I've got more information on each option. The reason I don't support adding more homes is because the estate is enlarged it might not remain friendly and safe as it is now.
- Although I agree that to improve quality in Michigan House properties the best option is to demolish and rebuild, I disagree with increase numbers of properties. This will most likely involve high buildings which already causes issues for the local sailing club.

Kingsbridge Estate is nice and small estate where people more or less know each other faces and feels safe. More properties mean more residents and more trouble. Is there available land on estate?

- Windows are quite small. I wouldn't want a bathroom with no windows.
- Health and safety regulations.
- Area that allows community cohesion, open community space.
- I have hardly any storage.
- A lift, as now I am getting older, dragging shopping etc. up to the top floor is getting harder
- Parking is important be it within the estate and / or on the road. I don't want my home to become a car free zone home.

- What does adequately sized mean for a kitchen, is that open plan kitchen dinner, or is it a closed kitchen. Something in the middle in the terms of a quiet environment.
  - We dream of having a shower rather than running a bath, and on occasions flooding our bathroom, as it is easy to forget about a running bath.
- What would also be better to have quality of maintenance rather than quantity. The engineer's standard of maintenance is very poor.

QUESTION 12: What else is important to you about your home or is there anything else you would add that isn't listed above?

- Lift for disabled people.
- Sound proofing, as noise in these buildings travels between floors; someone doing DIY two floors up can be heard two floors down. I can also hear when my neighbour god bless them, takes a pee etc. They need privacy. I wonder if I can hear them, can they hear me?
- Eco-friendly and better lighting. I also would like more gardening space that isn't near the car park and car fumes, for example a roof garden.
- Parking is very important
- Location, access to local amenities (shops, schools, gardens, places of worship, community clubs and pubs and theatres), transport links - including the availability of access to bike and electric vehicles charge points, quality of service provided by property maintenance services.
- 'Enough storage' - a question that makes no sense
- You are asking questions which depend on the situation of the person living there. This means you are asking biased questions. Many of the questions are taking one view into account. This means you are going to get the specific answers you are looking for. There is no one who would say they do not appreciate having more space. There should be a follow up question asking if what you have currently is efficient or if you would like something bigger.
- Barely any storage in current homes, kitchen and bathrooms are both very small also.
- We are very overcrowded
- A lot of people had their windows sorted in 2006 and I didn't.
- I would be very grateful if I had more space for my work. At the moment for this I use my sitting room.
- Our current home isn't built to a high standard. Winter is coming and it is cold. The kitchen and bathroom are so small. I have repeated this over and

over and don't know what difference me saying this makes.

- I have a two bedroom with one child already. I need storage. I need a lift. I carry the shopping and my child all the way up to the third floor with no lift... it's sad.
- The kitchen isn't very big and neither is the bathroom. You can't fit a washing machine in these homes. Storage is a major problem in this flat. We can't have a dining room table in the living room. I would like to have a private balcony. Soundproofing is a big issue. I have a lovely view at the moment of the river on the dockside and I wouldn't like this to be taken away from me. I'd rather if the communal balconies were enclosed. I don't know why there isn't wind generators or solar panels.
- It is very quiet in the daytime here. The floor above is squeaky. The soundproofing is not good. We are privileged about the view.
- Installing a lift and intercom door is very important for me.
- Retaining the number of bedrooms I have is important to me because I have a family that need to stay. I only have a cupboard. The pandemic has made me want an outside space.
- Natural light is a terrible problem for me because I am in the middle
- If you have a small party the kitchen is too small and can only fit 2 or 3 people. The communal walkways is too narrow.
- Check the ground first before building because the ground could be contaminated. I have often thought about having a private garden or having doors from my living room out onto the green space. The wall that is opposite my flat and the trees block the light (wall which separates the slipway into the Thames) could do with another window.

QUESTION 14: What else is important to you about your block or is there anything else you would add that isn't listed above?

- If there is no demolition of this block. The one thing I would at least like is a new lift installed.
- Unsightly recycling bins, there are too many on the estate. The contents end up going in with the regular rubbish....waste of time.
- People who live off the estate should not have the opportunity to use this estate as a dumping ground. A barrier to stop this happening would be CCTV that works.
- Security gate at the rear of building which leads onto the river walk to stop individuals who don't live here congregating on stairwells. Placing a pad lock on these gates and not giving residents a key is unfair.
- Sometimes deliveries from shops wont come up past 30 steps, for example: Asda and Argos. A secure block is one of the most important things for me. There is no intercom and people can just knock on the door. It should be a modern building.
- Low rise building, green surroundings/access to nature, shield from overlooked windows, shield from street noise.
- There is no trouble on the estate, sometimes you have young youths smoking on the estate but there isn't any trouble or bullying going on. In kingsbridge there doesn't seem to be much trouble.
- The internal flat needs to be right. I don't look outside at a building and think it looks nice, health and safety is far more important than the aesthetics.
- At the moment I am suffering with my health and when I get to my flat I am very tired. I have to go up lots of steps. It is very inconvenient as I am in pain.
- Intercom Security gates.
- Keep the brick exterior NO CLADDING.
- Quality of the building should come first. As it stands at the moment everyone dries clothes outside. We haven't got an airing cupboard.
- Comfort leaving, dry and warm property is more important than quality of architecture.

- In winter the rooms are cold and mouldy. They have started selling drugs around the estate. I would prefer the block to be secure.
- I don't feel safe here. It is important to consider the materials used are fire safe. It would make the area more attractive if there were more modern buildings. Not somewhere communal to dry laundry, people would misuse it.
- Even if they maintained it, it wouldn't change the size of the kitchen. It should match Canary Wharf. Private outside space to dry clothes.
- I did get rising damp in my spare room. I sorted it myself in the past. I can dry my laundry in the spare room. For security it would be good to have a concierge. I think they should build a secure unit for concierge. The doors on the bin store are too heavy.
- Limited to where I can buy the shopping because they won't bring it up the stairs. I don't see Kingsbridge as a community. I don't feel safe because anyone can come into the block. Solomon does a good job. The buildings look like a dump. I've got bad mould and damp.
- Good lighting
- Security door
- CCTV
- Although the external is important, the most important part is what's within the home which currently is very much lacking.
- Safety & Security comes from having a good community, not just locks on the door. I know my neighbours. I like the communal balcony because I can look out. Good maintenance - I would like to get value for money on the service charge that I pay. Architecture question, for me long lasting buildings and London brickwork, this is what I would consider good architecture - it is solid, it has gone through world war.

QUESTION 16: What else is important to you about your estate or is there anything else you would add that isn't listed above?

- Maintaining the beautiful trees - these were not suppose to have grown so big that they block out the light and restrict views.
- More visitors bays because the parking restrictions have prevented families from having relatives visit by car.
- Parking bays too close to residents windows...where they sleep - just a thought.
- There has been complaints of people being drunk on the estate, if we had a gated community this would help. We were promised gates before and it didn't happen. A community centre would be very very important. We are the only estate that doesn't have a community estate.
- A lot of the community are either old, Bengali or young kids. We have always wanted communal garden space for both kids and adults.
- There are many parks within walking distance in Tower Hamlets, I don't really let my kids play on the estate. Young teenagers tend to congregate on the estate during the summer so that isn't something which bothers me as much as a priority.
- Just consult on these decisions first.
- It's nice to sit by the river and have a BBQ. Green spaces that aren't overlooked by people's windows would be nice. Not an outdoor gym. If I had a balcony I would store my bike on there.
- Security is definitely needed. I come home with my

- child only to find drug dealers and kids on the stairs smoking weed while me and my child have to inhale it and go up...we need a security door system.
- The parking service has improved. The number painting has improved. People come and urinate on the communal stairways - secure the estate.
- I think the parking spaces need to be bigger. It would be good for there to be a 'no spitting sign on the walls.'
- Usable outdoor spaces for the estate as a community. Prams being stored in the hallway are a fire hazard.
- Make sure that whatever happens I can still keep my dog.
- Parking, 1 per property, potentially underground parking.
- Cycle storage on the estate is not secure. If this estate was more private then I might use it. Shared space might attract anti-social behaviour.
- 1 parking per home
- I like green land, outdoor areas
- The estate maintenance needs a lot of improvement
- Car Parking Most Important
- Children play area
- I would like a utility room in an ideal world. I need a parking space because of the long-term space, I would like disabled parking spaces.
- Personally storage is important to me, if I had a choice of storage even if it was paid for I would be happy to do so.

QUESTION 17: We have all been living through a pandemic. We would like to ask you what impact, if any, this has had on how you feel about where you live. Please provide the top 3 most significant changes (if any) below:

- 1) Increase job opportunities please, 2) Create courses on mental wellbeing, 3) Financial assistance.
- 1) I work in a hospital so to answer that I don't know. I have been dealing with it everyday.
- 1) Children no longer playing outdoors...miss the sounds of the community chatter which brings life to the estate. 2) Having to work from home two days a week. I'm grateful to the buildings for the front door that opens into the fresh air, as being shut in and not seeing my neighbours is pure torture for me.
- 1) My thoughts haven't changed about where I live.
- 1) Not really
- 1) Balcony. 2) Space inside and outside 3) Kitchen sizes.
- 1) Home schooling in a 1 bed flat was challenging, because we have a big family.
- 1) Fast internet - a new provider option provided.
- 1) No impact whatsoever on where I live
- 1) Flat is too small to work and live in. 2) No private

- balcony so could not leave front door open. 3) One bathroom is not sufficient
- 1) During the summer more children were playing on the estate.
- 1) I've just been spending more time on the internet and playing music. It hasn't been rosy but everyone is effected in different ways.
- 1) When we were home schooling this was the one time when things were more difficult. I have several children so that was the a big impact.
- 1) You don't see anyone anymore. 2) Children can't play together.
- 1) It's okay now, however we all wear masks and we never socialise anymore.
- 1) Depressing, not able to live normal day to day life. 2) Rent is still the same
- 1) No impact
- 1) Affected me because I'm not as close to my family as I would like to be. Everyone on the estate has

- been good and wearing their mask. Its been okay. 2) it would be good for there to be a 'no spitting sign on the walls'. over the last couple of months during the pandemic a lot of people have been spitting around the estate and on the stairs.
- 1) Having outdoor private space.
- 1) Space on stairs is tight. 2) The flat is not sound proof. 3) Views have made life in the pandemic much better.
- 1) Isolation. 2) Having the grandchildren around more often, but having nothing to do. 3) Having to use the computer more often, sometimes I have to wait for my daughter to come to help.
- 1) Not seeing people as much.
- 1) I really want to move out of this place more.
- 1) Space in our home is important. More rooms to help people stay apart, for key workers.

- 1) Overcrowding gives more risk to people for coronavirus. 2) If you have a big enough home, it is more safe.
- 1) Having space if you are at home a lot is important
- 1) Do not see so many of the estate community. 2) now it is autumn will see even less people about. 3) Will this make it easier for the private drug dealers to operate?
- 1) Energy efficiency, because spending more money on bills. 2) More outdoor space during this time.
- I am lucky with the space I have. Balcony and space outside my front door
- 1) We are lucky where we live as we could easily go for a walk around the docks and as soon as the Dockland Sailing Club reopens we could go and have fun on the water.

QUESTION 18: Are there any further comments you would like to add? (about all of Cycle 1)

- I would not like to see these buildings demolished as they are solid and yes damp with lots of imperfections which are known to us. I worry that if this building is demolished it will be replaced with a prison type building with specifications that look good on paper but in reality once built are smaller than what we actually have and just as damp like Windmill house. No Thanks.
- This survey doesn't meet its purpose of setting a benchmark or establishing a status quo with pros and cons. Pointless.
- I live here with my adult children. I am not sure about the idea of demolition, however, if that means my children will be able to get a home, then I wouldn't mind that.
- You'd be able to check in on your neighbours
- No
- I know it will take time but I will find hope and happily wait if we knew for definite something would happen. If we knew for sure that we would have lifts and storage. When we order furniture no one

- wants to bring it up...we have to bring it up ourselves because there's no lift.
- We have been able to listen to conversations and any kind of noise from the neighbours who live upstairs and downstairs.
- They will come later as the options appraisal process continues.
- I would not like to see this buildings demolished as they are solid and yes damp with lots of imperfections which are known to us. I worry that if this building is demolished it will be replaced with a prison type building with specifications that look good on paper but in reality, once built are smaller than what we actually have and just as damp like Windmill house. No Thanks.
- I have leaking roof since I have moved to my property over a decade ago. Recently it got worse. There is more often loitering happening on stairways. Drinking/smoking. Having bigger estate will cause more problems with teenagers who have nowhere to go to socialise.

PART B: DRAFT RESIDENTS' BRIEF

QUESTION 19: Please indicate if you agree or disagree with the following objectives for your home.

Are there any further objectives you would like to add?

- What exactly is the size of modern space standards?
- 'objectives for your home' - the word objectives is not used property in this context
- There is missing information or a missing column 'don't know'
- 1: Sized to meet modern space standard - They have to
- 2: Make the most of existing views - Most for whom? It's a very biased question as I am happy with my views at the moment.
- 3: Energy efficient homes.
- 4: Easy to maintain - to whom? One Housing? the tenant? leaseholder? easy to maintain the building?
- The above questions are pointless as there are regulations that you would have to abide by.
- My concern is that if the rent goes up or if they stay

- the same it has to be affordable to us. It's not just about having new homes but we have to be able to afford to live there.
- I can hear the kids upstairs running and I can hear my next door neighbour having sex with his wife.
- I am happy with the size that I have at the moment in terms of number of bedrooms.
- If the buildings were positioned correctly we could make the most of the Thames.
- Gas cooking is important.
- Trees do spoil the view. A private out door space for me and my family that would make me feel more safe and I could get sunlight and exercise.
- Easy to maintain - not sure what this means?
- Good sound proofing is more than welcome.

QUESTION 20: Please indicate if you agree or disagree with the following objectives for your block.

Are there any further objectives you would like to add?

- 'Objectives for your block' - word objectives used incorrectly or not defined, again information missing - I would love to know how you interpret my answers.
- Ensure high fire safety standard - nobody can disagree with this.
- Knock it down and build again to improve the appearance. I don't know how much clearer the signs can be. Laundry rooms would be going backwards.
- The estate should be gated.
- Living space and internal storage.
- There is already so much signage on the estate.
- We don't want anything like Grenfell Tower.

- I don't feel like there is a community here now but it would be good to create that. The buildings are ugly. Other blocks are pretty, this is one is an eyesore but it is solid.
- On this estate OH have practised a 'knee jerk' reaction to fire safety that has caused upset to many residents. We had notices attached to some items on the balcony warning if not removed they would be removed forcibly. Many residents have to store items on the balcony specially those on the corners because of the shortage of storage space. The fire-brigade report on the state was that it was a low risk.

QUESTION 21: Please indicate if you agree or disagree with the following objectives for your estate.

Are there any further objectives you would like to add?

- Make the most of the location could be interpreted as infill.
- Create a safe and secure estate- what does this mean? You have already asked a question about a safe block and secure access. no one will say no to that
- There is no need for cladding, there is nothing wrong with brick. I like the subtle entrance. Enough green space as there is.
- Would be nice to have gym facility or swimming would be nice.
- I am ok with the connections we have at the moment. I have problems with pigeons, they are nesting on my

- window and it messes up my window, it makes no difference if you clean it every day.
- I haven't got peace at the moment, but I would like it. If the estate was open other people would come in and use the parking.
- Opportunity to come straight in from the main road, it seems ok at the moment, but could be improved. For example lower curb.
- I think there are signs everywhere, there is enough already. I don't want a gated community.
- Make the most of the existing location? Not sure of the meaning of this question?

QUESTION 22: Please indicate if you agree or disagree with the following objectives for environmental sustainability

Are there any further objectives you would like to add?

- We shouldn't make the estate open to the main road because children become vulnerable when they are playing.
- 'Water use reduction and recycling' - this has nothing to do with One Housing.
- Climate change - if this was a concern you will maintain what you have and insulate it.
- I'm all for helping the environment
- Low cost energy would be good. Electric charging in each space.

- I think the above is great in theory but the good intentions don't always translate in practice. I am more on the fence in regards to this.
- Make views more accessible through the trees.
- Loss of water pressure is an issue. I see estates with solar panels, depends on the option.
- The way forward is electric cars.
- Recyclable materials? Not wood.

QUESTION 23: Please indicate if you agree or disagree with the following objectives for accessibility.

Are there any further objectives you would like to add?

- If Montrose and Montcalm were wheelchair friendly then there will be a need for scooter storage and disabled car parking even though there isn't the need now I still think this is important.
- I agree to some of the above and not all because not everyone has a disability. Having stairs is quite healthy in general.
- You need to provide car parking, and with that automatically you should provide parking for people with disabilities.
- To provide storage for mobility scooters and wheelchairs, we need to know who needs it to begin with. On its own this question is pointless.
- I suppose the blocks should be inclusive to everybody.

- We need to help the disabled more.
- For those people who can't access stairs. Enough for the amount of disabled estate on the estate. I haven't seen any disabled parking bays on the estate. It would be good to have spare parking on spaces on the estate for people that come for a couple of hours.
- I have relatives that can't visit me because of the stairs.
- People should have priority on the ground floor if they are disabled.
- It is mainly visitor parking, needs more disabled.
- Would need to know what Q 1 involves
- They all should be Lifetime Homes

QUESTION 24: Please indicate if you agree or disagree with the following objectives for wellbeing.

Are there any further objectives you would like to add?

- In term of open community, I agree if it is facing the river side.
- 'Provide homes for those with specialist needs' - pointless questions.
- 'Reduce noise and disruption' - pointless question.
- I wouldn't want a youth centre because it is quiet here.
- I say ensure temp. homes are local because a lot of the families here have kids who go to school right outside our house.

- A park is okay, but not a community centre it attracts ASB.
- Drug dealers to be identified to keep the community better, they destroy the community. Youth centre and gym.
- Air quality is fine now, if buildings are renewed make sure air quality stays the same.
- Would need more information on the implications to Qs 5 and 6.

QUESTION 25: Please indicate if you agree or disagree with the following objectives for economy.

Are there any further objectives you would like to add?

- I want to emphasize security and having more CCTV cameras around the blocks. At the moment I have only seen two cameras on the estate. I believe people recognise where cameras are located and this will deter the thieves.
- Most of the training opportunities locally are for people on benefits. It will be good if this opportunity was available to everyone.
- I would agree with commercial facilities if it were just for the estate, but not if it were for everyone.
- I see new blocks with shops downstairs, it is convenient, however what is more important to me is inside the block and how affordable they will be.
- I would like to demolish the property to be honest, and we could build more homes here.
- They said local people would have access to opportunities with Canary Wharf and it didn't happen. If there was a cafe on the slipway it would be nice but not on the estate.
- A coffee shop would be nice next to the river.
- It is not important for the estate to have shops.
- At the moment Kingsbridge cannot have Sky Q, only regular Sky, so any regeneration would be good if Sky Q would be able to be on the estate.
- Gym facilities for residents.
- If anything happens to the estate, the local community should benefit from any apprenticeships, jobs, or education. This should be a requirement. Also adult training courses.

## Appendix C: All Meaningful Conversations

### RECORD OF CONVERSATIONS

- Resident 1 – The resident said they think breaking it down and rebuilding or refurbishing the buildings would both be good options. I spoke with the resident about 'initial promises' related to these options including promises around rent and the right to return. In addition to this feedback, I have emailed a link to the questionnaire to complete in their own time if they want to.
- Resident 2 - The resident would like more clarity on the leasehold offer, especially related to resident / non-resident status for those who might spend time between homes particularly due to coronavirus. They would like to be directly contacted regarding key meetings for leaseholders. I have emailed following the conversation with statutory information related to home-loss payment and included Rob Lansbury's email address. The resident expressed concerned that each leasehold property should be valued on it's individual merit, taking into consideration floor level, views, internal condition etc. I spoke with the resident about the fact that the landlord offer would be different for resident/non-resident leaseholders.
- Resident 3 - The resident is concerned over what will happen to leaseholders if in future a decision is made to demolish the blocks. The resident said they have seen the booklet and read it a bit. The resident mentioned they are not interested in living in the area anymore and is worried about the value of their property.
- Resident 4 – The resident said they think the bathroom and kitchen are too small. I spoke about with the resident about the spectrum of options, business as usual, refurbishment, extension, infill, redevelopment etc. The resident didn't understand these terms. I explained what these mean in more clear language, when I explained that refurbishment means keeping the existing buildings but improving them in some way, the resident said the buildings shouldn't be made better; the buildings should be broken down.
- Resident 5 - The resident began the questionnaire, but the conversation did not stick to the Q&A format, the resident wanted to make their comments instead. The resident wants a lift, the resident has several small children and said they are overcrowded. The resident said that adding security in the blocks is important because gangs smoke in the doorway. The resident said the best option is demolishing.
- Resident 6 - The Resident called me following an email I sent to them. The resident and I spoke about the project and the different options, the resident asked what would happen to the residents, 'worst case scenario' if the buildings were demolished. I explained about the promises in the Cycle 1 booklet and explained that these were to be developed further. I have also sent the resident the questionnaire to complete if they wish.
- Resident 7 – Spoke with the resident about the implications of the more major options and the resident noted that they love the estate and the area, but the home is small. The resident has a child who attends a local school, so if local moves were applicable to the option taken forward, they would need to be nearby to avoid disruption to their child.
- Resident 8 - Spoke with the resident who said their view is that the buildings should be demolished. Resident did not want to make further comment.
- Resident 9 - Spoke with the resident who said at this time of year her flat is particularly cold. The resident has received the Cycle 1 booklet. The resident said they support the idea of improving the Kingsbridge Estate but doesn't think it needs to be demolished or extended citing the potential loss of natural light being a big concern. The resident enjoys the open-air communal balconies in the block and would strongly oppose any decision where the front door would open to an inside hallway. The resident noted that lots of similar conversations have occurred in the past, but nothing has ever happened, so is reluctant to invest time again.
- Resident 10 - I spoke with the resident and gave an update on the project so far; that an architect has been appointed and we are starting to look at the different options. I described the principles of the options being considered. The resident mentioned that their block was refurbished relatively recently, with a new kitchen and bathroom, but said that they would prefer if the blocks were demolished and

rebuilt because the building is old. The resident also said that the rooms are quite small and could be made bigger. The resident did not have any further comments or questions at this stage, and I spoke with them about the questionnaire which could be completed in their own time.

- Resident 11 - Spoke with the resident and described the options appraisal process and the different options which will be considered. The resident said they were aware of talks about redeveloping the estate. The tenant is not particularly happy that the block does not have a lift and for this reason, welcomes talk of regeneration as it will help make the block more accessible to everyone as the building is a bit outdated now. The resident is not overcrowded but has quite a large family and having only 1 bathroom is an issue. The resident has mold both in the living room and the bedrooms. The resident feels the windows are not ecofriendly because as soon as the heater off its cold. The resident would appreciate having access to a private balcony. The resident thinks that living in Kingsbridge is okay, the neighbors are okay. Having parking is also important to the resident.
- Resident 12 - (completed survey, so only counted once) Spoke to resident who said they believe not everyone will know what an options appraisal process is, the consultation boards do not clearly state who is deciding the process and there is no stage gate defined. The resident steering group should be presented on the consultation boards. The resident said the boards do not really have much to say and neither do any of the flyers leaflets which were created and delivered to all Kingsbridge residents to clearly define the purpose of the engagement events. The leaflets that went out didn't really say what the workshop was for and the link in the flyer for the Monday 26th October Q&A sessions did not work.

The resident believes to make things move forward, One Housing must start with questionnaires but we cannot finish phase one unless we start discussing and drawing ideas based on residents' feedback and having further discussions with them about it afterwards. Otherwise, One Housing will continue asking the same kind of questions as we have done in the past.

I explained to the residents that the boards clearly state what an options appraisal process is and the first page of the board outlines that the residents, One Housing and architects all make up the project group.

Suggestions which the resident would like included:

- I would appreciate a balcony and a lift. In the living room: you can have a small balcony on the outside.
- Removing the fireplace in the bedroom and living room will give a lot of storage. They are about 35/40 centimeters from the wall. The higher they are the bigger they become.
- Outside of the building there are two walls, internal and external wall there is enough space in between to inject a foam type of insulation.
- It's mainly for the blocks by the corners
- Windows will need replacing as they are on their last legs.
- Resident 13 – Spoke with this resident who believes leaseholders have no clarity and tenants have been assured on their rent/service charge remaining the same however there is no assurance that leaseholders service charge will remain the same. I explained that there is a promise on the rent of tenants, but not on services charges, as these will depend on which option is taken forward. The resident feels as though One Housing can manipulate the options appraisal process and ballot voting process into getting their desired result. The resident pointed out that there are more One Housing tenants than leaseholders on Kingsbridge, some with non-dependent children who live with them and are on the Tower Hamlets waiting list, therefore potentially they will have more votes afforded to them which can swing the ballot outcome.
- Resident 14 - (completed survey) I spoke to the resident who told me they have been living on the Kingsbridge Estate for 2 years. The resident hasn't looked at the consultation boards which were delivered, however is aware of the ongoing discussions about the future of the estate. I explained the options appraisal process to resident and the resident voiced that they don't know how they feels about

regeneration, however, will consider it if it means both adult children in the existing household get a flat because the tenant lives with their adult children.

- Resident 15 - I spoke with this resident who said that ideally, rebuilding sounds appealing, but refurbishment would also be good. The resident told me their home has a problem with lack of storage and in order to get to the bedroom the resident must go through the living room. The resident also described that soundproofing is a big problem and has been a problem since before lockdown, the resident said they have been able to hear the neighbours since they moved in. The resident explained that they feel Kingsbridge is old compared to buildings in the area, the resident said everything else in the surroundings looks modern, and Kingsbridge looks older. The resident asked if their family were overcrowded at the time of a redevelopment option, if they would be rehoused in a property that suits the family's needs. Resident asked about Tower Hamlets' bedroom size policy. I have emailed the resident the questionnaire to complete and confirmed the LBTH policy over the phone.
- Resident 16 - I spoke with a family member of the resident due to language issues and explained the options appraisal process and the ongoing conversations about the future of Kingsbridge Estate. I was informed that the resident loves the area and doesn't like the idea of moving. The resident is getting older and soon could have issues with getting up the stairs but is managing for now. The resident loves the area as it is very convenient location to live. The resident would love the idea of having a lift if they were going through refurbishment.
- Resident 17 - I spoke with the resident who said they would ideally like to speak face to face. The resident said that demolition is the wrong thing to do, the buildings are strong, they have been here since 1937. The resident said that the soundproofing is good, and the resident said they don't think the soundproofing wouldn't be so good in the new builds. The resident said they would prefer refurbishment. The resident feels the kitchen is too small and cannot fit a fridge freezer, the kitchen isn't good quality. The resident said the bathroom is old and the toilet is only small as well. The resident said that the passageway is too narrow for a wheelchair. The resident said the properties should be adaptable for someone who is disabled or could become disabled in their life. The resident said that the grounds need doing completely, the resident said they call it 'gardens' but it is not gardens. The resident said that the bike shed is useless, and it makes the place the estate looks untidy. The resident thinks the wall separating the slipway should go, and the trees should be taken away because it blocks the light. The resident wondered why the wall is there in the first place, and wondered whether it was a flood barrier? The resident suggested a railing could be put there and a garden. The resident said that the parking is tight and could be managed better. The resident said the ground needs levelling off and the bays could be more defined. The resident said that the flats on the ground floor suffer from dam because the gardens are so close to the wall that the soil gets wet it must rise the building. The resident said upstairs it might be condensation and not damp. The resident explained that they have got a gas fire that they cannot use because the council said the chimney is unsafe.
- Resident 18 – I spoke with the resident who said he remembered a previous project that was looking at demolition - the resident asked what had happened to this project. I explained that this is a totally different project which will consider various options ranging from 'do nothing' landscape improvements, infill, refurb, partial and full redevelopment etc. and will include reaching a preferred option based on resident feedback, viability and deliverability and ultimately, a resident vote. The resident said that his preference would be for the buildings to be demolished because they are too small. The resident explained that the flat is small in general, but the kitchen is tiny and there is no place for storage as well and in addition the bedroom is small. The resident asked how long a demolition option might take, I explained that these types of projects take a long time, but I could not give a time frame. The resident said they are also interested to explore refurbishment but would be concerned this would not make a difference to the size of the homes.
- Resident 19 - I spoke with the resident who said he had flicked through the booklet but had not read it in full. I spent some time explaining that the booklet introduced the architects, their experience, gave the principle for initial options and initial OHG promises. The resident said he is thinking about moving

anyway because the stairs are too much. The resident likes it on Kingsbridge, has been living here for many years and ideally, he wouldn't move. The resident said he would benefit from a refurbishment with addition of a lift to avoid moving.

- Resident 20 - The resident said they had a quick look at the Cycle 1 boards. I explained the options appraisal process to tenant and asked what they thought about the process. The resident stated they didn't really like the idea of knocking the homes down as it means moving out temporarily and come back however is interested in a conversation of refurbishment and believes that 'something has to be done.' The resident mentioned they have been living on Kingsbridge Estate for a long time and would like to stay living there. The resident thinks the estate could look a bit better the blocks would benefit from a lift because the stairs are difficult. The resident mentioned retaining the sense of community is important. The resident spoke about a good relationship with the neighbours.
- Resident 21- Called resident wanted to know what the chances of regeneration are they are overcrowded and want to move out of the flat. The resident's main concern is what the leaseholder landlord offer will be. The resident believes that the Kingsbridge Estate deserves regeneration as the blocks on the estate are old and it isn't nice going around the Isle of Dogs, seeing new and nice buildings everywhere else such as by the South Quay area. The resident explained it is important for One Housing to be clear what the offer is to the leaseholders. It's important that OH help leaseholders and provide the right solution and offer.
- Resident 22 - The resident said that a strong building is important, retaining current floor level and keeping river views is also important. The resident feels that the passage is narrow, and the resident feels that the rooms could be made bigger. The resident said that the think new builds are small. The resident said that a small private garden would be nice because the grass outside always has dog poo so you cannot relax. The resident said, if there is a new building, make it strong. The resident feels that the toilet is small, and the bathroom could be made bigger. The resident does not like the fact that the sink isn't in the toilet, so you must leave the toilet before you can wash your hands. The resident said it would be nice if there was a good play area, but that the teenagers are too grown up for the play area and a football pitch would be good for their age. The resident feels It would be nice to have some chairs and plants in the outdoor area looking at the river, so the area can be enjoyed because it is a beautiful river. The resident said that some extra storage, inside the house and outside the house. Outside storage for prams, children's toys etc. would be good.
- Resident 23 - The resident is concerned about the concept of shared equity and feels that leaseholders should be offered 'like for like'. The resident is also concerned about losing money from the refurbishments which have made in the home. I spoke with this resident about statutory home-loss payment for resident leaseholders which is 10% of market value. I explained that redevelopment is one of many options being considered. The resident wants more information on the leaseholder offer in relation to service charges and bills. The resident wanted to know if the council tax would increase due to any regeneration. I explained to her that as a preferred option comes forward, we will be able to offer more clarity on the relevant offer.
- Resident 24 - Everyone's opinion counts, and everything needs to be done in democratic way. If the architects look at the docklands as a whole, they will see over the past 10-15 years major improvements have happened in the area surrounding Kingsbridge. This estate needs a major facelift or regeneration, work needs to commence as much as possible. My opinion is a major facelift will not resolve the issues; the flats are deigned in such a way that walls would need to be knocked down in order to increase the size of the homes. Based on this, common sense tells us redevelopment is the best option. For example, issues such as room size can only be attended if the blocks are knocked down. I have spoken with many residents over the years and the feeling of many residents is OHG need to get a move on, I know Covid-19 has had an impact, but we need to move on. There is no point setting resident objectives, if these objectives are not met because people will lose faith.

- Resident 25 - Was aware of the consultation process and had a look at the boards delivered through the post. The resident believes the blocks are strong and stable with a low fire risk therefore you feel safe living there as the neighbours are also friendly. The view is amazing and they are happy with the space in their apartment. The resident believes storage is very important and the building wasn't made for the purpose of modern family living. The resident is not sure if inside the flat there's a possibility for storage, maybe the architects can consider residents having a storage space somewhere outside the blocks. The resident feels there isn't a need to knock the houses down and that One Housing need to look after the homes to make sure they are safe and healthy. For instance, there are new materials which can help make the walls drier and protect it from the damp. Currently, there are six layers of paint in the hallway and flats which have mould underneath. There aren't a lot of buildings that have such a high quality build as the Kingsbridge flats. The resident understands why others might want new homes but believes this process needs to be thought through carefully as some new homes are not built well, some new blocks have flats whereby the size is even smaller, their flats aren't too bad. The resident queried if demolition were to happen, will the residents get the same as they have now. Not every building on Kingsbridge is in the same condition, it is built at different times. The resident believes that the last refurbishment works were completed 10 years ago and wasn't done wisely; on the landings, when it rains the drainage doesn't work properly and the water hasn't been going down well and stays until it dries up. The consultation should be fair for residents to discuss and decide. Residents should have easy access to the CCTV on the estate to ensure that it is helpful.
- Resident 26 - I spoke with the resident and explained that since we last engaged, (pre-covid) an architect has been selected and we were beginning the options appraisal process. I explained that the architects Cycle 1 booklet introduced the project and outlines the principles for the various options being considered. I explained that the options needed to be tested against resident's support, financial viability and deliverability (planning). The resident said that their home has a lack of space, no storage, and that the room size is not good. The resident feels their home is designed for a couple, not for a family. The home has a damp issue, the kitchen drain is always a problem, and security is very bad in this building, the toilet is leaking. Bathroom is too small for 2 people to stand in at the same time. The resident feels that demolition and re-build is the best option. The resident asked what would happen to them if this option were to happen. I explained that at this early stage there is not an exact plan for what would happen in relation to any chosen option, but the key promises are that the family have a right to come back and if temporary moves are relevant to the option, these would be in the local area. The resident was interested in exploring the idea of permanently moving away if this was possible. The resident said the fact there is no lift in the block is a big problem. The resident does not want to complete the questionnaire as they felt they have given their opinion over the phone.

## SUMMARY

The following comments include significant comments received by the project team that were not part of the Feedback Forms, One-to-one conversations or Questions and Answer Sessions.

## COMMENT RECEIVED BY EMAIL

Resident email:

Many thanks for keeping me updated.

I will email the architects with ideas of drawings using local new build surrounding houses for large families 4/5 bedrooms with private gardens and high rise buildings with 1/3 bedrooms with River Thames views with private balconies and roof gardens

As mentioned before, this estate is in need of full demolition works as it's the only way to rectify the issues of needing larger homes, larger bedrooms, larger kitchens with dining room space for a dining table so families can eat together rather than eating separately, some on the sofa and members of families eating separately in bedrooms as their is no space for dining table due to kitchen too small and house too small.

In new options appraisals their should be drawings by architectural design by the architects catering for large family size of 6/7 family members needing 4/5 bedroom houses with private gardens.

Their should also be in the designs 1/3 bedroom flats for couples and small families with 3/5 family members with river views and roof top gardens and roof top communal area for private river views and relaxing.

It would be advantageous and beneficial if the estate was divided high rise building with river and city views next to the river side. Building houses for larger families closer to the Westferry Road side so we can have a mix of houses and high rise blocks.

This estate also needs security gates and a block off from Gaverick Mews estate adjacent to Kingsbridge Estate from which teenagers and drug dealers are coming from encouraging other non-residents from other estates doing drug dealing and causing antisocial behaviour, blocking the drive through with gangs and cars coming into the estate by car at night times.

Please forward this email to the architects kindly

## Appendix E: Lessons Learnt

## ONLINE EVENT INVITATIONS

## LESSON

For one of the Questions and Answer session days (Monday 26th October), a flyer was delivered to each household. This contained a URL link to the online Zoom meeting with an error which meant that some residents couldn't access the meetings. We have also noted that web links can be difficult to accurately copy from a flyer.

## PROPOSED SOLUTION

A second Q&A session was held on Monday 16th November to provide another opportunity for residents to access the event. An updated flyer was posted for this event with a working link and also contained a QR code that could be scanned from phones. Emails were also sent to all residents that One Housing have contact details for. In the next Cycle we will aim to gather all resident email addresses so a digital link can be provided and clicked on. We are also exploring the potential to be able to send updates via text message. We will also provide details of the Question and Answer sessions on the website.

## FEEDBACK FORM

## LESSON

There is a feeling of fatigue amongst residents that questions are repeats of those previously asked. The feedback form also took longer than expected making it more difficult for residents to complete. Some residents were not interested in answering all of the questions but did want to provide headline comments.

## PROPOSED SOLUTION

We aim to reduce the length of the Cycle 2 Feedback Form in comparison with Cycle 1. It is also proposed that images are included showing potential options for the estate that residents can directly respond to. We intend to make it possible for residents to choose to provide comments only or respond to the full feedback form. To understand the relative importance of the answers, we will explore to weighting the questions through a sliding scale of agreement to disagreement.

## PHYSICAL PRESENCE ON THE ESTATE

## LESSON

During Cycle 1 there was no physical presence on the estate advertising the consultation information. The physical information was limited to the booklets and flyers posted to each resident.

## PROPOSED SOLUTION

In Cycle 2 we intend to display the consultation information through a physical presence such as a new notice board or posters on the walls.

## RESIDENT STEERING GROUP COMMENTS

## LESSON

The Cycle 1 consultation boards and questionnaire were issued to the Resident Steering Group (RSG) for comment before the information was published. Limited comments were received during this period. Later, once the information was published the RSG verbally raised a number of comments.

## PROPOSED SOLUTION

We will take the comments raised on the Cycle 1 information into consideration for Cycle 2. Before publication, we will present the Cycle 2 information to the RSG and request that they compile their comments. Members will also be encouraged to email the project team separately with any comments they have.

# HaworthTompkins

## One Housing

### Get in touch

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