

HaworthTompkins  
**One Housing**

Kingsbridge Estate  
Options Appraisal

Cycle 4 Report

April 2022

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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 4 CONSULTATION PROCESS

Cycle 4 was the fourth of five rounds of consultation for the Kingsbridge Estate Options Appraisal. Residents were presented with updated design information for the options that had been established in Cycle 3. The designs were more detailed and were assessed against five appraisal criteria. Feedback was gathered from residents about the options they were most and least interested in, to inform which options would be developed further in Cycle 5.

Three consultation events were held on the estate with over multiple residents attending. Residents could meet the project team and discuss displays focused on design, Residents' Brief and the assessment of the options. Booklets containing the information were handed out at the event and hand delivered to all residents who did not attend. There were two specific online questions and answer session for leaseholders. All information was also published on the website which included a video explaining the assessment. Feedback was gathered at the events, through door knocking, phone calls, emails and via a feedback form available on the website.

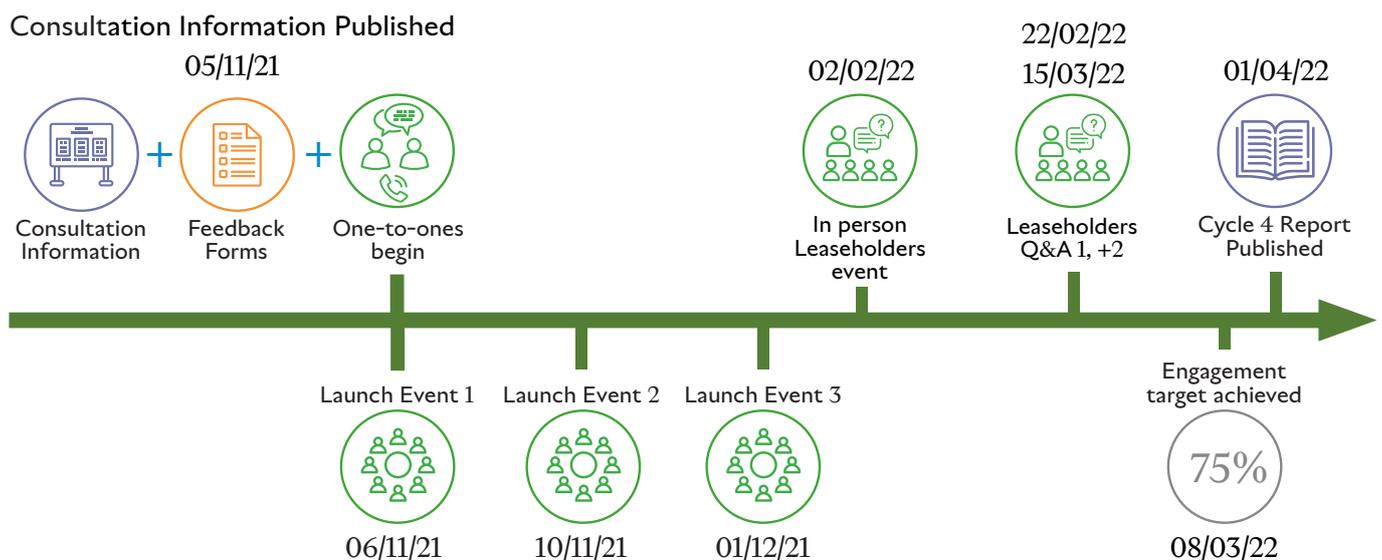
The main objectives of consultation in Cycle 4 were to:

- Present more detailed designs and assess their performance against the appraisal criteria
- Gauge opinion on which of the three options residents preferred and why
- Gather feedback on how the options had been assessed and confirm that residents understood it

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

Text with a yellow background contains feedback from residents during Cycle 4.

## 1.2 CYCLE 4 CONSULTATION TIMELINE



The engagement period has lasted approximately 20 weeks. 13 weeks longer than the previous cycle, mainly due to the increase of the Omicron variant and to also accommodate for the Christmas period.

### 1.3 CYCLE 4 ENGAGEMENT RATE

One Housing target a resident engagement rate of 75% and in Cycle 4 76% was achieved. This includes General Needs Tenants and Resident Leaseholders. Information was also shared with non-resident leaseholders, their tenants and private tenants. Although any feedback they gave was recorded, it was not counted towards the engagement rate.

**76%**  
engagement rate

### 1.4 SUMMARY OF RESIDENT FEEDBACK

- Residents understood the options and how they had been assessed
- Most residents were very supportive of significant change to improve the estate with the majority favouring Option 5
- A number of residents expressed frustration at the length of the consultation process
- Leaseholders requested more detailed information about the offer that would be made
- Residents wanted more detailed information about the process; where they would move to, what home they could plan to return to and phasing
- Residents communicated issues associated with current living conditions
- Some residents expressed concerns about the disruption of the process

### OPTION 1; EXISTING ESTATE WITH LONG TERM IMPROVEMENTS



The current homes are damp and cold

Existing homes are too small

There is no security in the current building

Multiple lifts are needed in each building

No to change

**OPTION 4A; REFURBISH MONTROSE & MONTCALMM, REPLACE MICHIGAN**



If new buildings are built here, they should be good quality

The noise of replacing Michigan would be too much.

Existing homes are too small

Happy with existing room sizes

How long will it take?

A tall building would block view and sunlight from current building

**OPTION 5; BUILD A NEW ESTATE**



Would benefit everyone

Can I keep the same river view as before?

Want a new larger home on thte estate

Demolition is a good thing

Everything needs to be modernised.

Would want to come back into a new home on the estate

## 1.5 HOW FEEDBACK WILL INFORM CYCLE 5

The feedback from residents in combination with the assessment against the appraisal criteria and by the project team has demonstrated that Option 5: 'Build a new estate' is supported by most residents and therefore will be taken forward as the preferred option into Cycle 5.

The project team will now seek to provide more detailed information on this preferred option, including the financial and landlord offer. We will refine our approach to the consultation information and process as identified in section 1.6 below and Appendix C: Lessons Learnt.

## 1.6 LESSONS LEARNT FROM CYCLE 4

The consultation events at the Westferry Sailing Centre were poorly attended and were a less successful way of engaging with residents. During Cycle 4 with the lifting of restrictions, we were able to hold these events on the estate again and will continue to do so in Cycle 5.

- Some of the online Q&A events had very low attendance and little feedback was recorded via the online Survey Monkey, with only 7 respondents. In the next cycle we will maintain a hybrid approach including online and in person events, with a focus on direct consultation which provided the most feedback.
- Promoting the online survey link and website more actively to encourage responses. No direct link to the feedback form on the website may have been a limitation.
- During Cycle 5 we will work together on the details of a Landlord Offer Document for the preferred option.
- Frustration at the length of the process has been raised. The design team are working through a thorough consultation process which also includes planning officers and the GLA. One Housing are grateful to residents for continuing to engage in the process, and are committed to securing the best possible outcomes are secured for residents and the community. We will be launching Cycle 5 quickly, to give time around notable dates for the community including Ramadan, local elections and school holidays.



Example of the consultation model demonstrating Option 5: 'Build a new estate'



## 2. Consultation Events

### 2.1 SUMMARY

Three consultation events were held: two at the Westferry Sailing Centre and one on the estate. An architectural model and nine A0 consultation boards were displayed to summarise the Residents' Brief, demonstrate the options, provide information on the assessment criteria and viability. Independent Residents' Advisors were in attendance at all events. Details of all meaningful conversations were recorded.



Consultation Event at the Westferry Sailing Centre, 10 November 2021



Consultation Event on the estate, 1 December 2021

## 2.2 EVENTS TIMELINE

- 4th Round of Consultation Event, First floor function room in the Docklands Sailing Centre, E14 3QS , 11.30am – 2.30pm Saturday, 06 November 2021
- 4th Round of Consultation Event, First floor function room in the Docklands Sailing Centre, E14 3QS, 2.30pm – 6pm Wednesday, 10 November 2021
- 9 ‘drop in’ afternoons/evenings at 4 Montrose House.
- 4th Round of Consultation Event, Wednesday 01 December 2021, 3.30pm-6pm, Grass Courtyard behind Montrose House.
- Leaseholder Event, Wednesday 02 February 2022, 5pm-7.30pm, Grass Courtyard behind Montrose House.
- Leaseholder Zoom meeting 22 February 2022, 6pm
- Leaseholder Zoom meeting 15 March 2022, 6pm

# 3. Feedback Form Responses

## 3.1 SUMMARY

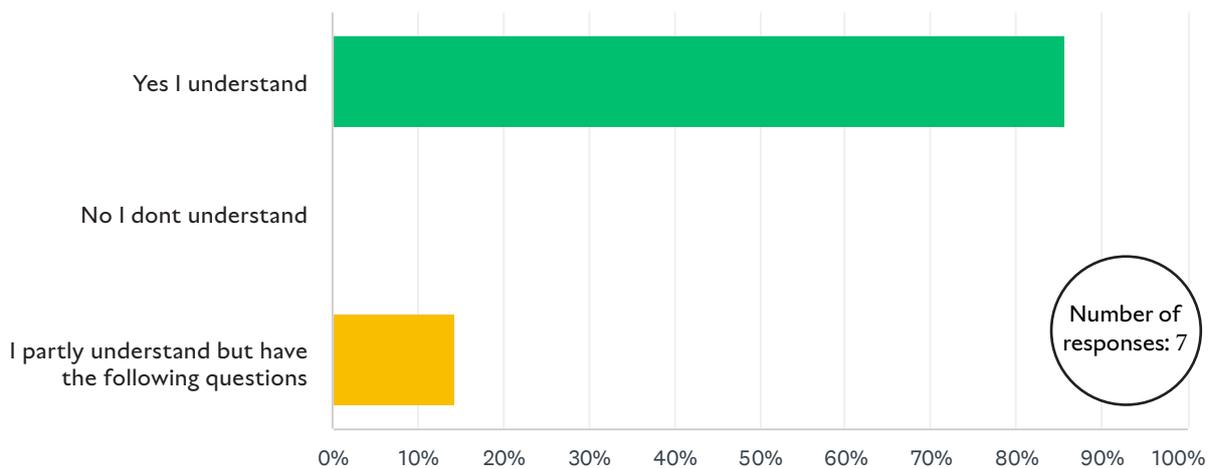
The Cycle 4 Feedback Form was published on the website and filled out individually or during one-to-one conversations with One Housing. It contained 14 questions in total but questions 11 - 14 contain personal information and have been omitted from this report.

Very few residents chose to give feedback in this way compared to previous rounds of consultation. A total of 7 responses were recorded, and of which only 4 completed the questions. The majority of residents gave feedback during face to face conversations, or over the phone which are recorded in section 4.

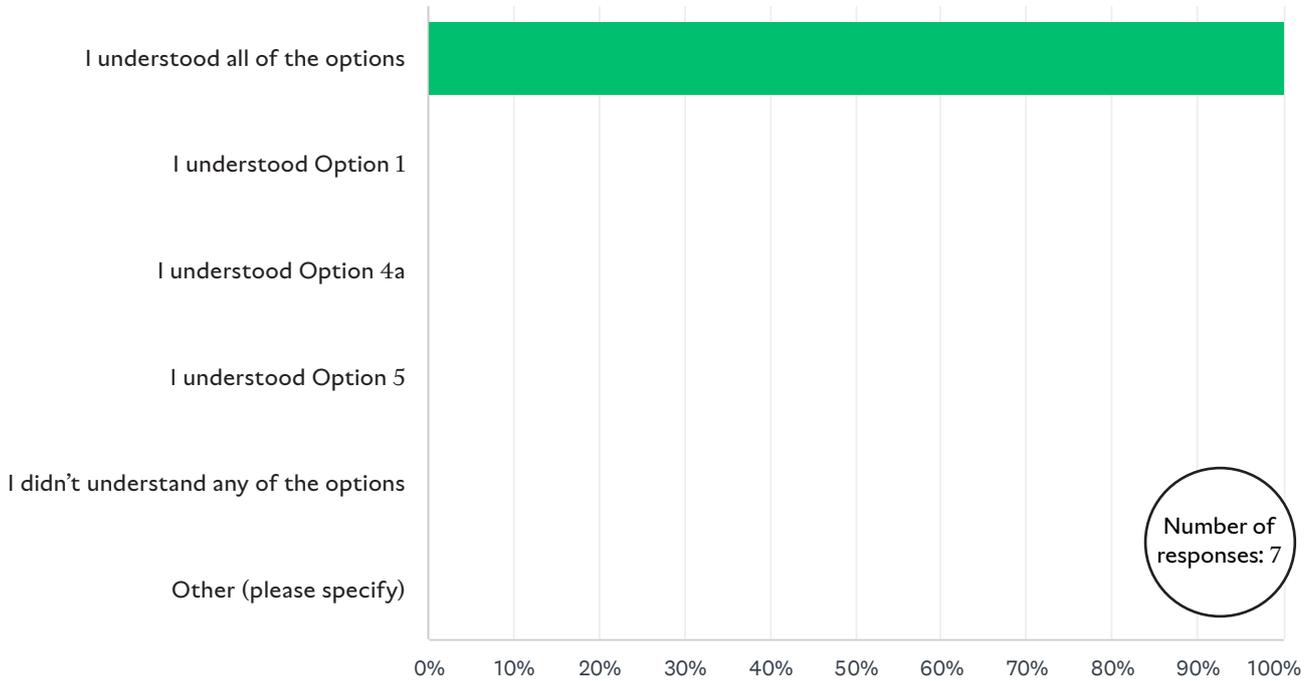
The following pages contain a summary of the comments but an anonymised record of all comments can be found in Appendix B: All Feedback Form Comments.

## 3.2 FEEDBACK FORM RESPONSES

QUESTION 1: Do you understand why the number of options has been reduced in Cycle 4?



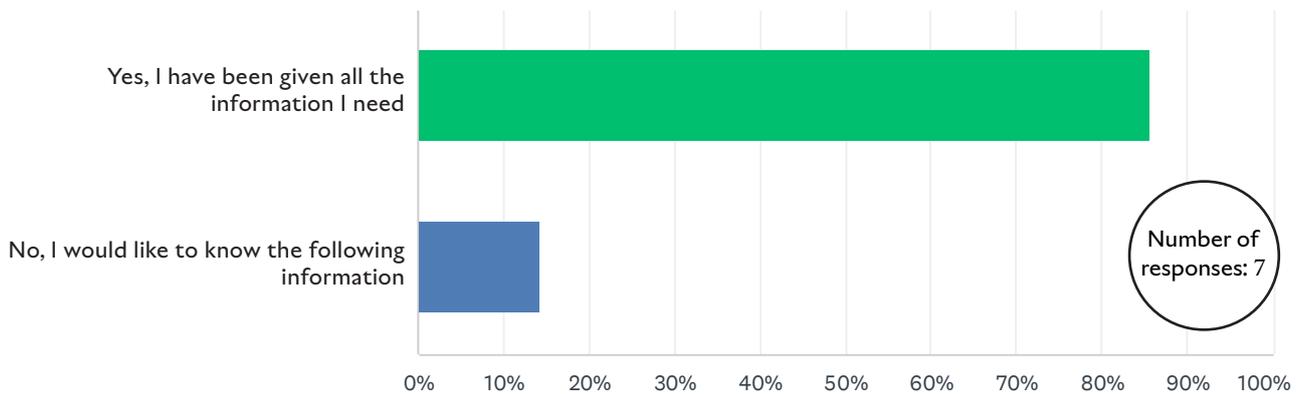
QUESTION 2: Have you understood how the options presented in this round of consultation?



Comments recieved

- none recieved

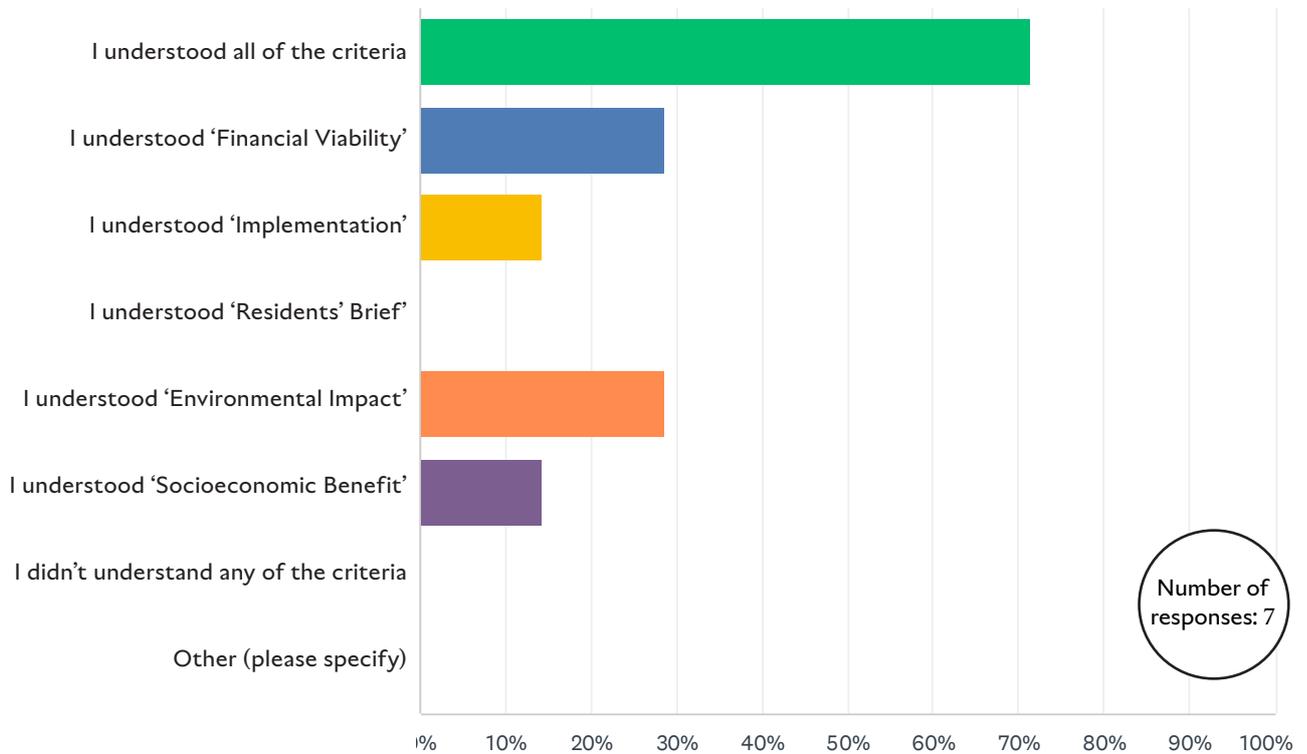
QUESTION 3: With the information shown to you so far, would you be able to choose an option you prefer?



Comments recieved

1. Details of landlord offer required to make informed decision including financial arrangements for tenants, how new accommodation will be allocated and on what terms, and is compository order an option if I am unhappy?

**QUESTION 4: Have you understood how the options have been assessed against the ‘appraisal criteria’?**



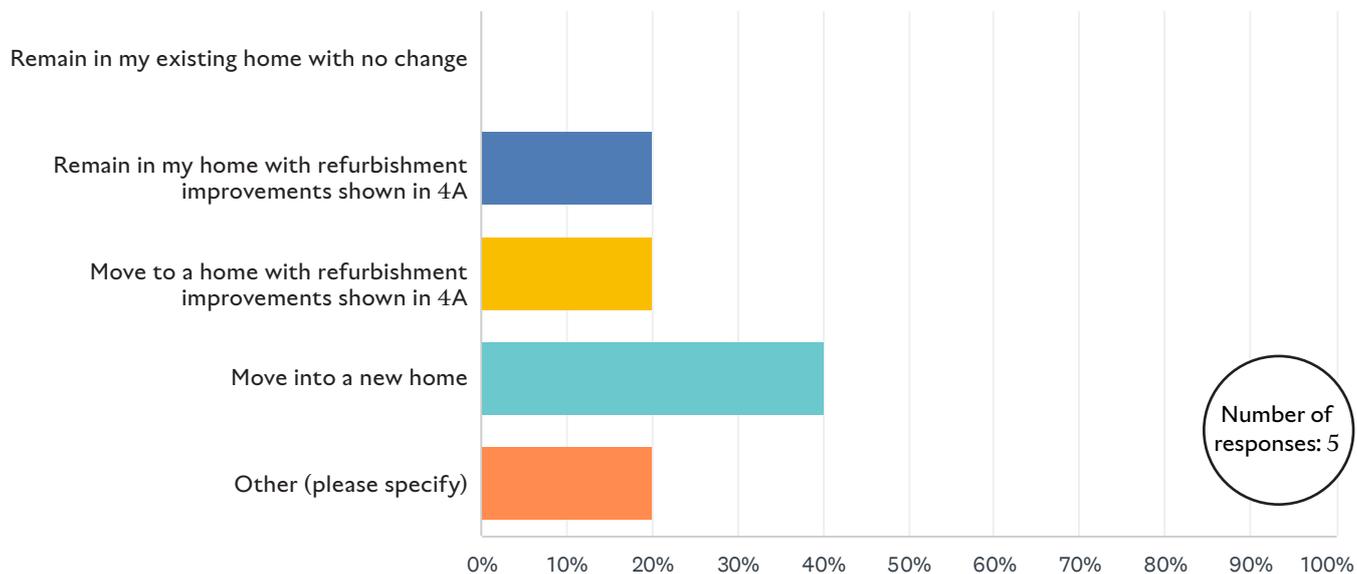
No comments recieved

**QUESTION 5: What do you think about the proposed refurbishment of Montrose and Montcalm in Option 4A?**

Comments recieved

1. Think it’s fair proposal but not keen on the demolition of Michigan house.
2. Ok if I end up with same views of river and balcony. Not ok if I am given different views. Concerned about my tenants who do they rent from and where, do I get compensation for lack of income? Do they get compensation? What do you mean by ‘a fair deal’ it is meaningless to the residents. Therefore impossible to make a decision. Let me explain. Will you tell me if I can buy your home? I can discuss money another day but it will be fine and fair according to me. How can we decide? If demolition takes place what is the percentage of the market value. According to you it could be very small amount of a small amount. It doesn’t make sense. are we to have large increased service charges?
3. Not happy with it
4. The presentation of Option 4A in this booklet was alot more clearer and easier to picture than the last booklet and although it does tick off some of the problems on the list, it will still have the problems the blocks have now.

QUESTION 6: From the information you have seen, what's your preference for where you live?



Comments recieved

Other

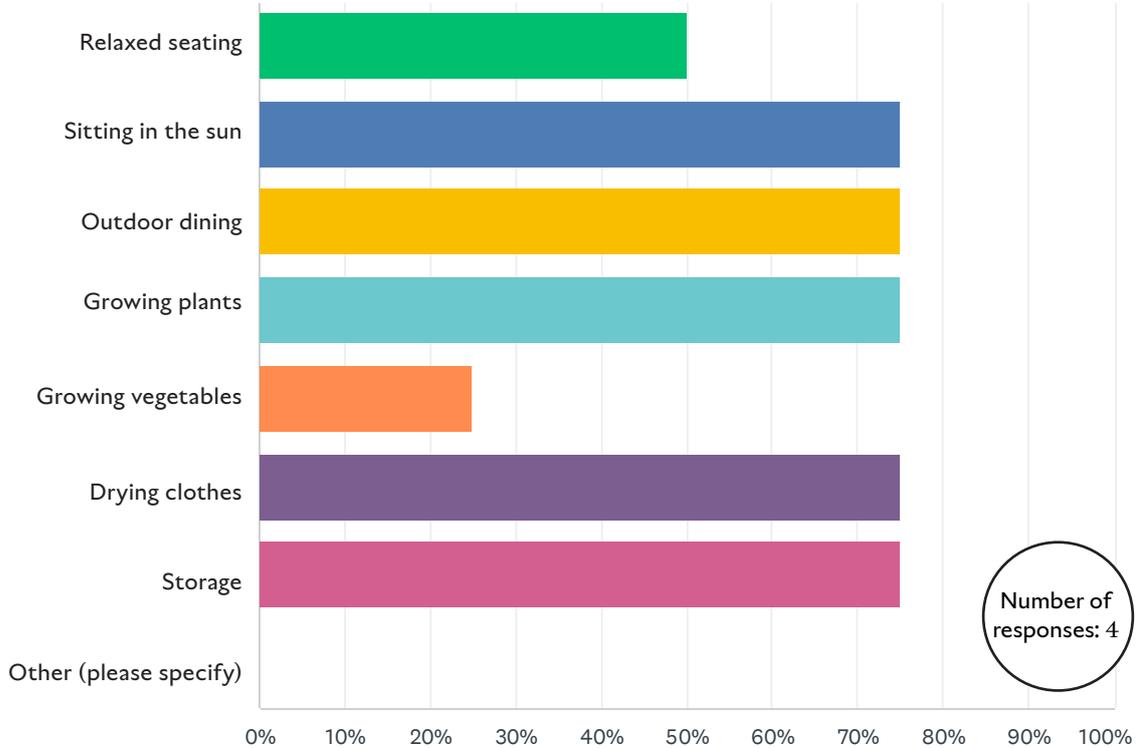
1. Stay in Montcalm but a larger property as we are on the transfer list

QUESTION 7: In a new or refurbished block what is particularly important to you about the block entrance, staircase, lift, and access route to your front door?

Comments recieved

1. That there isn't multiple entrances or exits as feel it promotes antisocial behaviour and makes the block feel less secure. Should be open and well lit.
2. Secure door entrance, lifts
3. A security door, a intercoms entry, easy access to front door, spacious communal areas and pleasant looking.
4. Security door, LIFT, space

QUESTION 8: If you were moving into a new home with private outdoor space what kind of activities would you use it for? Tick as many as you like and/or add others.



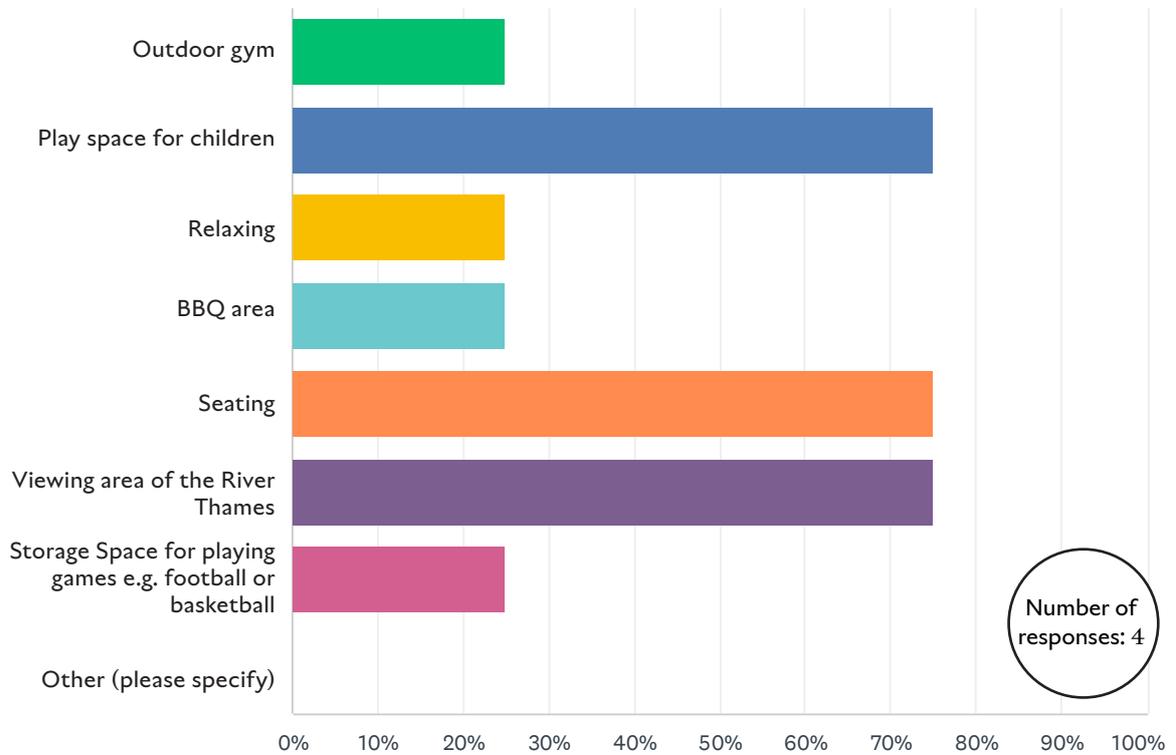
No comments recieved

QUESTION 9: Have you seen or lived in any buildings that you really liked, and think would be a good idea for a new or refurbished building in Option 4A or 5? If you can, please include an explanation of what it is you like about the building

Comments recieved

1. No sorry
2. Smart, modern style, clear signage for visitors of the building

QUESTION 10: If the public outdoor area is improved what kind of activities would you like to use it for? Tick as many as you like and/or add others



No comments recieved

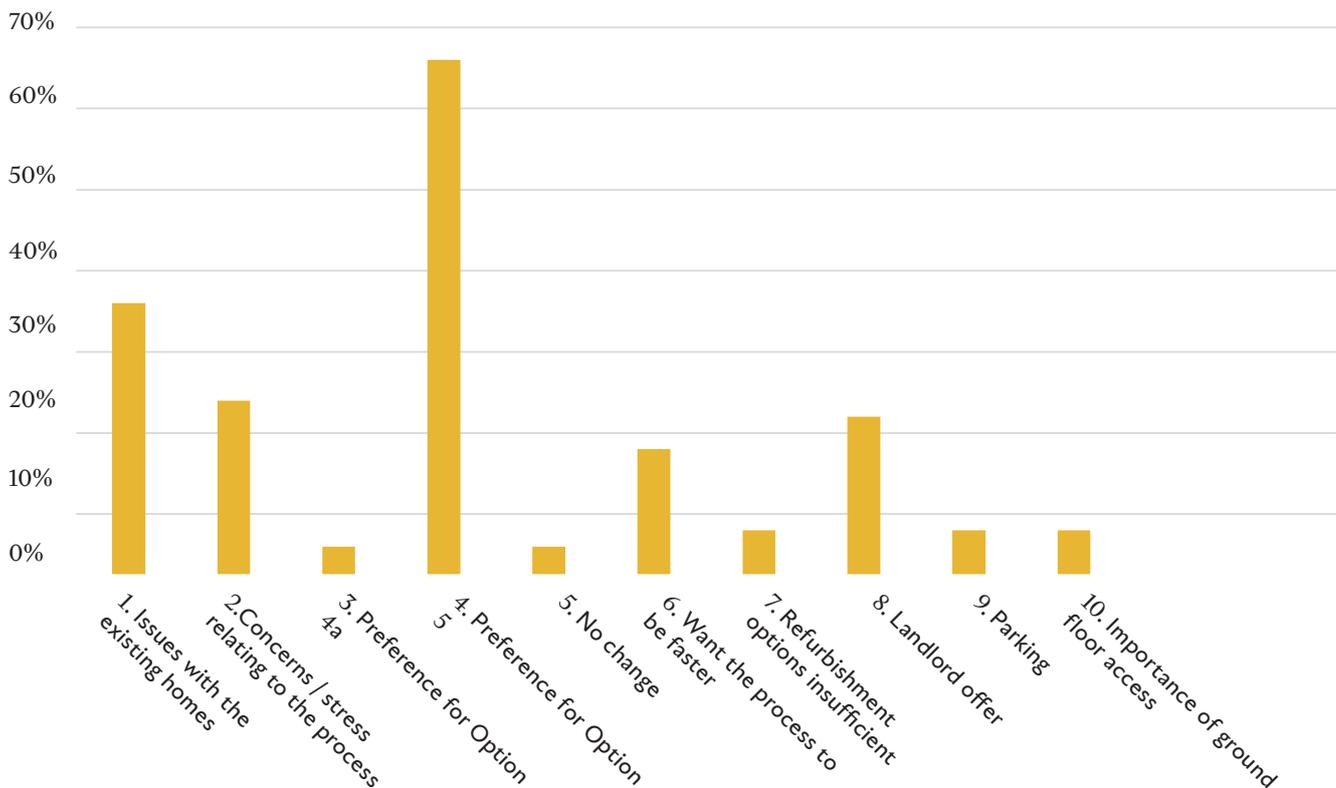
# 4. Meaningful Conversations

## 4.1 SUMMARY

The meaningful conversations are a record of feedback from door knocking, phone calls, and drop in sessions on the estate. These conversations have been circulated amongst the project team and will inform the options appraisal. Below is a summary of feedback from these conversations that took place during Cycle 4. An anonymised record of all conversations can be found in Appendix B: All Meaningful Conversations.

## 4.2 RECURRING THEMES FROM CONVERSATIONS

A summary of topics that recurred in more than 10% (3 or more) of the conversations is outlined below.



## 4.3 COMMENTS ILLUSTRATING THEMES

### Theme 1: Issues with the existing homes

- The heat escapes the flats easily and it is expensive to have it on all day.
- There is an issue with people using drugs in the stairwell
- Cold air comes into their home through the front door and the pressure on the hot water is very bad.
- Something has to change because the homes are pokey and have served their purpose
- Conditions in their current home contribute to anxiety

### Theme 2: Concerns / stress relating to the process

- Clear preference is for the estate to be left as it is with no change.
- All proposed options for change would require the resident to move away. This was a concern for the resident because they need to be near her family

- Concerned about the length of time a new build option would take to complete
- not 100% sure on any option
- Can a new home be guaranteed?

#### Theme 3: Preference for Option 4a

- In favour of option 4a, many friends that live in new builds have rooms that are smaller than the rooms in their flat
- Choose option 4A

#### Theme 4: Preference for Option 5

- Option 5 is the better option because everyone would benefit
- Prefer the idea of option 5 because their home is small and cramped and there is no storage anywhere to put things
- In favour of Option 5 just as long as the rent stays the same
- Need more space
- Likes option 5

#### Theme 5: No change

- Would prefer everything to be left as it is now

#### Theme 6: Want the process to be faster

- This process has been hanging over the estate for a long time
- The resident would like to carry out some decorating in their home but feel they cannot do this until they have some certainty about what will happen
- Frustrated with the wait

#### Theme 7: Refurbishment options insufficient

- Option 4a will not make the flats any bigger and having one new building next to two older ones will look odd
- If the buildings were refurbished, there would be further problems to address in the future
- Leaving the estate as it is means nothing will change

#### Theme 8: Landlord offer

- Interested in the offer that will be made to adult children
- How much a refurbishment option will cost
- Options to move away from the estate if a new development was going to happen.
- Currently enjoy river view from their kitchen window and from their front door/ and kitchen window and it would be very important to keep this if a new build option is taken forward
- Keep their two bedrooms

#### Theme 9: Parking

- Keep a parking space, the resident would not support the regeneration if this were not the case

#### Theme 10: Importance of ground floor access

- Would like to be housed on a ground floor property due to age
- Wants to retain their ground floor location

## CONSULTATION EVENT BOARDS

Below are images of the nine A0 size consultation boards that were displayed at the consultation events at Westferry Sailing Centre and on the estate.

The information is available as a record on the website.

### THE RESIDENTS' BRIEF

#### 1. HOME

- Sized to meet modern space standards e.g. London Plan minimum space standards
- Make the most of existing views e.g. view to the River Thames
- Energy efficient homes i.e. lower energy bills
- Easy to maintain e.g. hard-wearing materials and surfaces
- Private outdoor space i.e. a balcony, terrace or outdoor room
- Good levels of natural light
- Good sound proofing
- Provide homes that meet residents housing needs
- Affordable places to live e.g. low service charge
- Comfortable homes e.g. warm, dry and quiet
- Good water provision
- Working from home is factored into the design
- Existing residents' rents unaffected by any development and move back guarantee
- Excellent digital connectivity e.g. fibre internet for home working and Sky Q

#### 2. BLOCK

- Access to a lift
- Keep the existing sense of community
- Secure access to each block e.g. a door with an intercom system
- Improve the appearance of the buildings
- Clear signage for each block
- Somewhere to dry laundry
- Robust communal bin stores and refuse storage
- Ensure high fire safety standards
- Incorporate storage for buggies
- Robust maintenance due to vermin e.g. pigeon droppings

#### 3. ESTATE

- Create a safe and secure estate e.g. avoid blind spots and provide CCTV coverage
- Well managed car parking
- Make the most of the existing location e.g. access to the River Thames
- Provide a good play area
- Provide activity areas for different ages
- Retain peaceful and safe aspects of the estate
- Clear way finding signage
- Ensure connections to the street/ neighbourhood
- Improve and increase greenery and wildlife
- Provide good communal storage facilities
- Explore potential for communal resident facilities
- No loss of housing or floorspace
- Provide new homes to meet (affordable) resident housing need

#### 4. SUSTAINABILITY

- Reduce the energy use of the buildings e.g. prevent drafts and add insulation
- Increase varieties of plants and encourage wildlife
- Lower water use and recycle where possible e.g. short flush toilets and using rainwater to water plants
- Designs which prepare for climate change e.g. ability to shade windows if too hot in summer
- Use recycled and recyclable materials where possible
- Improve sustainable transport facilities, e.g. cycle storage and electric vehicle charge points
- Generate energy on the estate e.g. add solar panels to the roofs

#### 5. ACCESSIBILITY

- Provide level access to all homes and community facilities, avoiding steps and stairs
- Provide car parking for the required number of people on the estate with a disability
- Provide enough storage for the number of mobility scooters and wheelchairs on the estate

#### 6. WELLBEING

- Allow communities to stay together if they wish
- Ensure any temporary moves are within the local area
- Provide homes for elderly people and those with specialist needs
- Provide more facilities for young people
- Improve the air quality
- Reduce noise and disruption
- Create a welcoming, open community that connects with the local area
- Improve landscape and public realm
- Minimising disruption
- Reduce anti-social behaviour
- Maintaining existing tenancy rights

#### 7. ECONOMY

- Ensure the local community have access to employment and training opportunities arising from regeneration, including through apprenticeships
- Explore potential for new commercial facilities shops, cafe, business space for convenience and economic growth e.g. a cafe next to the library
- Explore potential for a community facility (such as a gym)

#### WHAT'S IMPORTANT TO YOU?

—

#### KEY TO OBJECTIVE COLOURS

- Objectives in blue were agreed by most residents in Cycle 1
- Objectives in orange were suggested by some residents in Cycle 1
- Objectives in green were suggested by the project team in Cycle 2

### OPTION 4A: REFURBISH MONTROSE & MONTCALM, REPLACE MICHIGAN

#### OPTION 4A CHANGES TO THE ESTATE

- Michigan demolished and replaced with a new building (387 total homes)
- Buildings retained with alterations and extensions to houses are warm and dry
- Lifts & new access deck added to Montrose & Montcalm
- Secure entrance doors added to blocks
- New homes with more secure cycle storage and new parking spaces
- Additional homes to roof terraces and new building

#### OPTION 4A CHANGES TO HOMES

65% of homes will be refurbished

- New build typical 2 bed flat = 70m<sup>2</sup>
- Montrose & Montcalm typical 2 bed = 60m<sup>2</sup>

#### OPTION 4A IMPROVED PUBLIC REALM

1.2 pages

#### OPTION 4A IMPROVED PUBLIC REALM (cont.)

1.2 pages

#### OPTION 4A IMPROVED PUBLIC REALM (cont.)

1.2 pages

### OPTION 5: BUILD A NEW ESTATE

#### OPTION 5 CHANGES TO THE ESTATE

- All blocks demolished and replaced with a new building (325 total homes)
- All buildings retained for play for new residents homes
- Large communal landscaped courtyard with south sun
- All blocks would have secure entrance doors
- New landscape and parking spaces
- Additional homes required to play for new residents homes

#### OPTION 5 CHANGES TO HOMES

65% of homes will be refurbished

- New build typical 2 bed flat = 70m<sup>2</sup>
- Open plan kitchen, living & dining
- New build typical 3 bed flat = 90m<sup>2</sup>
- Separated kitchen, living and dining spaces

#### OPTION 5 IMPROVED PUBLIC REALM

2-3 pages

#### OPTION 5 IMPROVED PUBLIC REALM (cont.)

2-3 pages

#### OPTION 5 IMPROVED PUBLIC REALM (cont.)

2-3 pages

# OPTION 1: EXISTING ESTATE WITH LONG-TERM IMPROVEMENTS

**EXISTING HOMES**

- 1 No significant improvements to security in existing homes
- 2 No significant change to the landscape or external energy
- 3 Landscaping parking retained
- 4 No additional homes

**LONG-TERM IMPROVEMENT THROUGH PLANNED MAINTENANCE**

- 5 Repaired and replaced roof tiles
- 6 Repaired and replaced gutters
- 7 Repaired and replaced windows
- 8 Repaired and replaced doors
- 9 Repaired and replaced external walls
- 10 Repaired and replaced external cladding
- 11 Repaired and replaced external paint
- 12 Repaired and replaced external lighting
- 13 Repaired and replaced external furniture
- 14 Repaired and replaced external fixtures
- 15 Repaired and replaced external fittings
- 16 Repaired and replaced external finishes
- 17 Repaired and replaced external details
- 18 Repaired and replaced external elements
- 19 Repaired and replaced external accessories
- 20 Repaired and replaced external hardware
- 21 Repaired and replaced external components
- 22 Repaired and replaced external parts
- 23 Repaired and replaced external pieces
- 24 Repaired and replaced external items
- 25 Repaired and replaced external objects
- 26 Repaired and replaced external articles
- 27 Repaired and replaced external effects
- 28 Repaired and replaced external appearances
- 29 Repaired and replaced external presentations
- 30 Repaired and replaced external impressions
- 31 Repaired and replaced external influences
- 32 Repaired and replaced external impacts
- 33 Repaired and replaced external impressions
- 34 Repaired and replaced external influences
- 35 Repaired and replaced external impacts

**MICHIGAN TYPICAL 2 BED = 64sqm**

**MONTROSE & MONTCALM TYPICAL 2 BED = 47sqm**

- 1 No change to parking and pedestrian routes
- 2 No change to the courtyards
- 3 No change to the playground
- 4 No change to bin storage
- 5 No change to the open access to the blocks
- 6 No change to the width of the access decks
- 7 No change to how warm and dry the homes are
- 8 No change to the size of homes

# OPTION 4A LANDSCAPE DESIGN

For vehicle movement to the vehicle entrance side of the block will be a safe walking route along the north of the block. The new House courtyards are improved with many trees which will encourage wildlife and gives the opportunity to have private outdoor space at ground level. In addition, planting beds will allow for private outdoor space at ground level. In addition, planting beds will allow for private outdoor space at ground level. In addition, planting beds will allow for private outdoor space at ground level.

**Requirements**

- Pedestrian only walking routes
- Enhanced courtyard/comunal spaces
- Improvement to play provision
- Increased number of plants and trees on site
- Better access to slipway

- 1 Walking route
- 2 Imaginative play
- 3 Biodiverse planting
- 4 Communal space
- 5 Shared street

# OPTION 5 LANDSCAPE DESIGN

to allow for a pedestrian only walking route to the north of the block. Tree lined walking routes between newly developed courtyards around the entrances to the blocks with trees for residents to use is positioned in the north-west end of the block. This area will have seating and tables where residents can gather as a community. This area will have seating and tables where residents can gather as a community. This area will have seating and tables where residents can gather as a community.

**Requirements**

- Communal outlook space over the River Thames
- Improved entrances to Montcalm House and Montrose House
- Tree lined walking routes protected from vehicular movement
- Improvement to play provision
- Increased biodiversity
- Better access to slipway

- 1 Green entrances to homes
- 2 Improved play space
- 3 Green trail
- 4 Priority pedestrian walkways
- 5 Multi-use communal outlook space

# OPTION 5 LANDSCAPE DESIGN

# THE LANDLORD OFFER

If Option 4A or 5 becomes the preferred option, there are several key commitments that One Housing will make to you. This section outlines some of the key commitments and is a chance for you to start thinking about what you would like to see in the Landlord Offer Document. Some key commitments are only applicable to certain options.

**TENANT PROMISES**

**RIGHT TO RETURN**  
If a partial or full redevelopment option is taken forward, and your home is demolished as part of the option, you will have the right to move back to a new home in the new development.

**YOUR RENT**  
If a partial or full redevelopment option is taken forward, your rent will not go up when you move back to one of the new homes, unless you move to a larger home (i.e. a home with more bedrooms than you currently have) and will pay the equivalent rent to the existing larger homes in your block. Your rent will also stay the same if you need to temporarily move away while work is being carried out. Your rent will continue to increase annually as they currently do. This also applies to refurbishment options. If you choose to permanently move away, you will have to pay the rent that your new landlord charges for that home.

**YOUR TENANCY**  
If a partial or full redevelopment option is chosen, your tenancy and rights will be the same in your new home as they are now. If you permanently move away to a home let by another landlord you will still have a secure or assured tenancy, but some details in your new tenancy agreement may be different from your current agreement with us.

**MOVING AWAY TEMPORARILY OR PERMANENTLY**  
If you move away from the estate temporarily and then return when the new homes or refurbishment is complete, One Housing will help and support you to secure a temporary move to one of our existing properties, or to a property owned by another landlord in a location which is suitable to your family needs. If a redevelopment option is chosen and you would prefer to move away from the estate, One Housing will support and help you to secure a home from our existing properties, or to a property owned by another landlord. This may be in Tower Hamlets or it may be in another area.

**COMPENSATION**  
If a partial or full redevelopment option is chosen, and your home is demolished as part of the option, One Housing will pay you compensation and costs to cover the disturbance of moving.

**RESIDENT LEASEHOLDER PROMISES**

**FINANCIAL REIMBURSEMENT**  
One Housing will reimburse you for the reasonable cost of your own independent valuer, legal fees, stamp duty, financial advice and removal costs. Reimbursed costs to be agreed before they are incurred through the provision of quotes.

**SHARED EQUITY**  
If a partial or full redevelopment option is taken forward, Resident Leaseholders will have shared equity options that will allow them to return to a replacement home in any eventual development.

**A FAIR DEAL**  
Resident Leaseholders will be offered a fair deal that is affordable within the context of the regeneration proposals.

**FLEXIBILITY**  
One Housing will act flexibly wherever possible and within reason, when considering individual or exceptional circumstances.

**COMPENSATION**  
If your home is demolished as part of any option you will be entitled to statutory compensation which is a percentage of the market value of your home. This percentage varies as to whether you are a resident, or non-resident leaseholder.

**GENERAL PROMISES**

**CONSULTATION**  
One Housing will consult you on the different proposals throughout the process, using a range of methods so you can influence things in ways that best suit you.

**DISRUPTION**  
One Housing will make every effort to keep disruption to a minimum.

**QUALITY**  
If a redevelopment option is taken forward, all new homes will be built to the latest standards as set out in the London Housing Supplementary Planning Guidance (SPG) and current Building Regulations, whereby space standards are larger than the existing homes on the Kingsbridge Estate. All homes will be energy efficient.

# OPTIONS THAT HAVE BEEN DESIGNED IN MORE DETAIL

In Cycle 4 we have developed the design of the options that could be achieved and respond best to resident feedback. These options still include a range of how much change could happen to the estate. They are summarised below and in more detail in the rest of this booklet.

**OPTIONS THAT HAVE BEEN DESIGNED IN MORE DETAIL IN CYCLE 4**

**OPTION 1**

- + Can be afforded by One Housing
- + Least disruption and change
- + Retains option of no change if residents aren't interested in other options as they are designed in more detail

3% % of resident responses in Cycle 3 that showed interest in Option 1

**OPTION 4A**

- + New build homes provide potential for the significant amount of work to be afforded by One Housing
- + Range of refurbished and new build homes for residents with different views
- + The majority of the existing community can stay together

14% % of resident responses in Cycle 3 that showed interest in Option 4

**OPTION 5**

- + New build homes provide potential for the significant amount of work to be afforded by One Housing
- + All residents could live in a new home to modern standards
- + Many residents interested in this option in Cycle 3

38% % of resident responses in Cycle 3 that showed interest in Option 5

**OPTIONS THAT HAVE NOT BEEN DESIGNED IN MORE DETAIL**

**OPTION 2**

- No new homes and not enough grant funding to pay for the work
- Size of homes and overcrowding can't be improved in this option
- No new homes available for residents that would like to move to one

3% % of resident responses in Cycle 3 that showed interest in Option 2

**OPTION 3A, B & C**

- Not enough new homes or grant funding to pay for the work
- Fewer new homes available for residents that would like to move to one
- Many residents said that refurbishment alone wouldn't address the existing issues

17% % of resident responses in Cycle 3 that showed interest in Option 3

**OPTION 4B & C**

- Not enough new homes or grant funding to pay for the work
- The amount of new replacement homes required in 4B & C would increase the height of the new building which would be very unlikely to get planning permission

14% % of resident responses in Cycle 3 that showed interest in Option 4

# SUMMARY OF CYCLE 4 ASSESSMENT

	FINANCIAL VIABILITY	IMPLEMENTATION	RESIDENTS BRIEF	ENVIRONMENTAL IMPACT	SOCIOECONOMIC BENEFIT
<b>OPTION 1</b> Existing estate with long-term improvements	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓
<b>OPTION 4A</b> Replace Michigan and refurbish Montrose and Montcalm	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓
<b>OPTION 5</b> Everything changes, demolish all blocks and build a new estate	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓

## MODELS

Here are images of the options that were modelled and demonstrated to residents at the consultation events on the estate.



# CONSULTATION BOOKLET

Below and opposite is an overview of the Cycle 4 consultation boards that were uploaded to the website and provided in booklet format to each resident.

### Introduction

Residents in the fourth round of consultation were presented updated and more detailed information about the preferred options for Kingsbridge Estate.

**CONSULTATION PHASES**

1. Introduction
2. Cycle 1
3. Cycle 2
4. Cycle 3
5. Cycle 4
6. Cycle 5

**HOW TO ACCESS DETAILED INFORMATION OF THIS PREFERENCE**

Step 1: To view a printed QR code, open an app that can scan QR codes. Use an Apple device open your Camera app. On an Android device open your Camera app. The QR code will be scanned and you will be taken to the website.

Step 2: Scan the QR code in the QR code. Locate the QR code in the top right corner of the page. Scan the QR code using your mobile device and it will be a digital.

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### Summary of Your Feedback From Cycle 5

Feedback in Cycle 5 was shared with the project team and the project team will be taking in all the feedback and will be using it to inform the final design of the Kingsbridge Estate.

**FEEDBACK FROM CYCLE 5**

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**OPTION 1A: 2 VIBRANT SHOWING**

Option 1A is a vibrant showing of the Kingsbridge Estate. It features a mix of residential and commercial units, with a focus on creating a vibrant community. The design includes a mix of housing types, including flats, houses, and townhouses, and a focus on creating a vibrant community.

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### Options That Have Been Designed in More Detail

Residents in Cycle 4 were presented with a range of options that could be advanced and supported based on resident feedback. These options still include a range of low-maintenance, low-cost options. They are presented below and in more detail in the rest of the booklet.

**OPTION 1A: 2 VIBRANT SHOWING**

- 1. New building to be shown
- 2. New building to be shown
- 3. New building to be shown

**OPTION 1A: 2 VIBRANT SHOWING**

- 1. New building to be shown
- 2. New building to be shown
- 3. New building to be shown

### How The Options Are Assessed

The assessment of each option is completed by an independent company called Opus, with input from the project team. In Cycle 4 the options that have been designed in more detail have been assessed again. Each option is scored against the five criteria explained here.

The assessment is still based on early design information that may change in later consultation when more design detail is available.

**ENVIRONMENTAL IMPACT**

Each option is assessed on a scale of 0 to 100 based on the following criteria:

- 1. Carbon footprint
- 2. Energy efficiency
- 3. Water efficiency
- 4. Air quality
- 5. Noise and vibration

**FINANCIAL VIABILITY**

Each option is assessed on a scale of 0 to 100 based on the following criteria:

- 1. Construction cost
- 2. Operating cost
- 3. Revenue
- 4. Risk
- 5. Resilience

**SOCIAL BENEFIT**

Each option is assessed on a scale of 0 to 100 based on the following criteria:

- 1. Employment
- 2. Training
- 3. Skills
- 4. Community
- 5. Well-being

### The Landlord Offer

If Option 1A or the preferred option, there are several key considerations that the landlord will take into account. This includes the cost of the key components and a choice for you to opt for a different option. Your feedback is used in the Landlord Offer. Options that are supported are only available to certain options.

**KEY CONSIDERATIONS**

1. Cost
2. Quality
3. Sustainability
4. Resilience
5. Community

**KEY CONSIDERATIONS**

1. Cost
2. Quality
3. Sustainability
4. Resilience
5. Community

### Option 1: Existing estate with long-term improvements

In this option there would be no immediate upgrade or change to the entire site. One housing would remain to be improved and the rest of the estate would remain as is. This option would be supported by a 10-year phased improvement strategy.

**ENVIRONMENTAL IMPACT**

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- 4. Air quality
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**SOCIAL BENEFIT**

- 1. Employment
- 2. Training
- 3. Skills
- 4. Community
- 5. Well-being

### Option 1A: Replace Michigan and refurbish Monroe and Montclair

In this option Michigan is demolished and replaced with a new building built to current building standards. Monroe and Montclair are refurbished and a new difference refurbishment option that are explained in the following pages.

**ENVIRONMENTAL IMPACT**

- 1. Carbon footprint
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- 3. Water efficiency
- 4. Air quality
- 5. Noise and vibration

**FINANCIAL VIABILITY**

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- 4. Community
- 5. Well-being

### Option 1A: Replace Michigan and refurbish Monroe and Montclair

The section below describes how Monroe and Montclair could be refurbished in Option 1A. The proposed sites are based on modern feedback and offer a refurbished estate. New buildings and refurbishment would be based on the feedback from the first round of consultation. The new buildings would be built to current building standards and offer a refurbished estate.

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- 1. Carbon footprint
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**FINANCIAL VIABILITY**

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- 3. Skills
- 4. Community
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- 2. Operating cost
- 3. Revenue
- 4. Risk
- 5. Resilience

**SOCIAL BENEFIT**

- 1. Employment
- 2. Training
- 3. Skills
- 4. Community
- 5. Well-being

### Option 1A: Replace Michigan and refurbish Monroe and Montclair

These diagrams show an example of how the new estate could be constructed in a phased way. This would mean the number of new homes would be built in a phased way. This would mean the number of new homes would be built in a phased way.

**ENVIRONMENTAL IMPACT**

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- 2. Operating cost
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**SOCIAL BENEFIT**

- 1. Employment
- 2. Training
- 3. Skills
- 4. Community
- 5. Well-being

### Option 5: Everything changes, demolish all blocks

In this option all blocks are demolished and replaced with new blocks built to current building standards. New blocks would be built to current building standards and offer a refurbished estate. New blocks would be built to current building standards and offer a refurbished estate.

**ENVIRONMENTAL IMPACT**

- 1. Carbon footprint
- 2. Energy efficiency
- 3. Water efficiency
- 4. Air quality
- 5. Noise and vibration

**FINANCIAL VIABILITY**

- 1. Construction cost
- 2. Operating cost
- 3. Revenue
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- 5. Resilience

**SOCIAL BENEFIT**

- 1. Employment
- 2. Training
- 3. Skills
- 4. Community
- 5. Well-being

**Option 5: Everything changes, demolish all blocks and build a new estate**

Option 5 offers the most radical change to the Kingsbridge Estate, with plans to demolish all existing blocks and build a new estate. The new estate would be built on the site of the existing blocks, with a new layout and design. The new estate would be built on the site of the existing blocks, with a new layout and design. The new estate would be built on the site of the existing blocks, with a new layout and design.

**Option 5: Everything changes, demolish all blocks and build a new estate**

The new estate for Option 5 is designed to be a mix of residential and commercial use. The ground floor of the new building facing Westbury Road could have non-residential uses such as a small shop, cafe or community space with home offices above.

**Option 5: Everything changes, demolish all blocks and build a new estate**

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**Option 5: Everything changes, demolish all blocks and build a new estate**

**CONSTRUCTION PHASES**

Phase 1: Demolition and initial foundations. Phase 2: Construction of the new blocks. Phase 3: Completion of the new estate.

**Option 5: Everything changes, demolish all blocks and build a new estate**

**KEY INDICATORS**

- 325 new homes
- 0 new jobs
- 95% reduction in CO2 emissions
- 230 new jobs
- 53% reduction in CO2 emissions
- 251 new jobs
- 68% reduction in CO2 emissions
- 4 new jobs

**Summary of Assessment**

Option	Residential	Commercial	Employment	Community	Environment
Option 1	✓	✓	✓	✓	✓
Option 2	✓	✓	✓	✓	✓
Option 3	✓	✓	✓	✓	✓
Option 4	✓	✓	✓	✓	✓
Option 5	✓	✓	✓	✓	✓

**Feedback & Next Steps**

**HOW TO JOIN OUR FEEDBACK**

Give us your feedback about the options in this booklet by filling in the online feedback form. This can be accessed at the QR code or the adjacent QR code.

**ONLINE FEEDBACK FORM**

Below are the contact details of the project team that you can contact if you have any questions, suggestions or want to discuss the information with us.

**CONTACT US**

New Mill: 0800 0304 588  
 One Housing: 0800 0304 588  
 Mike Tyrrell: 0800 0304 588

VIDEO PRESENTATION

Below is an images of the video presentation explaining how the options have been assessed that could be viewed on the website.

**Kingsbridge Estate, Cycle 4, Video 1: How The Options Have Been Assessed**

One Housing

## Kingsbridge Estate Options Appraisal

### How The Options Have Been Assessed

To discuss this presentation in Bengali or Sylheti contact Ifte Ahmed. Freephone: 0800 0304 588 or Email: ifte@bia-consultants.com

আপনি যদি চান যে, এই ডকুমেন্টটি বাংলায় অনুবাদ করা যোক বা আপনি যদি বাংলা বা সিলেটি ভাষায় আলোচনা করতে এবং আপনার মতামত দিতে চান, তাহলে অনুগ্রহ করে নিঃশঙ্ক 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।

04:48 vimeo

ONLINE FEEDBACK FORM

Below is an examples of the online Feedback Form accessed through the website.

**Kingsbridge Estate - Cycle 4 Feedback Form**

**Introduction**

This feedback form is for Cycle 4 of the Kingsbridge Estate Options Appraisal. The Cycle 4 consultation boards can be viewed through the following link: <https://kingsbridgeproject.uk/>

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.

The form should take about 15 minutes to complete.

Most responses are optional but the more information you fill in the better we can develop options based on your views and objectives. The information you include in this survey can be viewed by the project team (Haworth Tompkins, One Housing, New Mill and Mike Tyrrell) but any published information will be anonymous.

20%

Next question

Powered by SurveyMonkey

# Appendix B: All Meaningful Conversations

## RECORD OF CONVERSATIONS

- The resident **prefers option 5**. The resident wants to have a new home and was interested in how the phasing would work. If it is a possibility, the resident would want to move into the new Michigan block (if option 5 goes ahead) so that they will not have to wait a long time for their block to be rebuilt. The resident is also open to moving away to another home while any work is being carried out if this is necessary, as so long as they can return to a new home on the estate.
- The resident called to get an update on the project, and we spoke about the option to leave the estate as it is remaining on the table, in addition to a refurbishment option and a demolition option. I explained that in the refurbishment option, it is proposed Michigan House will be demolished and Montcalm and Montrose refurbished. The resident wondered why the newest building was being demolished in option 4A, and not one of the older buildings. The resident said that if the refurbishment option is chosen, **making her home warm and dry and having new windows would be the most important thing** for them. The resident said their preference is for option 5, full demolition to go ahead but said that 4A is better than nothing at all. Following this the resident also sent an email saying that their vote is for all 3 blocks to be demolished.
- The resident came to the consultation and said they do want some change but feels that option 5 is the better option because everyone would benefit.
- The resident was interested in the **offer that will be made to adult children**, if option 4A or option 5 goes ahead will adult children get priority banding to bid on their own home? We discussed the fact that this offer has been made to adult children on other one housing regeneration projects in tower hamlets but is at the discretion of the local authority but is likely to be the same here. The resident asked about the height of the buildings, and we discussed the heights that are being shown in the cycle 4 booklet, but that nothing was set in stone. The resident stated that they prefer option 5, out of the three remaining options. Option 4a will not make the flats any bigger and having one new building next to two older ones will look odd. The resident said **the idea of having new homes built on top of Montcalm and Montrose House while residents are still living there would cause a lot of disruption like noise and dust**. The resident said they just wanted to get on and vote and know the outcome of the project (whatever it ends up being) because this process has been hanging over the estate for a long time. The resident would like to carry out some decorating in their home but feel they cannot do this until they have some certainty about what will happen.
- The resident asked what was happening with the project and whether the buildings were being broken down. I shared the booklet with the resident and explained that in addition to the option to leave the estate as it is there are two options for change, 4A and 5. The residents said that they prefer the idea of option 5 because **their home is small and cramped** and there is no storage anywhere to put things. The resident said that the conditions in their current home contribute to their anxiety.
- The resident said they had not had a chance to read the booklet yet, the resident explained that their clear preference is for the estate to be **left as it is with no change**.
- The resident was concerned that all proposed options for change would require the resident to move away. This was a concern for the resident because they need to **be near her family**. The resident said that they do not like the idea of all of the buildings being knocked down but doesn't mind the idea of refurbishment. The resident wondered if the building was refurbished, would they need to move all of their belongings away while the refurbishment is taking place. The most important aspect about the refurbishment for the resident is the addition of the lift, this is the change they would most like to see. The resident also liked the idea of the private balcony at the front of the property but would have preferred if this were at the back of the property. The resident was concerned that making the communal access decks wider would make the kitchens beneath the access decks

even darker than they already are, the resident explained that the kitchens are already dark as it is. Ideally, if a refurbishment were to take place, the resident would like to move into a temporary home elsewhere on the estate and then come back to their home when the refurbishment was complete.

- The resident said they had looked at the book, but they didn't feel that there was much different from the last booklet. The resident wants to know how much a refurbishment option will cost, he acknowledged that at this time it would be an estimate, and was concerned that it would end up costing much more than the estimate as he paid for major works less than 10 years ago. The resident feels the **on-going project could impact his ability to sell**. The resident was open to various options but would like more detail in relation to cost. The resident said that more could be built on the land. The resident said they would be open to the idea of having a new home, particularly a bigger home. We discussed the current size standards Vs the size of his current home. Spoke with the resident again at the Feb leaseholder consultation event, they said they are in favor of option 5.
- The resident highlighted the improvements that they had made to their home. The resident said they did not understand the booklet, so we went through it together. The resident felt that they could not comment on option 4A until they understood what leaseholders would have to pay for. They said that One Housing should pay for the refurbishment. The resident's adult son explained that the kitchen was dark as it is and was concerned that any change could make this worse. He highlighted that the trees on the slipway block the light into their home. The resident **likes the fact that their home is on the ground floor and opens directly onto the street**. This is because the resident likes to open the windows and have fresh air coming in, as opposed to opening onto a hallway. The resident also said they feel safer this way and it is easier to get in and out of their home, not having to go through hallways, lifts, multiple doors etc. The resident expressed multiple views about option 5. They asked if it would be a possibility to move into a bigger new home with an additional bedroom as at the moment her adult children are sharing. The resident also expressed that they liked the idea of maisonettes on the ground floor, and would wish to remain on the ground floor in any new development. The resident was clear that they were not in support of a new development unless they had 'like for like' by this they meant that they had ownership of a new home on the estate without an equity loan because the resident feels that it is not their choice to have a new home. The resident also asked about options to move away from the estate if a new development was going to happen.
- Spoke with the resident and their partner at their home. They felt that the buildings should be demolished and re-built again, and hope that the process move more quickly because the conversations about this have been happening for 3 years. They have **problems with their current home, including damp/mould on the bedroom walls**. They expressed some concern about what would happen with their temporary housing because they would not want to move their children to a different school. The residents' expressed that although they do not like the stairs, they **love the view of the river** from their home. Overall, the residents would like a new larger home and the process to move more quickly.
- The resident feels that demolition is a good thing. The heat escapes the flats easily and it is expensive to have it on all day. The resident said that they think they are ok with the buildings being demolished because they would like to take the opportunity to move away and be closer to their family. However, the resident said that they are equally happy if the majority of the estate wants something different. The resident feels that residents living in Michigan House may not want demolition, but they aren't sure. If Michigan House isn't demolished it is important to the resident that there is at least some security doors/door entry system added on because there is an issue with people using drugs in the stairwell.
- The resident said that they have read the booklet, they like the designs in Cycle 4 and is in favour of full demolition.
- The resident has read the booklet and is waiting for the ballot, they are **in favour of full demolition**
- The resident is frustrated with the wait and has stopped attending events because of this. The resident also said

that the buildings are damp, overcrowded and doesn't understand why there is an option for refurbishment. The resident is in favour of a full demolition and **wants the process to speed up.**

- The resident said that they are in favour of Option 5 and would prefer a full demolition as the buildings need to be modernized. The resident said that **everything is outdated.**
- The resident is in favour of full demolition and if this goes ahead, they would like to be housed on a ground floor property due to age.
- The residents said that they would prefer Option 1 or Option 5, they are not in favor of Option 4A as there would be no changes to the inside of their home and the noise from replacing Michigan would be disturbing and the proposed height of Michigan (18-20 storeys) would block their view and block sunlight in their current block.
- The resident was clear that they feel that option 5, full demolition, is the best option to take forward. They feel that if the buildings were refurbished, there would be further problems to address in the future. The resident feels that the estate, in particular Montrose House and Montcalm House are the only 'old' buildings left in the local area. The resident feels that the hallways, bathroom and kitchen in their home are small. The resident also notes that there have been issues with mold in their home, although these were solved by adding additional lining in their home. I explained that in a full demolition option new buildings on the estate would need to be taller, the resident was happy with this as long as there are multiple lifts in each building should the lift break down. The resident was clear that they would want to return to a new home on the estate. The most important thing for the resident is that they return to the same building (the building next to the river) the resident currently has river views from multiple windows in their home and it is very important for them that this is retained in a new home. In addition, the resident wants to retain their ground floor location, and if this is not possible, the first floor at the highest. They would want both of these aspects in writing before they would be happy to vote positively for any proposals.
- Spoke with the resident over the phone and the resident wanted to clarify some points. Firstly, the resident wanted to confirm in option 5, that they had the right to come back to a new home on the estate, and that any moves would be in the local area. The resident said that their opinion is that the homes should be demolished and not refurbished, and they would want to come back to a new home. The resident wanted to know how long it would take for this process to be started. The resident is concerned that there is no security in the current building, and this would be important to them in a new building. The resident said that cold air comes into their home through the front door and the pressure on the hot water is very bad.
- The resident attended the drop-in session and wanted me to explain the three options in depth. After explaining all of the options, the tenant said that they'd prefer Option 5 and that initially, they were **in favour of Option 4A but is now worried that the noise of replacing Michigan would be too much.** The resident is in favour of Option 5 just as long as the rent stays the same.
- The resident is in favour of Option 5 and did not have questions or concerns about the booklet.
- The resident is in favour of Option 5 due to being **overcrowded** – they said that they like the view and that if full demolition was to go ahead, they'd like to move into the new development with the same view. The resident also said that they are waiting for Cycle 5.
- The resident said that their preference would be for option 5 to be taken forward as long as they have the right to return and that their **rent remains the same.**
- The resident said they are **settled in their home, and they don't like change.** The resident said that despite these feelings they know that something has to change because the homes are pokey and have served their purpose. They said they feel the kitchens in particular are very small for families and some change is needed. The resident did not share which option they think is best, but she said she was going to wait and see what happens.
- The resident explained that they are in favour of the buildings being broken down and rebuilt. However, they have been to some new buildings in other areas of tower hamlets and the quality has been bad. It is important that if

new buildings are built here, they are good quality.

- The resident said that they have reviewed the booklet and out of the options that are presented they would choose option 4A.
- The resident is in favour of option 5. They said that there is just not enough space in her current home.
- The resident is in favour of option 5. They are aware of the proposals and they prefer this option as she feels the building is old, damp and outdated. They also need more space.
- The resident said they prefer Option 5, but also said they've been hearing this for so long now and have given up.
- The resident said that they are in **in favour of Option 5.**
- The residents felt that the options remaining favour Michigan House residents because although they have more facilities than Montrose House and Montcalm House, for example a lift and private balconies, option 4a offers them a new build, and this is not offered to the other two blocks in this option. They also feel that option 5 favors Michigan House residents because they are proposed to be the first block where the work starts. The resident does feel like lifts in option 4a is a good thing but does not like the idea of balconies being at the front of the property as this doesn't give much privacy, for example if they wanted to sunbathe on the balcony. The resident feels that option 5 is the only option left due to this. The resident asked why a concierge service and underground car park were not included in the plans. The resident has a river view from their kitchen window and from their front door/ and kitchen window and it would be very important for them to keep this if a new build option is taken forward. The resident liked the idea of a community space/coffee or shop on the estate, and this should be used by a local business. The resident also likes the lookout garden space for residents to use. The resident was also interested in understanding what the offer would be to leaseholders because they are interested in purchasing their property. The resident is concerned about the length of time a new build option would take to complete; we discussed the way that the architects plan projects to be carried out in phases so that not everyone has to wait for the project to be completed before moving into a new home.
- The resident said that they have already given their feedback in previous rounds of consultation, which is that they are in favour of the demolition option. They are not unhappy with their current home because the rooms are not a bad size as they are, but still likes option 5.
- The resident said that their home is cold and damp, their **preference would be for option 5 to be taken forward.**
- Spoke with the resident who said that they are in favour of option 5, but it is important to them that good materials are used in any new build option. The resident is currently overcrowded, it is important for the residents to stay in the area because their children have grown up here and they love it.
- The resident was **concerned about where they would be moved to while the work on the estate was taking place,** this is because it is very important to them to remain in the local area because their children are at the local school and have been brought up in the area. The resident also wanted to know what bedroom size they would be entitled to when they returned. It is also important to the resident to keep their parking space. The resident said they like the look of the plans for option 5.
- The resident said that they are in favour of option 4a. The resident feels that the brick work is strong on the current building and the room sizes they are happy with. I spoke with the resident about the fact that in option 4a the brickwork would look different because it is currently proposed that it would be rendered, and they are okay with this. The resident said that many of their friends that live in new builds have rooms that are smaller than the rooms in their flat.
- Spoke with the resident about the booklet and explained the options remaining, the resident said they just wanted the building to be knocked down and rebuilt and wondered how much longer the process would take because it **has been going on for a long time.**
- The resident is in favour of option 5 at the moment. The resident said that their preference would be to move

into a new home on the estate on the ground floor, however we did discuss the fact that the ground floor may be maisonettes due to planning regulations bedrooms cannot be in the ground floor in newly built properties. The resident would like to retain a river view as they have one at the moment. It is important for the resident to keep a parking space as they have one at the moment. The resident would be interested to know if it is possible to have a home with more bedrooms. The resident feels that the storage in their current home is insufficient and would want any new homes to have more storage.

- The resident is in favour of the buildings being demolished and built again. The resident said that they **don't know how much a refurbishment could do for the buildings**. The resident said it is important to them that they keep their two bedrooms and that they keep a parking space, the resident would not support the regeneration if this were not the case. The resident would like to move away temporarily and come back to the estate and see if they liked the new development and decide whether they would like to come back.
- The resident said that they are interested in future updates as the project moves forward but does not want to have to move out. They are interested in the option 4a proposals but is **not 100% sure on any option**.
- The resident said that their preference is for the estate to be left as it is because they do not want to have to move.
- The tenant said they are **interested in Option 5**
- I spoke with the resident and explained that the remaining options for change, 4A and 5, both include the demolition of Michigan House. The resident said that they think this sounds good but asked if it was guaranteed that they could return to the new building. I said the right to return to a new home on the estate is guaranteed, but it is up to them if they want to take up this offer. The resident also asked whether temporary accommodation would be provided for them while the work is being completed. I explained the process of the resident getting high priority to bid on their temporary home. The resident and I also spoke about when the vote would take place and how they could vote. Overall, the resident said that either option 4a or 5 sounds good.
- Spoke with the resident, they said they feel option 5 is a good option because the homes are small, in particular the kitchen, the resident also felt that there is a lack of storage in the home. We spoke about the difference in space standards between the current homes and the minimum size for new homes. It is very important to the resident that if they need to move to a temporary home as part of the project, that they are close to local amenities.
- Spoke with the resident who said they would prefer if the building is left as it is.
- Spoke with the resident who does not wish to consider the options for regeneration.
- Spoke with the resident who said that they believe option 5 is the best option. This is because the rooms are so small, in particular the kitchen, but also the other rooms. They also said that the buildings are old and they are waiting for the resident vote in the summer.
- The resident said they have not looked at the booklet but feel that either refurbishment or demolition is the best option, they **do not see the point in leaving the estate as it is because it means nothing will change**.
- Support of option 5.
- Spoke with the resident who said that they know about the project and are just going with the flow and are waiting to see what happens because the outcome is out of their control. I said that the outcome will be voted on by residents, and that everyone's opinion is important. The resident said that they would prefer if the buildings were left as they are now and were not demolished.



# Appendix C: Lessons Learnt

## CONSULTATION EVENTS

### LESSON

In this cycle, the attendance of the events at the Westferry Sailing Centre was low compared to those on the estate. In person consultation events are generally a successful way of engaging with residents. Issues can be discussed in more detail and the project can be presented by the design team.

### RESPONSE

In Cycle 5 we will plan to hold all events on the estate and improve their attraction to ensure as many residents as possible attend. We will continue a hybrid approach including online, in person and direct consultation, recording all conversations to ensure the best communication we can.

## IMPACTS TO RESIDENTS

### LESSON

There are a number of good questions about what will be required of residents during the process for each options, particularly regarding moving property and if they will be able to stay locally in proximity to family and schools etc. whilst the project is ongoing.

### RESPONSE

We will able to develop more detail on this now a preferred option has been decided, and work together with residents on a case by case basis.

## LEASEHOLDER OFFER

### LESSON

Many leaseholders have been keen to understand the offer that will be made to them in relation to each option.

### RESPONSE

Now we have a preferred option we will work together during Cycle 5 to develop the Landlord Offer Document in advance of the ballot.

## FRUSTRATION AT THE LENGTH OF THE PROCESS

### LESSON

Many leaseholders have raised frustration at the length of the process that is hanging over the estate.

### RESPONSE

The design team are working through a thorough consultation process which also includes planning officers and the GLA. One Housing are grateful to residents for continuing to engage in the process, and are committed to securing the best possible outcomes are secured for residents and the community. We will be launching Cycle 5 quickly, to give time around notable dates for the community including Ramadan, local elections and school holidays.

## ONLINE Q&A SESSIONS

### LESSON

Some of the online sessions were poorly attended.

### RESPONSE

We will continue a hybrid approach including online, in person and direct consultation, recording all conversations to ensure the best communication we can. Direct consultation was the most successful method of gathering feedback and we will prioritise this and record all conversations.

## LIMITED ONLINE SURVEY RESPONSES

### LESSON

Limited feedback was received via the online survey. This could be due to the survey link not being easily accessible on the website or well promoted.

### RESPONSE

We will continue to keep this opportunity open for feedback during Cycle 5 for residents that wish to comment in this way, and make the link easier to find.

# HaworthTompkins

## One Housing

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