

HaworthTompkins
One Housing

Kingsbridge Estate
Options Appraisal

Cycle 5 Report

September 2022



Report Contents

1. SUMMARY	3
2. CONSULTATION EVENTS	8
3. MEANINGFUL CONVERSATIONS	10
4. FEEDBACK FORM RESPONSES	12
APPENDIX A: CONSULTATION INFORMATION	17
APPENDIX B: ALL MEANINGFUL CONVERSATIONS	22
APPENDIX C: LESSONS LEARNT	30

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 5 CONSULTATION PROCESS

Cycle 5 was the final round of consultation for the Kingsbridge Estate Options Appraisal, and presented residents with updated design information for the preferred option; Option 5, as well as the next steps of the ballot process and Landlord Offer.

Cycle 5 was launched at the start of April, running for 12 weeks to reach the 75% engagement target and allow time around notable dates for the community, including Ramadan, local elections and school holidays. Two consultation events were held on the estate and were well attended. Residents could meet the project team and discuss the consultation boards, which presented the design, details about the ballot process and Landlord Offer and summary of the Options Appraisal process. Events were followed up by one to one discussions with the project team across the estate.

Booklets containing the information were handed out at the events and were delivered to all residents who did not attend. All the information was also published on the website. Feedback was gathered at the events, through door knocking, phone calls, emails and via a SurveyMonkey feedback form.

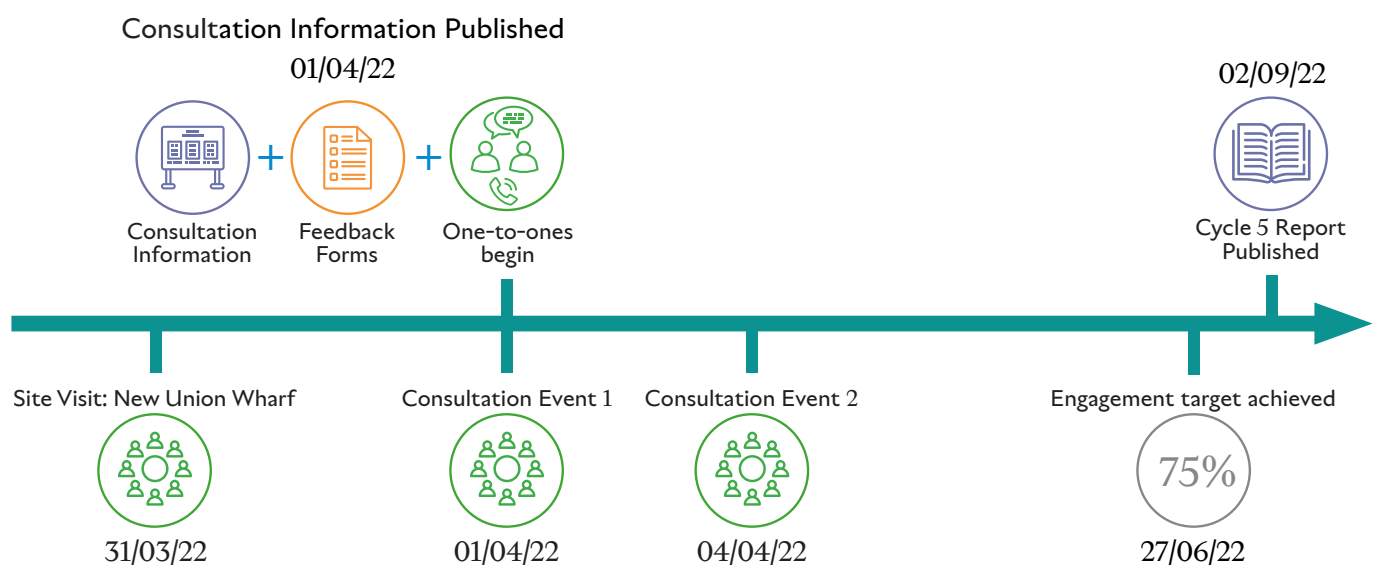
The main objectives of consultation in Cycle 5 were to:

- Present more detailed information on Option 5, the residents preferred option.
- Summarise and conclude the Options Appraisal process
- Update residents on the ballot process and present Landlord Offer
- Gather feedback on the Options Appraisal and answer any questions.

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

Text with a yellow background contains feedback from residents during Cycle 5.

1.2 CYCLE 5 CONSULTATION TIMELINE



The engagement period lasted approximately 12 weeks. This was 8 weeks shorter than the previous cycle. Timescales for Cycle 4 were affected by the Omicron COVID-19 variant and the Christmas period.

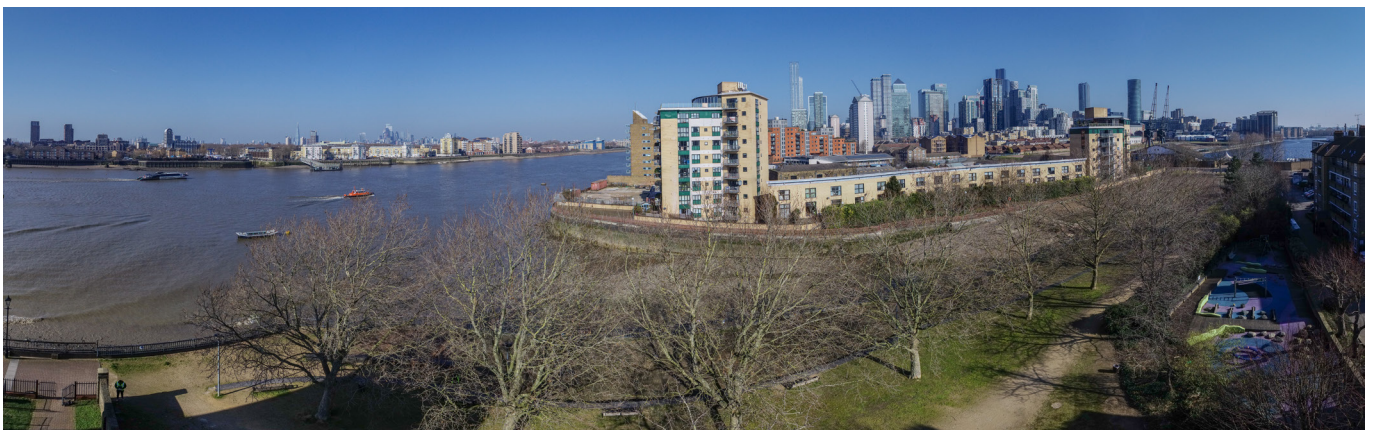
1.3 CYCLE 5 ENGAGEMENT RATE

One Housing target a resident engagement rate of 75% and in Cycle 5 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
- Residents discussed issues associated with current living conditions
- A majority of residents were very supportive of significant change to improve the estate with the majority favouring Option 5; build a new estate
- Residents wanted more detailed information about the process of regeneration and their right to return: where they would move to during construction, what home they could plan to return to and the timeline.
- Fewer residents expressed frustration at the length of the consultation process than in Cycle 4.
- Many residents are keen to keep characteristics of their existing homes: close connection to the gardens or views of the river
- Some residents expressed concerns about the security on the estate and want to see this improved when the site undergoes regeneration
- Residents reiterated their concerns regarding parking provision and their needs to retain their spaces
- Many residents discussed features they would like to see in a new home: more storage, bicycle parking and balconies
- Dedicated community space, shared gardens and play space for children is a priority for many of the residents on the estate, who would like to see this as part of the estate regeneration
- Some residents wanted assurances over retaining a river view
- Some residents wanted assurances that overcrowding would be tackled and that adult children would be rehoused



Drone shot of the River Thames looking north from 5th floor level adjacent to Montcalm House

OPTION 1; EXISTING ESTATE WITH LONG TERM IMPROVEMENTS



No to change, the buildings are strong as they are

No storage in home

There is no security in the current building

Like the area, it's very peaceful

Problems with cold, damp and insulation

OPTION 5; BUILD A NEW ESTATE



Would like to keep a view of the river

Better security, an intercom and lifts

Greenery and play area for children

Want to see a change on the estate

Area for planting fruit and vegetables

Concerns about parking: would like a like-for-like on property

1.5 HOW FEEDBACK WILL INFORM THE BALLOT

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 included as the final option in the ballot. The ballot will ask residents if they support the proposal to redevelop the estate.

Before the ballot, One Housing will provide detailed information about what will be offered should regeneration be taken forward in a Landlord Offer document. This will take into account the information and feedback received during consultation events and conversations with residents throughout the Options Appraisal. It will include the 'residents charter,' setting out One Housing's commitments regarding residents and the regeneration process. This information will be sent a few weeks prior to the voting period, which will last at least three weeks.

1.6 LESSONS LEARNT FROM CYCLE 5

- Following the lifting of all COVID-19 restrictions, the consultation events were held in person and on the estate and these were better attended than previous events held offsite.
- The team have focussed on direct consultation and one-to-one discussions, which was the residents preferred method, and has provided most the useful and detailed feedback for the design team.
- Online communication on the website and online survey was kept open, but with a very limited response from only 6 residents. This implies that residents prefer direct consultation.
- Key feedback for the next stage is that residents want to see more details of the Landlord Offer Document, including the decant process, rental prices and the right to return.
- Frustration at the length of the process was again raised by residents. The design team are continuing to work through a thorough consultation process which includes local planning officers and the GLA.

One Housing are grateful to residents for their continued engagement and are committed to securing the best possible outcome for the residents and local community.



An illustration used to present Option 5: 'Build a new estate'



A MIXED TENURE ESTATE

The new estate will provide a mixture of homes for affordable rent (including social rent), intermediate forms of tenure and private sale. These will all be the same as one another in terms of design quality, appearance or location within the site.



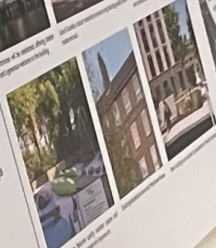
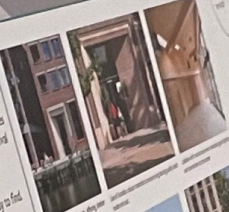
ACCESSIBILITY

The estate will provide different types of homes, these will include homes for older people, people with disabilities and those with young families.

KEY FEATURES OF NEW ESTATES

The new homes will have well designed communal entrance lobbies creating a welcoming and safe arrival home, including the following:

- + Well lit, overhauled easy to find
- + Two secure doors into the lobbies
- + CCTV external systems
- + Window and door locks to meet current standards
- + Security certification
- + Inclusive access with no steps
- + Lift access
- + Secure post boxes



2.1 SUMMARY

Two in person consultation events were held on the estate. An architectural model and ten A0 consultation boards were displayed to provide information on Option 5, the assessment criteria and viability. The project team including architects attended to answer questions and discuss the designs.

The Cycle 5 booklet, containing all the information, was given to all residents who attended and delivered to those who did not.

The team also organised a guided tour of New Union Wharf on the Isle of Dogs for residents to see a similar project nearing the end of the construction process and what the new homes built to current standards might look like. This was attended by the project team, supported by a translator.

Independent Residents' Advisors attended the two consultation events on the estate and details of all meaningful conversations were recorded.



Residents' Visit to New Union Wharf, 31 March 2022

2.2 EVENTS TIMELINE

- Residents' Site Visit to New Union Wharf, River Barge Close, E14 3JX
Thursday 31 March, 5pm – 6pm
- Cycle 5 Consultation Event, on the estate: grass courtyard behind Montrose House,
Friday 01 April, 9.30am – 12.30pm
- Cycle 5 Consultation Event, on the estate: grass courtyard behind Montrose House,
Monday 04 April, 3.30pm – 6.30pm
- One-to-one conversations with residents, in person and via phone with the One Housing team



Consultation Event on the estate, 04 April 2022

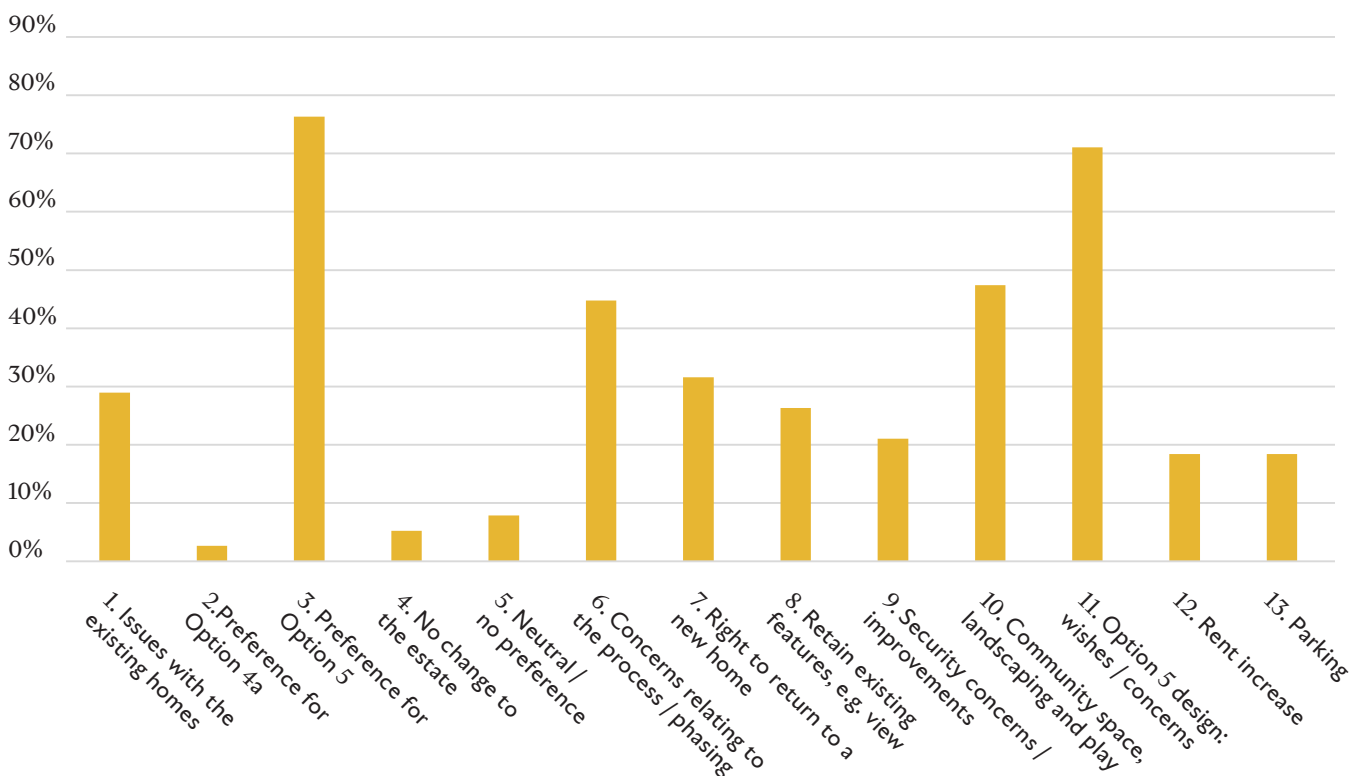
3. Meaningful Conversations

3.1 SUMMARY

The meaningful conversations are a record of feedback from door knocking, phone calls, one-to-ones and consultation events 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 5. An anonymised record of all conversations can be found in Appendix B: All Meaningful Conversations.

3.2 RECURRING THEMES FROM CONVERSATIONS

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



3.3 COMMENTS ILLUSTRATING THEMES

Theme 1: Issues with the existing homes

- I have insulation and damp issues
- Current room sizes, toilet room is small
- No storage in current home

Theme 2: Preference for Option 4a

- Only want to refurbish their property

Theme 3: Preference for Option 5

- In favour of full redevelopment
 - Would like to see intercoms in the new development and security gates on the estate
 - Communal space after redevelopment; allotments for gardening and playground for children
- Tenant is in favour of full regeneration and believes that maintenance works and repairs will not fix the issues in the flat. Their property is in bad condition because of the mould and damp.

Theme 4: No change to the estate

- Would not like to move out
- Buildings are strong as they are

Theme 5: No change / no preference

- Happy with whatever One Housing does

Theme 6: Concerns relating to the process / phasing

- In favour of regeneration but is concerned about the phasing
- Would want to move out immediately due to poor living conditions
- In favour of option 5 and...staying in the area was most important as they have children in the local school and do not want to cause them too much disruption

Theme 7: Right to return to a new home

- Needs reassurance that they will return to a property on the estate
- Would like to see One Housing commit to 'like for like' in Landlord Offer
- What are options for right to buy/acquire in the new development?
- Tenant would like to return to the redevelopment and would like One Housing to provide a bike shed where residents can store their bikes securely.

Theme 8: Retain existing features, e.g. view

- Wants same view - see the river
- Wants to come back after redevelopment and wants to return to a ground floor home

Theme 9: Security concerns / improvements

- Wants to be informed about what security there will be in the new development
- Should have good security

Theme 10: Community space, landscaping and play

- In favour of a community space such as a Playground or allotment or cafe
- A play area and a community centre for the older kids (teenagers) would be a good idea
- Would like greenery/flowers in the communal area on new development

Theme 11: Option 5 design: wishes / concerns

- Would like their say in the design process
- Doesn't like open plan kitchen. Would want a separate kitchen and living area. Would also want a separate toilet to the bathroom. Would want to see windows in bathrooms and kitchens
- A balcony in the homes
- Would like to have a place where their bikes are secure

Theme 12: Rent increase

- In favour of full redevelopment, but only if their rent stays the same in the new development
- Rent and service charge to stay at the same level

Theme 13: Parking

- Would parking permits / spaces still remain the same?
- Keep parking spaces as well as this is very important to resident
- It is a must for them when they return following redevelopment

4. Feedback Form Responses

4.1 SUMMARY

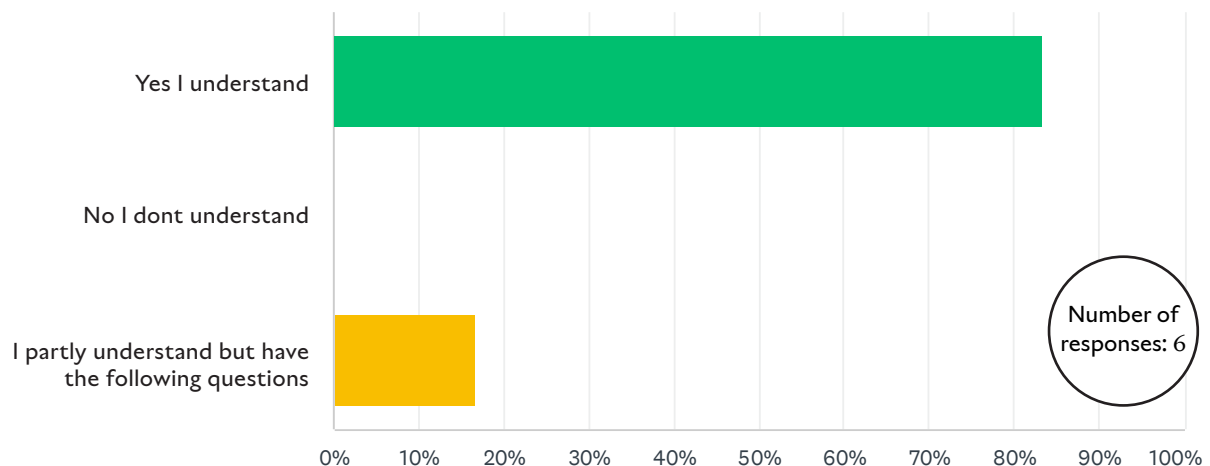
The Cycle 5 Feedback Form was included within the Cycle 5 booklet and filled out individually or during one-to-one conversations with One Housing. It contained 11 questions in total but questions 8 - 11 contain personal information and have been omitted from this report.

Very few residents chose to give feedback in this way. A total of 6 responses were recorded, of which only 5 completed the questionnaire. The majority of residents gave feedback during face to face conversations, or over the phone which are recorded in section 3. The option for online feedback was kept open in order to be flexible.

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

4.2 FEEDBACK FORM RESPONSES

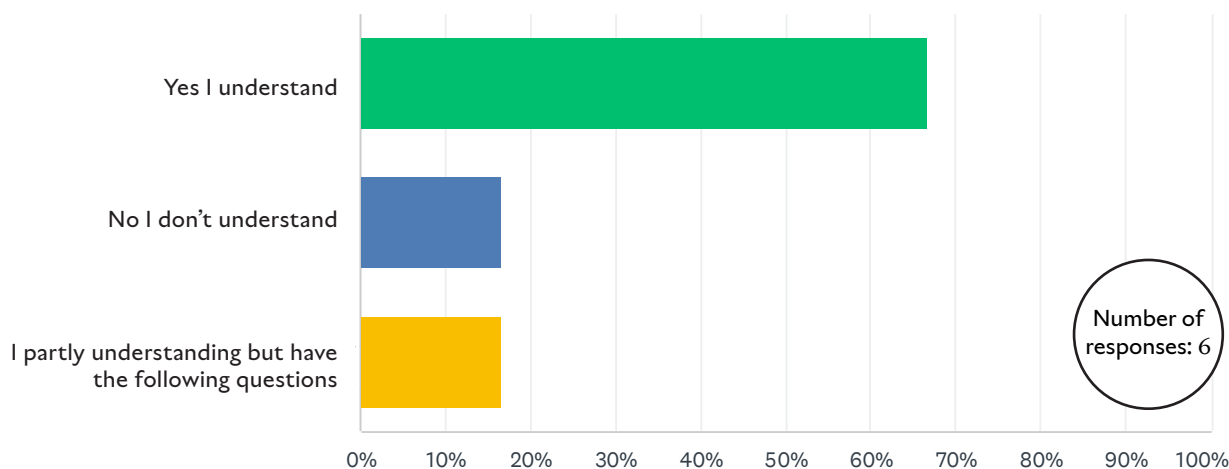
QUESTION 1: Have you understood how the preferred option (the full redevelopment of Kingsbridge estate) has been selected?



Comments recieved

- I sort of understand but would like more information on this.

QUESTION 2: Have you understood how the upcoming resident ballot process will work?



Comments recieved

- I sort of understand but would like more information on this.

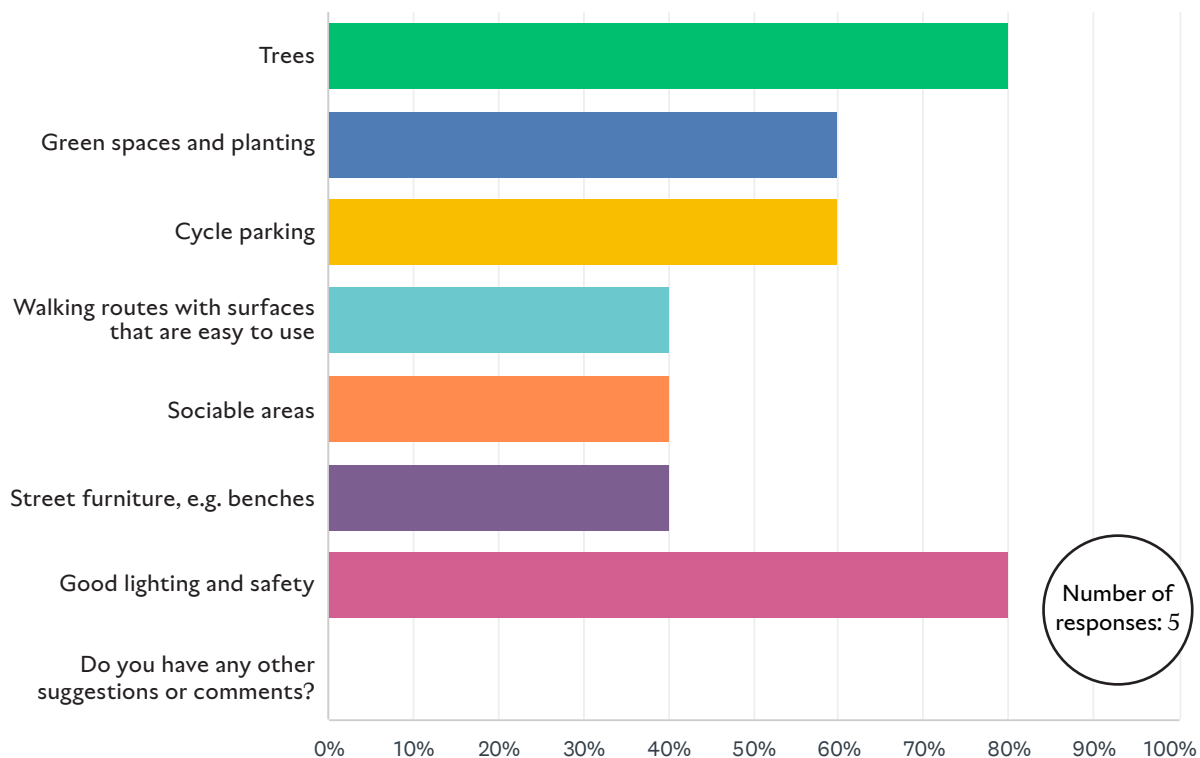
QUESTION 3: We would like to work together with residents to prepare the landlord offer document. Can you think of anything which you would like to see in the Landlord Offer Document which would help you vote more confidently?

Number of responses: 3

Comments recieved

- The rent for the different bedroom properties, how much each bedroom type will cost, and the service charge. Also car parking, if you retain existing car parking spaces but create 200 plus new homes? Would bays still be allocated? if so that would never be enough. Or will they no longer be allocated?
- Definitely make sure that if want to come back that we can.
- The security of being re-housed permanently or temporarily with the choice to move back.

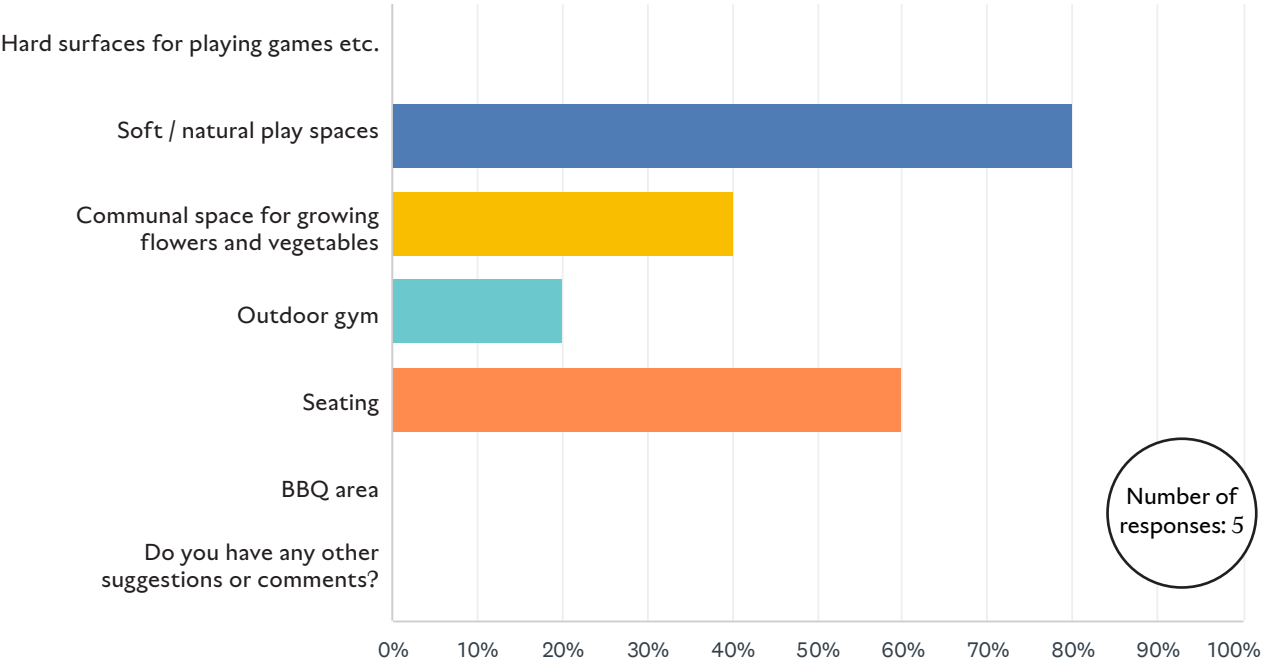
QUESTION 4: What are your priorities for the walkways and green areas on the estate? Please tick all that apply.



Comments recieved

- None recieved

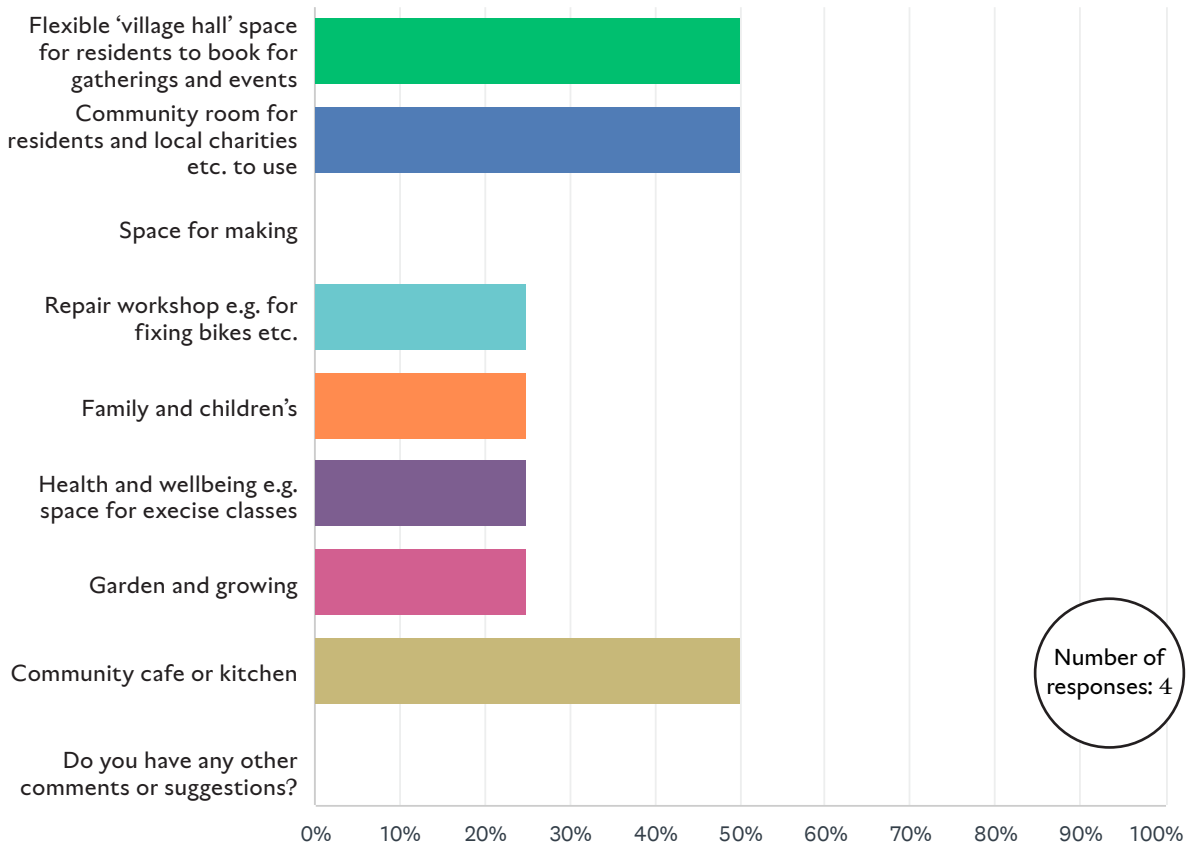
QUESTION 5: What kind of play spaces / activities would you like to see on the estate? Please tick all that apply.



Comments recieved

- None recieved

QUESTION 6: What kind of community space / activities would you like to see on the estate?



Comments recieved

- None recieved

QUESTION 7: Is there anything else you would like to comment on that is not covered in the questions here?

Number of responses: 1

Comments recieved

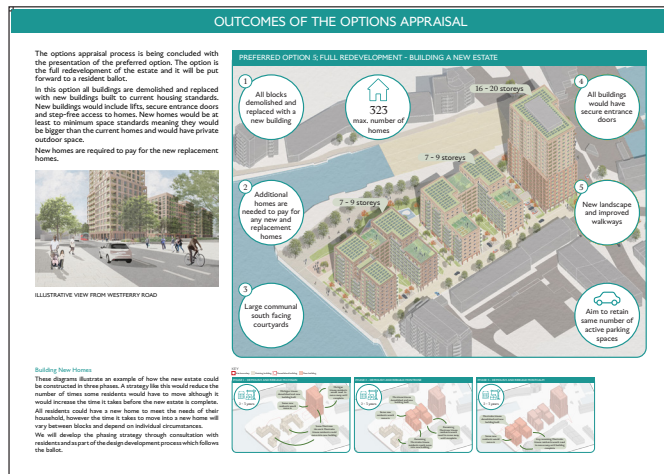
- Car parking as mentioned on previous page.

Appendix A: Consultation Information

CONSULTATION EVENT BOARDS

Below are images of the ten A0 size consultation boards that were displayed at the consultation events on the estate.

The information is available as a record on the website.



MODELS

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

Option 1

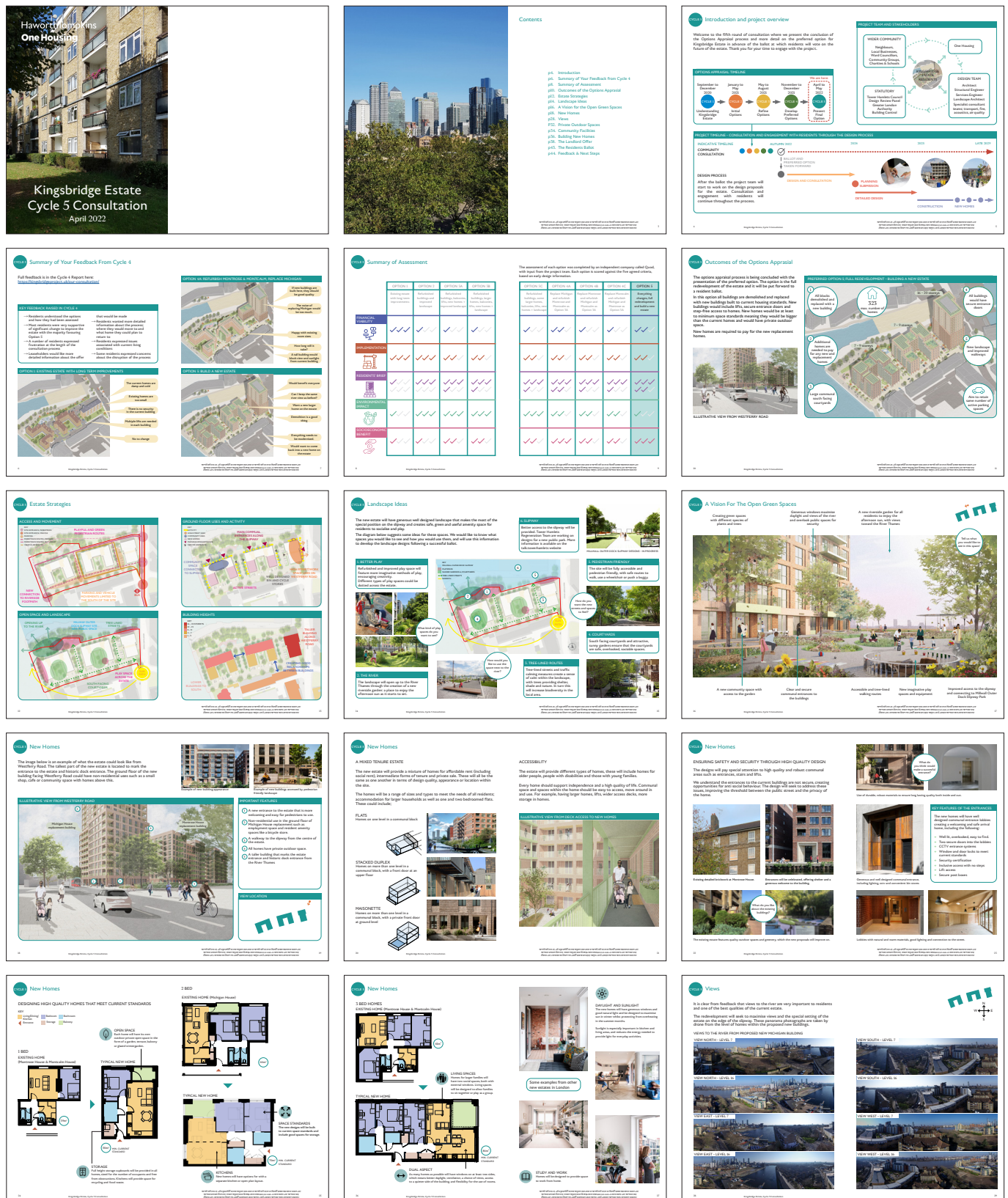


Option 5



CONSULTATION BOOKLET

Below is an overview of the Cycle 5 consultation boards that were uploaded to the website and provided in booklet format to each resident.





ONLINE FEEDBACK FORM

On the right is an excerpt from the online Feedback Form accessed through the website.

Kingsbridge Estate - Cycle 5 Feedback Form

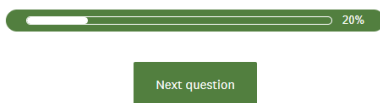
Introduction

This feedback form is for Cycle 5 of the Kingsbridge Estate Options Appraisal. The Cycle 5 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 5 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.



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See how easy it is to create a survey.

RECORD OF CONVERSATIONS

- If they were to vote today, they would vote for nothing. They only want to refurbish their property and like the idea of Option 4A. I advised that if Option 4A was still an option, there would be no internal changes to their property, and there'd only be external changes.
- The tenant said that if demolition goes ahead, they do not like the proposal of the high storeys and said that they do not like lifts and would feel claustrophobic. I advised that if Option 5 was to go ahead and they provided us with medical documents then there could be a possibility of them being housed on the ground floor, to which they were happy to hear.
- The tenant mentioned that they have a lot of paintings and that if full redevelopment was to go ahead, they would like to have the reassurance that their paintings would be kept in a safe place, and so they enquired about keeping them in a storage unit. I advised that I would speak with my Line Manager about this and see if this is something we can offer them if full redevelopment goes ahead.
- I asked the tenant if full redevelopment goes ahead, what would they want in the new communal area and they said that they would like it to be open so that they can see the River Thames from all angles.
- Tenant attended the second drop-in session as well and explained that they read the Cycle 5 booklet and are worried about where they would store their paintings. The tenant said that they had a look at local storage units and asked if we could assist with this, to which I explained that if Option 5 was to go ahead, then we could look at the possibility of storing the paintings, but this would be in the distant future.
- The tenant explained that they read the Cycle 5 booklet and are in favour of full redevelopment, but only if their rent stays the same in the new development. I advised that their rent would stay the same, but they would need to bear in mind that rent increases slightly every year.
- The tenant asked if they could be moved immediately once the work starts as they suffer with migraines and they are very sensitive to sounds. I advised that if full redevelopment goes ahead, then tenants will be moved in phases.
- The tenant explained that they are not happy with the current state of their property – “toilet is too small”, “I have insulation and damp issues.”
- I asked the tenant what they'd like in the communal area if full development goes ahead, to which they said an easy access to the communal area and a small play area.
- Resident Leaseholder asked for an update regarding the project, I advised that we are now at our final round of consultation and have reached a preferred option, which is full redevelopment of the estate.
- RL asked why they weren't being offered 'like for like', and I advised that they have the option of moving to the new development via interest free loan or shared ownership, or if they did not want to move to the new development then they can sell their current property to One Housing. RL seemed confused and so Christine contacted Ifte and asked him to translate.
- Both Ifte and RL agreed to speak on the phone later in the day.
- Notes from Ifte –
 - * They want to remain in the scheme and get a like for like property but not willing to pay extra for a new property
 - * The equity share option is not suitable for them because they feels they are being forced out to sell so OHG should cover all cost to put them in a new property.
 - * They will consider selling if the offer is in line with local market and what they mean by that is the price of a new 3 bedroom flat should be offered to them so they can buy a new one.

- Was previously keen on full demolition of the estate.
 - Would like clarity on what is being offered and would like it in writing.
 - Clarity surrounding decant and moving out.
 - Is currently on ground floor property. What guarantees are there for them to return to a ground floor property after regen?
 - Currently on housing list for mutual exchange. Wants to know what they would need to do if they wanted to be in LBTH property.
 - What are options for right to buy/acquire in the new development.
 - What will the % of private homes be in the new development.
 - Would parking permits/spaces still remain the same?
 - Is in favour of full development.
 - Would like to see greenery within the communal space in new development.
 - Landlord commitments; important to have property of the same size with a garden on ground floor.
 - Doesn't require any further 121.
-
- Doesn't like the design of the new homes, seem very small.
 - Would vote for full redevelopment.
 - Doesn't like open plan kitchen. Would want a separate kitchen and living area. Would also want a separate toilet to the bathroom. Would want to see windows in bathrooms and kitchens.
 - Would like greenery/flowers in the communal area on new development. Also, play area for children and safe space for teenagers.
 - Wants to come back after redevelopment and wants to return to a ground floor home. Would want to keep views of the river.
 - Wants to stay near Westferry Road during decant as doctors are nearby.
-
- Is in favour of regeneration but is concerned about the phasing. Would be last to move as they are in the final phase and they would want to move out immediately due to poor living conditions..
 - Communal area after redevelopment; would like play area for children, open space for residents, possible cafe/ shop.
 - Landlord offer commitments; it is important to return to a ground floor home, with views of river. Keep parking spaces as well as this is very important to resident.
 - Happy with consultations.
-
- Cycle 5 is fine.
 - Issues with damp in the property, especially in the bedroom. Feels like they were misled when offered the property. Was previously on housing list for 7 years for a 3 bed.
 - No storage in current home.
 - Is in favour of full regeneration but wants to move away, doesn't want to return. Was previously living near Hackney and would want to move back there.
 - Would only want to move once (permanently off the estate).
 - Communal space after redevelopment; allotments for gardening and playground for children.
 - Happy with consultation.
 - Would like more information on expected timeline of ballot, decant, etc.
 - Would like a drop in or 1-2-1 to help understand cycle 5, Resident is happy with estate as it is and would not like to

move out. They would vote against redevelopment as feels buildings are strong as they are.

- The residents did not speak English very well. They said they would vote yes on the redevelopment.
- The resident would not like to move, however if they have to, then they prefer a ground floor flat due to difficulties with mobility. They are against full redevelopment and only in favour of the addition of a lift. If the redevelopment was to go ahead they would like to see a community space such as a playground or allotment or cafe. It is important to them that what is said as a commitment is delivered on. They have been living at the property for a long time, they have family which live on the island and care for them so they would like to stay close by. If they need to move, they would like to know if Michigan will have a balcony or garden and if so they would like to move only once and remain in the new block permanently.
- Would vote full redevelopment. They would like play area and cafe in new space, they have been living at the property for a long time.
- Spoke to adult child, thought a cafe would be cool and would vote for full redevelopment. Hasn't really thought about where a new community space could be added however would like to see one.
- Has seen the plans and would vote full redevelopment. Not fussed by a community space however if there was one, would like to see a community centre with a hall for hire. Has been living at the property for a few years and needs reassurance that they will return to a property on the estate as they would not like to remain as a long term temporary tenant.
- Seen some plans for cycle 5 and would vote for full redevelopment. They have been living at the property for many years. They commented that at times they can hear a lot of noise from neighbours, there is also a lack of storage in their apartment. They would like a play space to remain but are unsure of where to locate it, they feel with the addition of any other community space vandalism could occur. They wouldn't like to see a hall added as there are enough existing in the area. They have two cars currently with parking and it is a must for them when they return following redevelopment. They would like their say in the design process to choose the type of kitchen (i.e. open plan / separate). They have concerns about the redevelopment as there is only one entrance for cars to come in and this would include large heavy duty construction vehicles, as well as the lack of parking which exists due to residents off the estate using the space. They would like a like for like on property. They are currently in a 2 bed and would like the rent to remain the same. They would like all commitments to be truthful. They are unsure on the bidding process and have friends with L&Q who have a slow service. They would like to know if they will receive disturbance payment and assisted moving cost if they will be moved then moved again? (i.e. disturbed twice).
- Attended evening drop-in session on 9th Jun 2022 – Would like to see an outdoor gym, and said that this would benefit the residents who work long shifts and would prefer to do a quick workout close to home
- Would like to see one way into the estate and one way out of the estate, a controlled parking around the estate. States that this could prevent ASB and drug use.
- Would like to see One Housing commit to 'like for like' in Landlord Offer.
- Tenant is in favour of full demolition and wants the Cycle 5 consultation to end so that they can vote and see a change on the estate. The tenant was satisfied with the information and details in the booklet and did not feel a one to one meeting was required.

- Tenant asked for an update regarding the project. The tenant is in favour of full demolition and would like to move permanently.
- The tenant does not see the point of having a communal area when redeveloping the estate, as they believe that this would cause an increase of ASB, but also mentioned that a play area and a community centre for the older kids (teenagers) would be a good idea.
- The tenant would like us to promise in the Landlord Offer that they would like to be rehoused in the same area and would like assistance with this. The tenant also expressed their disinterest in being rehoused in a tower block.
- The tenant was satisfied with the telephone conversation and does not require an in-person meeting or any further telephone conversations.
- The tenant said that they are not interested in the project and just wants to move out. The tenant also said that they have been bidding for ground floor properties and hope that if full redevelopment goes ahead, then it could increase their chances of getting a ground floor property because they can no longer walk-up high flights of stairs. I asked the tenant what their voting intentions would be, and they said that they would vote for full redevelopment.
- The tenant said that they would vote for full demolition and that they would like to see greenery and a play area in the new development and would like it to be in a similar location to the current playground of the estate. The tenant also mentioned that they would like to see intercoms in the new development and security gates on the estate.
- (Resident Leaseholder)
- Rob spoke with the Leaseholder, and the resident explained that they work shifts and would be unlikely to attend any events for this cycle but said that they read the most recent booklet and understand the options. The Leaseholder said that they would vote for full demolition.
- Leaseholder wanted to know timeline of the project, and if full demolition was to go ahead, who would pay for the mortgage if they had to move away. Rob Lantsbury advised that One Housing would pay for the arrangement fee.
- Leaseholder also enquired about moving back to the new development, and asked if they sold their property to One Housing, would it be sold for market value.
- Leaseholder said that they do not know what they would vote for as they need to look at the Cycle 5 booklet in depth.
- I called the tenant, and they returned the call shortly after. I asked if they had read the Cycle 5 booklet and asked for their thoughts of the project so far, and they explained that they did not want any further involvement with the project due to feeling disappointed with how the Community Safety team dealt with an ASB case. The tenant also expressed that they did not want to help One Housing/Regeneration team because they didn't get any help with their noise nuisance case.
- The tenant called me and asked for further information regarding the upcoming Landlord Offer events. I advised that we are holding two events this week to start speaking with residents about the landlord offer and what promises they would like One Housing to make if the residents vote 'yes' in the resident ballot.
- I asked the tenant if they read the Cycle 5 booklet to which they said yes, and so I asked what they thought of the

project so far, the tenant asked how long it would take for One Housing to redevelop the estate and I explained that it would be carried out in three phases. The tenant said that if the redevelopment is carried out in three phases and they are not made to wait long in their temporary home, the tenant then said that they would vote for full demolition, and they would like a green space for resident planting in the communal area. The tenant said that a green space would encourage children to plant as well.

- The tenant expressed their thoughts on the communal area being located away from cars and away from pollution, and they feel very strongly about the new buildings being eco-friendly.
- The tenant explained that they've read the Cycle 5 booklet and the most recent newsletter. They are happy with the proposal to regenerate the estate and would vote for option 5.
- The tenant said that they are in favour of option 5 and that this is due to having minimal space in their flat. They believe that their current home is not meeting the current home size standards and would therefore vote for full regeneration of the estate.
- The tenant said that they are aware of the project and understand that the estate needs changing. The tenant explained that they would like to move to Kensington and Chelsea in September or sometime this year due to their son registering at a school in that area.
- The tenant also said that they are in favour of option 5 but would want to move before but would like to move a lot sooner than the regeneration of the estate as they understand that this could take a few years.
- Living there for many years.
- Wants same view – see the river.
- X2 adult children (wants to know options).
- New build should be with reliable materials (seen new builds falling apart, made with poor materials).
- Separate kitchen/ living room.
- Community centre with coffee morning or activities for the community (interested in sewing).
- Children play area outdoor (present playground is a not safe/hazard for children there has been incidents flooding too hard and equipment not children friendly).
- Wants to be informed about what security there will be in the development.
- Should have good security.
- Sheds / garage / storage.
- Would vote for Option 5.
- Would like One Housing to promise the right to return, help with moving and a promise to keep the rent at the same level.
- Is happy with whatever One Housing does, but would vote for Option 5.
- Current room sizes, and toilet room is small.
- If Option 5 goes ahead, they would want One Housing to provide a parking space, a balcony in the homes, communal area for families, a lift in the buildings, and would like to see a leisure centre in the area.

- The tenant moved into property in March 2022 and said that they did not understand the project and asked for a Bengali interpreter. I sent him an email on 9th June and asked if he could contact the tenant.
- Spoke with tenant on 27th June 2022, tenant now understands the project and is in favour of Option 5, but would like One Housing to promise the right to return.
- Is happy with whatever One Housing.
- Said that Michigan is very peaceful and quiet.
- “Like the area, it’s very peaceful.”
- If regeneration was to go ahead, they don’t know if they’d return to the redeveloped estate as they’d have to consider where they’d be moving to and how long they’d be staying there for.
- Tenant asked for an update on the project, to which I explained that we have reached a preferred option and are now aiming for a resident ballot vote in September/October 2022. The tenant said that they are in favour of option 5 and asked if they had the right to return to the estate, and I said yes.
- The tenant said the estate is in need of regenerating and that it needs to be modernised.
- Tenant is in favour of Option 5 and would like OH to promise:
 - Right to return to the new estate.
 - Rent levels stay the same.
 - If family increases, property to be allocated to them to suit his family needs.
 - Parking space and that we don’t introduce a ‘car free zone’ in the redeveloped estate.
 - Balcony so they can store their bike safely.
 - Reasonable storage space.
 - Good quality materials in the new builds so that noise from neighbours can be cancelled and does not disrupt them.
 - Tenant would also like an outdoor gym in the communal area and benches for their family and friends to socialize.
- Spoke with tenant’s son, they said they had read the Cycle 5 booklet they have a neutral view of the project. However, they said that if they were to vote today, they’d more than likely vote for Option 5.
- Tenant came over to discuss remedial repairs that were outstanding in their property. While there they stated that they are in favour of option 5 and that staying in the area was most important as they have children in the local school and do not want to cause them too much disruption. They are undecided whether or not they would move back to the estate post regen.
- Tenant said they are in favour of option 5 and would like OH to promise the following in the Landlord Offer:
 - Rent and service charge to stay at the same level.
 - Install a bike shed in the redeveloped estate – have had issues with bike theft before and would like to have a place where their bikes are secure.
 - Would like to see an area where residents can plant their own fruits and vegetables.

CONSULTATION EVENTS

LESSON

In Cycle 5, both the events were all held on site at the estate. The attendance was improved compared to those previously held at the Westferry Sailing Centre during Cycle 4. In person consultation events located adjacent to residents' homes are a successful way of engaging with residents as the event is more convenient and visible.

RESPONSE

Should the ballot be successful any consultation events as part of the design process be held on the estate where possible to make things easy and accessible to residents.

DIRECT CONSULTATION

LESSON

The team have focussed on direct consultation and one-to-one discussions, which was clearly the residents preferred method of communication through the Options Appraisal process. These conversations provided most useful and detailed feedback for the design team about the issues of the current estate and to discuss design options and process.

RESPONSE

The team will continue to focus their time on direct consultation and one-to-one discussions as the project moves forward.

ONLINE SURVEY

LESSON

The SurveyMonkey online feedback form was a useful source of information however was not used by many residents.

RESPONSE

For future consultation, we will continue to use a hybrid approach including online surveys (as it remains a good option for those who cannot attend in person events), however it is noted that direct consultation is preferred. Direct consultation was the most successful method of gathering feedback and for future consultation events, we will prioritise this and record all meaningful conversations. Greater promotion of the survey would improve residents' response.

LANDLORD OFFER

LESSON

Key feedback for the next stage is that residents want to see more details of the Landlord Offer Document, including the decant process, rental prices and the right to return.

RESPONSE

Two Landlord Offer commitment events were held towards the end of Cycle 5 on 27th and 29th June. We were still consulting with residents who wished to give their feedback on the Cycle 5 booklet, but as we were reaching the end of the Options Appraisal, we wanted to start speaking with residents about what is important to them and what they would like One Housing to include in the Landlord Offer should residents of the estate vote 'yes' in the resident ballot.

At the Landlord Offer commitment events, we presented the principles from landlord offers that we committed to on other One Housing regeneration projects for feedback and suggestions.

More detail on this will be provided in advance of the ballot. The project team will continue to be available to answer and questions or concerns throughout the process.

IMPACTS TO RESIDENTS

LESSON

Many residents raised concerns regarding the phasing and decant process and wondered whether they will be able to stay locally in proximity to family, doctors and schools etc. whilst the project is ongoing.

RESPONSE

The timing of the phasing and the location of the decant properties will be developed should the project proceed to design and construction phases. Managing impacts to residents will be a priority consideration. The project team at One Housing will continue to be available to answer and questions or concerns throughout the process.

RIGHT TO RETURN

LESSON

Many residents have raised concerns regarding the right to return. Many residents have expressed interest in retaining characteristics of their existing home, e.g. a view of the river, or a ground floor property.

RESPONSE

One Housing have promised that residents have the right to return to the new estate on its completion.

The Landlord Offers draft confirms they will do their best to re-house those residents who have expressed an interest in retaining key characteristics of their current home, however, as the redeveloped proposal has not yet been fully designed, One Housing cannot commit to this fully at this stage. One Housing confirm that all homes in the redeveloped estate will be fully accessible and designed to modern space standards, inclusive of a private amenity space in the form of a balcony or garden.

OPTIONS APPRAISAL PROCESS

LESSON

Frustration at the length of the process was again raised by several residents.

RESPONSE

Cycle 5 concludes the Options Appraisal process and confirms the preferred option to be taken to ballot. The ballot is anticipated for early autumn, this process will take at least 3 weeks.

Alongside the design team are continuing to work through a thorough the early statutory consultation process which includes local planning officers and the GLA.

HaworthTompkins

One Housing

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