

HaworthTompkins
One Housing

Kingsbridge Estate
Options Appraisal

Cycle 3 Report

August 2021

CYCLE 3 Report Contents

1. SUMMARY	3
2. CONSULTATION EVENTS	8
3. FEEDBACK FORM RESPONSES	10
4. MEANINGFUL CONVERSATIONS	18
APPENDIX A: CONSULTATION INFORMATION	20
APPENDIX B: ALL FEEDBACK FORM COMMENTS	24
APPENDIX C: ALL MEANINGFUL CONVERSATIONS	26
APPENDIX D: 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 3 CONSULTATION PROCESS

Cycle 3 was the third 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 2. 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 4.

Two consultation events were held on the estate with over 30 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 didn't attend. There were also three online questions and answer sessions: one in Bengali, one specific to tenants and the other to 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.

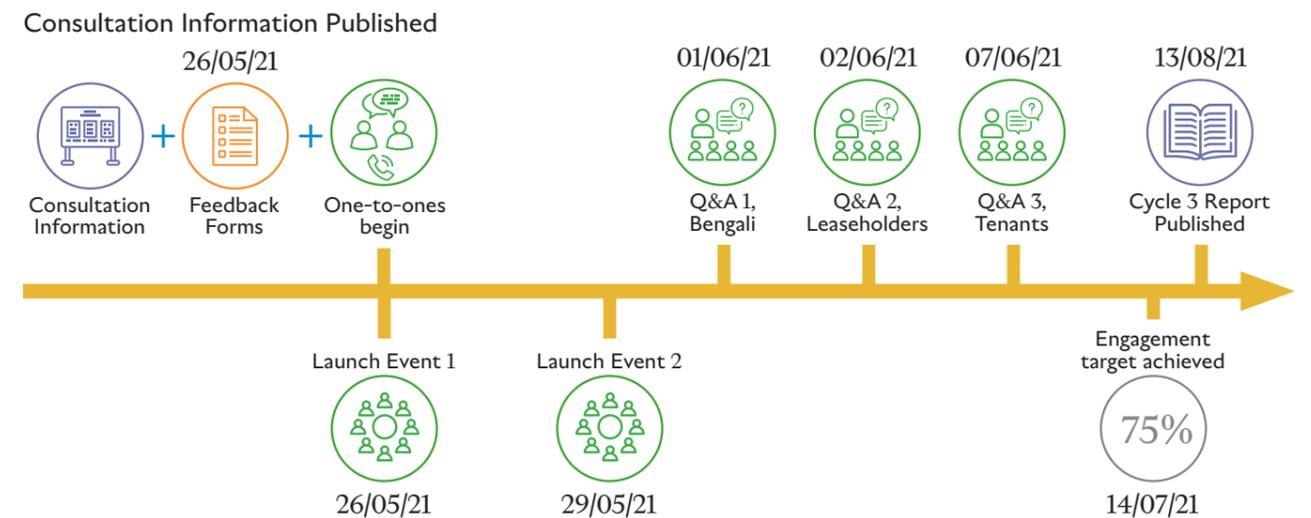
The main objectives of consultation in Cycle 3 were to:

- Present more detailed designs and assess their performance against the appraisal criteria
- Gauge opinion on which 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 3.

1.2 CYCLE 3 CONSULTATION TIMELINE



The engagement period has lasted approximately seven weeks. This is three weeks less than the previous cycle, mainly due to easing of social distancing and ability for in-person consultation to take place.

1.3 CYCLE 3 ENGAGEMENT RATE

One Housing target a resident engagement rate of 75% and in Cycle 3 77% 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.

77%
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
- Residents wanted to see fewer, more detailed options that are all viable
- Leaseholders would like more detailed information about the financial impact and the offer that would be made to them in the different options.
- Residents were concerned that the consultation process might not result in improvements
- Residents welcomed improvements to the landscape, particularly the playground

OPTION 1

Prefer Option 1 to avoid additional homes

Take Option 1 off, Option 1 shouldn't be an option

It means all the issues will remain

No difference we need a change

Surprised that this is being shown as not many residents support it

OPTION 2

Like the idea of Option 2

Refurbishing doesn't increase the size of the property and living conditions

We need more work

Damp, bad lighting, windows, everything too old and rooms too small

OPTION 3A (1 OF 3 VERSIONS SHOWN)

Like the idea of adding balconies but concerned about the cost to leaseholders

I like option 3 but I don't think the options resolve all the problems

Interested in moving to new rooftop extensions on Montrose or Montcalm

3B: If this is going to happen you may as well knock it down and build it again

Refurbishment is an ok option, but it won't make a difference to the space

The most important thing to be addressed is internal space within the home and storage. The refurbishment options do not go far enough to solve these issues.

OPTION 4A (1 OF 3 VERSIONS SHOWN)

4A: Preference for 4A as Michigan House has not been there so long so this is the best one to knock down

4A: What will it cost leaseholders? Protracted inconvenience of having work done such as noise, disruption, scaffolding etc.

4B: To give us a lift and more storage or bigger kitchens and bathrooms we need to start from the ground up

4A: I think it's unfair to work on just one of the blocks, all three blocks are having problems and it's only fair that they all get the same work done.

4C: It would mean that I can move out of this flat to a bigger and energy efficient home

OPTION 5

I want Option 5, better homes, bigger new bathrooms and kitchens

No lift, old buildings, like the area, like Option 5

If the buildings need to be taller to be viable that's fine

Support full redevelopment and want it to happen as quickly as possible

Don't like the idea of 18 storey high rise blocks and cost to leaseholders

It will take too long to complete

Feel strongly against high rise buildings

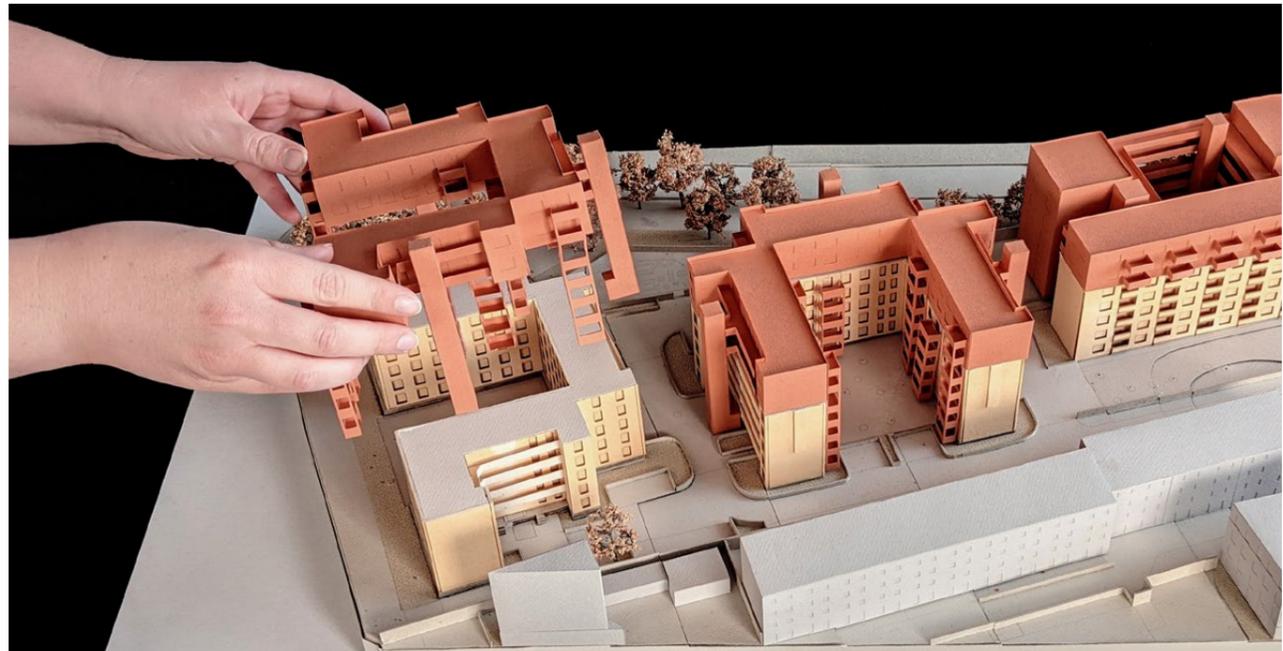
1.5 HOW FEEDBACK WILL INFORM CYCLE 4

The feedback from residents in combination with the assessment against the appraisal criteria and by the project team will inform which options are developed in more detail in Cycle 4. Where residents have asked for further information the project team will also seek to provide this.

We will refine our approach to the consultation information and process as identified in section 1.6 below and Appendix D: Lessons Learnt.

1.6 LESSONS LEARNT FROM CYCLE 3

- The consultation events on the estate were a successful way of engaging with residents. With the lifting of restriction, in Cycle 4 we will aim to hold these events again and improve their attraction to ensure as many residents as possible attend. This could include an offer of refreshments along with play equipment for children, subject to government social distancing guidelines at the time.
- Some residents found it difficult to provide design feedback due to the number of options. This will be improved as only the preferred options that are viable will be presented in Cycle 4.
- Many leaseholders have been keen to understand the offer that will be made to them in relation to each option. However, as we do not know which option will be taken forward, we have not yet begun work on a Landlord Offer Document. As we move forward into the fourth round of consultation and present narrowed down options we will be in a position to begin these conversations with both leaseholders and tenants.
- The lack of detailed information about the financial impact of the options made it difficult for leaseholders to engage and express a preference. We will begin sharing information about the financial impact to leaseholders in the next round of consultation.
- Some of the online Q&A events had a very low attendance that may be due to residents already attending the events on the estate. In the next cycle we expect to be able to reduce the number of these events with more focus on in-person consultation.



Example of the consultation model demonstrating Option 3A



Design focused consultation display in front of Michigan House

CYCLE 3 2. Consultation Events

2.1 SUMMARY

Two consultation events were held on the estate with over 30 households attending. There were three displays at the event: a design focused display with consultation boards and models to demonstrate the options, a Residents' Brief focused display where residents could discuss their priorities with the Independent Resident Advisers and an assessment focused display where residents could talk to the consultants who had carried it out. Feedback at the events was gathered on post-it-notes which are represented on the opposite page.



Display stalls in front of Michigan House focused on three themes



Design focused display with boards and models to demonstrate the options

2.2 POST-IT NOTE COMMENTS

Make the buildings more accessible

Balconies would be good

Open the link to the slipway

Full redevelopment

Refurbish or like for like for leaseholders

Location is good, area is good, just the housing is bad

Prefer for it all to be knocked down, option 5.

Pet friendly new homes

Parking is essential, not worried about heights

2 toilets would be good

Local allocations policy for this estate

Take Option 1 off, Option 1 shouldn't be an option.

Rebuilding new homes rather than extension, more storage

No lift, old buildings, like the area, like Option 5

I want something to be done or the chance to move away, the flat is too small

Boulders in the playground are dangerous

More green space, parking on one side

Flat is too small, especially the kitchen and bathroom and bedrooms

Need to know the actual cost to residents before I can make a preferred choice

Full redevelopment, options 4+5

Fine with taller buildings and more homes and more community

Option 5 is preferred, damp, mold and window issues

Want a guaranteed home on the estate if changes happen

Damp problems, no storage, bigger homes (need a 3 bed) the kitchen and bathroom are too small

4 kids in a 2 bed, buggies are outside, not enough space, lift, main door urgent

Uncertainty about how they would be rehoused, like the idea of only moving once and staying on the estate.

Improve parking enforcement, safety and ASB with more CCTV. Toilets and kitchen are too small.

I like option 3, I don't think the options resolve all the problems, demolition is preferred, more security

Most interested in option 4C and 5. Would like a ground floor flat with a river view. Don't mind how high a new building is

Safe estate and nice area, Michigan House is a safe place to live, Michigan extension is too enclosed like North Peckham Estate that has been demolished

I want option 5, better homes, bigger new bathrooms and kitchens

Impressed with the options available, open spaces are utilized, height isn't an issue, should be somewhere here for the kids

I require 2 parking spaces, 1 for working as a taxi driver, 1 for the family, everything is better than doing nothing

Michigan is so safe I can leave my front door open, prefer renovation to redevelopment, reduce slipway wall height, interested in moving to new rooftop extensions on Montrose or Montcalm

£600 buggy stolen from communal area, ASB on access decks which is bad for children, too much consultation, people don't believe in the process

The wall needs to be taken down to the slipway, I think the windows could be improved, Montcalm and Montrose should be listed buildings, I'm not bothered about Michigan.

External spaces should have more uses; people don't use the existing external space. Nice to hear children playing and a better playground would be good.

3. Feedback Form Responses

3.1 SUMMARY

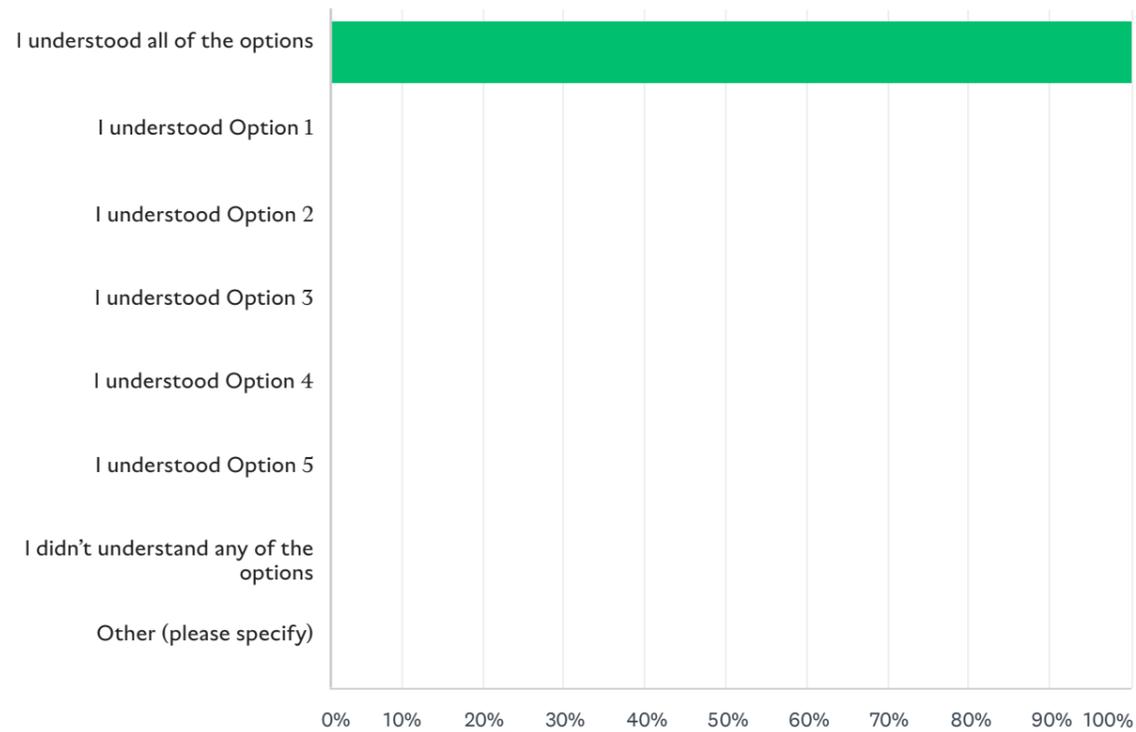
The Cycle 3 Feedback Form was published on the website and filled out individually or during one-to-one conversations with One Housing. It contained 12 questions in total but questions 11 and 12 contain personal information and have been omitted from this report.

Very few residents chose to give feedback in this way compared to previous rounds of consultation. This is why there is no feedback form responses from Michigan House. The majority of residents gave feedback during the in-person consultation events on the estate, during face to face conversations, or over the phone. This included several residents from Michigan House.

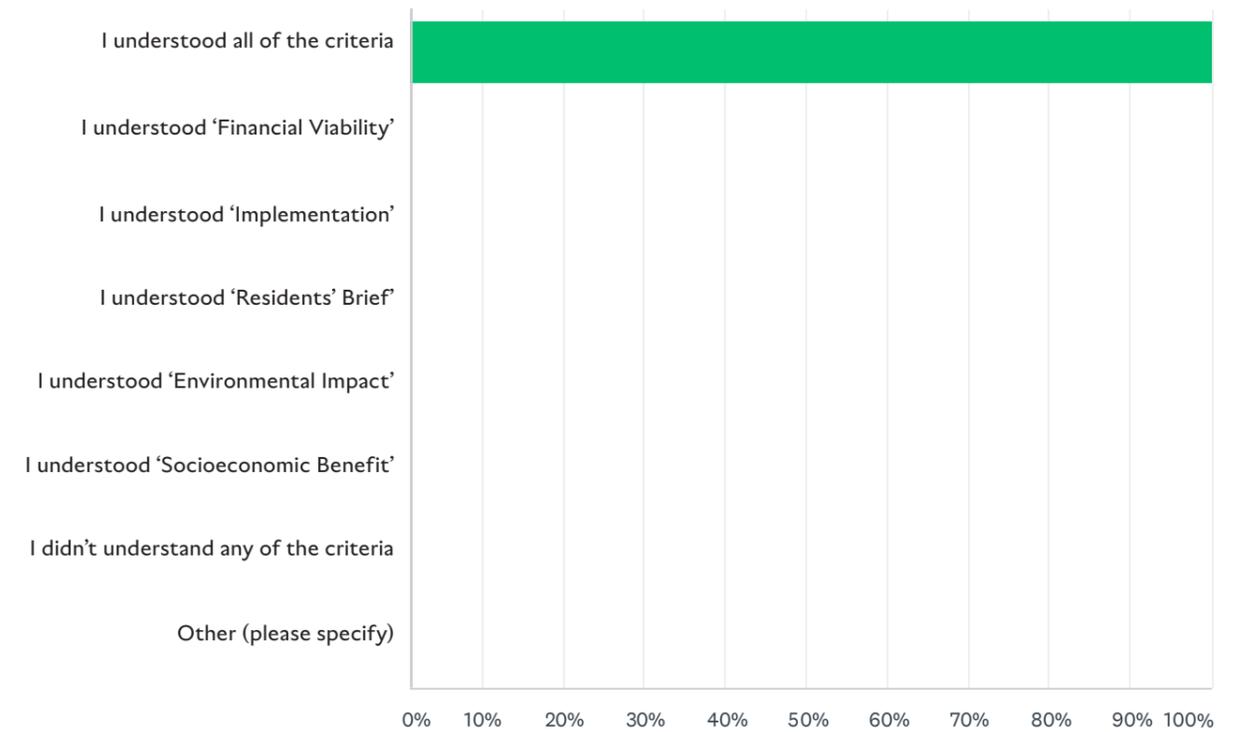
The following pages contain a summary of the comments but an anonymised record of all comments can be found in Appendix B: All Feedback Form Comments.

3.2 FEEDBACK FORM RESPONSES

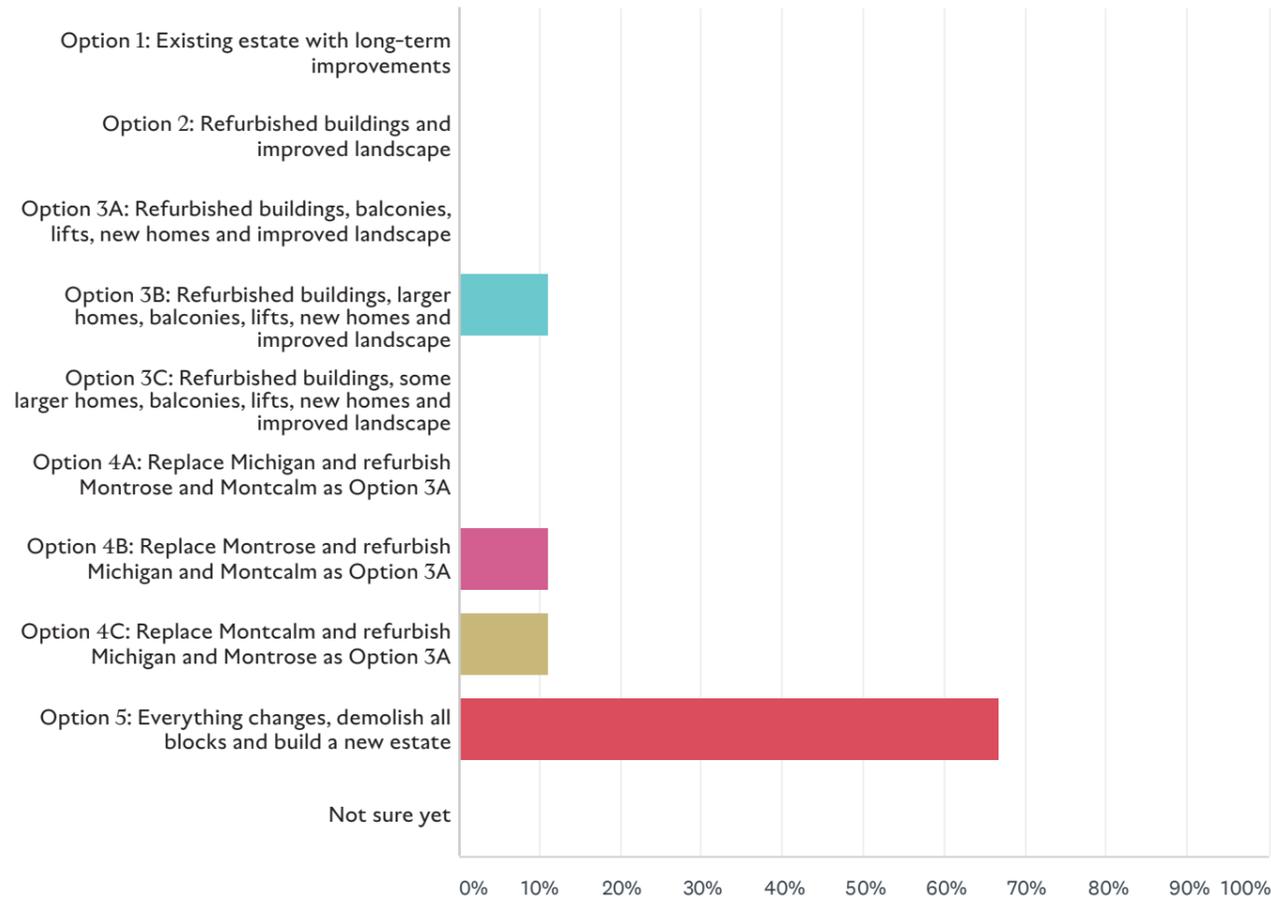
QUESTION 1: Have you understood the options presented in this round of consultation?



QUESTION 2: Have you understood how the options have been assessed against the 'appraisal criteria'?



QUESTION 3: Which of the options would you like to see most in the next round of consultation?



Please explain why

Option 4B

- To give us a lift and more storage or bigger kitchen and bathrooms I say we have to start from the ground up .. the building is rotting away .. any work done on it will only need to be refurbished again 5-9 years down the line .. I say start from scratch .. we should do it properly and not do it half done

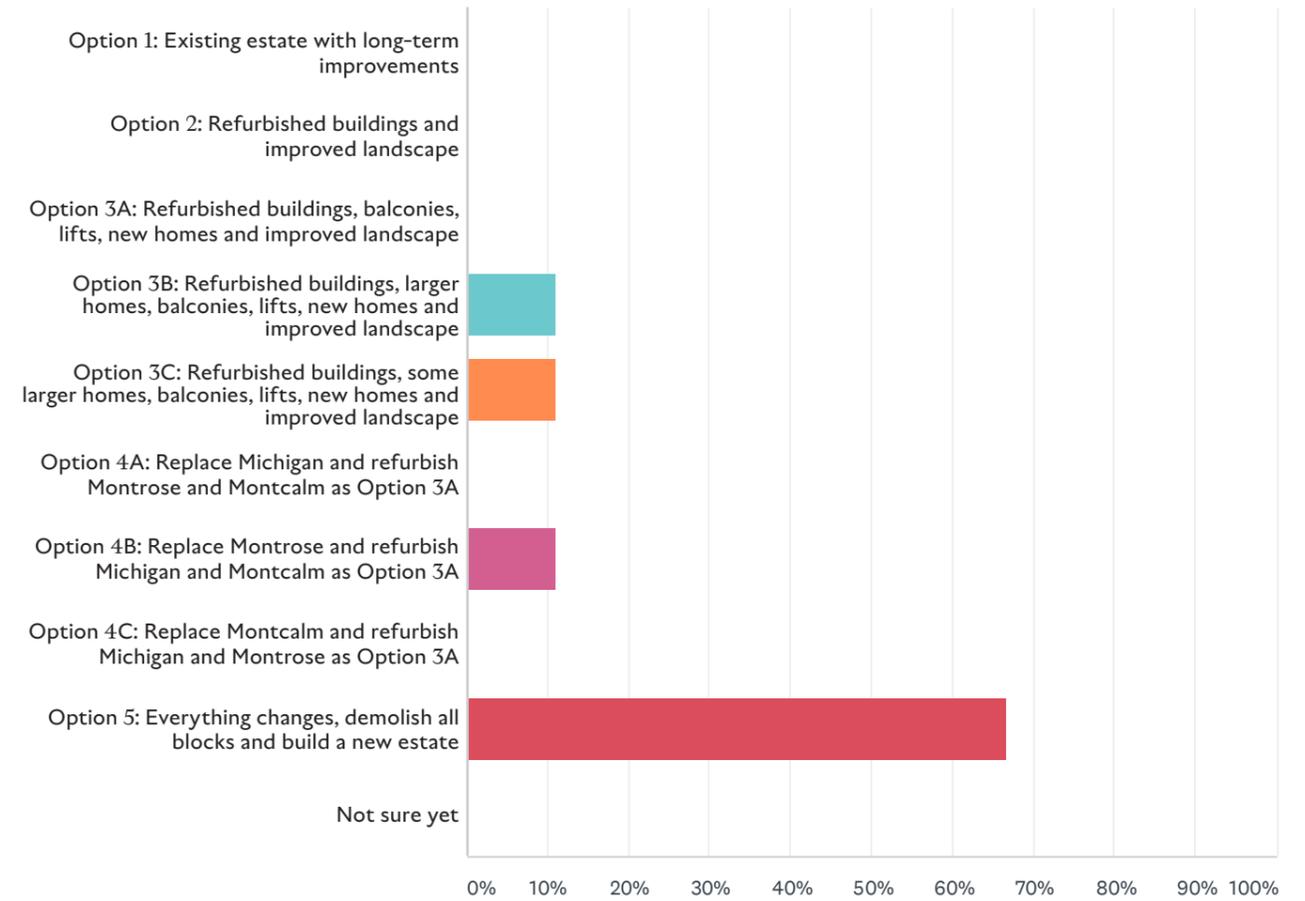
Option 4C

- It would mean that I can move out of this flat to a bigger and energy efficient home

Option 5

- As a Leaseholder I'm worried about the cost to me of many of the other options. I'm still paying off what I was charged for the last set of estate improvements that took place over 10 years ago. The very last thing I need is another massive service charge bill.
- Bigger rooms especially bathrooms and kitchen private open space per household
- As much as this estate has so much character and is lovely the way it is, it is very old and the buildings are starting to show their age. I love my flat but there are forever things going wrong for example damp, leaks and blockages. I believe that many of the people on this estate would benefit from a fresh new home with so many benefits from option 5. Option 5 ticks all my boxes from what I want in a home, peace of mind in regards to less things going wrong with the home, easier access i.e. the lift, bigger landings, security and a balcony.

QUESTION 4: Which other option would you like to see more of in the next round of consultation?



Please explain why

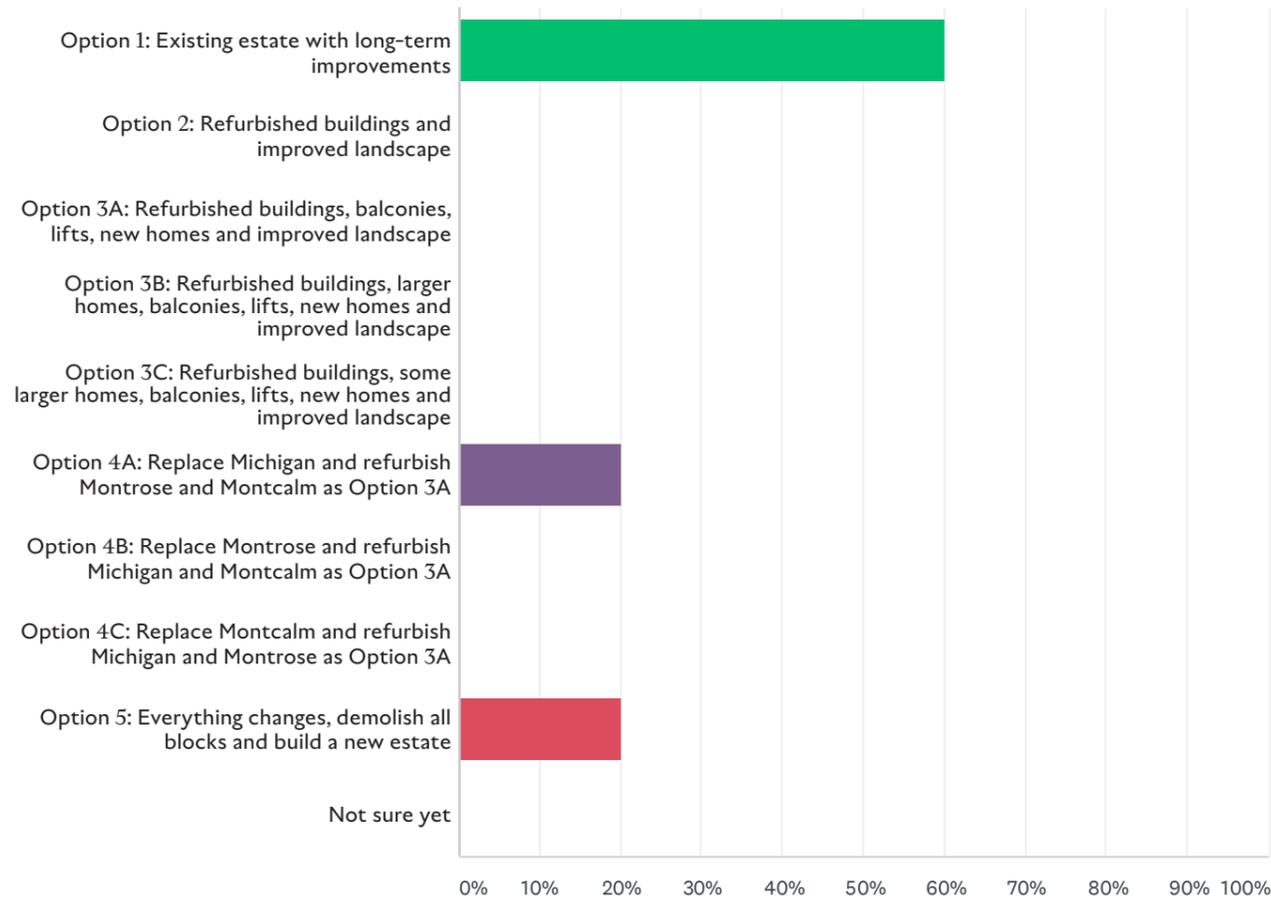
Option 4B

- As above (Q3, Option 5, response 1)

Option 5

- So that we don't have to live in this poor condition of a home
- I don't see any other option in the sense the building are old .. they have been here since the war .. Montrose House has no lift no balcony no storage ..
- Bigger rooms and private open space per household
- I'd like a more detailed visual plan of what the new estate will look like, clearer drawings of how it will be.

QUESTION 5: Which of the options would you like to see least in the next round of consultation?



Please explain why

Option 1

1. It means all the issues will remain
2. No difference we need a change
3. Blocks too old don't mo and very cold in winter

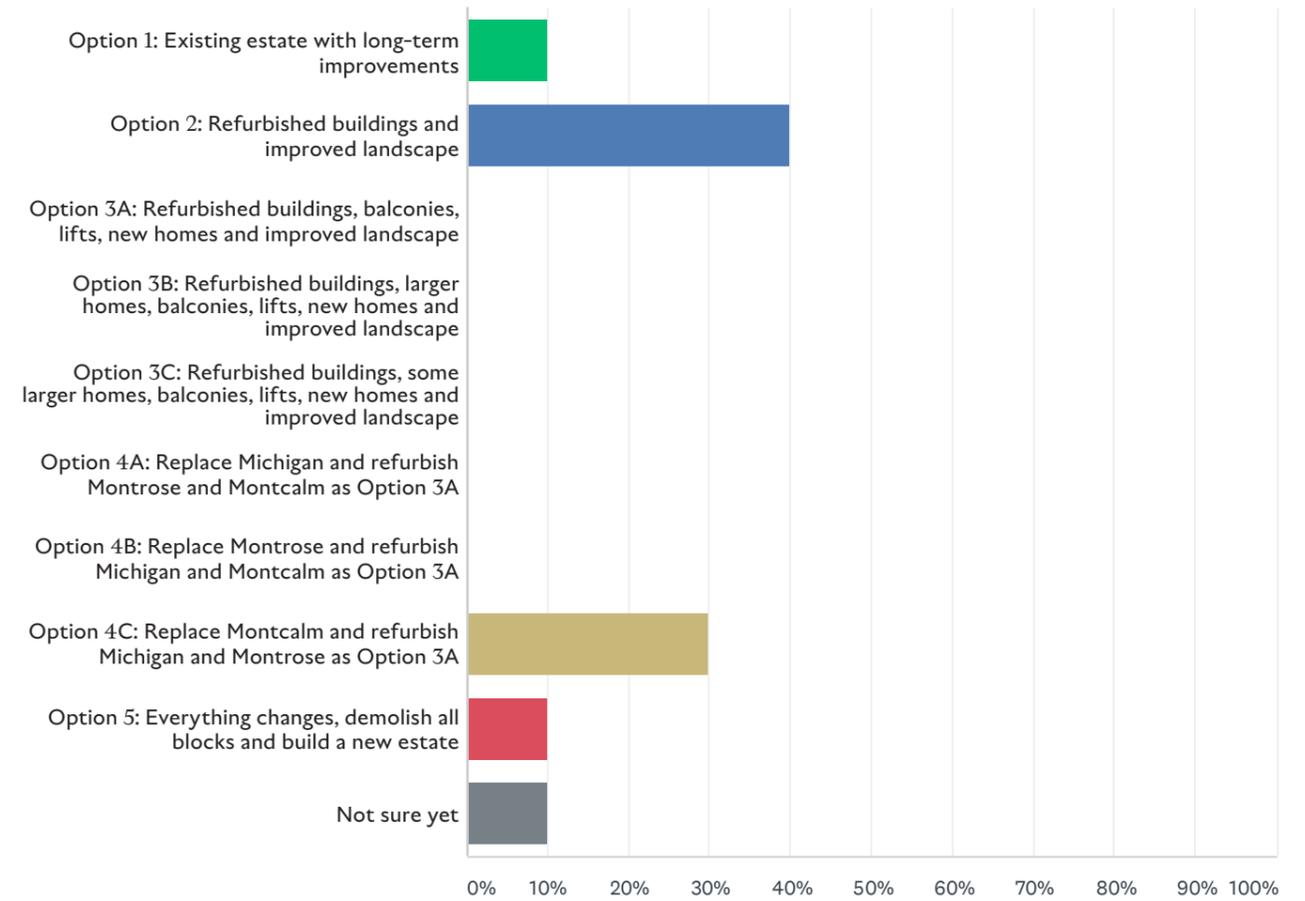
Option 4A

1. Firstly, what this is likely to cost me as a Leaseholder. Secondly, the protracted inconvenience of having the work done in terms of noise, disruption, scaffolding and so on.
2. I think it's unfair to work on just one of the blocks, all three blocks are having problems and its only fair that they all get the same work done.

Option 5

1. Too much disruption, will "lose" the character of the estate, the community, to become another over densely, over crowded, over populated estate.

QUESTION 6: Which other option would you like to see less of in the next round of consultation?



Please explain why

Option 1

1. Something definitely needs to be done, if the estate stays the same I definitely would consider transferring to another estate as I don't want to have a future on this estate the way it is now with things going wrong as often as they do

Option 2

1. Refurbishing doesn't increase the size of the property and living conditions
2. We need more work
3. Dump bad lighting windows everything too old and rooms too small

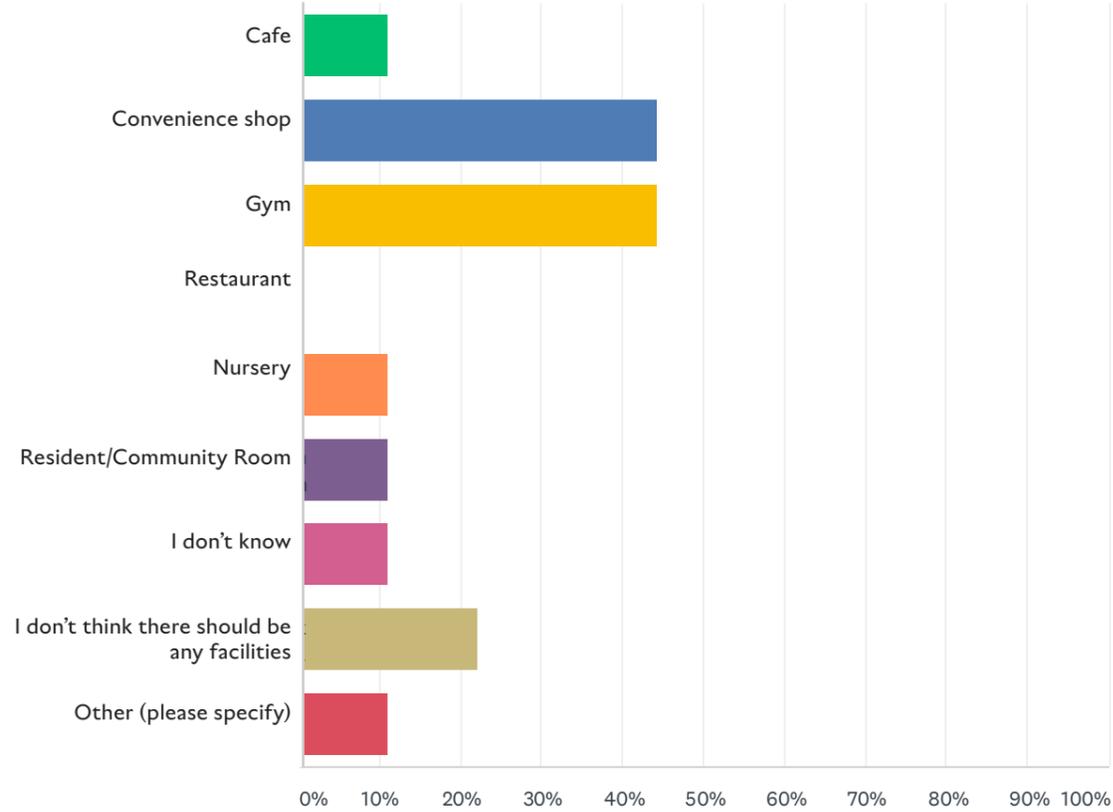
Option 4C

1. As above (Q4, Option 4A, response 1)

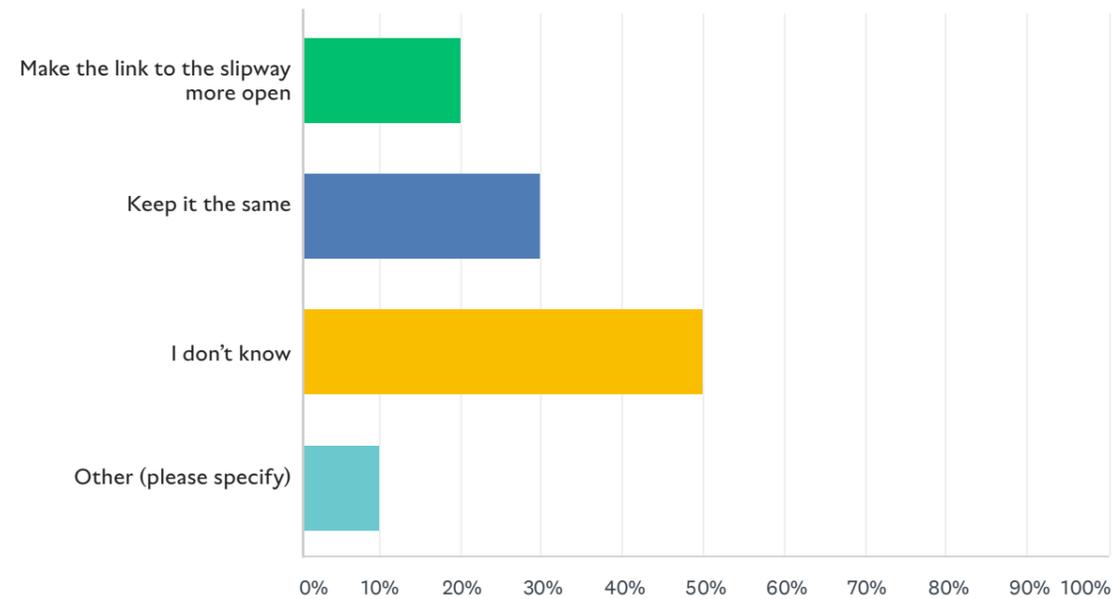
Option 4

1. None of the 4. But I couldn't select that as all technically separate options. For same reasons as above. Not keen on any option 4's or 5. (Q5, Option 5, response 1)

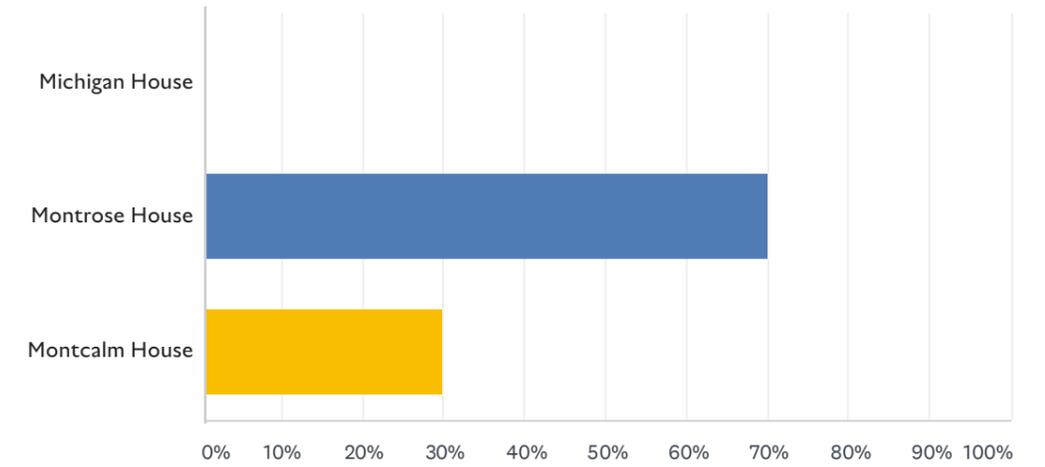
QUESTION 7: If it could be included in an option, what facilities, if any, would you like to have on the estate?



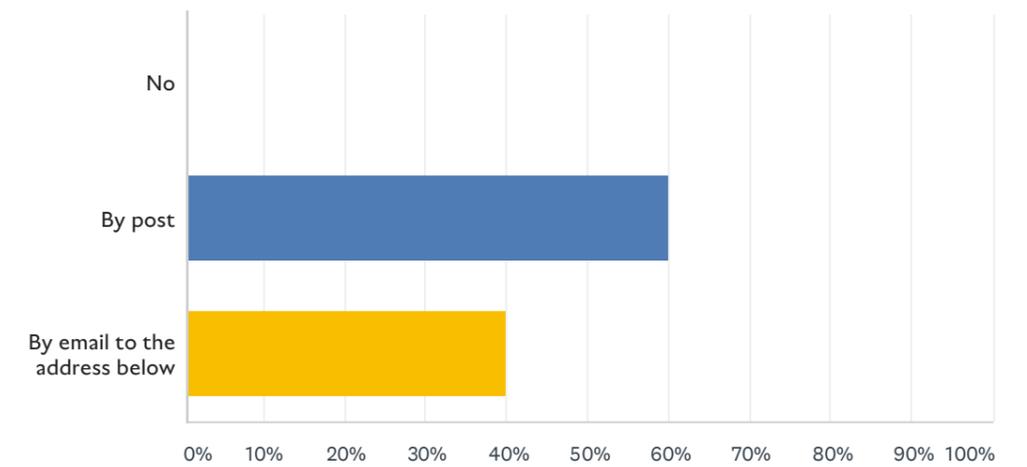
QUESTION 8: Do you think there could be an improvement to the link between the estate and the slipway? This could involve minimising or removing the wall between the estate and the slipway and working with Tower Hamlets council to make the slipway a more usable space for residents and the local community to enjoy



QUESTION 9: Which block do you live in?



QUESTION 10: How would you like to receive a copy of your answers from this survey? We will send a copy by the end of the consultation cycle.



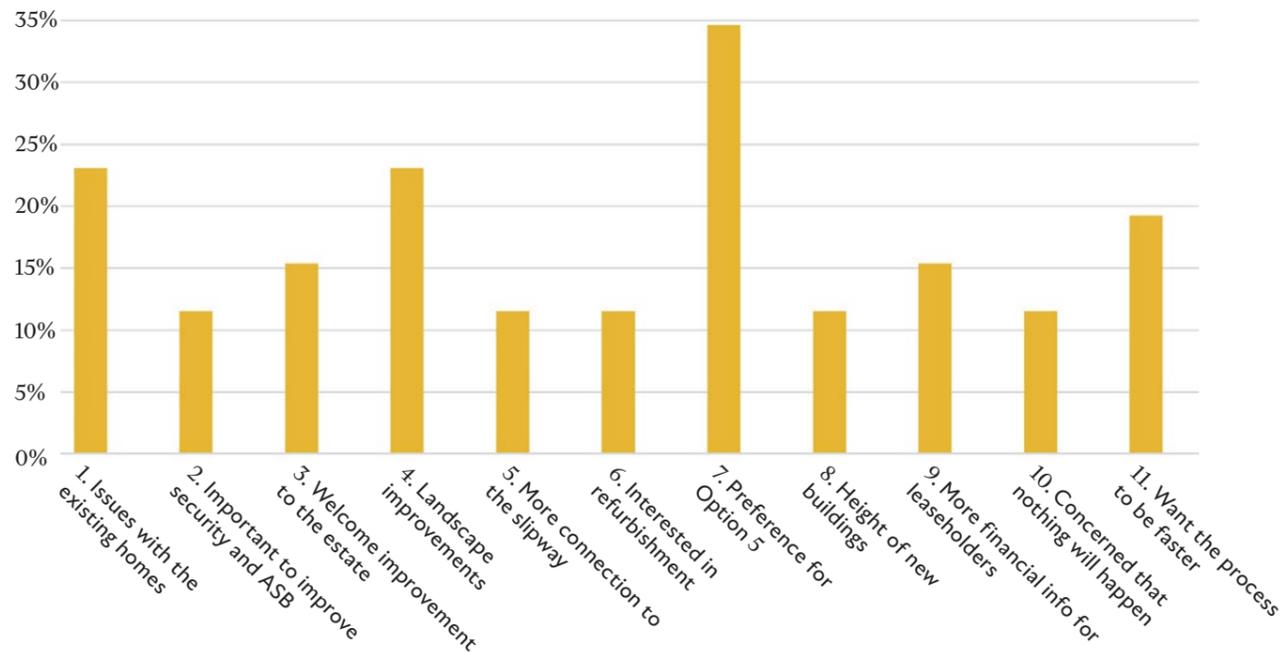
CYCLE 3 4. Meaningful Conversations

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 between 26th May and 16th July. An anonymised record of all conversations can be found in Appendix C: 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 resident has lived in the property for 20 years, the water pressure is a real problem, the rooms are very small, they are not family homes.
- The resident feels that the most important thing to be addressed is internal space within the home and storage and feels that the refurbishment options do not go far enough to solve these issues

Theme 2: Important to improve security and ASB

- Overall, the resident feels that security is the most important factor
- The resident expressed that the main thing that they would like to improve about their home is the security, both the fact that there is no main entrance door, and the quality of the door to the flat itself and the windows

Theme 3: Welcome improvement to the estate

- The resident is fully aware of the regeneration plans and consultation and welcome the idea of improving homes and the estate.

- The resident is aware of the of consultation and thinks the estate will benefit from regeneration works

Theme 4: Landscape improvements

- The resident was very open to changes to the parking rationale, possible changes to the wall and having green spaces become more usable, he said he would use the spaces if they had seating.
- They also feel that the play area could be improved for the children

Theme 5: More connection to the slipway

- Parking is very important to the resident and the resident would prefer if the slipway was more open how it used to be.
- The resident really likes the idea of improving the connection to the slipway

Theme 6: Interested in refurbishment

- They feel that some aspects of the refurbishment option would work well and feels that the windows at Michigan House could be improved.
- Refurbishment is an ok option, but it won't make a difference to the space, storage is very important to the resident and at the moment there is no storage in the homes.

Theme 7: Preference for Option 5

- The resident is aware of the consultation, they are tenants and in favour of a full redevelopment as they feel the area needs improvement, buildings are old and tiny rooms.
- The resident feels that the best thing to do is to get rid of the building and rebuild. The building is quite old, the residents' friends have newer flats, and the resident likes these.

Theme 8: Height of new buildings

- The resident explained that they understood that more homes needed to be added / the current buildings needed to be made taller to make most of the options viable and that this was fine.
- In option 5 the resident feels neutral, other than the height of the buildings in the booklet worries them and they feel strongly against tall buildings.

Theme 9: More financial info for leaseholders

- The resident is not sure what they support at the moment as they don't know how much it will cost them in major works
- The leaseholder is concerned and would like clarity about the cost implications of the project

Theme 10: Concerned that nothing will happen

- The resident is not very confident with OHG because they think nothing will get done but want to know what the options are so they can vote.
- The resident said has totally given up on OHG to do anything. Their partner has lost interest as nothing progressed in years. They are not confident that anything will happen this time round either.

Theme 11: Want the process to be faster

- The resident is very frustrated and angry at the length of time this options process is taking and wants to know what the options are so they can vote. They are in favour of a full redevelopment option and wants things speeded up.
- The resident wants the process moved quickly and to have a vote soon as possible

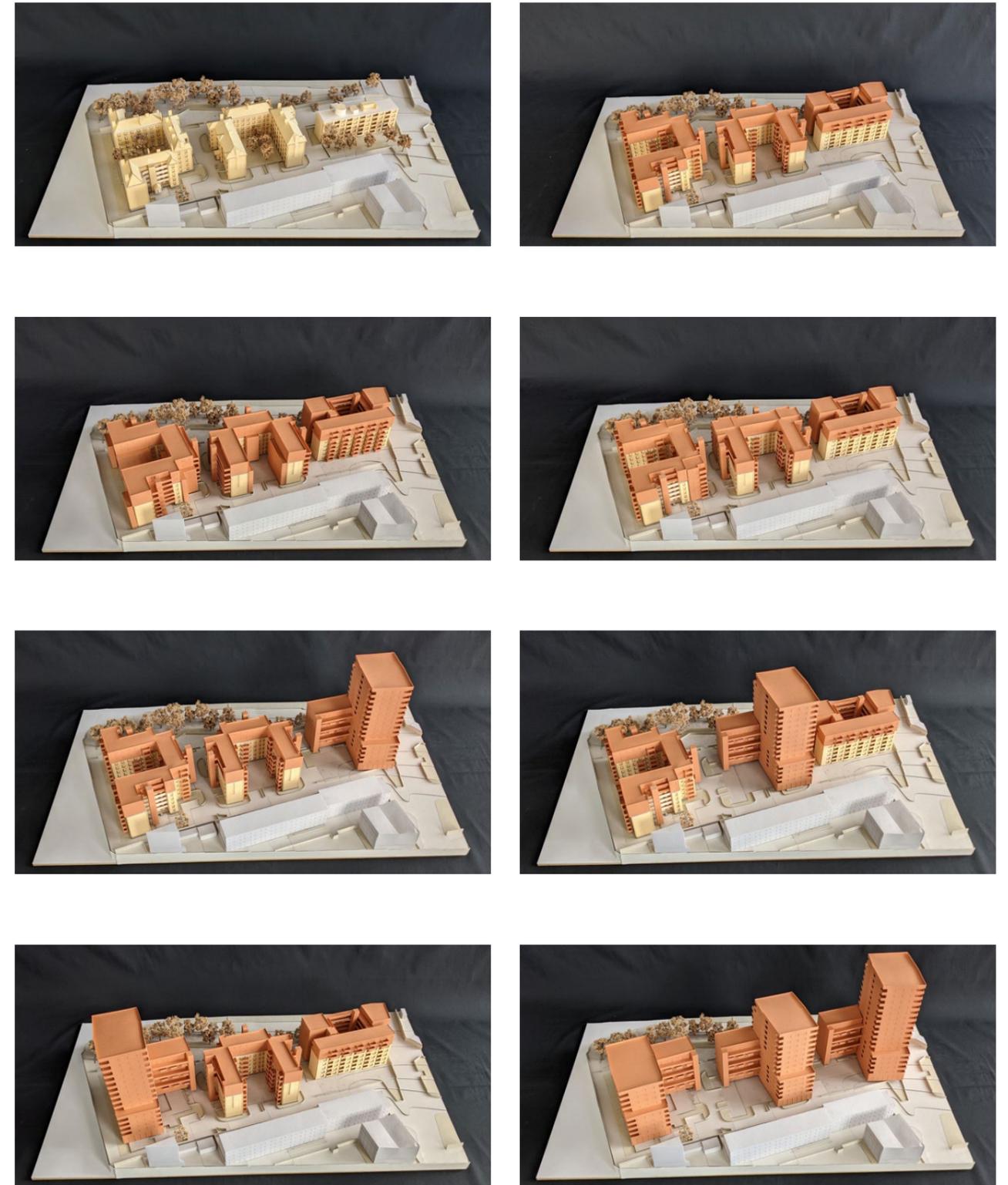
CONSULTATION EVENT BOARDS

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

	OPTION 1	OPTION 2	OPTION 3A	OPTION 3B	OPTION 3C	OPTION 4A	OPTION 4B	OPTION 4C	OPTION 5
FINANCIAL VIABILITY	Existing estate with long-term improvements	Refurbished buildings and improved landscape	Refurbished buildings, balconies, lifts, new homes and improved landscape	Refurbished buildings, larger balconies, lifts, new homes and improved landscape	Refurbished buildings, some larger balconies, lifts, new homes and improved landscape	Replace Michigan and refurbish Moorose and Moorose as Option 3A	Replace Moorose and refurbish Michigan and Moorose as Option 3A	Replace Moorose and refurbish Michigan and Moorose as Option 3A	Everything changed, demolish all blocks and build a new estate
IMPLEMENTATION	✓	✓	✓	✓	✓	✓	✓	✓	✓
RESIDENTS' BRIEF	✓	✓	✓	✓	✓	✓	✓	✓	✓
ENVIRONMENTAL BENEFIT	✓	✓	✓	✓	✓	✓	✓	✓	✓
SOCIOECONOMIC BENEFIT	✓	✓	✓	✓	✓	✓	✓	✓	✓

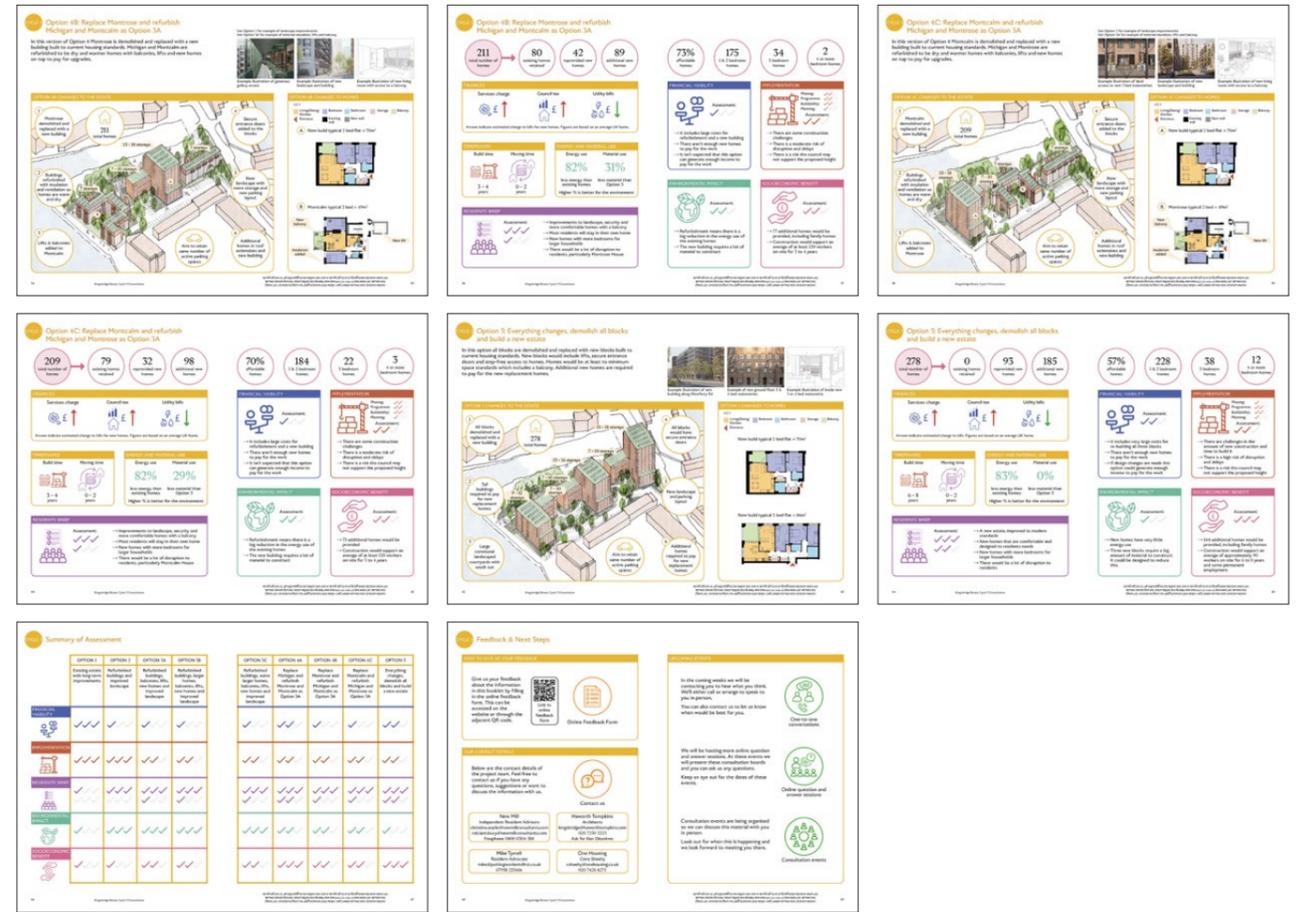
CONSULTATION MODELS

Below 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 3 consultation boards that were uploaded to the website and provided in booklet format to each resident.



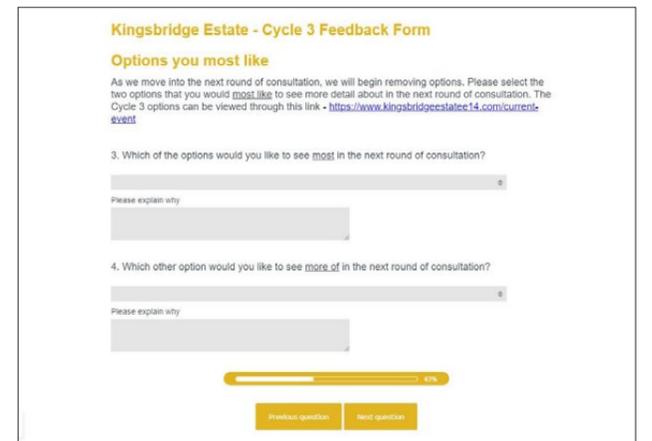
VIDEO PRESENTATION

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



ONLINE FEEDBACK FORM

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



Appendix B: All Feedback Form Comments

QUESTION 3: Which of the options would you like to see most in the next round of consultation?

Please explain why

Option 4B

1. To give us a lift and more storage or bigger kitchen and bathrooms I say we have to start from the ground up .. the building is rotting away .. any work done on it will only need to be refurbished again 5-9 years down the line .. I say start from scratch .. we should do it properly and not do it half done

Option 4C

1. It would mean that i can move out of this flat to a bigger and energy efficient home

Option 5

1. As a Leaseholder I'm worried about the cost to me of many of the other options. I'm still paying off what I was charged for the last set of estate improvements that took place over 10 years ago. The very last thing I need is another massive service charge bill.
2. Bigger rooms especially bathrooms and kitchen private open space per household
3. As much as this estate has so much character and is lovely the way it is, it is very old and the buildings are starting to show their age. I love my flat but there are forever things going wrong for example damp, leaks and blockages. I believe that many of the people on this estate would benefit from a fresh new home with so many benefits from option 5. Option 5 ticks all my boxes from what I want in a home, peace of mind in regards to less things going wrong with the home, easier access i.e. the lift, bigger landings, security and a balcony.

QUESTION 4: Which other option would you like to see more of in the next round of consultation?

Please explain why

Option 4B

1. As above (Q3, Option 5, response 1)

Option 5

1. So that we don't have to live in this poor condition of a home
2. I don't see any other option in the sense the building are old .. they have been here since the war .. Montrose House has no lift no balcony no storage ..
3. Bigger rooms and private open space per household
4. I'd like a more detailed visual plan of what the new estate will look like, clearer drawings of how it will be.

QUESTION 5: Which of the options would you like to see least in the next round of consultation?

Please explain why

Option 1

1. It means all the issues will remain
2. No difference we need a change
3. Blocks too old don't mo and very cold in winter

Option 5

1. Too much disruption, will "lose" the character of the estate, the community, to become another over densely, over crowded, over populated estate.

Option 4A

1. Firstly, what this is likely to cost me as a Lease Holder. Secondly, the protracted inconvenience of having the work done in terms of noise, disruption, scaffolding and so on.
2. I think it's unfair to work on just one of the blocks, all three blocks are having problems and its only fair that they all get the same work done.

QUESTION 6: Which other option would you like to see less of in the next round of consultation?

Please explain why

Option 1

1. Something definitely needs to be done, if the estate stays the same I definitely would consider transferring to another estate as I don't want to have a future on this estate the way it is now with things going wrong as often as they do

Option 4C

1. As above (Q4, Option 4A, response 1)

Option 2

1. Refurbishing doesn't increase the size of the property and living conditions
2. We need more work
3. Dump bad lighting windows everything too old and rooms too small

Option 4

1. None of the 4. But I couldn't select that as all technically separate options. For same reasons as above. Not keen on any option 4's or 5. (Q5, Option 5, response 1)

QUESTION 7: If it could be included in an option, what facilities, if any, would you like to have on the estate?

Other (please specify)

1. Unless it was like the tower Hamlets park that have some outdoor gym equipment that could be in the playground. But not a separate facility.

QUESTION 8: Do you think there could be an improvement to the link between the estate and the slipway? This could involve minimising or removing the wall between the estate and the slipway and working with Tower Hamlets council to make the slipway a more usable space for residents and the local community to enjoy

Other (please specify)

1. There is a lot of antisocial behaviour on the other side of the wall, removing it will just bring that closer to the estate.

RECORD OF CONVERSATIONS

- The resident's preference would be for option 1 to leave the estate as it is, the resident does not like the idea of adding any additional homes to the existing buildings. The resident does not know about option 5. I asked the resident if they had any questions or concerns about the options, and they did not at the moment.
- The resident is in favour for all the blocks being demolished and rebuilt, they were not concerned about the proposed heights and increased homes/people. The resident felt change would match with the local area on the Island. The resident felt security really needed to be improved and lifts should be added everywhere, they particularly said they rely on the lift. The resident was very open to changes to the parking rationale, possible changes to the wall and having green spaces become more usable, they said they would use the spaces if they had seating. I also explained how the options are assessed and how they will be narrowed down. We discussed the process of moving, I advised what we would help with, when this would likely become a possibility, the resident currently would like to return to a new home if this is an option. The resident feels their bathroom and kitchen are small, and would like these to be bigger, if there's a choice a closed kitchen would be preferred. They feel their home is very cold, explained they had a new boiler installed, we spoke about alternative heating solutions found in newer homes which they were open to.
- The resident doesn't like the idea of 18 storey high rise blocks and leaseholders having high major works bills.
- The resident said they have totally given up on OHG to do anything. Their partner has lost interest as nothing progressed in years. They are not confident that anything will happen this time round either.
- The resident is fully aware of the regeneration plans and consultation and welcome the idea of improving homes and the estate.
- The resident is very frustrated and angry at the length of time this options process is taking and wants to know what the options are so they can vote. They are in favour of a full redevelopment option and wants things speeded up.
- The resident is not very confident with OHG because they think nothing will get done but wants to know what the options are so they can vote. The resident expressed they are in favour of a full redevelopment option and wants things concluded quickly. The resident is getting stressed out with the uncertainty.
- The resident said that they are fed up and wants to know how quickly things can move towards a decision. The resident said that they are in support of a full redevelopment.
- The resident said that they are open to change, thinks security needs improving, and items in the home like windows, storage and the layout. Talked briefly about the assessments and viability the resident understood this. The resident likes the area, likes it is quiet in the evenings, but would consider moving if this is part of an option taken forward.
- The resident said they like the idea of option 2. The resident feels that option 3B to make the buildings bigger is not a good idea and that if this was going to happen, you may as well knock it down and build it again. The resident said that they are not a fan of making the buildings taller. The resident said that they like the current size of their balcony but said people with families might feel different. Resident expressed that they are totally against the idea of tall buildings. The resident felt that they cannot be a voice for Montrose, Montcalm, because they don't live there and likewise. In option 5 the resident feels neutral, other than the height of the buildings in the booklet worries them and they feel strongly against tall buildings. No matter what happens, the resident is concerned that they will retain the security of tenure they have had for many years and any potential increase in service charge worries the resident.

- The resident wondered if it would be possible to have two additional buildings to replace one which might mean it would not need to be so tall.
- The resident is aware of the consultation and thinks the estate will benefit from regeneration works. The resident is not sure what they support at the moment as they don't know how much it will cost them in major works but closer to the time, they are most likely to support what most of the residents want.
 - The resident is aware of the consultation, they are tenants and in favour of a full redevelopment as they feel the area needs improvement, buildings are old and tiny rooms.
 - The resident feels that the best thing to do is to get rid of the building and rebuild. The building is quite old, the residents' friends have newer flats, and the resident likes these. The resident has lived in the property for 20 years, the water pressure is a real problem, the rooms are very small, they are not family homes. The resident feels that the flats need to be pulled down and make a high-rise block and that has an intercom, The resident prefers taller buildings, and buildings that have the potential for maisonette in the buildings because it would be nice to have 2 floor flats make more space. Parking is very important to the resident and the resident would prefer if the slipway was more open how it used to be. Overall, the resident said that the best thing is to pull them down.
 - The resident expressed that the main thing that they would like to improve about their home is the security, both the fact that there is no main entrance door, and the quality of the door to the flat itself and the windows. Peace & quiet is really important to the resident and in any option that is taken forward the resident wants to retain the floor level they are currently on. The resident feels that most people in Michigan will want the block to remain as it is. The resident is not concerned with the connection between the estate and the slipway, but is conscious that if the area is made really nice to sit it might attract people drinking etc. Overall, the resident feels that security is the most important factor, but will go whichever way the majority of residents go. The resident is also interested in any potential opportunity regeneration could bring for them to move to another area.
 - The leaseholder informed me they are now living in their property. The leaseholder feels that refurbishment is not a good option for the blocks. They feel that tenants and leaseholders should be looked at differently as they have different interests. The leaseholder is concerned and would like clarity about the cost implications of the project.
 - I spoke with the resident, and they did not express any opinion about the options themselves but emphasized that they need more information related to an offer to leaseholders. This is the priority for them. The resident said that they hope that One Housing will make a good offer to leaseholders.
 - The resident wants something to be done on the estate and they want the opportunity to move away or to have a bigger home. The resident wants the process moved quickly and to have a vote soon as possible, the resident is said that they are supporting a full redevelopment.
 - The resident said that they feel that demolition is the best option, the house is too small to live in and there is no cupboard, and the toilet is too small. Refurbishment is an ok option, but it won't make a difference to the space, storage is very important to the resident and at the moment there is no storage in the homes. The home gets cold in the winter, the resident said that in their opinion demolition is the best option because it will make new and different houses, this building was made years ago, and new homes nowadays are built differently.
 - The resident feels that once the options are narrowed down things will become more serious. The resident feels that the most important thing to be addressed is internal space within the home and storage and feels that the refurbishment options do not go far enough to solve these issues. The

resident feels that refurbishment options add luxuries such as a balcony and a lift, but do not solve the key issues of space. The resident feels that these homes are no good as family homes. We spoke about the right to return and the rent remaining the same (if the same number of bedrooms) the resident also told me that parking is very important to them as long as it is a safe distance away from where the kids play. The resident works locally and their daughter goes to a local primary school so it is important that they are temporarily housed close by, if this is necessary.

- The resident said they feel surprised that Option 1 is still being shown in the booklet when not very many residents support it. The resident spoke about the potential to move away from the estate permanently if the preferred option allows them to do this. If the resident were to move away from the estate and come back, they would like to be able to select the positioning of their home.
- Spoke with the resident who expressed that they do want regeneration. They like the option of adding balconies to properties but is concerned on added costs for leaseholders. Wants to see a viable design option so that they then can decide what to support.
- The resident explained that they understood that more homes needed to be added / the current buildings needed to be made taller to make most of the options viable and that this was fine. The resident wanted to know where we were in the process, and how much longer it would take. The resident said that their preference is for option 3C or 4A. The resident feels that because Michigan House has not been there so long this is the best one to knock down, the resident feels that options 4B, 4C and 5 take too long to complete, we spoke about the idea of phasing and carrying out the project in multiple stages.
- The resident feels that demolition and rebuild is the option they would most like to see in the next round of consultations. The resident feels that the space on the estate can be utilised more effectively and there is an opportunity to improve the parking. We spoke in detail about the viability and how the option which is taken forward needs to work in terms of the assessment criteria in the booklet and the resident understood this. We also spoke about the space standards for any potential new homes and the increase in internal and external space, the resident asked about how the private sale homes and social homes in a demolition option would be distributed and we discussed this is something that the architects would look at detailed design stage if this option was taken forward. In regard to options which include demolishing one of the buildings and refurbishing others, the resident feels that in this case all buildings may as well be demolished. Parking is very important to the resident, and they are aware that the local authority prefer car free zones and this would be a concern for the resident who feels that an underground car park would work well on the estate. Overall, the residents preference is for option 5.
- The resident really likes the idea of improving the connection to the slipway, they feel that the parking could be moved from outside Michigan House and that this area, and the slipway could be improved by making it greener and adding benches. They also feel that the play area could be improved for the children. The resident feels that there should be less parking on the estate and parking should be better managed to ensure that people who do not live on the estate use it. The resident really dislikes the idea of Michigan House being demolished because they have lived there a long time and has a lot of memories there. They feel that some aspects of the refurbishment option would work well and feels that the windows at Michigan House could be improved. The resident also feels that the block would benefit from adding security doors. The resident said that the Kingsbridge Estate feels like the safest place they have ever lived.
- The resident said that their preference is for option 4A because it involves retaining Montrose and Montcalm houses with a refurbishment and demolishing and rebuilding Michigan House. The resident feels that the refurbishment of Montrose House should include adding a secure entrance door onto the building. The resident also wanted to know what the timeline is for getting to a preferred option and we

spoke about the estimated timeline as presented by the architects in the Cycle 3 booklet.

- The resident said that the blocks should be pulled down and that refurbishment options are like flogging a dead horse. The resident feels like adding balconies would just become areas for people to store things on because there is such a lack of storage space within the flats themselves now. The resident feels that the leaseholders should be given a re-provided home on the estate at no extra cost. The resident said that people fear how far they might have to move. They are tiny and need to be knocked down.
- I do have more suggestions like...
 - 1) Glass sliding door for the balcony,
 - 2) Balcony to extend from bedroom to front room so we have more balcony space,
 - 3) Windmills, Solar panels, and other Eco Friendly means that can help save the planet and reduce long-term costs
 - 4) Glass windows all around on the roof gardens to give it an open feel like we're outside... Similar to the one at LEON HOUSE, except there should be real grass on the floor, and not wooded floor, it needs to resemble being outside as much as possible, and a few benches up there too.
 - 5) Gap around the speed bump... Not sure how to explain this, so will expand over phone



Appendix D: Lessons Learnt

CONSULTATION EVENTS

LESSON

The consultation events on the estate were a successful way of engaging with residents. Issues were able to be discussed in more detail between the residents and members of the project team. The visibility of the events also increased attendance by more than any virtual event has achieved.

RESPONSE

In Cycle 4 we will aim to hold these events again and improve their attraction to ensure as many residents as possible attend. This could include an offer of refreshments along with play equipment for children, subject to government social distancing guidelines at the time. It is also expected that events can be arranged to focus on specific design topics such as the landscape and play space.

NUMBER OF OPTIONS

LESSON

Some residents found it difficult to provide design feedback due to the number of options. They expressed a preference to only discuss the options that were most viable so they can take them seriously.

RESPONSE

This will be improved as only the preferred options that are viable will be presented in Cycle 4. This likely to be 2 or 3 options rather than the 9 options, including version, that were shown in Cycle 3.

LEASEHOLDER FINANCIAL INFORMATION

LESSON

The lack of detailed information about the financial impact of the options made it difficult for leaseholders to engage and express a preference. This was due to the level of design detail at this stage of the process.

RESPONSE

We will begin sharing information about the financial impact to leaseholders in the next round of consultation as the designs are progressed in more detail.

LEASEHOLDER OFFER

LESSON

Many leaseholders have been keen to understand the offer that will be made to them in relation to each option. However, as we do not know which option will be taken forward, we have not yet begun work on a Landlord Offer Document.

RESPONSE

As we move forward into the fourth round of consultation and present narrowed down options we will be in a position to begin these conversations with both leaseholders and tenants.

ONLINE Q&A SESSIONS

LESSON

Some of the online Q&A events had a very low attendance that may be due to residents already attending the events on the estate.

RESPONSE

In the next cycle we expect to be able to reduce the number of these events with more focus on in-person consultation.

HaworthTompkins

One Housing

Get in touch

Haworth Tompkins - Architects
kingsbridge@haworthtompkins.com
020 7250 3225 and ask for Ken Okonkwo

New Mill - Independent Resident Advisors
christine.searle@newmillconsultants.com
rob.lantsbury@newmillconsultants.com
freephone 0800 0304 588

One Housing - Housing Association
Ceire Sheehy, csheehy@onehousing.co.uk
020 7428 4275

Mike Tyrrell - Resident Advocate
mike@puttingresidentsfirst.co.uk
07958 225416

Visit the website: www.KingsbridgeEstateE14.com