

A photograph of a residential courtyard. On the left is a modern building with a balcony. In the center is a large tree with autumn-colored leaves. In the background is a multi-story apartment building. A playground with a slide and a swing set is visible on the right. A dark blue fence runs across the foreground.

Kedge House, Starboard Way
and Winch House
**Resident survey – what you like
about your home and the local
community: June 2019**

Introduction

In February and March, we spoke to you to find out what you like and dislike about your homes, the estate and your local area.

We spoke with 56 households, of the 71 currently living in Kedge House, Starboard Way and Winch House, which means 79% of you took part in the survey. We want to thank all of you who took part for sharing your feedback with us.

We only asked you open questions and did not prompt you to mention any particular issue. We captured answers as accurately as possible, word for word. This booklet is a summary of the comments you made during these conversations.

We grouped your feedback into themes (size, layout, location etc) and recorded how often you mentioned each issue, block by block and overall. For each question, you will see a chart showing the five most frequently mentioned responses and some anonymised quotes that should give you a 'flavour' of the responses from each block.

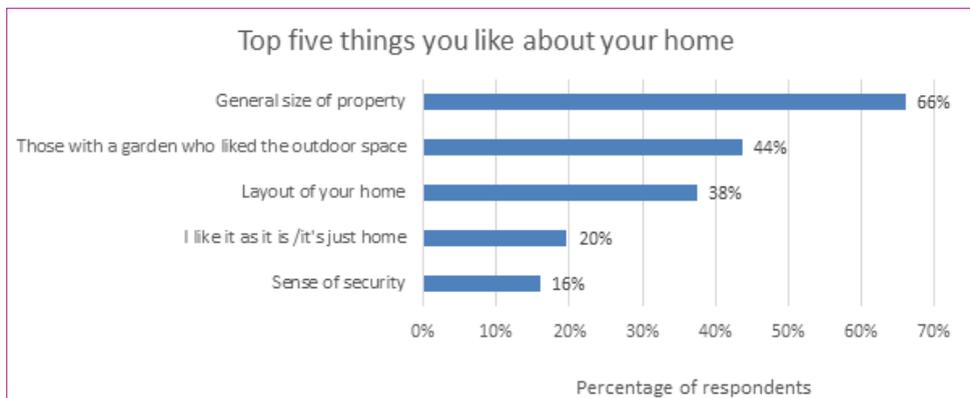
Your feedback helps us understand the issues that are most important to you, so that when we start drawing up ideas for the next stage of consultation we can keep the aspects you like and address anything that is not working well. Where possible, we also took the opportunity to fix any problems you told us about.

We hope that this report provides a useful starting point for residents to think about and comment on at future events.

We asked, 'what do you like about your home?'



We asked, 'what do you like about your home?'



Kedge House: Thirty residents completed the survey, out of a total of 40 households (75%).

- **77%** liked the size of their homes and six residents liked the amount of storage space available;
- **53%** liked the layout of their homes. Eight mentioned liking a separate kitchen and living room, whilst seven said they liked having a separate bathroom and toilet;
- **30%** liked the sense of security given by the fob entry, concierge, being on a high floor or having a solid front door.

Starboard Way: Sixteen households completed the survey, out of a total of 19 (84%).

- **81%** mentioned they like the size of their property;

- **71%** of those with a garden mentioned how much they appreciated them;
- **44%** said that they like their home as it is;
- **25%** liked the layout including having an upstairs or a separate kitchen and living room.

Winch House: Ten residents completed the survey, out of a total of 12 households (83%).

- **20%** Those with a garden appreciated it
- **20%** two residents (20%) liked the position of their home in the building.

"I like that my kitchen is separate from living room [and] I like that the toilet and bathroom are separate"
Kedge House resident

"Two storeys; kids can be upstairs studying without being disturbed"
Starboard Way resident

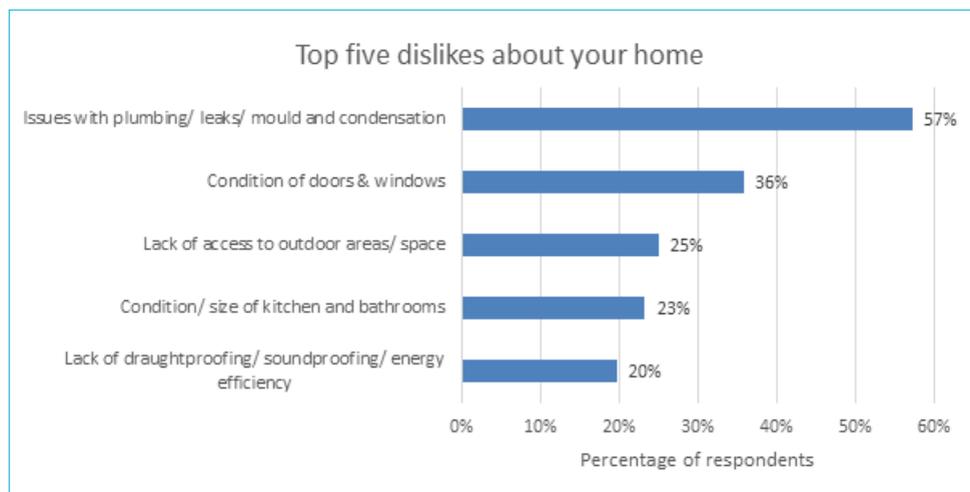
"Love the garden"
Winch House resident

"The best thing about it is security. There is one way in and one way out. [No-one could] break into the front door"
Kedge House resident

We asked, 'what do you dislike about your home?'



We asked, 'what do you dislike about your home?' continued



Kedge House: Of the thirty residents who completed the survey:

- **73%** reported issues with leaks, floods, damp, mould, low water pressure, water temperature control, condensation, plumbing and drainage;
- **50%** said they have problems with their windows;
- **27%** mentioned a lack of private outside space;
- **27%** disliked the size or condition of their kitchen or bathroom;
- **10%** mentioned a lack of soundproofing as an issue.

Starboard Way: Of the sixteen residents who completed the survey.

- **31%** reported having problems with the plumbing, drainage, leaks or floods and low water pressure in their homes;
- **19%** disliked the lack of insulation or draught proofing;
- **19%** disliked the size of their bathroom and one disliked the size of their kitchen;

Starboard Way: Continued

- **19%** Three residents living in Starboard Way mentioned they 'would like more storage';
- **13%** disliked their doors or windows;
- **31%** of Starboard Way residents disliked the layout of their homes, for example, not having a separate bathroom and toilet, or not having a downstairs toilet.

Winch House: Of the ten residents who completed the survey:

- **50%** mentioned problems with plumbing, leaks, damp, mould, condensation or low water pressure in their homes;
- **30%** disliked their doors or windows;
- **30%** of respondents disliked the general size of their homes;
- **10%** Only one resident mentioned they disliked the size of their kitchen.



We asked, 'what do you dislike about your home?' continued

"We get leaks in the building out the blue. Everyone experiences it. From above to the bottom floor, everyone has the same leak"
Kedge House resident

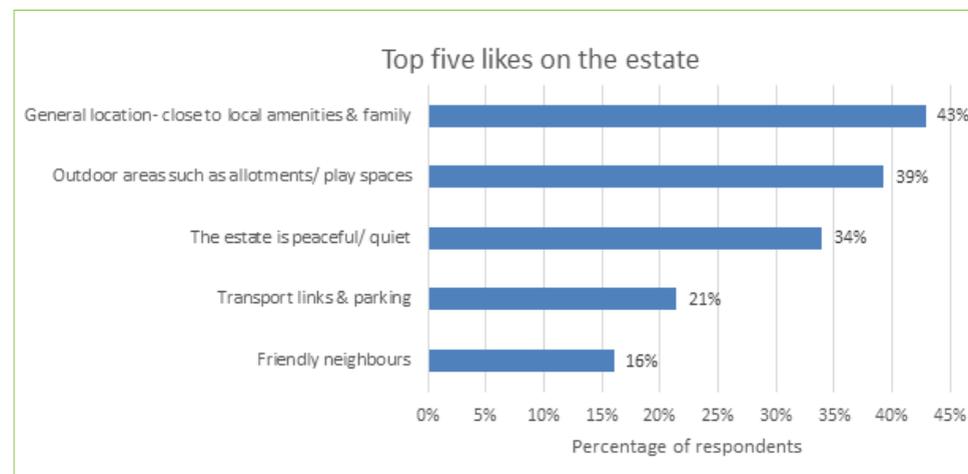
"No garden, no balcony"
Starboard Way resident

"The bathroom is small for a family of my size"
Kedge House resident

"Windows are draughty with metal frames, really old. Can't open bedroom window"
Winch House resident"

"Sound insulation is poor. Heating is not efficient. Walls are flimsy"
Winch House resident

We asked, 'what do you like about your estate?'



Kedge House: Of the thirty residents who completed the survey:

- **43%** liked the outdoor areas on the estate, especially the 'green space' and play area;
- **33%** liked being close to local amenities and family;
- **17%** appreciated the peaceful and quiet location;
- **13%** said they liked being close to transport links and having access to parking.

Starboard Way: Of the sixteen residents who completed the survey:

- **50%** liked being close to local amenities and family;
- **50%** appreciated the peaceful and quiet location;
- **31%** mentioned the outdoor areas, allotments and play space;
- **25%** liked being close to transport links and having somewhere to park;
- **13%** appreciated having friendly neighbours.

We asked, 'what do you like about your estate?' continued

Winch House: Of the ten residents who completed the survey:

- 60% liked being close to local amenities and family;
- 60% appreciated the peaceful and quiet location;
- 40% liked the outdoor areas and green space;
- 40% mentioned transport links and parking;
- 20% appreciated their friendly neighbours.



We asked, 'what do you like about your estate?' continued

"My children use the park downstairs"
Kedge House resident

"I like the green space. I take my dog down there"
Kedge House resident

"I love the area. Family and friends locally"
Starboard Way resident

"Jobs are just walking distance. Amenities like schools and shops are close to us. Lots of Tesco Metros. Parks - lovely. GP surgeries are close and leisure centre is on doorstep"
Starboard Way residents

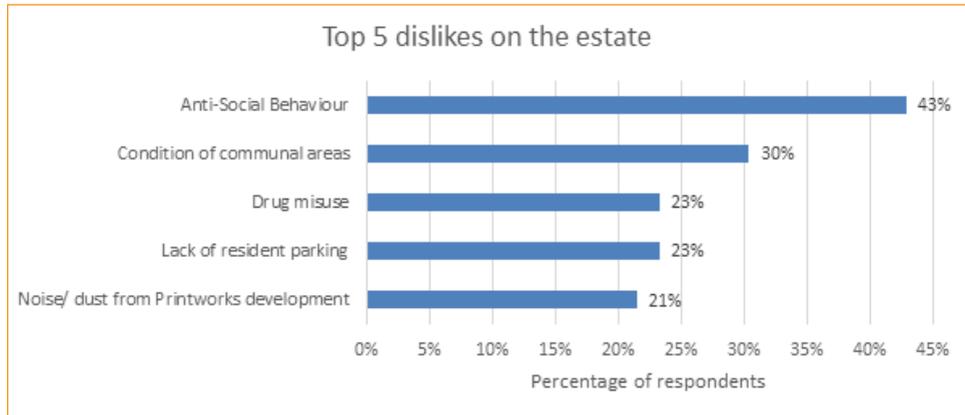
"The estate is OK. The neighbours on my floor are lovely"
Kedge House resident

"I like the community - met lots of people through my children when they were young"
Kedge House resident

We asked, 'what do you dislike about your estate?'



We asked, 'what do you dislike about your estate?' continued



Kedge House: Of the thirty residents who completed the survey:

- **53%** mentioned issues with anti-social behaviour (ASB);
- **33%** mentioned they disliked the amount or quality of resident parking
- **33%** are concerned about drug misuse in or around the block
- **30%** dislike the condition of communal areas;
- **10%** are affected by noise and pollution from the Printworks.

Starboard Way: Of the sixteen residents who completed the survey

- **50%** mentioned nuisance (noise/pollution) from the Printworks;

- **44%** said they dislike the condition of communal areas;

- **19%** are concerned about anti-social behaviour.

Winch House Of the ten residents who completed the survey:

- **50%** are concerned about anti-social behaviour;
- **20%** would like to have more resident parking;
- **20%** mentioned drug misuse;
- **10%** said they dislike nuisance (noise/pollution) from the Printworks.

"The building stinks. They clean it very well but it still smells every day"

Kedge House resident

"Being close to Printworks, the noise and the dust and the dirt. It isn't any fun living here because of it"

Kedge House resident

"Stairway can be dirty. Needs more cleaning"

Starboard Way resident

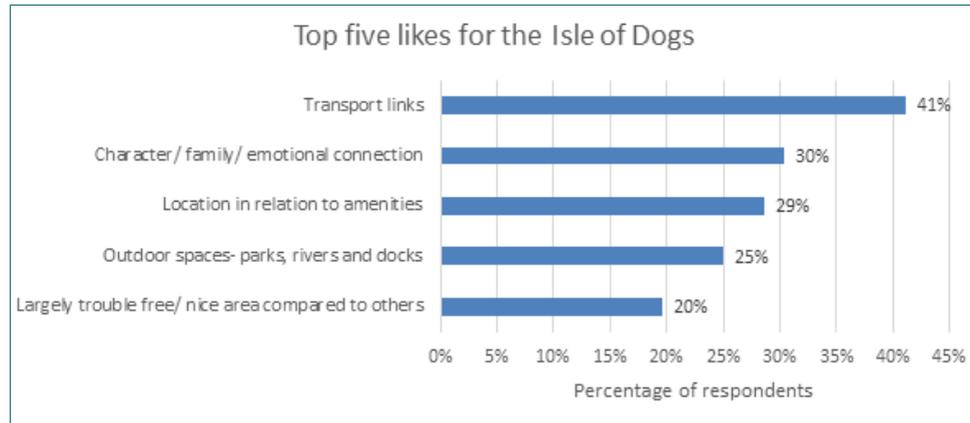
"Looks a bit poor. Needs to be modernised. Roof, walls outside, needs decorating"

Starboard Way resident

"Weed smell in the flat all the time. Night time you can't even open a window because you can smell it in the house. A lot of youths loitering in the communal areas of the flat"

Kedge House resident

We asked, 'what do you like about the Isle of Dogs?'



"Near supermarket and station and it is quite a safe place"
Starboard Way resident

"It's easy access to other parts of London"
Kedge House resident

"I fell in love with the place through my first job here.
Emotional connection to the place"
Starboard Way resident

We asked, 'what do you like about the Isle of Dogs? continued'

"It's like a little island with its own community"
Kedge House resident

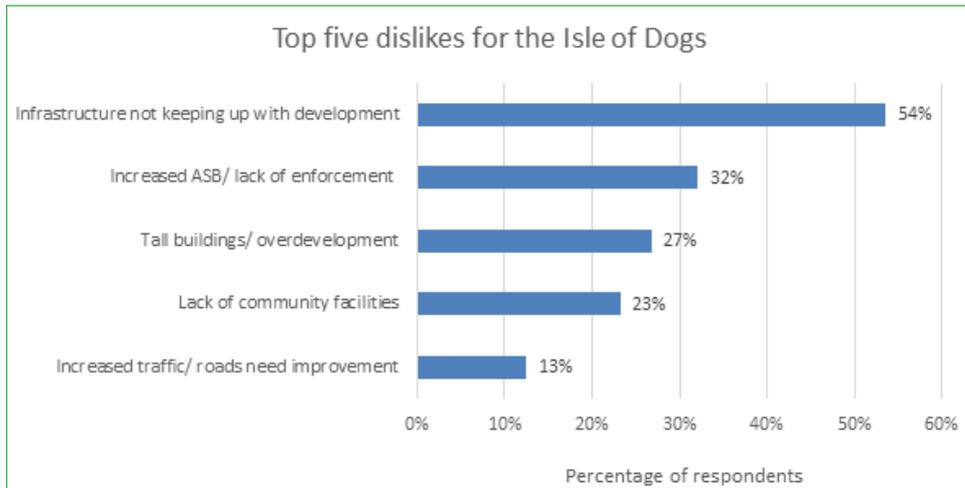
"It has its own identity. It is beautiful. Down by the riverbank
it is not like in a city"
Starboard Way resident

"There's local shops, schools, supermarket,
Asda and transport is good"
Kedge House resident

"Plenty of shopping areas: Asda, Tesco, Canary Wharf and Pepper
Street. Two cafes, 2 pizza houses, buses, tubes and everything"
Winch House resident

"River views are the best"
Winch House resident

We asked, 'what do you dislike about the Isle of dogs'



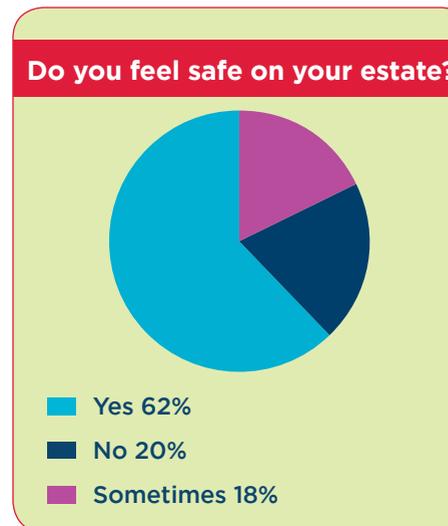
“Regular ASB as groups of youths hang around, dangerous driving around the Island”
Kedge House resident

“Losing the green. Not enough playgrounds for children”
Winch House residents

“Traffic builds up and nothing moves. Only takes an incident in one area for whole Island to be blocked”
Starboard Way resident

Safety

We asked 56 households from Kedge House, Starboard Way and Winch House if they felt safe on their estate. Nearly two thirds of residents said that they do feel safe on the estate.



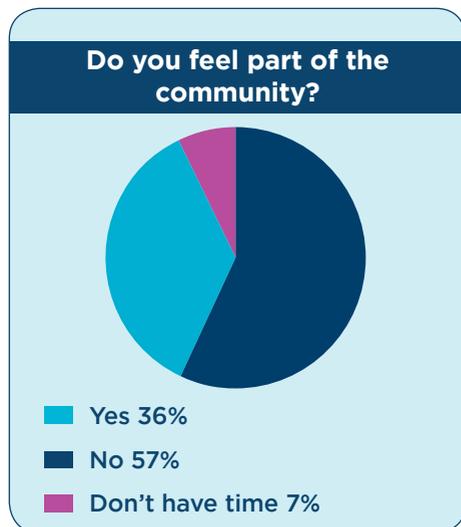
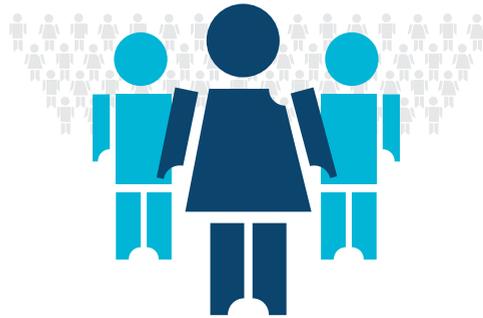
The reasons people gave for not feeling safe included:

- (48%) Drug use and drug dealing in and around the block and in the car park
- (20%) Fear of muggings
- (7%) Intimidating groups of youths
- (4%) Worry for children or family
- (4%) Break ins and car crime
- (4%) Mopeds and fast cars
- (4%) Gang or knife violence



Community

We asked 56 residents if they know their neighbours on the estate. The vast majority of you said yes, even if 'it is just to say hello'



We asked residents if they 'felt part of a community' where they live:

- (37%) of Kedge House residents
- (63%) of Starboard Way residents
- (50%) of Winch House residents

replied that they feel part of a community.

Community continued

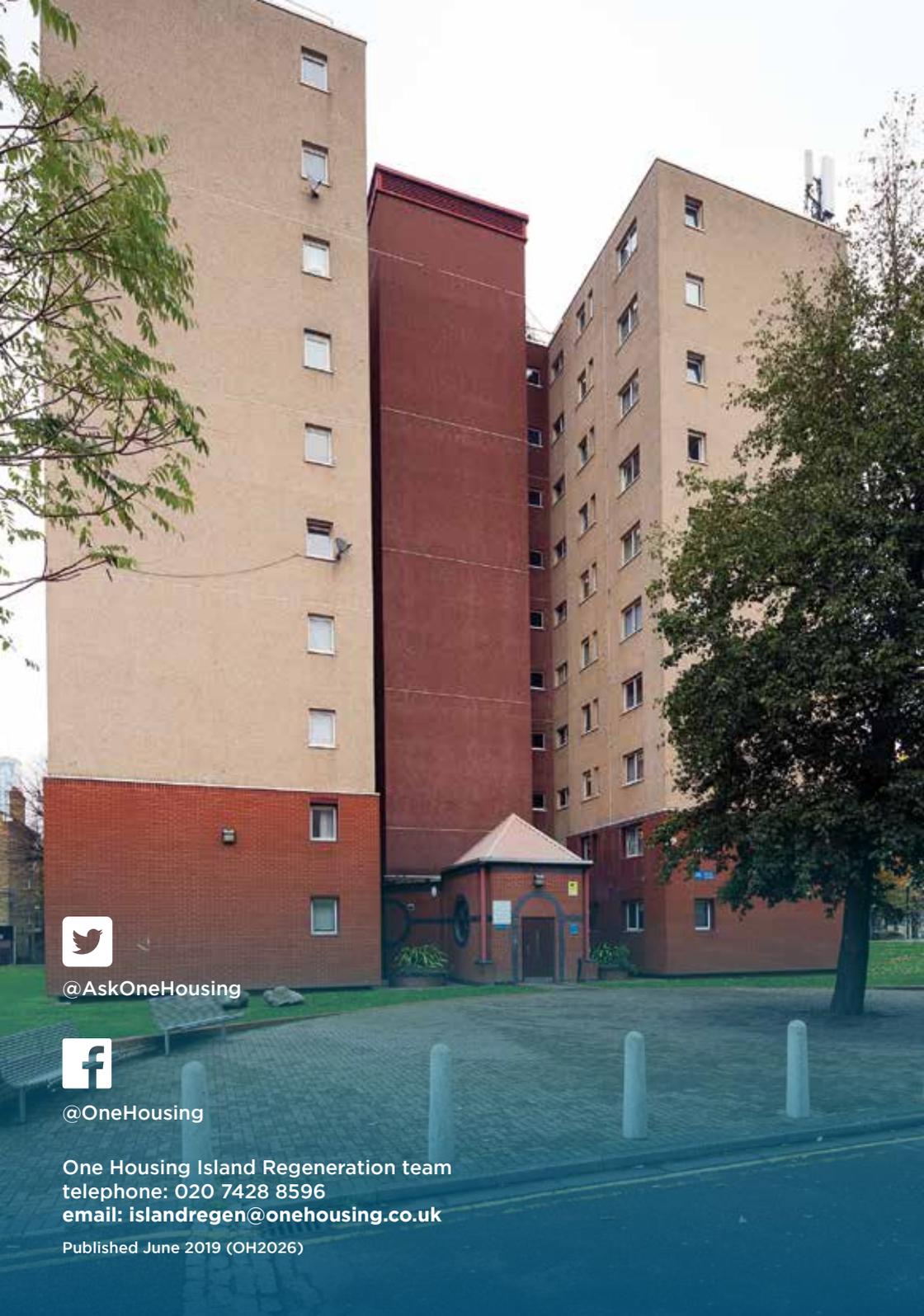
We asked you if you were a member of any community groups, for example resident groups, religious communities, after school groups or children's centres.



(17%) of Kedge House residents
(44%) of Starboard Way residents
(10%) of Winch House residents
replied that you are members of a local community group.

Also, when asked if you take part in community activities such as open days, events and trips:

- (36%) of you said yes
- (64%) stated that you do not



@AskOneHousing



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Published June 2019 (OH2026)