

# Kelson House

## Resident Report

**Feedback Summary Report**  
December 2020



**One Housing**



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# Introduction

This report is a summary of the views and opinions shared by Kelson House residents in response to the options appraisal and planned maintenance feedback survey carried out by One Housing in July and August 2020. The survey was conducted over the phone with residents. Out of 145 households living at Kelson House, 110 completed the phone survey.

The purpose of the survey was to find out whether residents would be in favour of considering regeneration options for the future of Kelson House (a process referred to as an 'option appraisal') as well as to gather feedback on the recent safety works and get an idea of the positive and negative aspects of living in the block.

It is important for us to understand and record the views and opinions before considering any options for the future of Kelson House.



**110 out of 145 households completed the phone survey.**

# Summary

Overall, we found that you share the same concerns about the building and are affected by the same or similar issues. You also told us what you would like to happen in the future which was really helpful. We want to thank everyone who took part in the survey, your feedback has been very valuable to us.

**When asked about the recent safety works,** the majority of you told us that you were satisfied with how the contractors were carrying out the works, and happy to see them taking place.

A smaller number of residents said they had been inconvenienced by the works or found them unnecessary, whilst a slightly larger group were either unaware of the works or offered no opinion on them.

**When asked if Kelson House can be improved,** most respondents believed that the block could be improved. For the small group that felt it couldn't be improved, the general reason was that it had reached its potential.

**When asked about their home,** the panoramic views over London along with the convenience of Kelson House's location were big factors in why so many of you enjoy living here. It was obvious however, you said that issues to do with leaks, heating and plumbing make your experience at Kelson House less enjoyable.

**Having explained the options appraisal process,** almost every respondent replied that they would support one taking place, which demonstrates that there is an appetite for improvement. You also said that you would like to lead and influence change at Kelson House. We would like to work with you to achieve this.



**The vast majority of you told us that you were generally satisfied with the building safety works.**

# Options appraisal

Why are we thinking about the future of Kelson House?

Recent maintenance and stock condition surveys show that the cost of maintaining Kelson House over the next five to ten years will be significant. You, as well as the surveys, are also telling us that work needs to be done not just to maintain but also to improve the condition of Kelson House.

One way of achieving this improvement is through regeneration, and we wanted to get your views on whether you would support exploring different options for regenerating the block and consulting with you about those.

## Resident's views

*"I heard they are going to do kitchens and bathrooms, mine are okay I'm surviving with them. They should focus on the leaks."*

*"...people would like new kitchens and bathrooms. Whether that would give you an additional 25 years of life here though I don't know."*

*"This can't be improved; I don't see what you could do."*

*"I have had a problem with damp for 17 years. It was a problem with the council and it's still here."*

*"I'd like to have a balcony; this would solve some problems for me."*

*"...we need a little balcony. I feel like I'm in a prison suffocating. A small balcony will solve problems."*

*"Because of it being a high rise building I don't think it makes sense to spend money on it when it needs to be demolished. It's not worth spending the money."*

*"...you need to focus more on the bigger problems like leaks and communication. Don't just focus on kitchens."*

*"Yes, by bringing it down."*

*"We have a lot of leaks and we have electrics. In a 5-year period I've had 5 leaks coming from the exact same place."*

# Options appraisal *cont.*

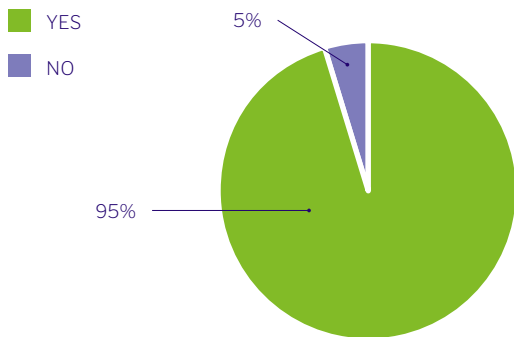
## What is an options appraisal?

An options appraisal is a consultation and assessment process that can take up to 12 months and would allow us to discuss and consider different regeneration options with residents. This process enables us to jointly analyse the costs, benefits and details of potential options with you and with the support of professional consultants, architects and surveyors. At the end of the option appraisal we should have a regeneration option supported by you that we can then take forward and implement.

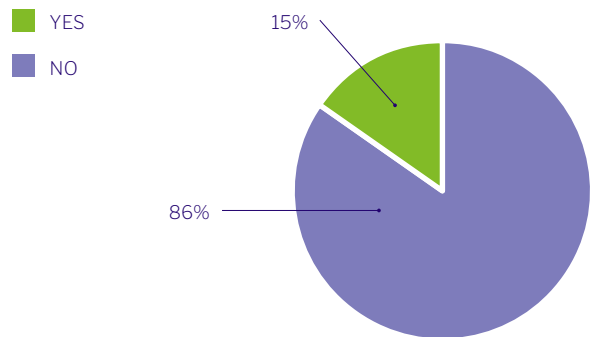
A number of different regeneration options would be considered as part of the process. Refurbishment would be one option, full demolition and redevelopment would also be considered as well as options for infill development (building on local open space), public space improvements and a 'business as usual' approach.

At the end of an options appraisal, you will be given the opportunity to vote on the preferred outcome and the option you would like us to take forward.

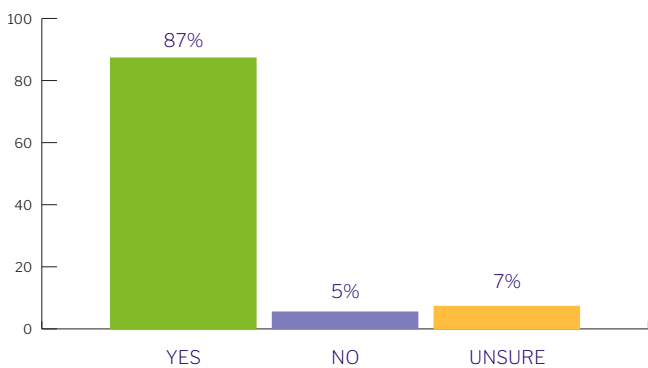
### Would you support an options appraisal?



### Do you have any concerns about One Housing conducting an options appraisal?



### Can Kelson House be improved?



## Building safety works

Over the past 18 months we have carried out building safety works, such as replacing windows and front doors. We are keen to get your views on these improvements.



A stock condition survey which we carried out in 2018 suggested further improvements, including:

- New kitchens
- New bathrooms and toilets
- New back doors and mid-doors
- Replacement of existing soil vent (waste pipes)
- Improving water supply by renewing the main water feed and replacing pipe work
- Replacing radiators and pipe work in each property
- Deep clean of drains
- Roof repairs to resolve leaks and water pooling
- Replacement communal floor coverings
- Decoration of internal communal areas
- Installation of a new secure door entry system, also replacing entrance panels and handsets

### Residents' views

"Doing the kitchens and bathrooms will take up a lot of money and we lose money taking time off to let you do it."

"I don't care about the kitchen or the bathroom. I do care about the plumbing and pipework being archaic."

"No, because you're not doing the plumbing and these changes will neither adjust the ability of managing this building."

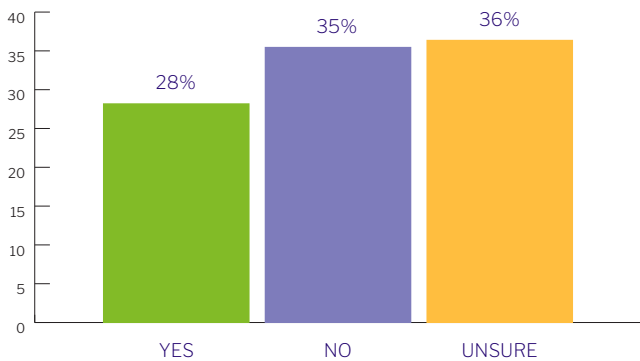
"No way, there's so much more to do, this is just a fraction of the issue. The windows weren't safe but that's just 1% of what needs to be done."



# Building Safety Works

We asked for your opinions on whether these suggested improvements (described as Tier 2) would be beneficial to the block.

## Do you feel these works (TIER 2) will address most of the issues you have with the building?



Some of you said they were looking forward to kitchens, bathrooms and toilets replacements and felt these works would improve the quality of life at Kelson House.

Others felt that these upgrades would be cosmetic only and fail to address the main underlying issues that they have been experiencing. Some commented on the potential costs of these works and how they believed the money could be better spent. The improvement works would amount up to £7million and take up to three years to deliver.

Many of you were unsure if these works would address most of the issues. There was ultimately a desire for these improvements to take place but not at the expense of resolving issues such as leaks, low water pressure and intermittent lifts.



**Some of you felt that these upgrades would be cosmetic only and fail to address the main issue that you have been experiencing.**

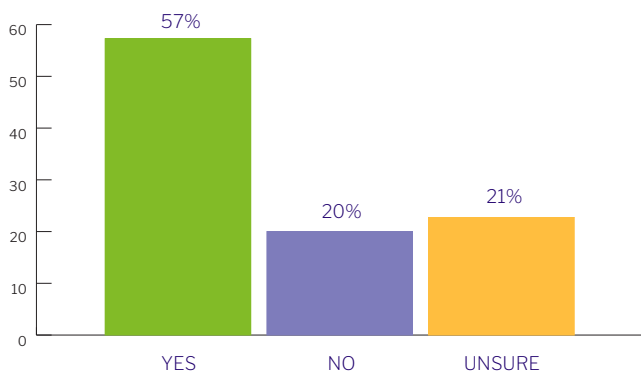
# Maintenance costs

Hunters’ stock condition survey, published in February 2018, revealed that between 2020 – 2025, £5.6million will need to be spent on the maintenance of Kelson House to keep it in its current state of efficiency.

The building safety works were essential to the safety of you and your families. We have listened to your feedback about the other potential improvements which came out of the last stock condition survey and, based on that, we came to the conclusion that an option appraisal would be your preferred way forward.

The costs of the improvement works are considerable, and we believe that asking you to vote on the most desirable option would be the best way to move forward with improving Kelson House.

## Are you satisfied with the recent building safety works and the way they have been carried out?



## Resident’s views

*“Nothing has really taken place that is noticeable. Some things on the top floor but I haven’t been up there I’ve just heard about them.”*

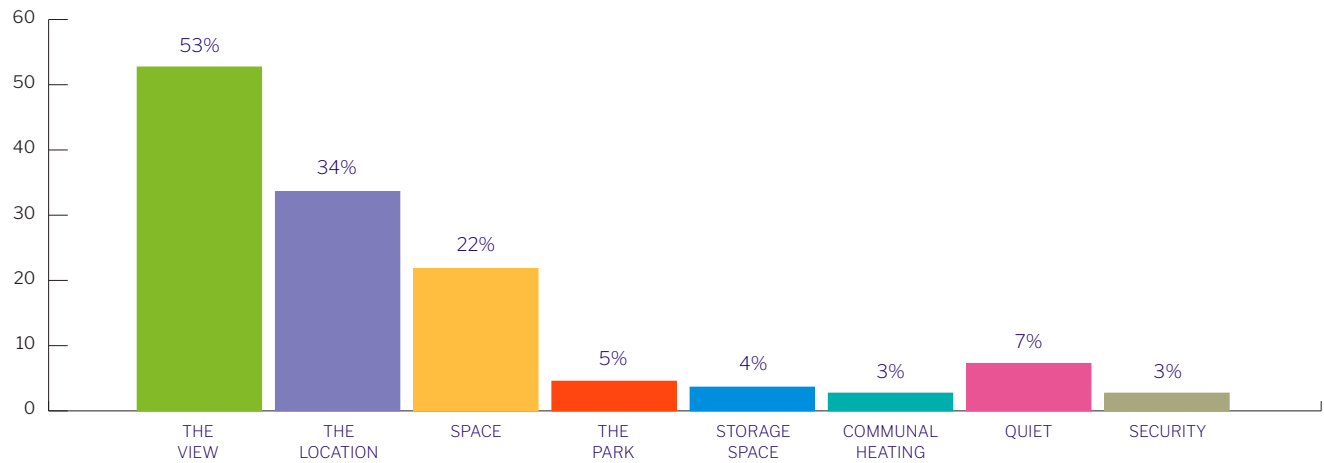
*“Yes I am”*

*“So far so good.”*

*“Not really – we have a Kelson forum where some of the residents living in the block have expressed that they were unhappy”*

# Your Home

## What do you like about your home?



## Resident's views

*"The good thing about Kelson House is that it has a good view and a lot of space which is difficult to find in new developments."*

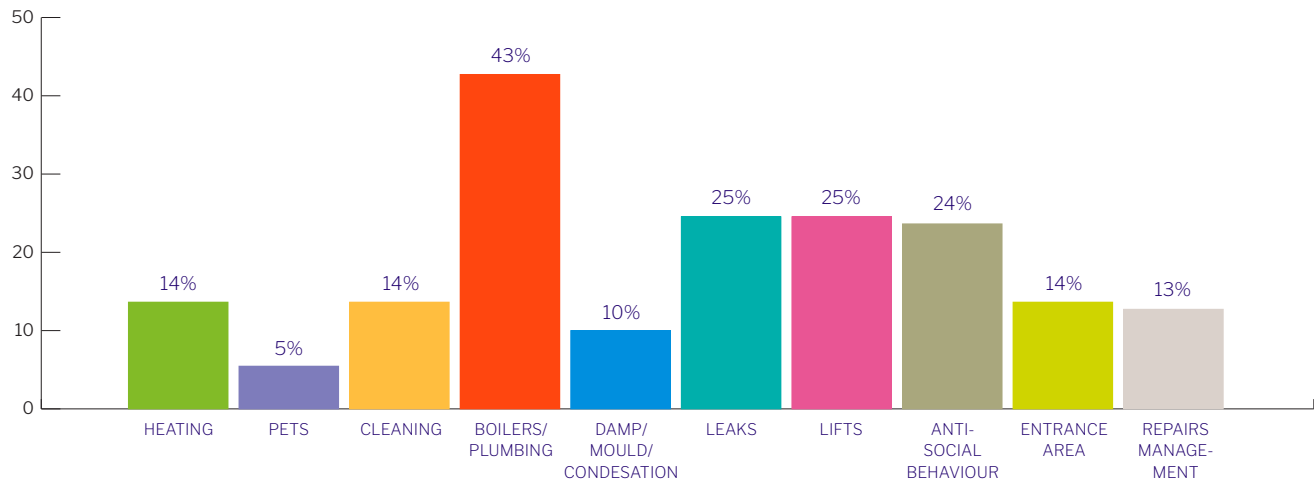
*"The view is stunning."*

*"The View is the best thing here."*

*"The area is nice, everyone knows each other, even the housing people. The river front is nice."*

# Your Home

## What do you dislike about your home?



## Resident's views

*"...all the people throwing rubbish out of the windows. It's not just one flat it's a few where they throw rubbish."*

*"I've lived here for 18 years and have had 6 really bad leaks."*

*"I have a leak coming from the flat above in the bathroom. Every year it will happen."*

*"The water situation. The pressure is really bad for hot water. We couldn't have a shower here."*

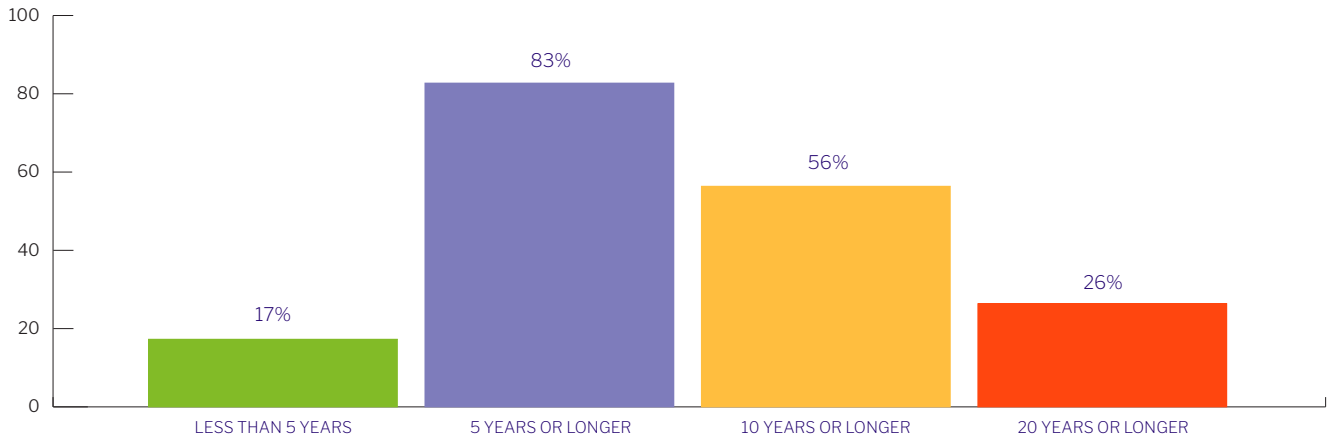
*"The flooding situation has become a norm and I don't know how you'll fix that but that's something I dislike."*

*"it's not great having the toilet and sink separate but I accept that's how it was built."*

*"The rubbish containers Infront of the house, it's horrible that the bins are at the front when you arrive. It doesn't look nice."*

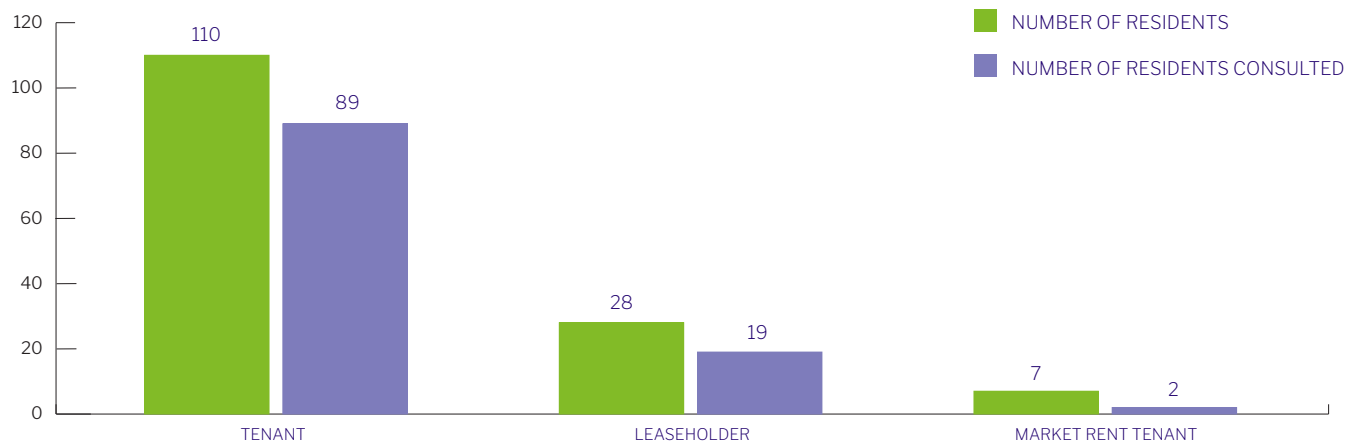
# Your Home *cont..*

## How long have you lived at Kelson House?



There are 37 households currently on the housing register, with overcrowding being the primary motivation for those seeking a move away.

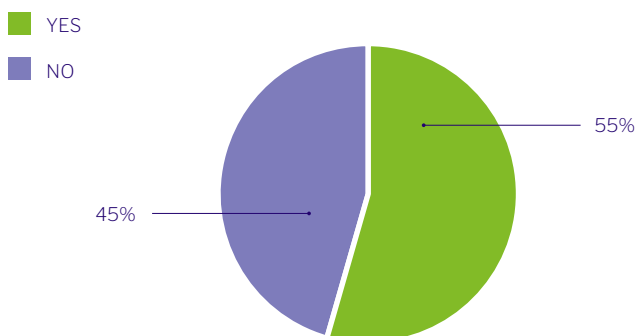
## Tenure



# What's Next?

## Resident Steering Group

**Would you be interested in forming a resident steering group to work with One Housing as part of an options appraisal?**



Sixty residents have declared an interest in joining a Steering Group for the purpose of exploring different regeneration options. We will be in touch again in the new year to discuss the formation of a Steering Group and the start of an options appraisal.

If you would like to join the Steering Group, please get in touch with Rhys Jones on 020 8821 4470 or [rjones@onehousing.co.uk](mailto:rjones@onehousing.co.uk).

Please make sure we have your correct contact details, so that we can keep you updated with the latest about Kelson House. You can also reach Rhys Jones at [rjones@onehousing.co.uk](mailto:rjones@onehousing.co.uk), for more information or if you have any question about this report.



**60 residents have declared an interest in joining a Steering Group for the purpose of exploring different regeneration options.**



