

HaworthTompkins
One Housing

Kingsbridge Estate
Options Appraisal

Cycle 5 Report

September 2022



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আপনি যদি চান যে, এই ডকুমেন্টটি বাংলায় অনুবাদ করা হোক বা আপনি যদি বাংলা বা সিলেটি ভাষায় আলোচনা করতে এবং আপনার মতামত দিতে চান, তাহলে অনুগ্রহ করে নিঃশুল্ক ফোন নম্বর 0800 030 4588-এ ফোন করুন এবং আপনার নাম, ঠিকানা এবং যোগাযোগের বিবরণ সহ একটি ভয়েসমেল ছেড়ে আসুন। কেউ একজন আপনার সাথে যোগাযোগ করবেন।

1. Summary

1.1 CYCLE 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.

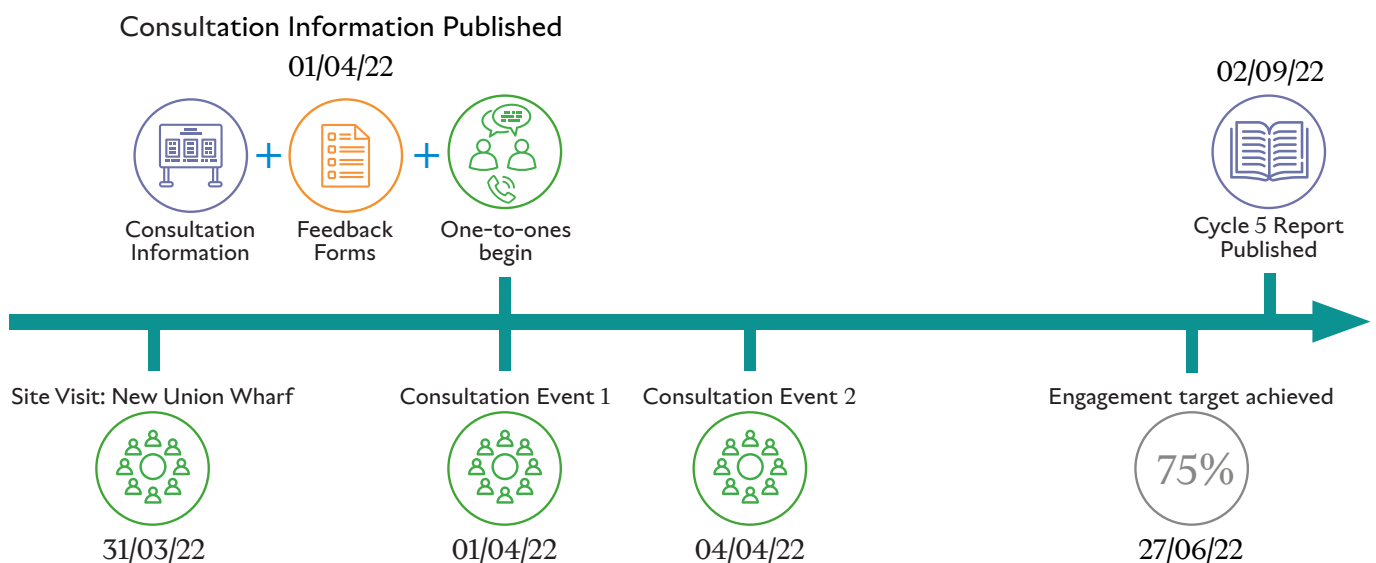
The main objectives of consultation in Cycle 5 were to:

- 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 by different tenures (including social rent), providing a range of choice and price. These will all be the same as are available in terms of build quality, appearance or location within the site.



ACCESSIBILITY
The estate will provide different types of homes, such as smaller homes for older people, single and double bedrooms, and other variations.

Mixed Tenure Estate

The new estate will provide a mixture of homes by different tenures (including social rent), providing a range of choice and price. These will all be the same as are available in terms of build quality, appearance or location within the site.



Consultation display within a marquee on the Kingsbridge Estate

2. Consultation Events

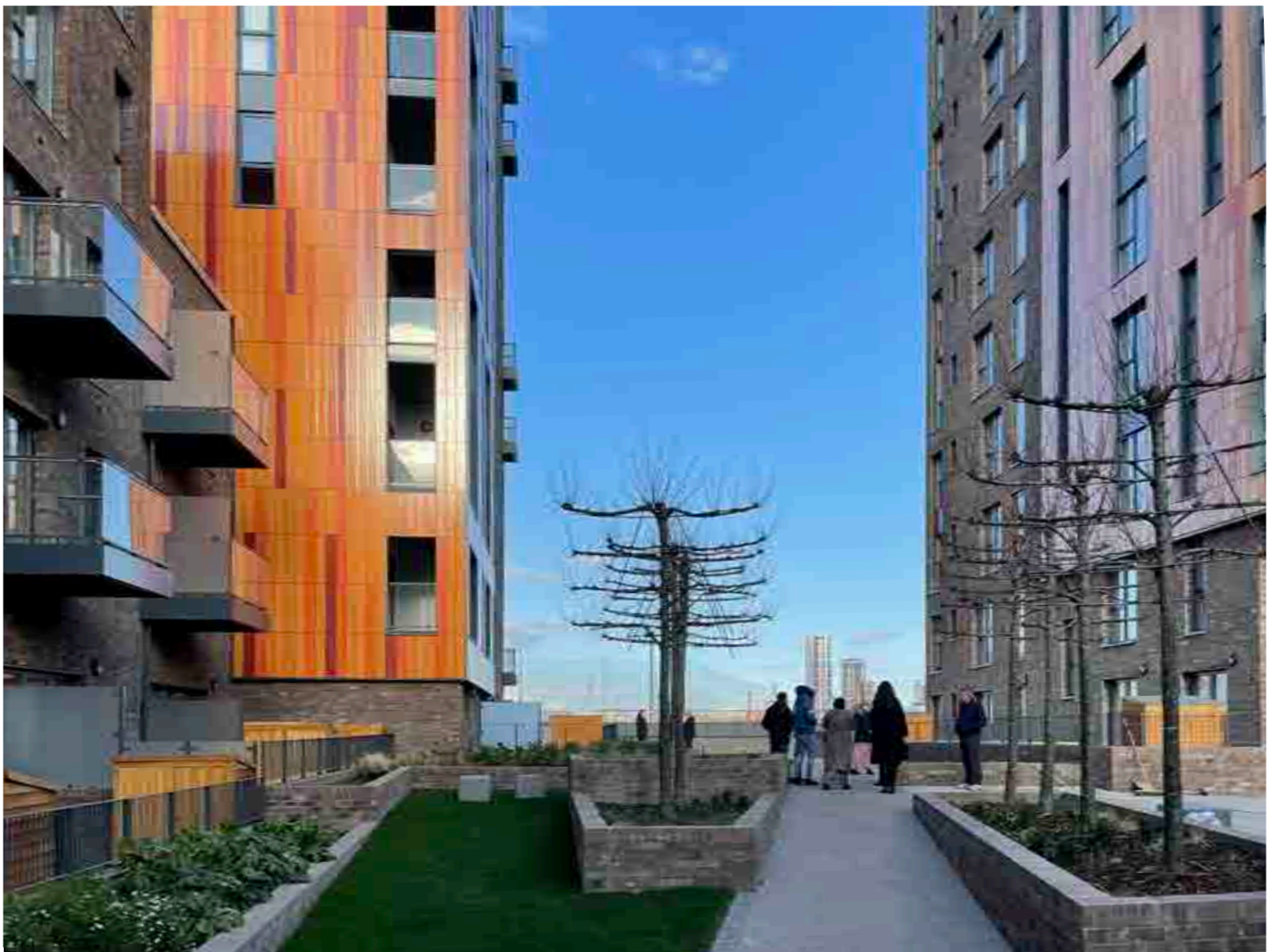
2.1 SUMMARY

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

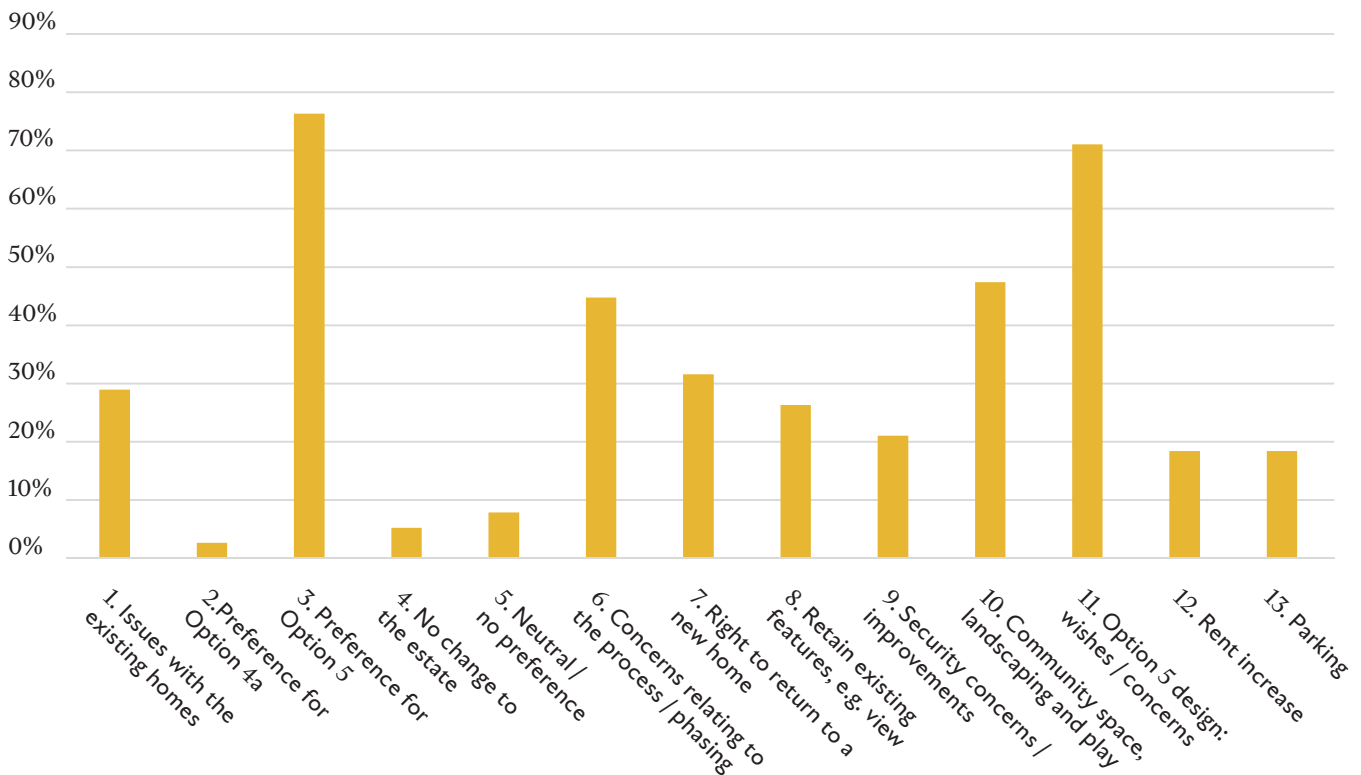
3. Meaningful Conversations

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 recurred 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

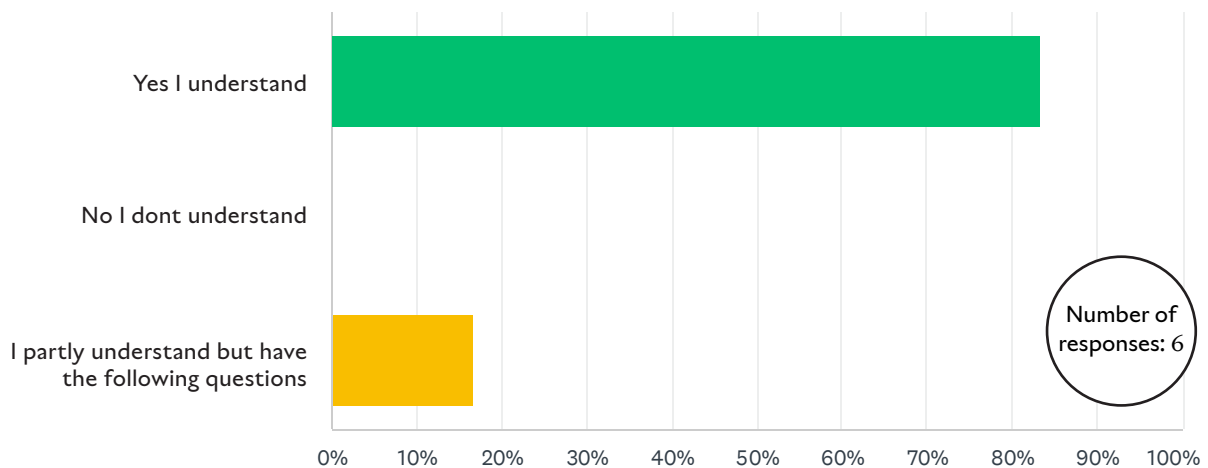
The Cycle 5 Feedback Form was included within the Cycle 5 booklet and filled out individually or during one-to-one conversations with One Housing. It contained 11 questions in total but questions 8 - 11 contain personal information and have been omitted from this report.

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

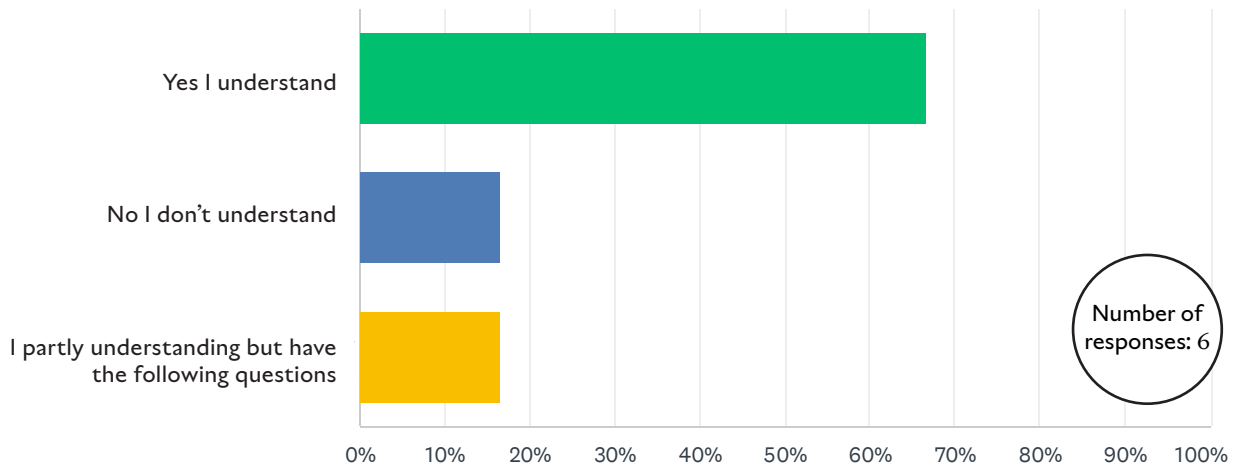
QUESTION 1: Have you understood how the preferred option (the full redevelopment of Kingsbridge estate) has been selected?



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.

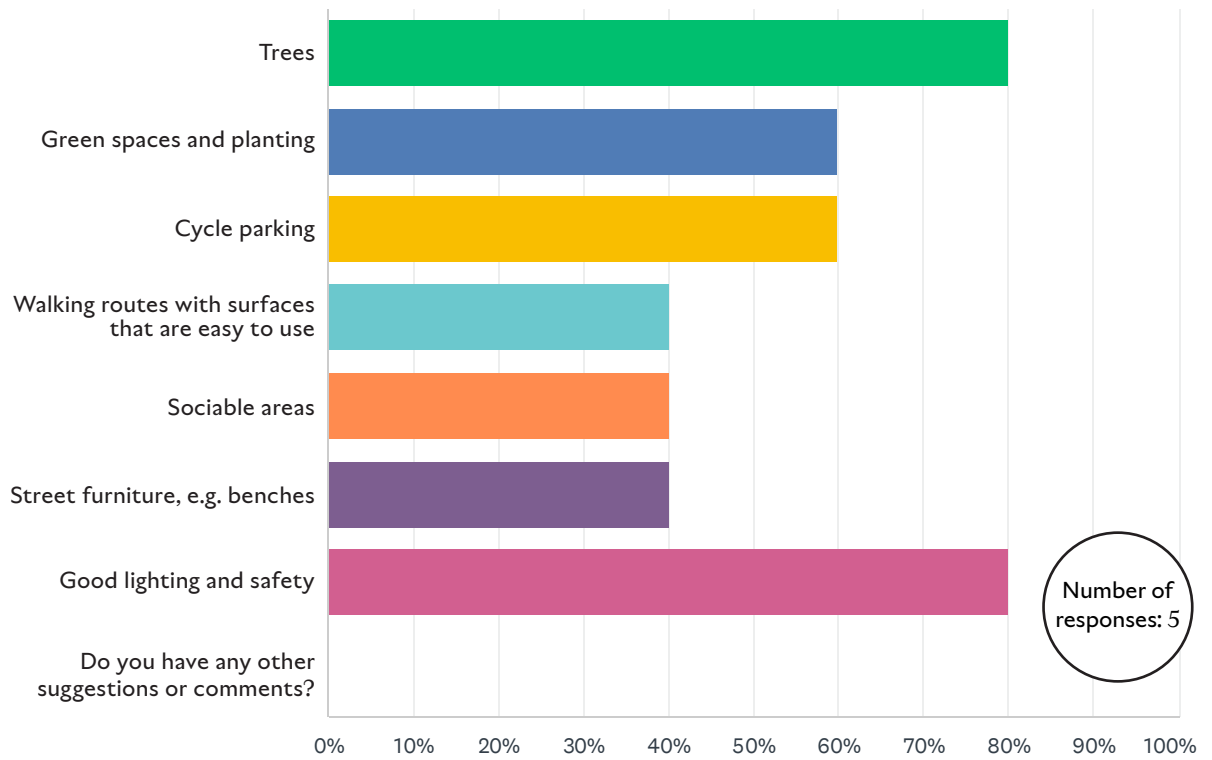
QUESTION 3: We would like to work together with residents to prepare the landlord offer document. Can you think of anything which you would like to see in the Landlord Offer Document which would help you vote more confidently?

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.

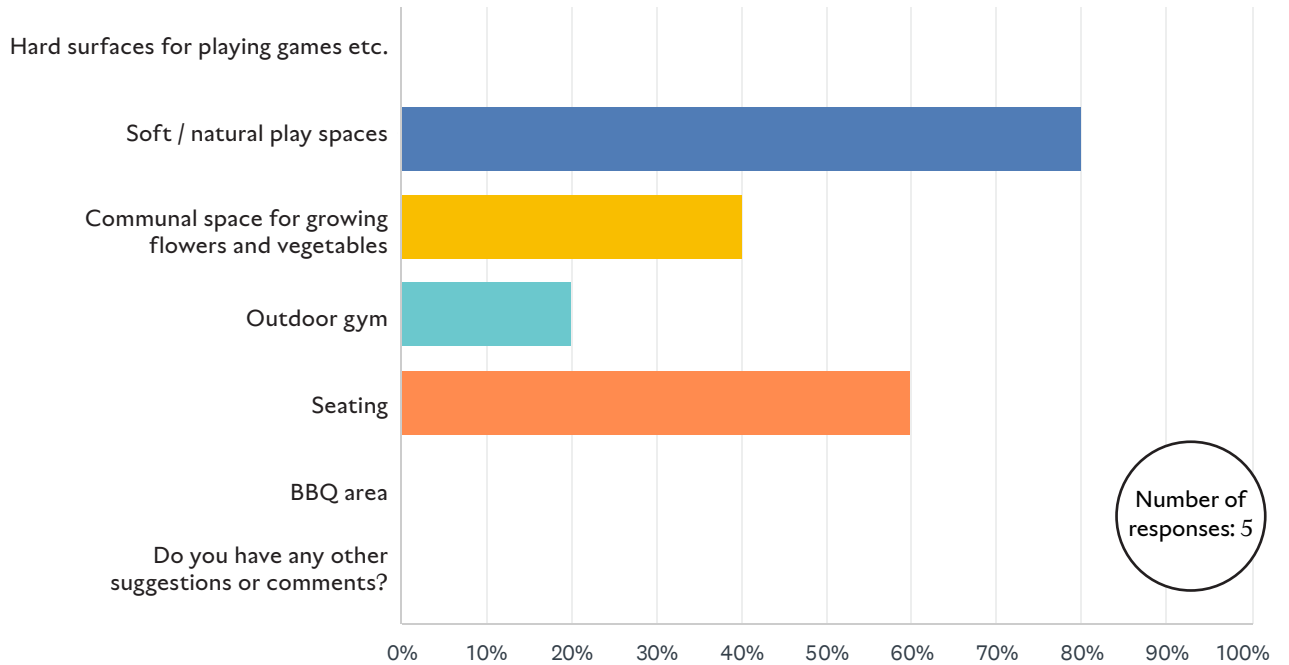
QUESTION 4: What are your priorities for the walkways and green areas on the estate? Please tick all that apply.



Comments recieved

- None recieved

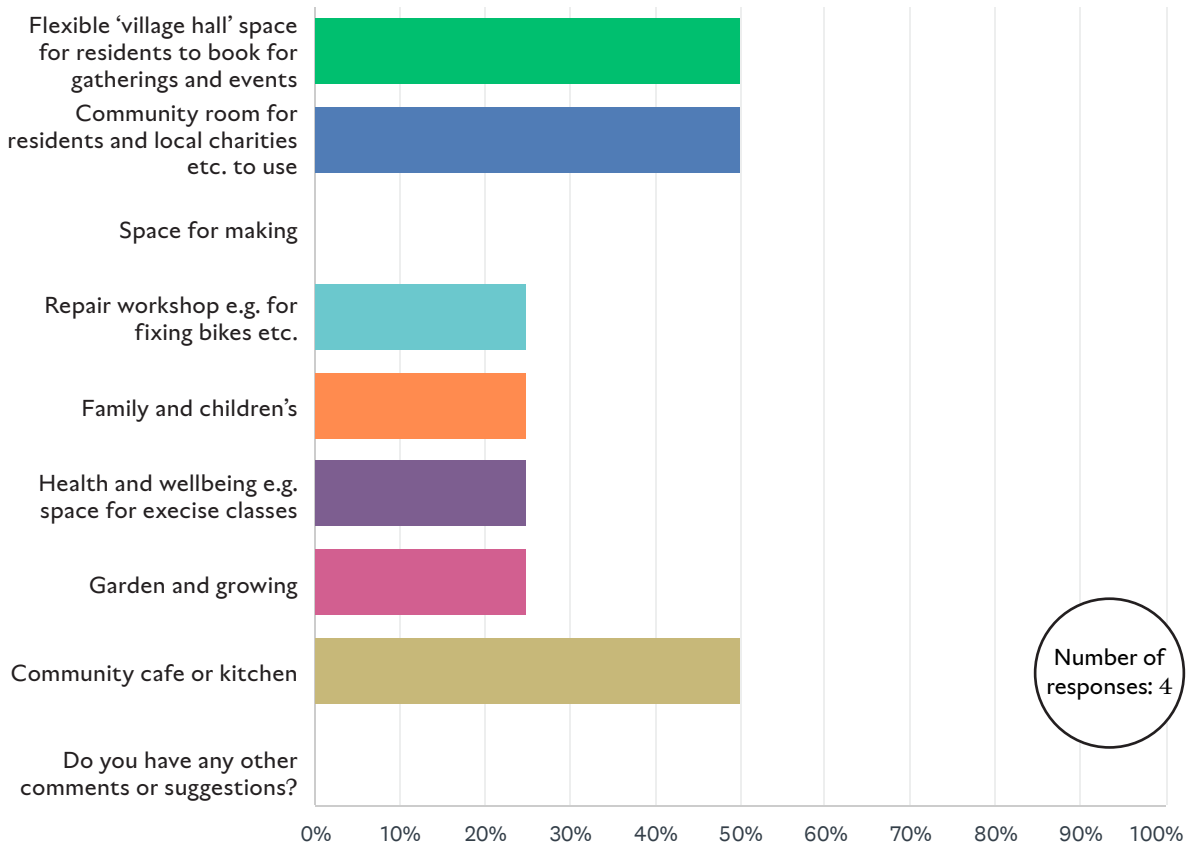
QUESTION 5: What kind of play spaces / activities would you like to see on the estate? Please tick all that apply.



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.

OUTCOMES OF THE OPTIONS APPRAISAL

The options appraisal process is being concluded with the presentation of the preferred option. The option is the full redevelopment of the estate and it will be put forward to a residents ballot.

In this option all buildings are demolished and replaced with new buildings built to current housing standards. New buildings would include lifts, secure entrance doors and step-free access to homes. New homes would be at least to minimum space standards meaning they would be larger than the current homes and would have private outdoor space.

New homes are required to pay for the new replacement homes.

PREFERRED OPTION 5: FULL REDEVELOPMENT - BUILDING A NEW ESTATE

- 1 All blocks demolished and replaced with a new building
- 2 Additional homes are needed to pay for any new and replacement homes
- 3 Large communal built-in play area
- 4 All buildings would have secure entrance doors
- 5 New landscape and improved walkways

323 max. number of homes

16 - 20 storeys

7 - 9 storeys

7 - 9 storeys

Aim to retain same number of active parking spaces

Building New Homes

These diagrams illustrate an example of how the new estate could be completed in three phases. A strategy like this would reduce the number of times some residents would have to move, although it would increase the time it takes before the new estate is complete. All residents could have a new home to meet the needs of their household, however the time it takes to move into a new home will vary between blocks and depend on individual circumstances. We will develop the phasing strategy through consultation with residents as part of the design/development process which follows the ballot.

LANDSCAPE IDEAS

Estate Layout and Strategies

Landscape Ideas

The new estate will have generous well designed landscape that makes the most of the special position on the aldyrny and creates safe, green and useful amenity space for residents to socialise and play. The diagram below suggests some ideas for these spaces. We would like to know what spaces you would like to see and how you would use them, and will use this information to develop the landscape designs following a successful ballot.

PLAY

Play areas will be provided in the form of a play park, a play area, and a play area. The play areas will be designed to be safe, green and useful amenity space for residents to socialise and play.

GREEN

Green spaces will be provided in the form of a green space, a green space, and a green space. The green spaces will be designed to be safe, green and useful amenity space for residents to socialise and play.

AMENITY

Amenity spaces will be provided in the form of an amenity space, an amenity space, and an amenity space. The amenity spaces will be designed to be safe, green and useful amenity space for residents to socialise and play.

NEW HOMES

The image here is an example of what the estate could look like from Westberry Road. The tallest part of the new estate is located to mark the entrance to the estate and historic dock entrance. The ground floor of the new building facing Westberry Road could have non-residential uses such as a small shop, cafe or community space with homes above this.

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 in 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.

DESIGN QUALITY

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

- Well lit, overlooked, easy to find.
- New secure doors into the lobby.
- CCTV entrance systems.
- Windows and door locks to meet current standards.
- Security certification.
- Inclusive access with no steps.
- Lift access.
- Secure post boxes.

CONVENIENCE

- A new entrance on the eastern side is more welcoming and easy for pedestrians to use.
- Non-residential use in the ground floor of the Milligan House replacement such as work space and resident amenity spaces like a bicycle store.
- A walkway to the aldyrny from the eastern side of the estate.
- All homes have private outdoor space.
- A taller building that marks the estate entrance and historic dock entrance from the River Thames.

NEW HOMES

Designing High Quality Homes That Meet Current Standards

1 BED

2 BED

3 BED HOMES

4 BED HOMES

5 BED HOMES

6 BED HOMES

7 BED HOMES

8 BED HOMES

9 BED HOMES

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100 BED HOMES

Private Outdoor Spaces

Each home will have its own private outdoor space. This could be in the form of a garden, terrace, balcony or glazed winter garden.

These are important spaces to relax and provide a private setting for family and individual pursuits, socialising and relaxing and may well be designed to provide some shelter and privacy from neighbours and passers-by.

WHAT WILL THE VIEWS FROM THE NEW HOMES BE LIKE?

It is clear from feedback that views to the river are very important to residents and one of the best qualities of the current estate.

The redevelopment will seek to maximise views and the special setting of the estate on the edge of the city. These panoramic photographs are taken by drone from the level of homes within the proposed new buildings.

Views To The River From Proposed New Michigan House Building



WHAT WILL THE VIEWS FROM THE NEW HOMES BE LIKE?

Views To The River From Proposed New Montcalm House Building



Views To The River From Proposed New Montrose House Building



COMMUNITY FACILITIES AND SHARED OUTDOOR SPACES

The new estate should support the community and be a lively place that is enjoyable to people of all ages, abilities and means.

We will explore the desire for a new community space within the estate, looking at the local area and existing facilities. Westery Road is a busy street and public or employment uses might be appropriate in this location.

REQUIREMENTS FOR COMMUNITY SPACE

- Be as accessible as possible to the widest range of people
- Bring people together of different backgrounds
- Provide facilities that are new to the area
- Add value to the local community

What would you like to see in the new estate?



Should you use a shared space for food events and markets?

What community activities would you like to support?



THE LANDLORD OFFER

Now we have reached a preferred option, which is the full redevelopment of the estate, we would like to start speaking with you about the landlord offer and what you would like it to include. The Landlord Offer is a document which sets out the promises we will make to you if residents of the estate vote 'yes' in the upcoming resident ballot so the option can be taken forward for more detailed design and a planning application. The document is intended to provide you with as much information as is possible at this stage to help you decide whether you would like to vote.

One Housing Social Tenants

RIGHT TO RETURN

We will have the right to move back into new homes on the estate that meets your family's needs. This means that if you are currently occupying a property you will be able to move back into a new home that has the right number of bedrooms for your family. If you are currently over-occupying your home, we will have the right to move back into a new home that has a one room tolerance. For example, if you are a single person living in a three bedroom property you will have the right to move back into a two bedroom property.

COMPENSATION

We will pay you compensation for the loss of your current home. The amount is set by law and is currently £230k. We will also cover reasonable costs to cover the disturbance of moving, these costs might include home removal costs, the disconnection of appliances and services to your old home and the new appliances in your new home, redecoration, alterations to curtains and carpets, replacement furniture where existing items do not fit, new appliances such as cookers if the old ones are not suitable, but these will be agreed on a case-by-case basis. For those moving temporarily, if additional costs are required for travel to school or work this will be reimbursed. All costs are to be agreed in advance through the provision of quotes.

MOVING AWAY TEMPORARILY OR PERMANENTLY

If you move away from the estate temporarily and then return when the new homes are completed, One Housing will help and support you to secure a temporary move to one of our existing properties, or to a property owned by another landlord in a location which is suitable to your family needs. If you would prefer to move away from the estate One Housing will support and help you to secure a home from our existing properties, or to a property owned by another landlord. This may be in Torquay, or in any other area.

ADULT CHILDREN

On our other projects the local authority has agreed to offer adult children living in family homes that are due to be demolished because of regeneration a home of their own. This would be away from the new estate, elsewhere in Torquay. If residents vote 'yes' for this option to go ahead at Kingsbridge, we believe it is likely the local authority would make the same offer to adult children here.

RETAINING RIVER VIEWS

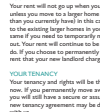
Throughout the consultation you have told us that the river views at Kingsbridge are very important to you, and one of the best things about living on the estate. We intend to provide you with the same river views that you have at the moment and this will be addressed further in consultation with you through the detailed design process that will take place following the resident ballot if there is a 'yes' vote.

Please share your views with us, we would like to hear your ideas.

- at events on the estate
- in one-to-one meetings
- phone call, email, or text



Tell us what you want to see in your Landlord Offer.



Your rent

Your rent will not go up when you move back to one of the new homes, unless you move to a larger home (i.e. a home with more bedrooms than you currently have). In this case you will pay the equivalent rent to the existing larger homes in your block. Your rent will also stay the same if you need to temporarily move away while work is being carried out. Your rent will continue to be reviewed annually in your current tenancy. If you choose to permanently move away you will have to pay the new landlord the landlord charges for that time.

YOUR TENANCY

Your tenancy and rights will be the same in your new home as they are now. If you permanently move away to a home by another landlord you will still have a secure or assured tenancy, but some details in your new tenancy agreement may be different from your current agreement with us.

THE LANDLORD OFFER

Resident leaseholders

Should redevelopment go ahead, we are committed to ensuring that:

- All leaseholders will not be compelled to accept an option that would mean they are financially worse off because of the redevelopment.
- Resident leaseholders will be able to buy a suitable replacement home from us with the same number of bedrooms in the development if they want to.
- We will do our best to ensure you have the right relationship to suit your personal circumstances.
- Resident leaseholders that are moving into a new home within the regeneration area can do so directly from their existing home wherever possible.

Should you use a shared space for food events and markets?

What community activities would you like to support?

equity One Housing will fund the difference in value and secure a grant of the value of the property (in effect an interest free loan). If the property is sold in the future One Housing would be entitled to receive the same proportion of sale revenue as they originally provided. The loan may be repaid on an interest free basis as a condition. At the point of a second successful One Housing share of equity must be repaid through the sale of the property.

SHARE PARTNERSHIP OWNERSHIP OF A NEW HOME WITHIN THE DEVELOPMENT WITH ONE HOUSING AS PARTNER (SHARED OWNERSHIP)

This option allows you to purchase a new home with One Housing. You will be able to pay over and pay over a newly built home within the new development. This option is for homeowners who wish to have the option to 'buy' but 'One Housing' equity their own cost.

You will be asked to pay over the unimproved portion of the property up to the lower of:

- 50 per cent of the value of the new property, or the full market value agreed for your existing property.
- You will be required to invest your full Home Loss Payment, in order to get to close to possible either of the two above thresholds (whichever is the lower).
- You are required to purchase a minimum of 25 per cent of the value of the new property.
- Rent will be charged at 2.75% on the difference between the above purchase price and the full market value or 35% of the value of the new property, whichever is lower.
- Any existing mortgage must be paid over to the new property. You can pay off a proportion (or all) of One Housing's share at any time, subject to market evaluation at that time. This is often referred to as 'buyback'.

COMPENSATION

Home Loss Payment This is a compensation for the loss of your existing home. The rate is set by the Government and reviewed each year or may change if the rate you come to more but currently is 10% of the independent assessed market value of your home up to a maximum of £230k.

HOME LOSS PAYMENT

We will also reimburse you for the reasonable cost of your own independent valuation, legal fees, stamp duty and other related costs. Reasonable costs to be agreed before they are incurred through the provision of quotes. You will be automatically entitled to a property within a new development, although you could purchase a new property in the open market once the development is complete.

COSTS OF MOVING AND COMPENSATION

One Housing will arrange and pay for the removal company to transport your belongings to your new home. We will provide extra support with packing those who need it such as elderly residents or those with support needs. One Housing will arrange and pay for the disconnection of appliances and services in your old home and the new connections in your new home. We will cover the cost of any other reasonable moving expenses such as redecoration, alterations to curtains and carpets, replacement furniture where existing items do not fit, new appliances such as cookers if the old ones are not suitable, but these will be agreed on a case-by-case basis. For those moving temporarily, additional costs are incurred for travel to school or work this will be reimbursed. Please note you will provide receipts for any additional costs you have paid.

HOME IMPROVEMENTS

Any improvements that have been made will be taken into account when calculating the property value for both mortgage sale and shared equity options. Any relocation will be independently assessed and verified.

RETAINING RIVER VIEWS

Throughout the consultation you have told us that the river views at Kingsbridge are very important to you, and one of the best things about living on the estate. We intend to provide you with the same river views that you have at the moment and this will be addressed further in consultation with you through the detailed design process that will take place following the resident ballot if there is a 'yes' vote.

Non-resident leaseholders

If there is a successful resident ballot on the Kingsbridge Estate, you would be able to sell your property to us for the full open market value as determined by an independent surveyor which is a member of the Royal Institution of Chartered Surveyors plus a 2.5% statutory home loss premium.

Home Loss Payment

We will also reimburse you for the reasonable cost of your own independent valuation, legal fees, stamp duty and other related costs. Reasonable costs to be agreed before they are incurred through the provision of quotes. You will be automatically entitled to a property within a new development, although you could purchase a new property in the open market once the development is complete.

SUMMARY OF OPTIONS APPRAISAL ASSESSMENT

The assessment of each option was completed by an independent company called Quod, with input from the project team. Each option is scored against the five agreed criteria based on early design information.

	OPTION 1	OPTION 2	OPTION 3A	OPTION 3B	OPTION 3C	OPTION 4A	OPTION 4B	OPTION 4C	OPTION 5
FINANCIAL VIABILITY	✓	✓	✓	✓	✓	✓	✓	✓	✓
IMPLEMENTATION	✓	✓	✓	✓	✓	✓	✓	✓	✓
RESIDENTS' BUILT	✓	✓	✓	✓	✓	✓	✓	✓	✓
REGENERATION/ SOCIAL	✓	✓	✓	✓	✓	✓	✓	✓	✓
SOCIOECONOMIC	✓	✓	✓	✓	✓	✓	✓	✓	✓

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

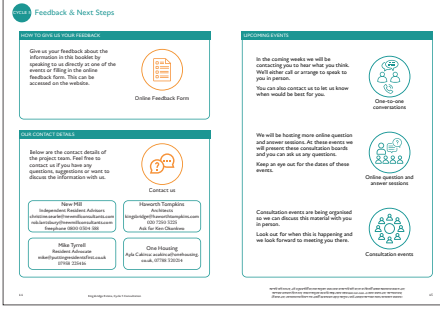
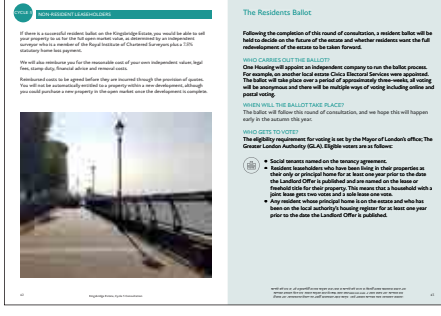
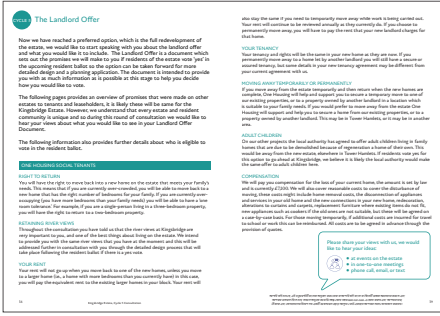
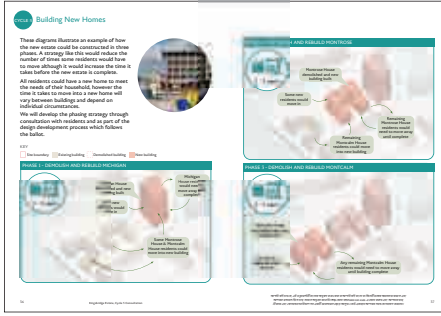


CONSULTATION BOOKLET

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

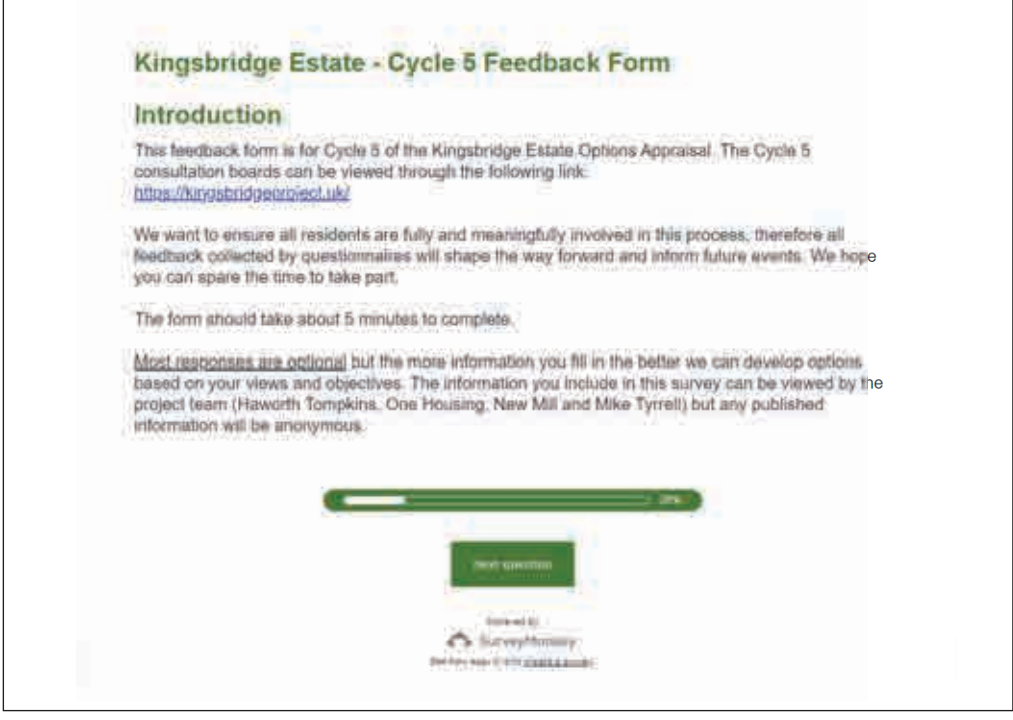
The consultation booklet consists of 20 pages, organized as follows:

- Page 1:** Introduction and project overview. Includes a welcome message and a project timeline diagram.
- Page 2:** Summary of Your Feedback From Cycle 4. A table summarizing feedback points and responses.
- Page 3:** Summary of Assessment. A table comparing five options (OPTION 1 to OPTION 5) across various criteria like accessibility, green spaces, and views.
- Page 4:** Outcomes of the Options Appraisal. A table showing the results of the appraisal for each option.
- Page 5:** Estate Strategies. Diagrams illustrating strategies for green spaces, outdoor play, and accessibility.
- Page 6:** Landscape Ideas. Visual concepts for landscaping, including trees, paths, and outdoor furniture.
- Page 7:** A Vision For The Open Green Spaces. A detailed landscape plan showing green spaces, paths, and play areas.
- Page 8:** New Homes. Introduction to the new home designs, including a 1-bed tenure estate.
- Page 9:** New Homes. Detailed design features for the new homes, such as flat roofs, double glazing, and high-quality finishes.
- Page 10:** New Homes. Further design details and accessibility features for the new homes.
- Page 11:** New Homes. Ensuring safety and security through high-quality design, including secure entrances and lighting.
- Page 12:** New Homes. Designing high-quality homes that meet current standards, showing floor plans for 1-bed and 2-bed units.
- Page 13:** New Homes. Existing home (Phidget House) and typical new home floor plans, highlighting space standards and kitchen layouts.
- Page 14:** New Homes. Further floor plan details and dual aspect considerations.
- Page 15:** Views. A series of images showing the views from different levels of the proposed building, from ground level to the top.



ONLINE FEEDBACK FORM

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



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 feel 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 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 Ifte 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.



Appendix C: Lessons Learnt

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

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
Ayla Cakirca, acakirca@onehousing.co.uk
07788 320 214
Matthew Marie, mmarie@onehousing.co.uk
07964 115 146

Mike Tyrrell - Resident Advocate
mike@puttingresidentsfirst.co.uk
07958 225 416

Visit the website: www.KingsbridgeEstateE14.com