

# Kingsbridge Estate

Resident Questionnaire  
'Starting the Conversation'

One Housing



# Introduction

As many of you know, One Housing is shortly to begin working alongside residents to consider options for the future of the Kingsbridge estate. We want to make sure that residents are involved from the start in developing different options and that it is the residents who ultimately decide what they want to happen, if anything, on the Kingsbridge Estate.

To start this process, we first needed to know resident's views about the estate as they are right now.

During the Autumn/Winter of 2019/2020, staff from One Housing's regeneration team worked alongside members of the New Mill Consultancy (the Independent Resident Advisors appointed by your resident steering group) to meet with you and find out what you like, dislike and feel could be improved about your homes, your blocks and your estate.

We spoke with 91 households of the 126 homes we believe are currently occupied on the estate, and 83 of these households completed the 'Starting the Conversation' questionnaire, which is 66% of the estate.

The data used to produce this analysis booklet was taken from those 'Starting the Conversation' questionnaires. Mike Tyrrell, an Independent Resident Advocate also appointed by the steering group to support the local community, has independently verified the data to ensure it was taken from the questionnaires accurately.

We hope that this report provides a useful starting point for residents to see their views represented and gain an understanding of the views of their neighbours. Your feedback helps us to understand the issues that are most important to you, this feedback will be shared with architects who will shortly be appointed by members of the Resident Steering Group, New Mill Consultancy and One Housing's Regeneration Team.

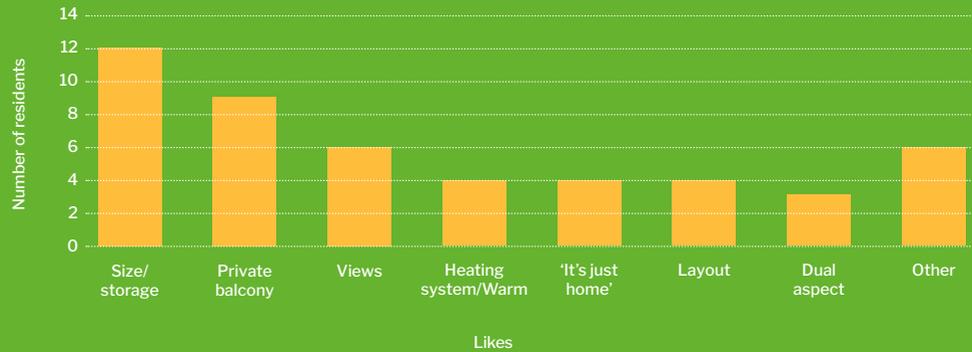
The architects will use this information as a starting point to help them develop various options for the future of the Kingsbridge Estate in collaboration with the community and One Housing. Once those options have been developed and assessed, a preferred option will be decided upon. Depending upon which option is chosen, a resident's ballot may take place to decide if we should progress with that option. This is called an 'Options Appraisal' process. There will be many opportunities for you to share your views throughout this process.

We would like to thank all residents who gave their time to share their views with us.



# What do you like about your home?

## Michigan House



\*Included in 'other' are: window in the bathroom, newly refurbished, good air circulation, windows/light.

**"My flat is spacious and light"**  
- Michigan House resident

**"Both bedrooms are big bedrooms"**  
- Montcalm House resident

**"I love it, I've lived here so long"**  
- Montrose House resident

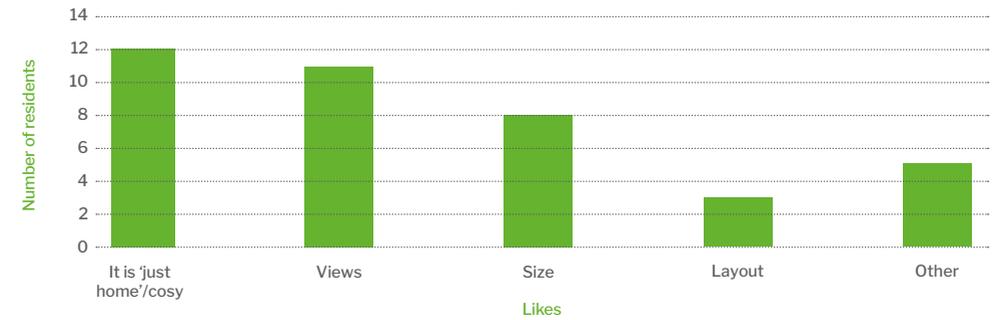
**"There are good views from the balcony"**  
- Michigan House resident

**"Beautiful, stunning river views!"**  
- Montcalm House resident

**"I like to see the river from the window, it is beautiful"**  
- Montrose House resident

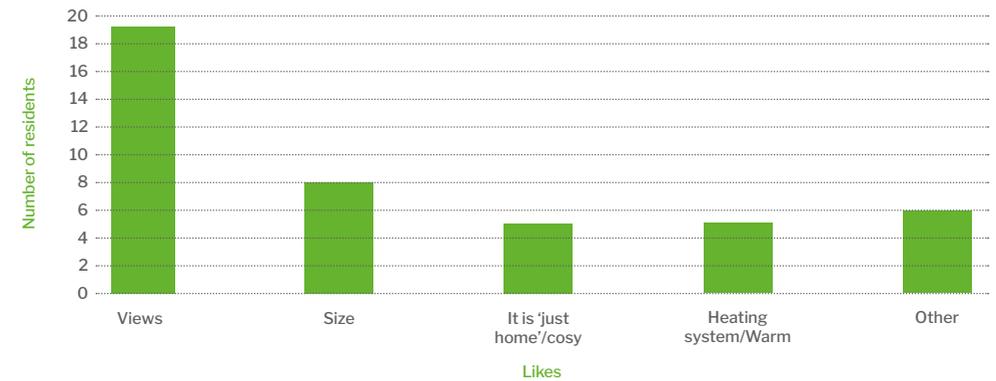
# What do you like about your home?

## Montrose House



\*Included in 'other' are: only having one neighbour, windows/lights, that it is social housing and heating system/warmth.

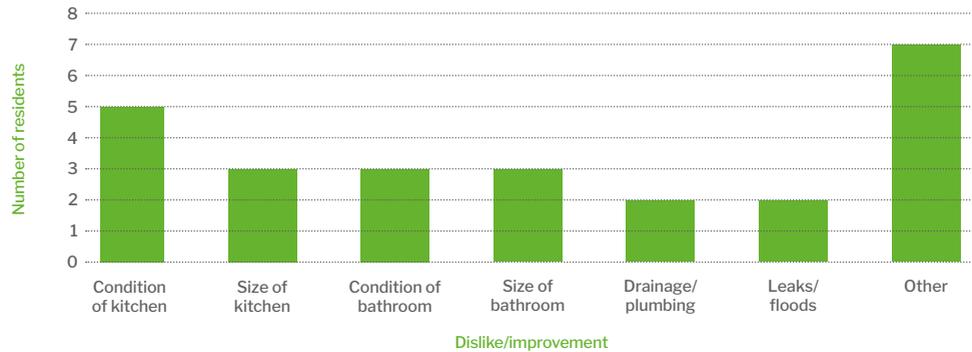
## Montcalm House



\*Included in 'other' are: modern, layout; separate kitchen/living area, floor level, low fire risk.

# What do you dislike/what could be improved about your home?

## Michigan House



\*Included in 'other' are: fire escape in bedroom, low water pressure, no wheelchair/push chair access, damp/mould, drafty, cold /not energy efficient, rats and spiders.

**“Small kitchen, I cannot fit in a dishwasher”**  
– Michigan House resident

**“kitchen units are falling apart”**  
– Michigan House resident

**“The kitchen is way too small. The kitchen sizes vary a lot but mine is small and I think it is unfair”**  
– Montrose House resident

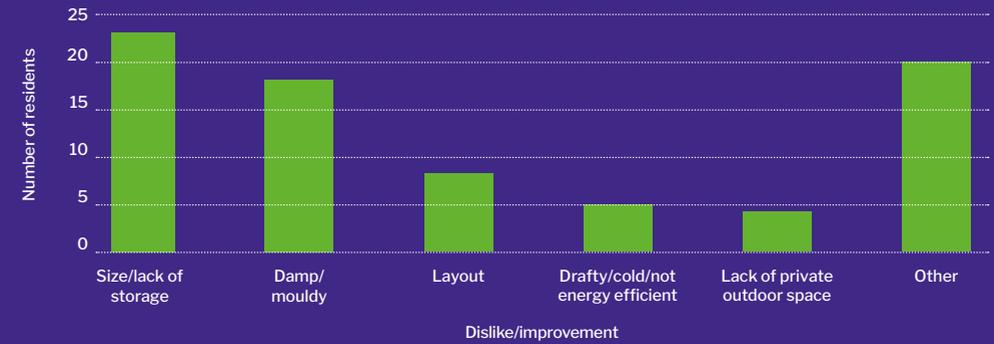
**“The property is not energy efficient, energy bills are expensive. Does not retain the heat”**  
– Montcalm House resident

**“Not enough storage space”**  
– Montcalm House resident

**“There is damp in the front bedroom”**  
– Montrose House resident

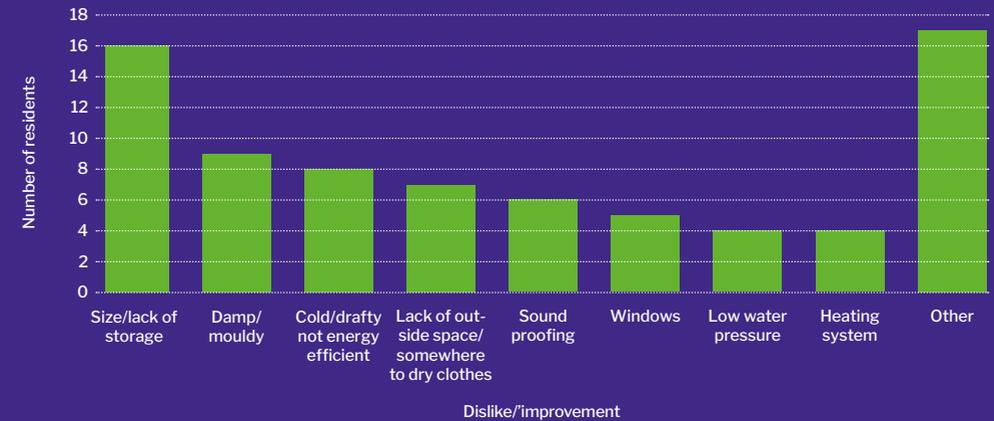
# What do you dislike/what could be improved about your home?

## Montrose House



\*Included in 'other' are: I don't like being in the corner, I generally don't like it, pipes are showing, ventilation (smells), sewerage low water pressure, soundproofing, windows, cannot use gas fire, fire safety concerns, no door entry system, mice.

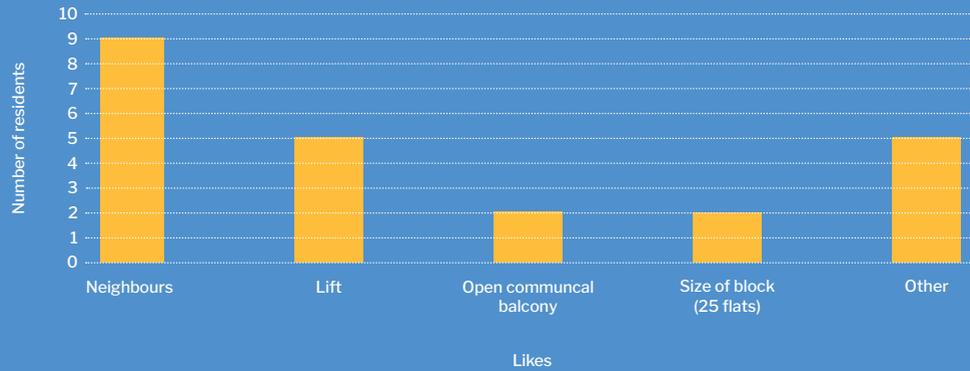
## Montcalm House



\*Included in 'other' are: view, narrow hallway, bedroom comes off living room, view, major works done badly/disaster, condition of the kitchen, no fire exit, poor ventilation, stairs, leaks/floods, new kitchen/bathroom fittings, somewhere to store prams, make it step-free, general maintenance.

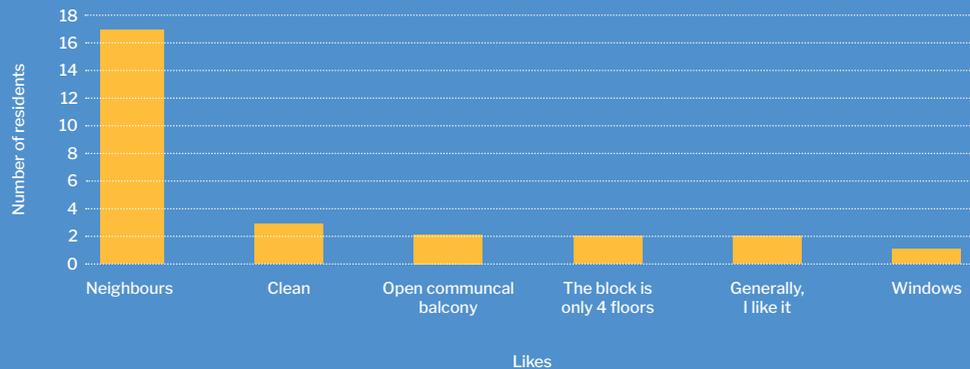
# What do you like about your block?

## Michigan House



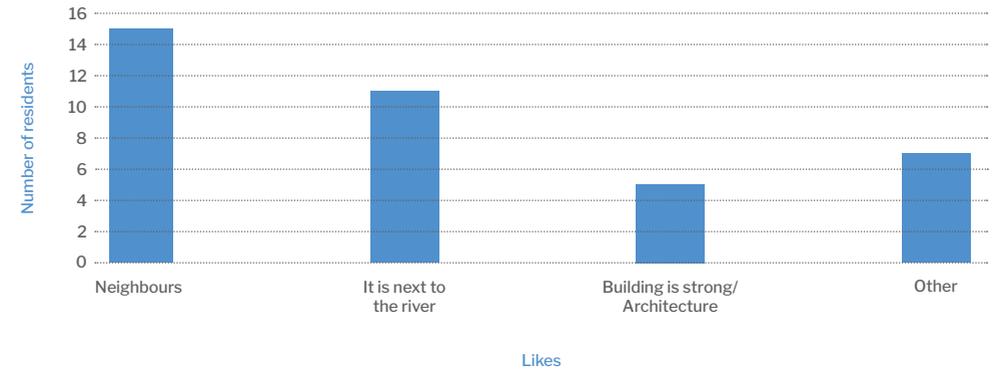
\*Included in 'other' are: I like it generally, it is clean, design & sturdiness, varied flat sizes in the block, good quality build and well designed.

## Montrose House



# What do you like about your block?

## Montcalm House



\*Included in 'other' are: bins/ bin chute, the communal balcony, having one entrance makes the building feel secure, block is well maintained, the cleaner is good.

**"I love it"**  
- Michigan House resident

**"I love the architecture of the building. There are few buildings left like this on the island."**  
- Montcalm House resident

**"If I had a lift I would never leave this property"**  
- Montrose House resident

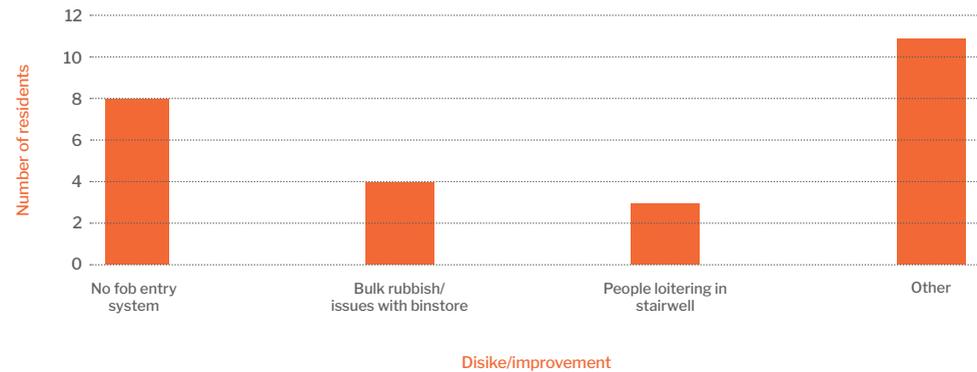
**"I like the block. It is a nice family environment. People are nice there is a sense of community"**  
- Montcalm House resident

**"The caretaker is a caring person"**  
- Montrose House resident

**"I like having an open communal balcony that opens on to the street"**  
- Michigan House resident

# What do you dislike/what could be improved about your block?

## Michigan House



\*Included in 'other' are: the block is dirty, drainage, lack of outside space, noisy lift bell, location of fuse box, pointing has been neglected, paint the block, facilitation of modern internet cabling, knock it down and rebuild, flats have run their time.

**“Security doors/intercom system would be good”**  
– Michigan House resident

**“Would be good to have signage also specifically to the blocks and the estate”**  
– Montcalm House resident

**“Just get on with replacing old building with new homes”**  
– Montrose House resident

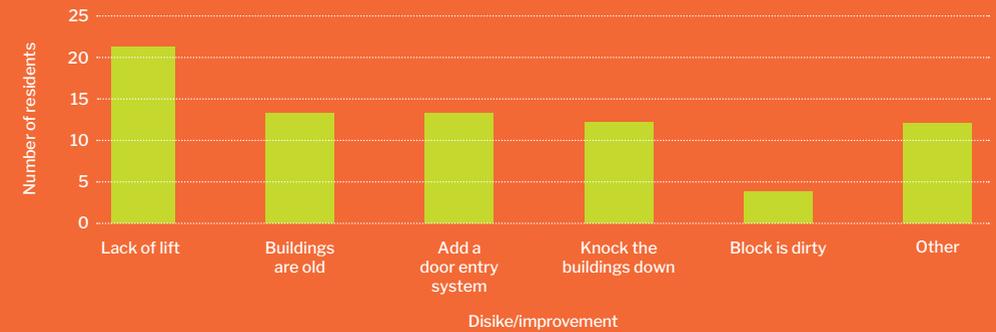
**“Shopping companies won't bring things up the stairs”**  
– Montrose House resident

**“The fact that there is no lift is a problem with carrying large items like TV up the stairs”**  
– Montcalm House resident

**“Drainage is neglected”**  
– Michigan House resident

# What do you dislike/what could be improved about your block?

## Montrose House



\*Included in 'other' are: pigeons on the building, noisy, bad TV signal, water pressure, drainage, stairs are dangerous, make blocks look nicer, eco-friendlier, cleaner, replace windows, new front doors.

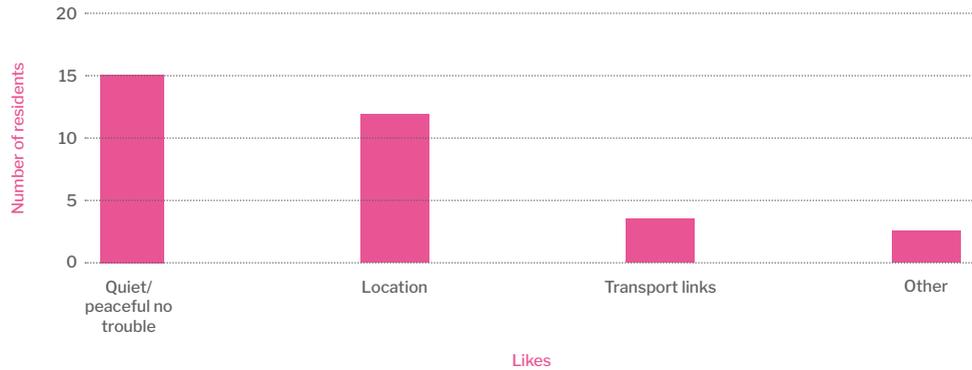
## Montcalm House



\*Included in 'other' are: block needs painting, structure of building is poor, fire safety, its old, lighting, loose wires hanging on building, staircase isn't hard wearing, some neighbours, poor signposting, better management/mismanaged, guttering, block to be rendered, outside storage, general refurbishment, knock it down, cosmetic improvements.

# What do you like about your estate?

## Michigan House



\*Included in 'other' are: It's attractive, parking.

**"I don't have problems I feel safe"**  
- Michigan House resident

**"The Location and the neighbours are friendly and it's peaceful and quiet"**  
- Michigan House resident

**"Location is convenient for work"**  
- Montrose House resident

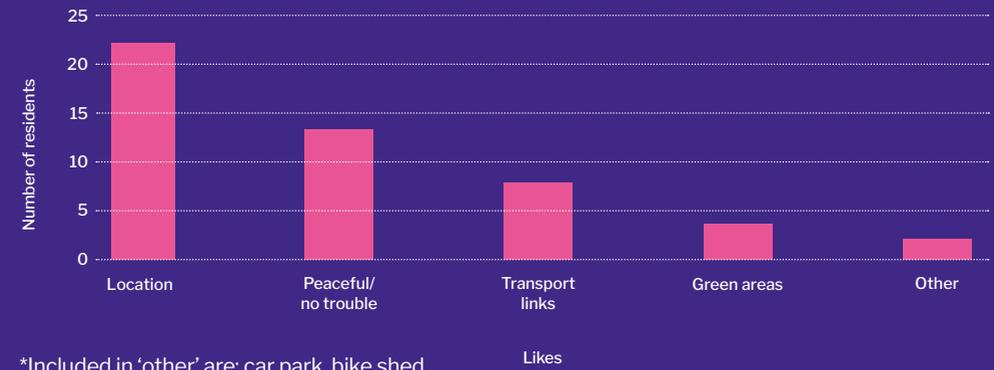
**"The estate is quiet and peaceful which is what I like, I have nice neighbours"**  
- Montrose House resident

**"I like the area; the area is not congested. The estate is quiet"**  
- Montcalm House resident

**"We have lived here for so long we are comfortable here."**  
- Montcalm House resident

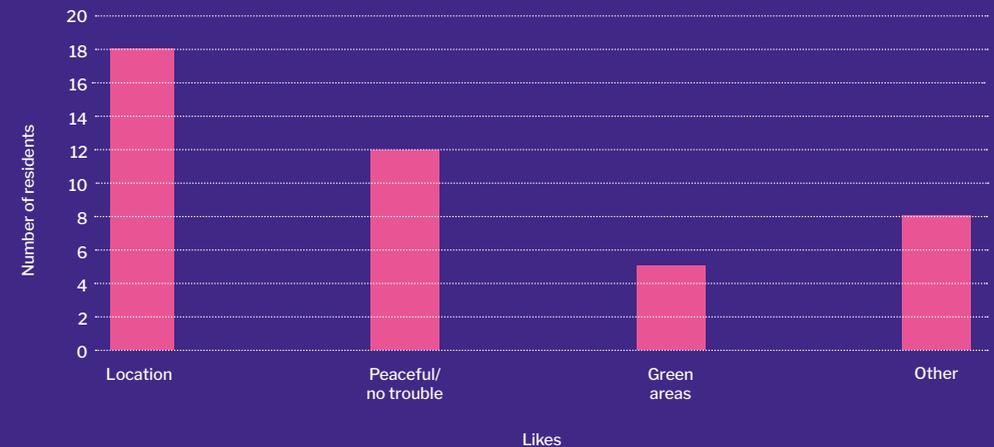
# What do you like about your estate?

## Montrose House



\*Included in 'other' are: car park, bike shed.

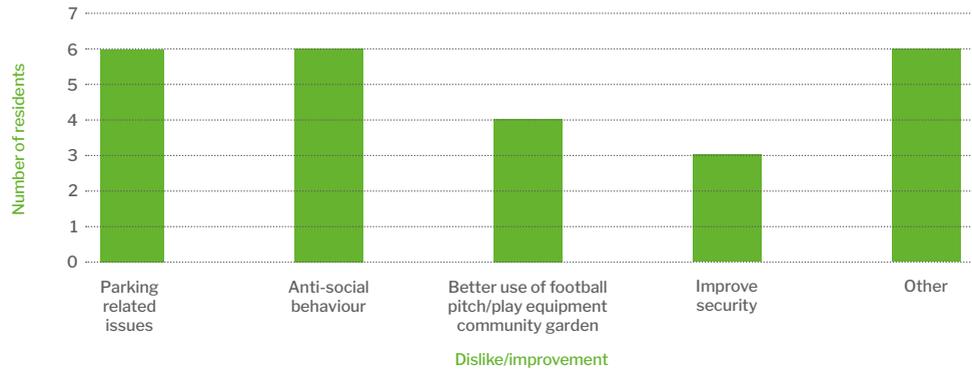
## Montcalm House



\*Included in 'other' are: small estate, open feel, clean/nice, transport links, car park, no loitering.

# What do you dislike/what could be improved about your estate?

## Michigan House



\*Included in 'other' are: reduction in trees/wildlife, poor condition of paving, recycling, youth facilities, car park barrier/gate.

**"The greenery and wildlife are continuously reduced on the estate"**  
- Michigan House resident

**"People sell drugs at the bottom of the ramp, they stand in the dark corner"**  
- Montrose House resident

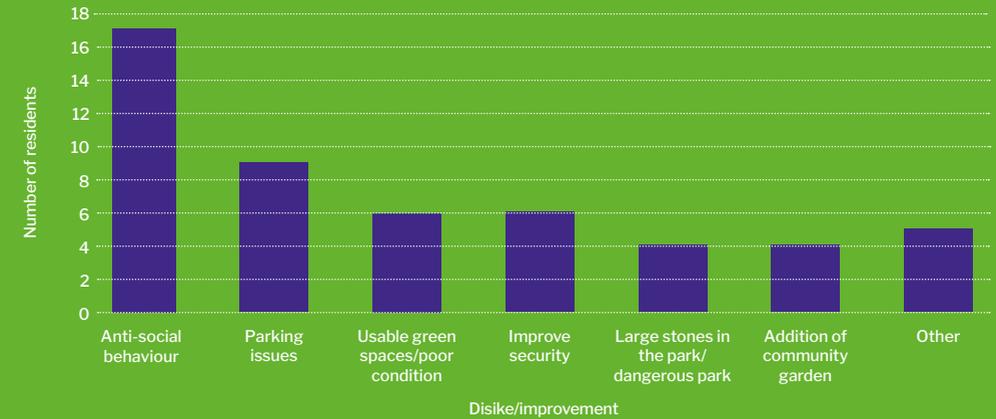
**"Add a community centre for everyone to use"**  
- Montrose House resident

**"The estate has drug dealers, it is not safe at night"**  
- Montcalm House resident

**"Gated front of the estate would prevent parking issues"**  
- Montcalm House resident

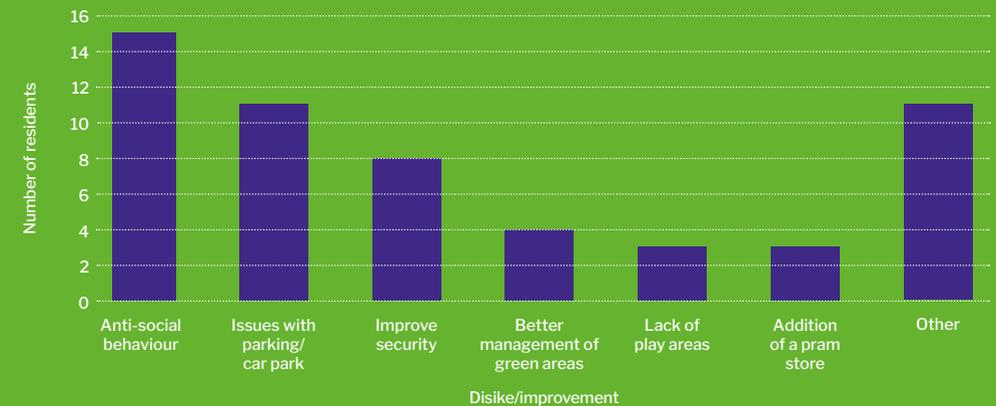
# What do you dislike/what could be improved about your estate?

## Montrose House



\*Included in 'other' are: generally poor condition, there is no football pitch, next to the river, better signage, youth clubs/activities.

## Montcalm House



\*Included in 'other' are: lack of safe bike store, Thames path gate being locked, drains, poor condition, lack of green space, green space should be for humans as well as dogs, no dogs, create a football pitch for older children, addition of youth clubs.

## Contact information

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# One Housing

