

Alice Shepherd House and Oak House

**Residents' Consultation 2: Initial Options
Feedback Summary Report
September 2020**



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What is this report and what are the findings?

One Housing and PRP architects have been working with residents of Alice Shepherd House and Oak House to consider options for the future of the blocks. An exhibition event was held in late January/ early February as well as one-to-one meetings with residents in their homes and at One Housing's offices. A second set of exhibition events were due to be held in summer 2020 at which updated designs for the regeneration options were to be presented to residents along with some analysis work on each option looking at factors such as cost to One Housing and benefits to the local community.

Unfortunately, due to the government lockdown rules these exhibitions were unable to take place and a 'virtual exhibition' was carried out instead. This meant that the exhibition boards were published in July and August 2020 in the form of a booklet for residents which was available online and sent to all homes in the post. Residents were able to watch video clips which provided more detailed information about each page of the booklet. There was also the opportunity for residents to provide feedback to One Housing and PRP by either completing an online survey or having a telephone meeting with the One Housing Regeneration team.

Residents were asked to state which options they were in support of and which they were not in support of, as well as provide comments on why they felt this way. This report provides a summary of the feedback that residents provided about their thoughts and views on what was shown in the exhibition, as well as recording all the comments that were provided.

In general, residents were mostly in favour of the full redevelopment option (Option 6), while the remaining options (Option 1, 2 and 3) and the two infill options (Option 4) were not being supported from most of the households. This indicates that most residents want to see a change of the area and their homes.



Introduction

Residents' Virtual Exhibition Workshop 2: Initial options

Virtual Exhibition Period:
10th July -17th August

Total number of households who took part in the consultation: 60/75 (80%)

Please note - There are 84 homes within the two blocks. One home in Alice Shepherd House was vacant. Eight homes are owned by non-resident leaseholders who have been contacted separately as part of this consultation. Therefore the figures shown here are out of a possible 75 homes.

Households who provided feedback online or through a telephone conversation: 59/75

Provided feedback from Alice Shepherd House: 49 (out of 63) responses

Provided feedback from Oak House: 10 (out of 12) responses

Households who took part in a telephone conversation but chose not to provide any feedback: 1/75

Alice Shepherd House: 1/63

Oak House: 0/12

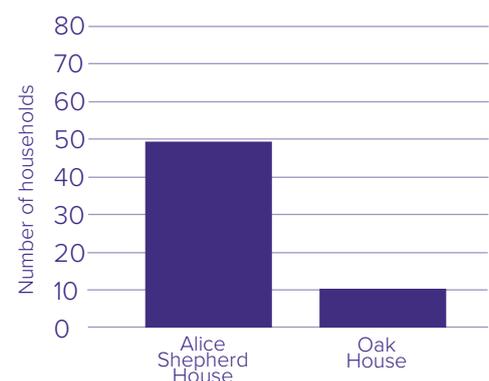
This report is a summary of the thoughts, ideas and concerns raised by residents during the second round of consultation events regarding the future of Alice Shepherd House and Oak House.

Given the timing in relation to the Covid-19 pandemic and resultant restrictions on public gatherings, the consultation 'event' had to take place remotely and as such was held as a Virtual Exhibition. All residents were sent an engagement pack, which contained print-outs of the exhibition material as well as instructions on how to view a series of online videos that explained some of the material in more detail. Residents were also provided a link to an online questionnaire. During the five week engagement period, representatives from One Housing contacted residents and were available to talk through options and answer any questions that they had in relation to any of the engagement material. Representatives were also able to fill in the online questionnaire on behalf of any residents that were unable to do so.

About you

Of the 59 responses from the residents, 49 were from Alice Shepherd House and 10 from Oak House.

"Where do you live?"

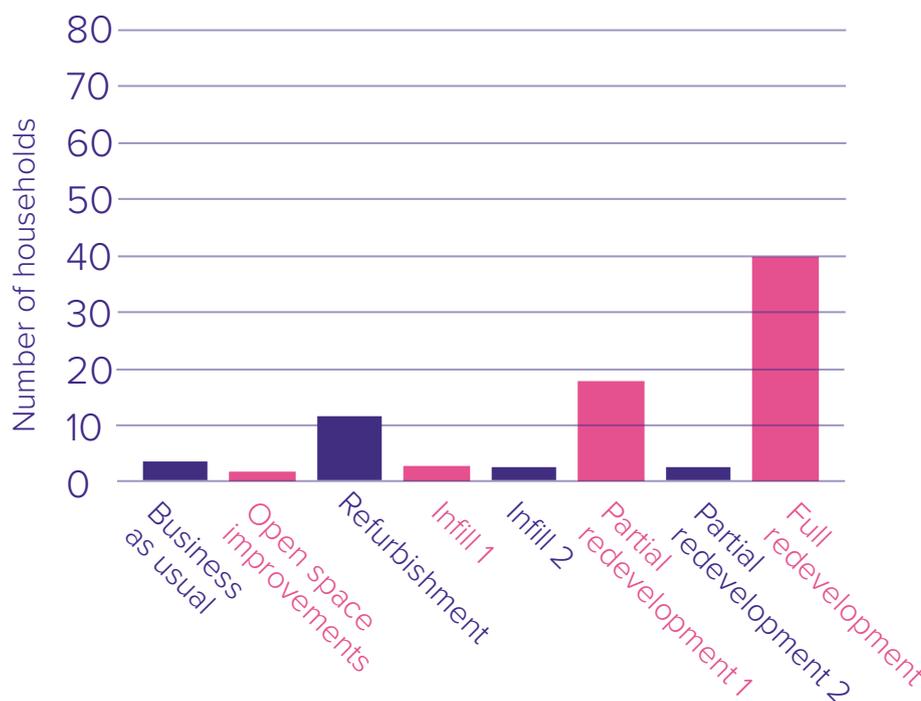


Survey results

Which options are you in support of?

Residents were asked to tell us which options they were in support of listing all 6 of the options with the two variations for option 4 ‘infill’ and option 5 ‘partial development’. The most supported option among the households is Option 6 ‘full redevelopment’ with 39 out of 59 households being in support of this option, followed by Option 5 ‘partial redevelopment 1’ with 17 out of 59 households being in support of this option. The third most supported option among the residents is Option 3 ‘refurbishment’ with 11 out of 59 households being in support of this option. The least supported option is Option 2 ‘open space improvements’ with only one household being in support of this out of the 59 households that gave us feedback.

“Which options are you in support of?
(Tick all boxes that apply)”



Respondents were then given the opportunity to leave comments in relation to the options they supported. The below text provides a summary, but a full list of comments can be found in the appendices.

Alice Shepherd House

Many of the respondents from Alice Shepherd House were in favour of any option that includes the redevelopment of Alice Shepherd House, and many mentioned that ‘full redevelopment’ in particular was their most favoured option as options like ‘refurbishment’ or ‘open space improvements’ will not solve any of the underlying problems residents experiencing today such as lack of private amenity and repair issues. Some residents think the only way forward is a full regeneration to get a consistent look and holistic approach to the estate, that will also help to prevent mentioned overcrowding.

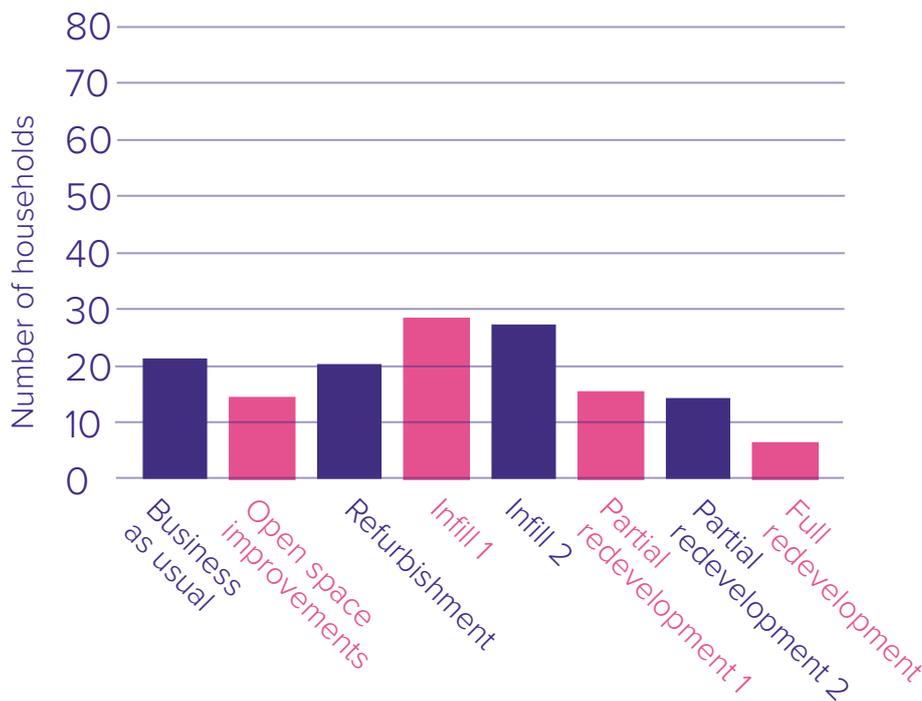
Oak House

Responses from Oak House were somewhat varied, with some suggesting that options that retained Oak House and do refurbishment work would be preferable as they are happy with current homes, while a majority think it’s important to redevelop the whole site and replace with new homes and improved building standard.

Are there any options you do not support?

Residents were also asked to tell us which options they were not in support of listing all 6 of the options with the two variations for option 4 'infill' and option 5 'partial development'. The least supported option among the households is option 4 'Infill' with 28 (Infill 1) and 27 (infill 2) out of 59 households not being in support of this option. Option 1 'business as usual' and option 3 'refurbishment' are not that supported among the residents with 21 and 20 households out of 59 households saying they do not support these options.

"Are there any options you do not support? (Tick all boxes that apply)"



Respondents were given the opportunity to leave comments in relation to the options they did not support. The below text provides a summary, but a full list of comments can be found in the appendices.

Alice Shepherd House

Many Alice Shepherd House residents commented that any options that retain or refurbish the buildings do not address or solve the issues with the building and therefore were in favour of any options that include the demolition of Alice Shepherd House. Some residents don't think the infill options improve the situation and that the open space improvements including in those options will help the current issues with their homes.

Oak House

Most respondents from Oak House want to see more of a change and redevelopment of the current homes and are therefore not in favour of 'refurbishment' or 'open space improvements' as they believe this won't solve current problems with buildings. There are also concerns that the infill options potentially would overshadow and add to overcrowding and parking issues in the area.

Do you have any further comments in relation to the options?

Respondents were also given the opportunity to offer any further comments in relation to the options. Many respondents gave us comments and a summary of these is presented below. A full list of comments can be found in the appendices.

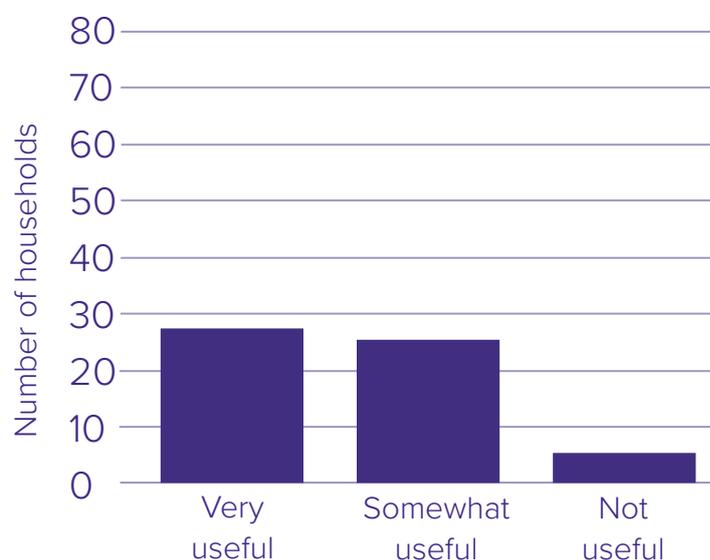
Most residents taking part of the exhibition are in favour for some kind of redevelopment and would like to see something happening. Some mention that a redevelopment would be an opportunity to upgrade for a bigger home due to expanding family while still staying on site. Other residents mention that any new open space as well as private amenity, such as balconies or terraces, would be welcomed and that parking need to be considered with any development.



Have you found the exhibition useful?

All 59 households who took part in the virtual exhibition were asked how useful they found it. The majority of responses were positive with 27 households saying it was 'very useful' and 25 saying it was 'somewhat useful' and only 5 households saying it was 'not useful'.

How useful have you found this virtual exhibition?



Finally, respondents were asked for their thoughts on the virtual exhibition. Given this was the first time such event has been run, it was important to capture the views of the community and understand where improvements could be made in the future should such event happen again. Respondents were generally happy with the format of the exhibition.

Residents were encouraged to give us comments in relation to the exhibition and suggest ways it could be improved. The below provides a summary of comments; a full list can be found in the appendices.

Respondents were generally pleased with the format. They found the information within the booklet easy to understand but some thought it was too much information to take in. Many commented that they found it easy and appreciated to talk to representatives from One Housing and that the follow-up phone call was really useful for them. Some mentioned that the call was really important as they may not have fully understood the information otherwise.



Appendix 1 | Event material: Exhibition booklet/videos

1

2 Hello & welcome
 ...to the second residents' exhibition event in the Alice Shepherd House and Oak House options appraisal.

Today we are looking at:

- What you told us at the last exhibition
- Draft options for change
- Understanding your estate
- Your updated Residents' Brief

Project timeline:

- RESIDENT SURVEY (March-April 2019)
- RESIDENTS' EVENT 1: Early engagement (January 2020)
- RESIDENTS' EVENT 2: Initial options (July 2020) - We are here**
- REGENERATION SITE VISIT: FOOTNOTED
- RESIDENTS' EXHIBITION 3: Emerging options (September 2020)
- RESIDENT & NEIGHBOURHOODS EXHIBITION: Final options (November 2020)
- Ballot of residents: Decision on the options to be taken forward

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3 Exhibition 1 Feedback

During the first round of regeneration consultation, we asked you think about what was important to you about your home, estate, streets and open space. The information below is a summary of comments from your post-it notes and feedback forms. You can see the full report on all the feedback we received at the last event and one-to-one meetings by [click here](#)

We asked you to indicate what was important about... You said... We asked you to tell us how important these are to you...

Category	Number of people	Feedback Summary
Your home	18 people said space and size, 6 people said views, 5 people said storage, 5 people said comfortable spaces	Love the view in both directions, My flat doesn't stay warm - not energy efficient
Your estate	11 people said local amenity, 8 people said safety and security, 8 people said location, 8 people said sense of community	The building is too old, built on the wall and not looking into my flat, Green areas and play areas are needed
Your streets	15 people said safety and security, 8 people said walkability, 8 people said access to parking	Traffic has to take down - too heavy on it & the only access route, Clean, more and brighter
Your open spaces	10 people said kids play area, 9 people said open green area, 5 people said trees/greenery	Spaces that bring children and meeting your neighbours, Better use of the site park for communal gardens

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4 Option 1: Business as usual

In this option Alice Shepherd House and Oak House would remain as they are, with routine repairs and maintenance by One Housing continuing to be carried out.

The former Samuda Housing Office behind Oak House would be demolished and replaced with an improved open green space which would include a play area for younger children. The existing community centre will remain as it is.

Plan showing the existing site: 1 All existing homes retained, 2 Former Samuda Housing Office replaced with open space and play, 3 No further improvements, 4 Existing parking retained.

3D aerial view

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5 Option 2: Open space improvements

This option looks at improvements to the outdoor communal and public spaces on the estate, such as paving, planting and lighting, as well as improvements to security and refuse.

The former Samuda Housing Office behind Oak House would be demolished and replaced with an improved open green space which would include a play area for younger children. The existing community centre will remain as it is.

Plan showing the proposed improvements: 1 All existing homes retained, 2 Former Samuda Housing office replaced with open space and play, 3 Now improved paved areas and light fixtures for better accessibility, 4 Reorganised car parking and improved sports court, 5 Secured cycle parking for better accessibility and security, 6 Trees along Manchester Road retained.

3D aerial view

Street view sketch

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Option 3: Refurbishment

This option looks at what improvements can be made to Alice Shepherd House and Oak House through refurbishment and repair works. It does not include any change to the open space and external communal areas, except the demolition of the former Samuda Housing office behind Oak House which would be replaced with an improved open green space. The existing community centre will remain as it is.

1-Refurbishment level 1

- Boiler and water pump upgrade
- Improvements to refuse chutes
- CCTV upgrades
- Improved communal lighting

3- Refurbishment level 3

- As level 2 but also includes
- Kitchen and bathroom renovations
- Improved energy efficiency through smart controls for heating installed in flats, floor and external wall insulation if required and mechanical ventilation
- Upgrades to lifts if required

2-Refurbishment level 2

- As level 1 but also includes:
- Bolt on balconies installed to all flats where possible
- Thermostatic radiator valves installed within flats
- Solar panels installed if possible
- Improved to bin and cycle stores
- Possible conversion of unused garages in Alice Shepherd House into cycle store or other resident storage

Plan showing the proposed improvements



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Option 4: Infill (Scenario 1)

This option looks at building new homes on empty areas of the site, while retaining all the existing homes. This would include a new 15-storey slim building on the corner of Manchester Road and Stewart Street. The existing community centre will remain as it is. The former Samuda Housing office would be demolished and replaced with a new 'Close' of 3-4 storey houses between Oak House and the existing Community Centre. Alice Shepherd House and Oak House would remain as they are with no improvements or change. In this option 61 new homes would be constructed and all 84 existing homes would be retained meaning that once the regeneration is completed there would be 145 homes in total.

Plan showing the proposed improvements



3D aerial view



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Option 4: Infill (Scenario 2)

This option looks at building new homes on empty areas of the site, while retaining all the existing homes. This would include a new 5-storey block along Manchester Road. The existing community centre will remain as it is. The former Samuda Housing office would be demolished and replaced with a new 'Close' of 3-4 storey houses between Oak House and the existing Community Centre. Alice Shepherd House and Oak House would remain as they are with no improvements or change. In this option 34 new homes would be constructed and all 84 existing homes would be retained meaning that once the regeneration is completed there would be 118 homes in total.

Plan showing the proposed improvements



3D aerial view



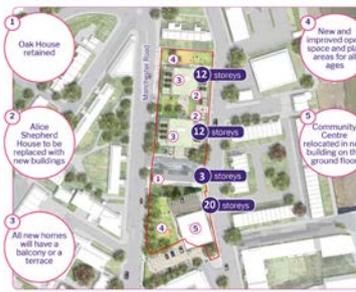
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Option 5: Partial redevelopment (Scenario 1)

In this option Alice Shepherd House is demolished and replaced by two 12-storey buildings. Oak House is retained with no change. The former Samuda Housing office and the existing Community Centre would be demolished and replaced with a new 20-storey building, with new community centre facilities on the ground floor. All new homes would have a balcony, garden or a terrace. There will be new public open spaces and play areas appropriate for all ages. There would be 193 new homes in the new blocks and the 12 homes in Oak House would be retained, so once the regeneration is completed there would be a total of 268 homes.

Plan showing the proposed improvements



3D aerial view



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Appendix 1 | Event material: Exhibition booklet/videos

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Option 5: Partial redevelopment (Scenario 2)

In this option Oak House is demolished and replaced by a 12-storey building. Alice Shepherd House is retained with no change. The former Samuda Housing office and the existing Community Centre would be demolished and replaced with a new 20-storey building, with new community centre facilities on the ground floor.

There would be 179 new homes in the new blocks and the 72 homes in Alice Shepherd House would be retained, so once the regeneration is completed there would be a total of 263 homes on the site.

Plan showing the proposed improvements

- 1 Oak House to be replaced with new building
- 2 Alice Shepherd House retained
- 3 Community Centre relocated in new building on the ground floor
- 4 All new homes will have a balcony or terrace
- 5 New and improved open space and play areas for all ages

3D aerial view

Street view sketch

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Option 6: Full redevelopment

This option proposes the demolition of both Alice Shepherd House and Oak House, as well as the former Samuda Housing office and the existing community centre.

These would be replaced with two 12-storey buildings located on the former Alice Shepherd house, one 12-storey building on the site of Oak House, and a 20-storey building on the site of the existing community centre.

Once the regeneration is completed there would be 344 homes on the estate.

Plan showing the proposed improvements

- 1 All new homes will have a balcony or a terrace
- 2 Realignment of Steward Street to improve light and views
- 3 Community Centre relocated in new building on the ground floor
- 4 New open space and play areas for all ages
- 5 New secure residents' green communal gardens and new play areas
- 6 New secure parking for existing residents

3D aerial view

Street view sketch

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Feedback and summary

Feedback
Thank you for taking part in this exhibition. We would really like to know your thoughts about what you have seen. You can do this by clicking using this QR code to give us your feedback. Alternatively you can call Emma or Mynul from the One Housing Regeneration Team.

One Housing Regeneration team:
Mynul Islam
07966 643120 or 020 8821 5138
mynulislam@onehousing.co.uk

Emma Leigh Price
07768 776036 or 020 8821 5169
eprice@onehousing.co.uk

See the video for Feedback and Summary

Follow link to give us your feedback

Independent advice
If you would like some independent advice you can contact your Independent Residents' Advisor and your Residents' Advocate.

The Independent Resident Advisor:
Lae Page
0800 073 1619 (freephone)
aliceshepoakhouse@ipas.org.uk

Resident Advocate:
Mike Tyrrell
07956 225416
mike@puttingresidentsfirst.co.uk

Additional information
If you would like to see more information about how your feedback from the last event has informed the objectives and Residents' Brief please turn to the turquoise section at the back of this booklet. If you would like to see more information about how the existing building and local area have informed PRP Architects' designs for the options please turn to the blue section at the back of this booklet.

Project timeline

We are here

- 2019: Initial brief (March/Apr 2019)
- RESIDENTS' EVENT 1: Early engagement (January 2020)
- RESIDENTS' EVENT 2: Initial options (July 2020)
- RESIDENTS' EVENT 3: Emerging options (September 2020)
- RESIDENTS' EVENT 4: EXHIBITION Final options (November 2020)
- DECISION TO PROCEED (The preferred option has been agreed at the next stage of major administration)

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Appendix 2 | Linked event material: Understanding your area boards/videos

1

2 Understanding your area - constraints and opportunities of the site

Designs for the options need to respond to the existing pedestrian and vehicle routes of the area, as well as the existing building heights and scale. There are existing trees on the site and adequate vehicle parking must be considered. There are opportunities to better integrate Alice Shepherd House and Oak House into the surrounding area and improve the appearance and experience of the existing environment.

See the video for Understanding your area

Constraints of the site

- Site boundary
- Boundary edges
- Utility
- Waste amenity space
- Pedestrian gaiting
- Public realm
- Waste storage

Opportunities of the site

- Site boundary
- Blank walls/facade
- Lack of connection to neighbouring space
- Green amenity space
- Pedestrian gaiting
- Public realm
- Waste storage

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2

3 Understanding your area

Open space and play

Cubitt Town (north) contains a number of small scattered green open spaces which lack a clear function and use for the community. St John's Park however, has a playground and sports facilities. There is a sports court next to Alice Shepherd House. The Thames Path is located close to the site and offers great views and pedestrian routes.

Land uses

The site is predominantly residential, with the exception of clusters of community and smaller retail units around Cattalla Square. The Cubitt Town Youth Club (50p Club), a community centre, is located within the site. The nearest food shop is located along Manchester Road. Workspaces, offices and residential towers dominate Marsh Wall up to South Quay and Canary Wharf.

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3

4 Understanding your area

Building heights

Alice Shepherd House is 10-stories tall and Oak House is 3-stories tall. The surrounding area includes a variety of building heights including very tall buildings of above 10-stories along the River Thames and lower heights of 3-stories surrounding site to the west and south.

Movement

The site runs along Manchester Road which is the primary route for vehicles and pedestrians in the area. It includes a number of bus stops which connect the area to Canary Wharf and Central London. Snows Lane is a secondary route and provides the only vehicle access onto the site.

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Appendix 2 | Linked event material: Residents Brief boards/videos

1

2 What is the Residents' Brief?

The Residents' Brief is a list of improvements or changes that you have told us you would like to see, should the regeneration go ahead. They are based on the feedback that residents have given us at previous exhibitions and during one-to-one meetings with the One Housing team. We have called each improvement or change an 'agreed objective'. You can read all the objectives you've given us so far in the list on this page. We have also included some additional objectives that we feel would likely benefit the community. We would be interested to hear your opinion on these. Later on in the options appraisal process, each of the regeneration options will be scored on how well it meets the agreed objectives in the Residents' Brief.

See the video for Draft Residents Brief

Housing

- Ensure buildings are fit for modern living, including efficient and spacious flat layouts with adequate storage
- Provide homes that meet residents housing needs
- Provide homes that are energy efficient
- All new homes should provide good quality private outside spaces, such as a balcony, terrace or gardens
- Provide homes that maximise sunlight to living rooms, bedrooms and balconies
- Maintain existing/maximise new opportunities for views
- Provide more homes to meet local need, including affordable homes

Environment

- Provide good quality public green spaces and communal areas
- Reduce opportunities for anti-social behaviour, and ensure safety and security for residents and vehicles
- Consider ways to minimise noise and nuisance from the main road and other sources
- Provide adequate refuse areas and facilities (bin stores)
- Enhance/improve the quality of the streets and paths
- Provide clean communal areas and open spaces through maintenance

Accessibility

- Improve accessibility within and around all homes avoiding additional steps and stairs
- Improve availability of safe cycle storage
- Provide car parking that meets residents needs and policy requirements
- Enhance connections to surrounding facilities, such as St John's Park and Canary Wharf
- Enhance access to transport options near the site
- Ensure that homes are adaptable to different and changing needs

Well-being

- Provide housing options for elderly residents and those with specialist needs
- Maximise the number of existing residents who remain on the estate after the regeneration is completed
- Ensure that any temporary moves are located close to the existing homes and schools
- Provide adequate play areas for children of all ages and facilities for young adults
- Ensure that homes are adaptable to different and changing needs

Economy

- Ensure the local communities have access to employment and training opportunities arising from regeneration
- Provide new commercial facilities (shops, cafes, business spaces) for convenience of residents and enable economic growth

● Residents objectives
● One Housing objectives

One Housing

2

3 Feedback informing your draft Residents Brief

At the first exhibition event and one-to-one meetings in January and February 2020 we asked you for feedback on the draft objectives. You told us –

Housing

Environment

One Housing

3

4 Feedback informing your draft Residents Brief continued...

Accessibility

Well-being

Economy

If you would like to read the full report detailing all the feedback and comments we received at the January events you can do so by using this QR code

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Appendix 3 | Event material: Feedback form online Survey Monkey

ASO Options Appraisal: Exhibition 2

Your views and suggestions are important to us and will help shape the future of your estate. Please complete the short survey below. All responses are optional.

1. Contact details

Name

Address

Email Address

Phone Number

2. Which options are you in support of? *(Tick all boxes that apply)*

- | | |
|--|---|
| <input type="checkbox"/> Business as usual | <input type="checkbox"/> Infill (Scenario 2) |
| <input type="checkbox"/> Open space improvements | <input type="checkbox"/> Partial redevelopment (Scenario 1) |
| <input type="checkbox"/> Refurbishment | <input type="checkbox"/> Partial redevelopment (Scenario 2) |
| <input type="checkbox"/> Infill (Scenario 1) | <input type="checkbox"/> Full redevelopment |

Do you have any comments?

3. Are there any options you do not support? *(Tick all boxes that apply)*

- | | |
|--|---|
| <input type="checkbox"/> Business as usual | <input type="checkbox"/> Infill (Scenario 2) |
| <input type="checkbox"/> Open space improvements | <input type="checkbox"/> Partial redevelopment (Scenario 1) |
| <input type="checkbox"/> Refurbishment | <input type="checkbox"/> Partial redevelopment (Scenario 2) |
| <input type="checkbox"/> Infill (Scenario 1) | <input type="checkbox"/> Full redevelopment |

Do you have any comments?

4. Do you have any further comments in relation to the options?

5. How useful have you found this virtual exhibition?

- Very useful
- Somewhat useful
- Not very useful

Do you have any suggestions on how we could improve this kind of virtual engagement?

Appendix 4 | Respondent comments

Which options are you in support of?

- Understands options but does not want to comment on them as upset with One Housing Group on every level.
- Feels redevelopment is the best method due to cost to bring buildings up to today's standards.
- Refurbishment would be 1st option but is happy to consider other options.
- Not sure what choice she is favour of as yet.
- In favour of refurbishment to Alice Shepherd House rather than redevelopment.
- Full redevelopment or partial whereby Alice Shepherd House gets redeveloped or lastly refurbished with private balcony added a must.
- Happy in home so would choose refurbishment option.
- Refurbishment only as not in favour of any redevelopment at all. Feels this should be put on hold until covid 19 eases and face to face meetings can resume.
- Options that included taking Alice Shepherd House down as lots of issues with the block as it is so old.
- Alice Shepherd House to be demolished- layout is confusing causing issues resolving ongoing leaks and blockages which have caused damage to her home.
- Tenant in favour of refurbishment as is settled but does have mobility issues so if Alice Shepherd House was to be redeveloped due to mobility issues would need ground floor or no steps, would really like outside space.
- Options that include redevelopment of Alice Shepherd House as dated and long standing issues with leaks and water pressure.
- Would like full redevelopment as the building is dating and would like outside space.
- Would like ash to be demolished suffering with constant leaks and damp.
- Would like to see full regeneration to estate especially Alice Shepherd House as suffering with consistent blockages and repair issues in her home.
- Not sure yet.
- Option 5 scenario 1 is favoured choice - but also thinks option 6 is ok.
- Options 3 refurbishment, needs a wet room, windows changed.
- Option 6 - issues with building - asbestos.
- Option 2 - open space improvements for kids and healthy wellbeing.
- Redevelopment of ash due to family growing an extra room regeneration also would like outside personal space
- Option 6 full regeneration should do it all at once.
- Full Redevelopment or those including Alice Shepherd House being redeveloped due to mobility issues.
- None.
- Would vote for any option that includes taking down Alice Shepherd House, due to overcrowding issues and block is dated and starting to show repair issues.
- Option 6 - renew the whole estate not just Alice Shepherd House.
- Happy in home so would like refurbishment best.
- Would like to see a refurbishment done to Alice Shepherd House including balcony and boiler upgrades also k&b as very happy in home.
- Undecided too many options at the moment will take part when there are fewer options.

- Full redevelopment is pref or Alice Shepherd House being demolished, water pressure is very bad and all issues cannot be addressed
- Option 6 too much work for refurbishment/ leave as is. Or Option 5 scenario 1.
- Full regeneration as there is cold drought and damp. Building is old.
- Full redevelopment or any option which provides his family with a flat suitable to your housing needs.
- Would like more time to think on this.
- Would vote for refurbishment which included private balcony being added as fairly happy with current home
- Full regeneration.
- Liked the idea mostly full regeneration and then those replacing Alice Shepherd House as feels estate would benefit from a new look as location is great. Would really like an outside space of some type.
- Options including redevelopment of Alice Shepherd House as overcrowded suffered leaks and bad water pressure.
- Full regeneration but would like to stay on Isle of Dogs, and only if housing needs are met.
- Partial redevelopment of Alice Shepherd House is favoured above all- Husband would favour full redevelopment.
- Option 6 full regeneration - too many issues with current building.
- Full Redevelopment is preferred or option including Alice Shepherd House being redeveloped as Alice Shepherd House has so many repair issues that need addressing.
- Full Development as this would improve the estate OR keep as it is with Business as usual.
- Option 1 absolutely love it. Doesn't mind infill or refurbishment so long as Alice Shepherd House is left standing.
- Resident hasn't decided on a preferred option. Will complete feedback when he has.
- Option 6 full redevelopment. More space for people lots of issues with building.
- Full redevelopment option followed by partial redevelopment for Alice Shepherd House.
- Full redevelopment.
- Refurbishment options as new tenant and happy.
- Full redevelopment option would be most preferred.
- Option 6 full redevelopment.
- Option scenario 2, option 6.
- 1 or 6. Either do nothing or 6 and move elsewhere.
- Full regeneration would be chosen option.
- Full redevelopment - tenant likely to move soon.
- Full Redevelopment option as the whole estate would benefit from an upgrade.
- Full redevelopment and any option that includes Oak House being rebuilt
- Infill options and options that keep Oak House. Partial redevelopment scenario 2.
- Full redevelopment - only if his needs are met.

Note:

Option 1 to 6 refer to the options in the event material

Appendix 4 | Respondent comments

Are there any options you are not in support of?

- Wouldn't like the infill options as he says there is enough residents as it is on the estate.
- Not really no.
- Not in favour of a 20 storey building being erected or any infill options.
- Not in favour of redevelopment.
- Not strongly against any option as is happy but would like an outside space.
- Any Option that redevelop Alice Shepherd House.
- Full redevelopment and any option including the demolition of Alice Shepherd House/Oak House or adding tall buildings to the estate.
- Business as usual.
- Not in favour of any infill options as this would not help with her housing situation.
- Not really sure but not in favour of a 20 storey building being erected due to worry of light being restricted by tall building.
- Business as usual.
- Any that included Alice Shepherd House not being demolished.
- Happy with any options that include redevelopment of Alice Shepherd House.
- Would not be happy for refurbishment or business as usual as feels due to age of the block there are underlying issues that will not be addressed.
- Not sure yet wants to see pro's and cons of each option.
- Refurbishment - already have a fairly new kitchen/ bathroom so would be a waste.
- Not fussed about what happens.
- Not really sure as understand additional housing is regeneration but may be too much with 20 storey building.
- Refurbishment/ leaving buildings as is will lead to problems remaining/reoccurring.
- Not really sure but would like improved living for housebound husband and outside space would be lovely.
- Dislikes all options.
- Not interested in the refurbishment due to cost or infill options.
- Infill as light will be blocked. Too much to fix in refurbishment. Too many issues i.e. Leaks.
- Not sure yet wants to see pro's and cons of each option.
- Not really against any.
- Any that include keeping Alice Shepherd House due to condition. Other options do not fix the problems.
- Does not want building to remain has lived here since 1992 with persistent issues.
- All options where the buildings remain.
- Infill options as the views towards Tesco would be blocked.
- Not in favour of Alice Shepherd House coming down at all.
- Infill and refurbishment.
- Not keen on the infill options or part keep as the estate would not be uniformed and look like old and new.
- Infill will cause crowding and parking issues, business as usual as Alice Shepherd House needs extensive work due to age.

- Business as usual due to being overcrowded or Infill options. Does not support any other option.
- Business as usual or opt 2
- Outside space improvements as feels this will get ruined as no one looks after estate
- Full regeneration and any option including the demolition of Alice Shepherd House.
- Refurbishment or leaving as is because too many problems.
- Any option that does not redevelop Alice Shepherd House.
- Not in favour of infill options as felt this would block light and feel overcrowded.
- Not strongly against any of the proposed options.
- Any option where Oak House stay as it is. Too many problems with building, small balconies.
- Do not like options where building is left as is.
- Option 1 & 2. Infill options would mean Oak House is overlooked and hemmed in. Option 5 scenario 1 same issue
- Infill options she is not in favour of as this would not resolve Alice Shepherd House residents issues.
- Would not like partial options as all or nothing.
- Not keen on infill options.
- Properties are old and cannot be fixed unless rebuilt..
- Strongly against refurbishment.
- Both infill options. Refurbishment. Business as usual. Open space improvements.

Note:
Option 1 to 6 refer to the options in the event material

Appendix 4 | Respondent comments

Do you have further comments in relation to the options?

- Only open to redevelopment of Alice Shepherd House if offered a like for like or better within the local area.
- Underground parking would be brilliant and more outside space for the community.
- Family is happy in home and would rather see upgrade to home than redevelopment.
- Very important to have an outside space of her own to use.
- Concerned that cost implications are not being discussed such as CT and Airbnb lets in new buildings leading to anti social behaviour.
- Outside space on lower floor would be brilliant currently on 2nd but no higher than 2nd.
- Overcrowded so in need new home, would like outside space.
- Feels Alice Shepherd House needs to be redeveloped.
- Important that residents keep current tenancy and expenses.
- Blockages are so bad and cant see this being resolved unless demolished.
- Feels full redevelopment of Alice Shepherd House is a must.
- Still want residential parking.
- Don't upheaval.
- Likes home and area but need to be lower and is fearful following fire in flats.
- To put on hold until after social distancing and feels opts to hold face to face is being rejected unnecessarily.
- Would like keep view of the O2 If redeveloped may consider moving out of the estate but stay on island or Kent, design of block is bad.
- Windows, radiators and boiler is over 20yrs old so needs upgrade.
- Would like more info on LH stance.
- New flat should be over one floor for mobility issues
- Too small for family. Building is outdated and mouldy.
- Health concerns mean she is considering her options. As she is happy where she is other than her health needs.
- Just wants to see what happens.
- Quite concerned about parking and retaining a space and about overcrowding with new blocks and safety of newer builds.
- Is settled but needs extra room so happy for change.
- Staying in the estate is a priority and hopes there will not be a divide between Homeowners and renters- concerned about privacy, light and noise in newer buildings as well as the building heights and protecting views for residents who have them.
- Parking with any new build.
- Change is required especially to Alice Shepherd House.
- The current layout of the building is not nice.
- Fantastic area. Love the view. Parking is an issue. Blue bridge causes delays when up.
- Parking bays and on street parking was brought up. Advised bays would stay to those who already have one and on street parking to be agreed with Tower Hamlets.

- Building outdated and needs a new look and water pressure is very bad.
- Alice Shepherd House & Oak House are tired old buildings and need renewing.
- Likes her views and home.
- Experiencing damp in bedroom at the front of the building. Would be happy to move out of the estate.
- Too many problems with building, small balconies.
- Any option where a new flat is available for the family. More outdoor seating.
- Would prefer to move away from estate than live in the crowded new area.
- Outside space will be really beneficial.
- Looking forward to a redevelopment option.
- In a new build kitchen and balconies to be adequate size.
- Would rather full redevelopment rather than refurbishment or leave it.

Note:
Option 1 to 6 refer to the options in the event material

Appendix 4 | Respondent comments

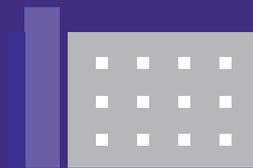
How useful have you found this virtual exhibition?

- Its been ok and easy to understand, follow up call was also helpful.
- Yes.
- Found it fine.
- Been okay.
- Information was all there but the call was easier to take on the options and have it explained.
- Any well explained on phone.
- No will only wish to take part in face to face discussions moving forward.
- Fine.
- Meetings were previously difficult to attend due to commitments so virtual info was better.
- Yes fine.
- Yes its been fine.
- Yes it has been fine and she understands information.
- This has been fine.
- Yes as she is happy with any method as long as clear and accurate.
- Following call, she will have a look again herself.
- Yes.
- Chat was better.
- Booklet and videos were very helpful.
- Yes.
- Hasn't seen the boards.
- Call was good and preferred as doesn't come out too much.
- Not very good better face to face and wish to wait until this can happen.
- Book was too much info would pref face to face but call was much better. Personal touch prefer either call or meet.
- Too much going on in the booklet made it difficult to understand. The call is more than helpful.
- Not sure.
- Found the booklet brilliant.
- Too much going on in the booklet made it difficult to understand.
- Face to face would be pref but what has been provided is good especially good.
- Booklet is self explanatory.
- Telephone call helped as they do not speak English and has health issues.
- Telephone call helped due to health issues.
- Phone call was better as cannot read.

- Found the virtual better as can not always get to meeting etc.
- Virtual has been good and access to info has been easy.
- Yes info has been fed through but prefer calls or face to face.
- Booklet helpful - call to explain was much appreciated.
- Its been fine and telephone call was nice and explained further.
- Booklet was clear and helpful.
- Feel well informed.
- Yes is clear on what's happening.
- Hasn't had a chance to look at this.
- Email and Booklet was well laid out and useful.
- The information is ok.
- Resident viewed videos and completed online.
- Worked well along with phone call.
- Its been ok and keeping in touch is key no matter which method.
- Booklet was helpful.
- Booklet was helpful - 3d designs and modelling would benefit residents.
- Booklet was helpful, but may be difficult for other residents.
- Glad she received a follow up as was very good to hear breakdown.
- Overcrowded.
- Happy with any method as long as communication is kept.
- Yes useful to visualise options - but only full redevelopment will address issues.
- Too dense and hard to understand - preferred the phone call.
- Conversation was helpful. Gave him the opportunity to share his thoughts and condition.

Note:

Option 1 to 6 refer to the options in the event material



ALICE SHEPHERD HOUSE
OAK HOUSE