

Kedge House, Starboard Way and Winch House

**Residents' Consultation 1: Early Engagement
Feedback Summary Report
December 2019**



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Executive Summary

This report summarises the comments, ideas and concerns raised by residents of Kedge House, Starboard Way and Winch House throughout the initial stages of the Options Appraisal process.

In general, we found that residents shared many of the same concerns and have similar ideas about the future of their homes, estate, streets and open spaces. In addition, residents generally agreed with the objectives that formed the initial draft Residents' Brief across the five categories: housing; environment; accessibility; well-being and economy.

When asked about their home, residents were generally talking about the size and design of their living space. Many also stressed the importance of having a private garden or balcony, something that is not currently offered to all residents on site. Others spoke about storage, which is lacking in some areas of the site.

When asked about their estate, residents generally thought that safety and security was very important. Maintaining the strong sense of community on the current estate was also vital to residents. Others spoke about access to green open space and provision of parking for existing residents.

When asked about their streets, safety and security was again raised by many residents as an important issue. Residents also talked about improved lighting and clear routes to and from their homes, which the current layout does not always offer. Others also mentioned provision of bike storage and improved street parking for cars.

When asked about their open spaces, many residents thought that private outdoor space was very important. Other important features included communal space for sitting, playing and exercising, as well as preservation of existing trees and greenery. Many residents were keen to retain and improve the children's play area. Residents were somewhat split in their opinions about providing a dog exercise area and allotment space.

Residents generally agreed with all of the objectives proposed in the draft Residents' Brief. The only objectives that had any notable disagreement were about providing separate dog areas, improving cycle storage, improving connections through to the Westferry Site and providing new commercial facilities on site.

Introduction

Residents' Consultation 1: Early engagement

Event dates:

Thursday 10 October (4pm-8pm)

Saturday 12 October (10am-2pm)

Residents who attended an event: 40

Number of households represented: 24

Follow up one to ones:

Monday 28 October to Friday 15 November

Number of households engaged in one to ones: 54

Total number of households in Kedge House, Starboard Way or Winch House: 71

Number of completed feedback forms: 60

(from 55 different households)

Total number of households who engaged: 59 (83%)

(attended either an event or one to one)

This report is a summary of the comments and issues raised by residents of Kedge House, Starboard Way and Winch House both at the beginning of 2019 during One Housing's survey of residents, and during the first round of regeneration consultation throughout October and November 2019. This first round of consultation included two exhibition events followed by one to one meetings arranged between residents and the One Housing regeneration team. This allowed One Housing to explain and discuss the options appraisal process with as many of you as possible and gather your feedback.

Hopefully many of the questions and responses in this report will seem familiar; and it is fair to say that the findings are very similar to those we presented to you in our survey report in June 2019. You may feel this report is not telling you anything new. But it is important to test and record the findings of every stage of consultation, as the comments and views expressed in this document will help decide the future of Kedge House, Starboard Way and Winch House. The fact that this report confirms the findings of our earlier resident surveys is a good sign that the community have strong and views on the future of their homes.

The event welcomed and introduced residents of Kedge House, Starboard Way and Winch House to the options appraisal process, during which we will consider possible options for the future of these three buildings. Residents were shown a time line of the process and presented with example images for each of the six options. Key comments and findings from the residents' survey, carried out earlier in the year were displayed and it was explained how this feedback has helped inform the draft residents brief (key promises made to residents if regeneration were to happen), that was shown on another of the display boards. One Housing also provided contact details for more information.

The One Housing regeneration team and PRP architects were available during the events to talk to residents about the displays, explain things where necessary and discuss people's thoughts, questions and concerns. Residents were offered the chance to complete a survey and encouraged to write comments on post-it notes and stick them directly on the displays. In the one to one meetings with residents following the events, One Housing were able to get feedback and have discussions with those who had not already commented or had not been able to attend the events.

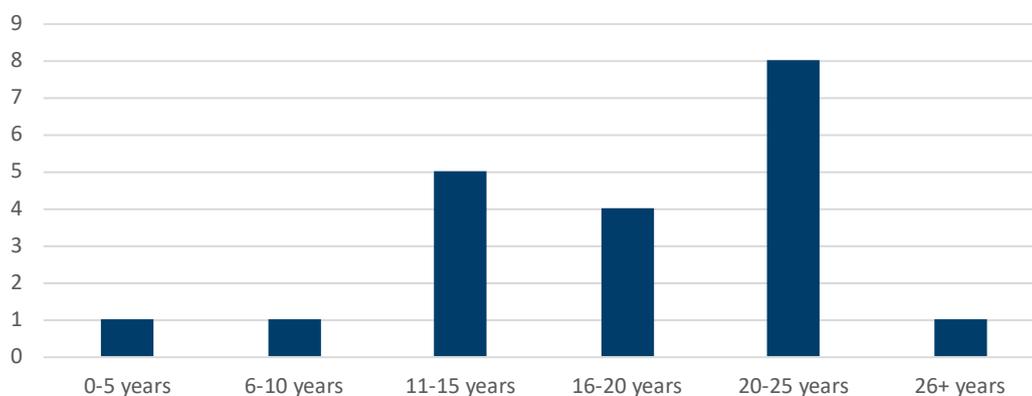
Questionnaire: Have your say

The first part of the feedback form (see example at top of page 19) collected basic information and asked residents about their home and the area in which they live. Responses were recorded by ticking boxes and adding comments to indicate how important each feature was to each resident.

About you

Of the 60 feedback forms completed, 35 were from Kedge House, 9 from Winch House and 16 from Starboard Way. Of the respondents who attended the event, 20 told us how long they have lived in their home and almost half were between 20-25 years. The majority of residents (17) had lived on the estate between 11-25 years.

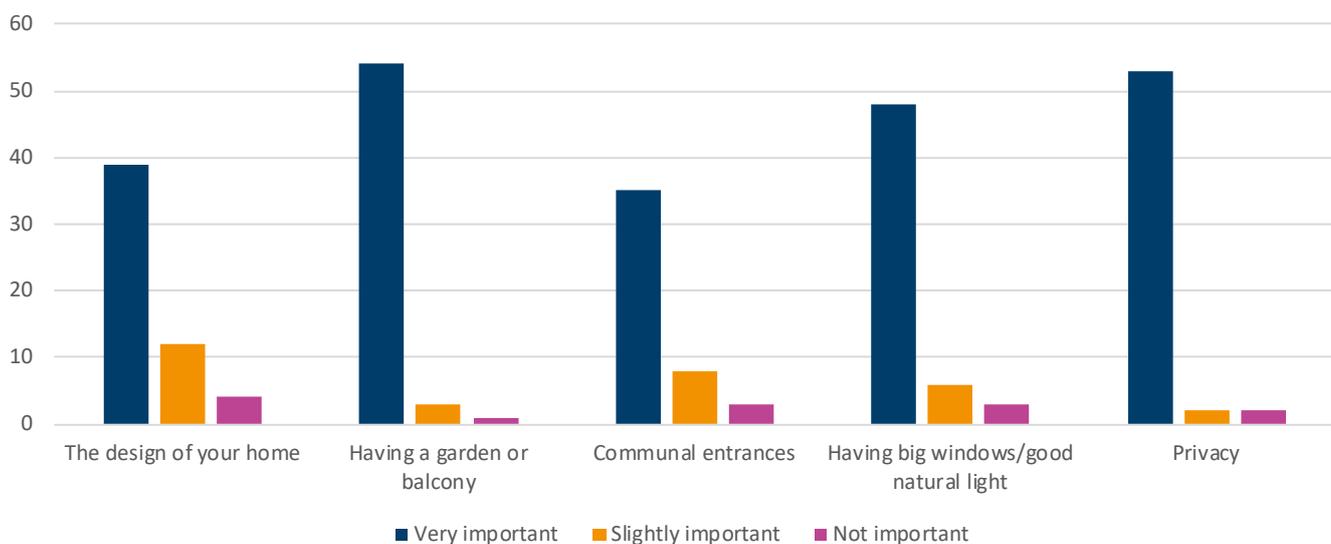
“How long have you lived at your home?”



Your home

Residents were asked to consider the importance of five features relating to their home. In general, respondents agreed that all features were important. 50 or more people agreed that having a garden or balcony and having privacy were ‘very important’. Less than five people in any category thought the feature was ‘not important’.

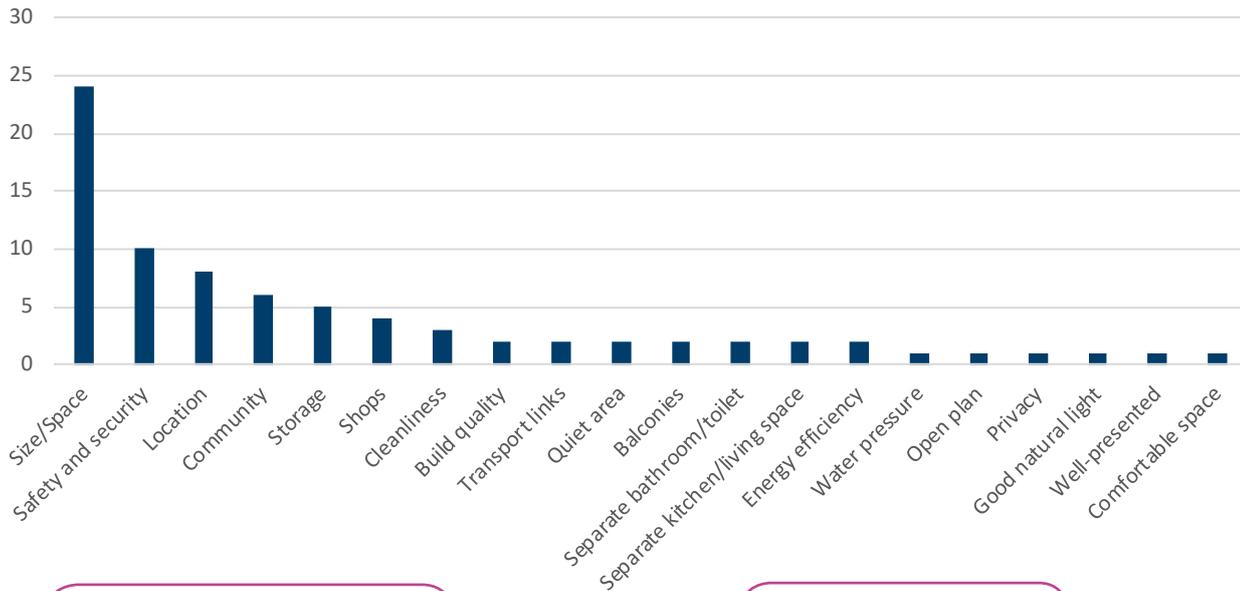
“How important do you consider the following about your home?”



Your home continued...

Residents were asked to comment on what was important about their home. Many told us that size and space was most important, whilst safety and security, location, sense of community and storage were also mentioned by several residents. Balconies, cleanliness and build quality were also mentioned by some.

“What is most important to you about your home?”



“If rebuilt, would like a balcony”

“No full length windows”

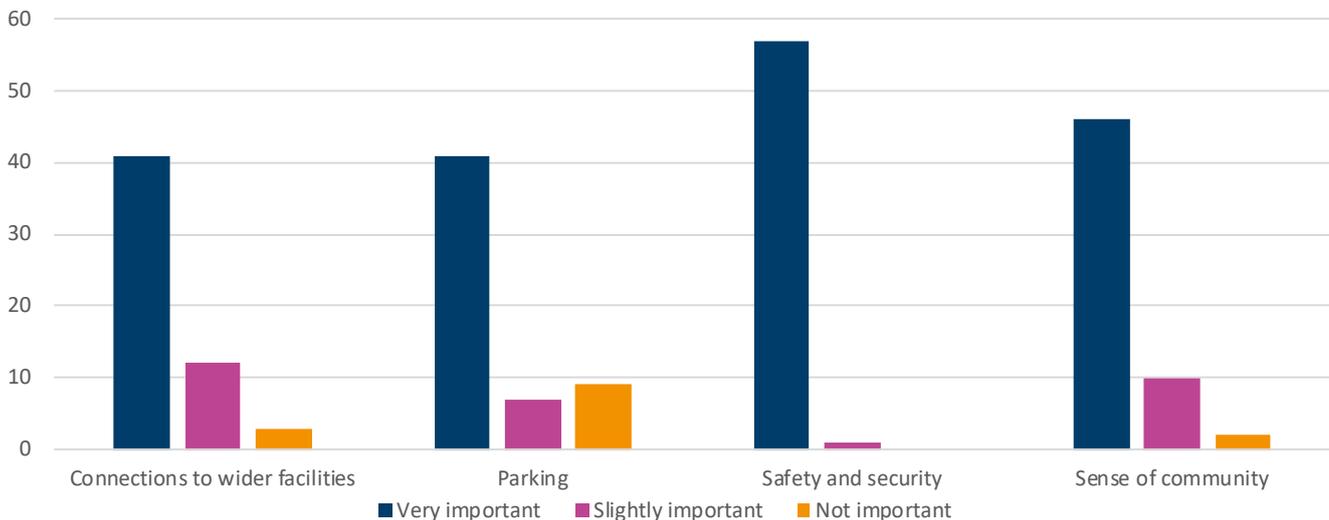
“Bigger rooms when Kedge comes down”

“Having a nice kitchen”

Your estate

We then asked people to think about the importance of four features relating to their estate. 57 respondents agreed that safety and security was ‘very important’, while over 40 agreed that connections to wider facilities, parking and a sense of community were also ‘very important’. On the other hand, seven respondents thought parking was only slightly important, while nine thought it was ‘not important’. Fewer than five people said that connections to wider facilities and a sense of community were ‘not important’.

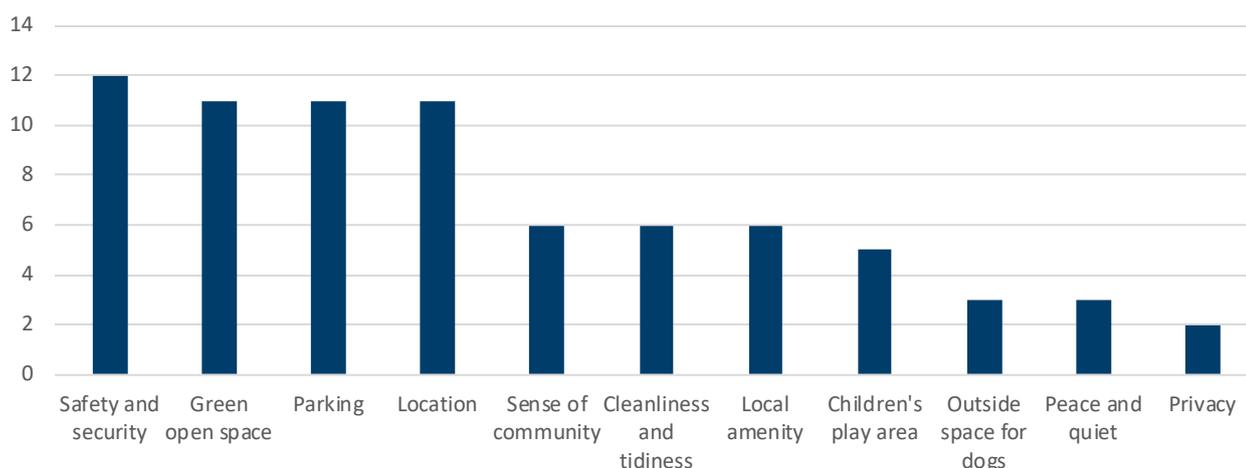
“How important do you consider the following about your estate?”



Your estate continued...

When asked to comment on what was important about their estate, safety and security was the most frequently mentioned feature with 12 comments, while parking, location and having access to a green open space were also common with 11 mentions each. Also, frequently mentioned was the sense of community, peace and quiet and having a children's play area.

"What is important to you about your estate?"



"Enclosed estate, neighbours overlooking"

"Good neighbours and community"

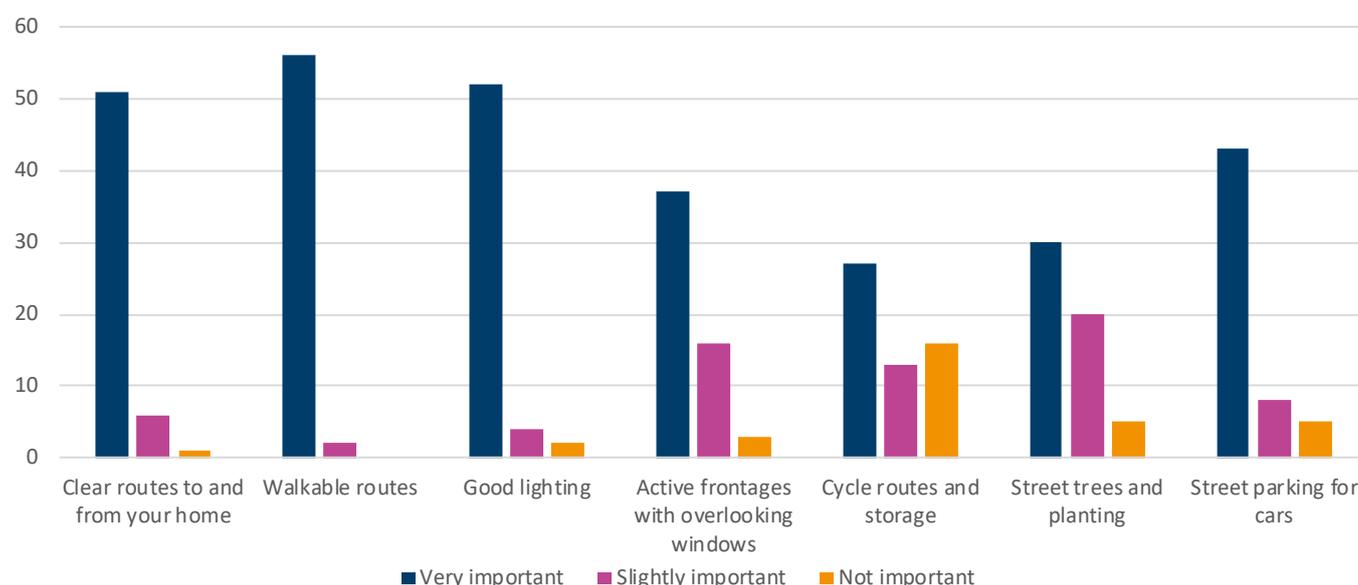
"Good location - close to Canary Wharf/central London/good parks"

"Views are very important"

Your streets

Respondents were then asked to consider the importance of seven different features relating to their streets. Clear routes to and from homes, walkability and good lighting were considered the most important features. Street parking was also considered 'very important' by many of those who responded. The remaining three features had a more even spread of importance, which indicates that whilst they are very important to some, other residents find them less important, or not important at all.

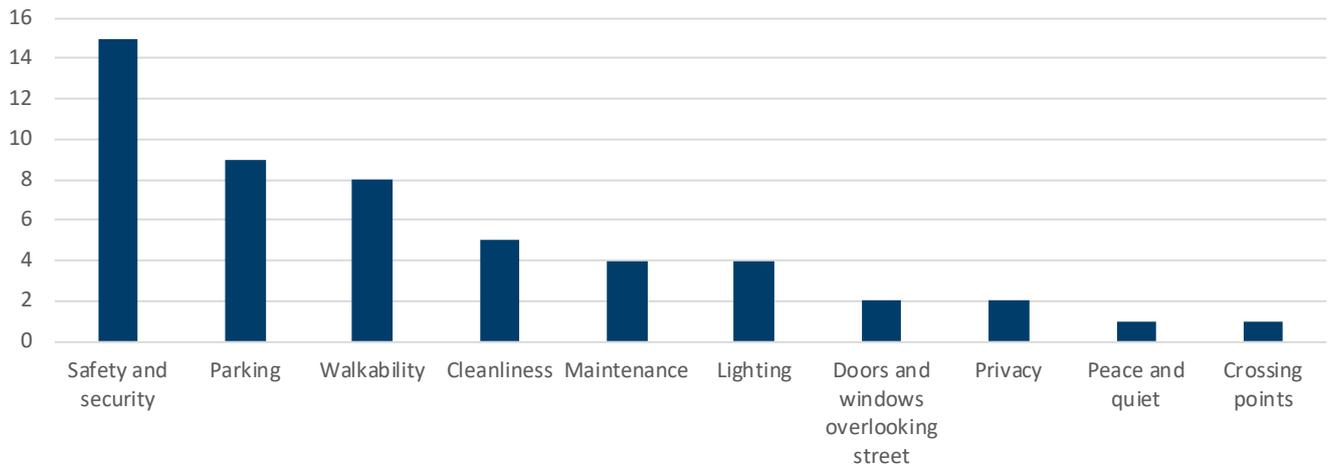
"How important do you consider the following about your streets?"



Your streets continued...

Residents were asked to think about their streets, and tell us the features they thought were most important. With 15 mentions, safety and security received the most comments, while walkability and access to parking both received eight or more mentions. People also said that maintenance, peace and quiet and overlooking doors and windows were important, among other things.

“What is important to you about the roads and pathways on your estate?”

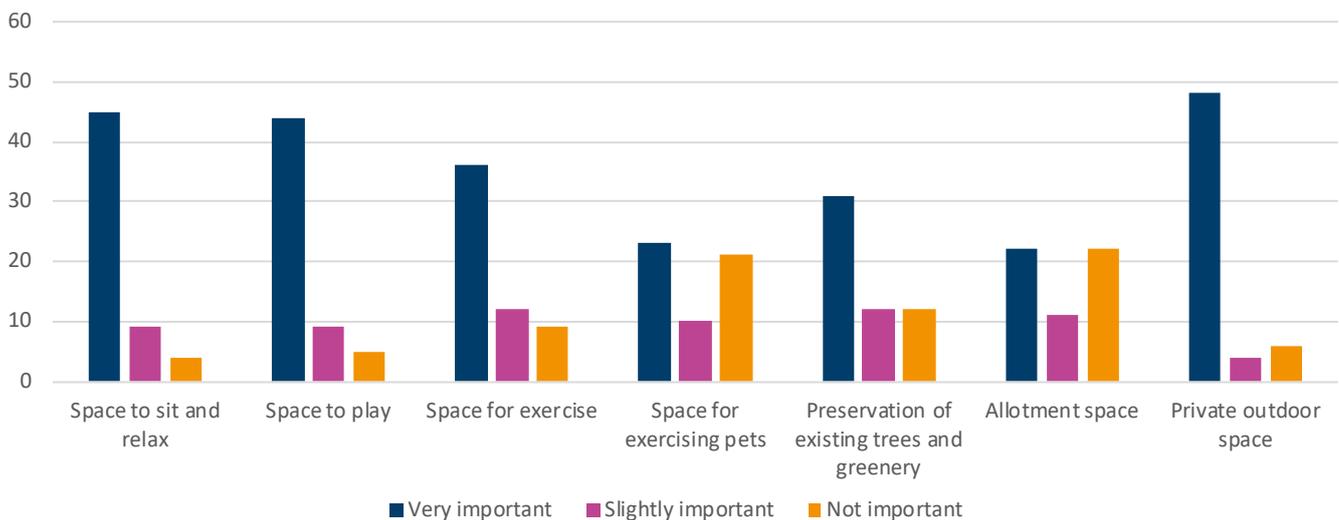


- “Keep parking”
- “Bike storage needed”
- “Podium parking”
- Better lighting outside - very dark here”
- “Parking spaces are not used - explore infill here”

Your open spaces

Respondents were then asked to think about the importance of seven different features of their open space. Seating space, play space and private outdoor space were considered ‘very important’ by over 40 people, whilst over 30 people agreed that exercise space and preservation of existing trees and greenery was ‘very important’. Residents had mixed views on space for exercising pets and allotment space, with an almost equal number of people finding these ‘very important’ and ‘not important’. This suggests a difference of opinion between those who make use of these features and some of those who do not.

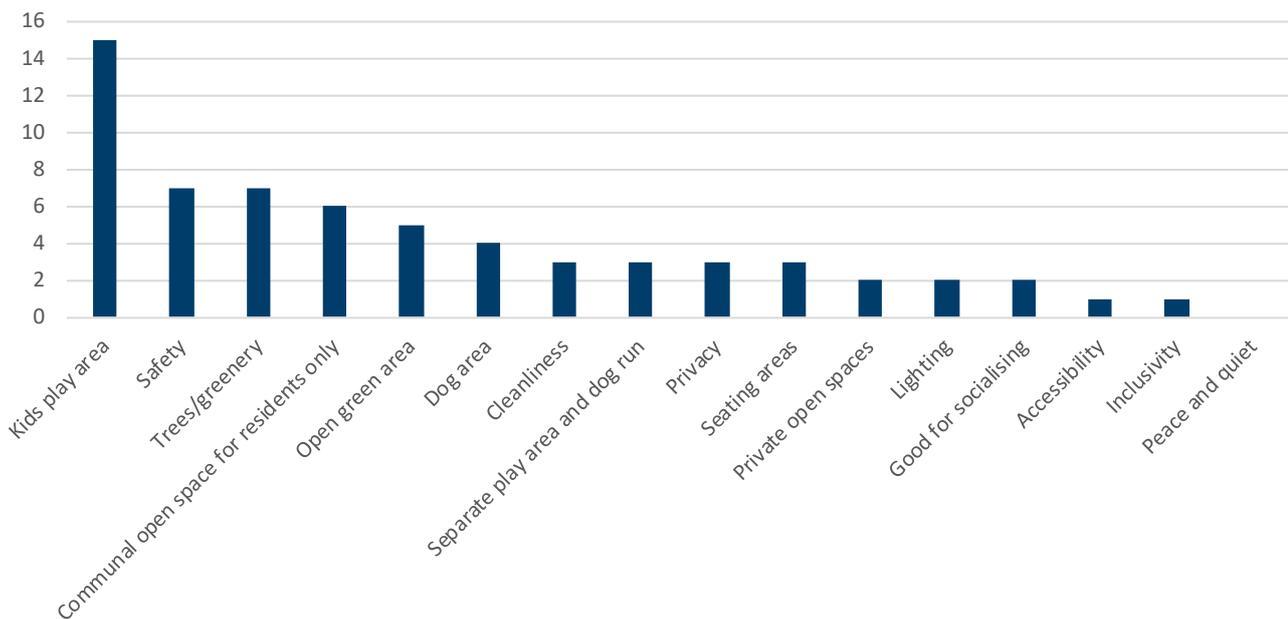
“How important do you consider the following about your open space?”



Your open spaces continued...

Residents were asked to comment on what they considered important about the open spaces on their estate. With 15 comments, having a separate play area for children was the most frequently mentioned feature. Safety, green space and a communal open space were each mentioned six or more times. Other features such as a dog run, private open spaces and improved lighting were also mentioned, among other things.

“What is important to you about the open spaces on your estate?”



“Play area is key”

“Lighting in play area too dark - better visibility”

“We grow vegetables at the allotment”

“Outside pet exercise”

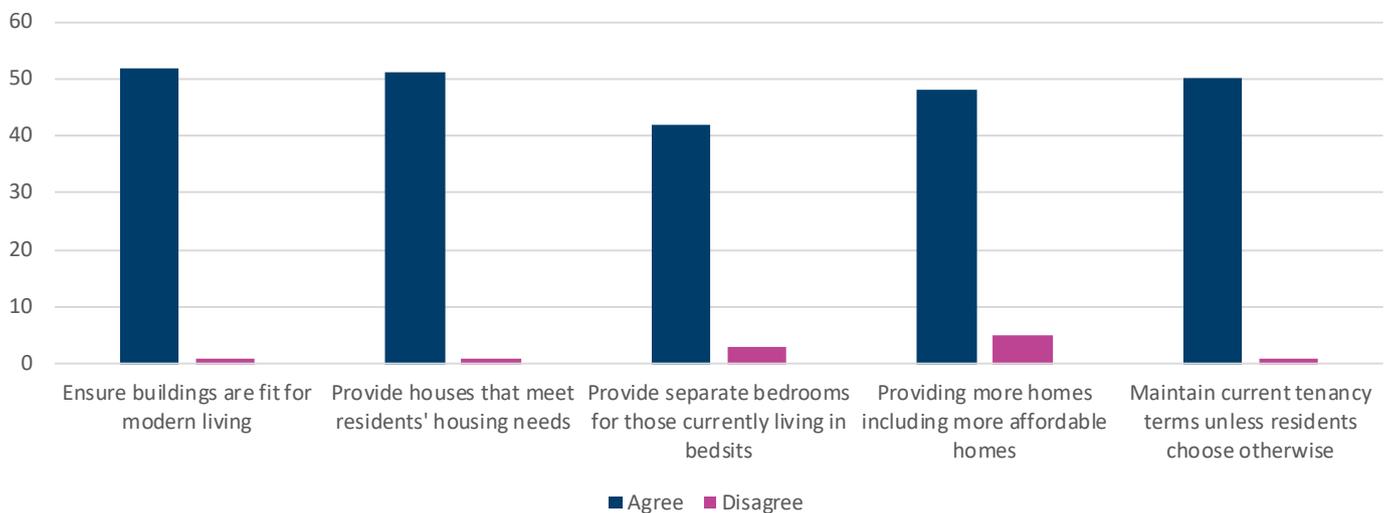
Questionnaire: The draft Residents' Brief

The second part of the feedback form (see example at bottom of page 19) looked at the Draft Residents' Brief. We asked respondents to agree or disagree with a number of 'objectives' that were based on what people told us when they took part in the resident survey in February/March 2019. Residents were also invited to include any further objectives they would like added to the residents' brief. The brief was split into five categories; housing, environment, accessibility, well-being and economy.

Housing

Respondents generally agreed with all five features relating to their homes, with every objective agreed with by over 40 people. No more than five people disagreed with any of the objectives.

Statements related to housing



"Too much housing going up at the moment, but we do need housing!"

"Like for like in terms of housing"

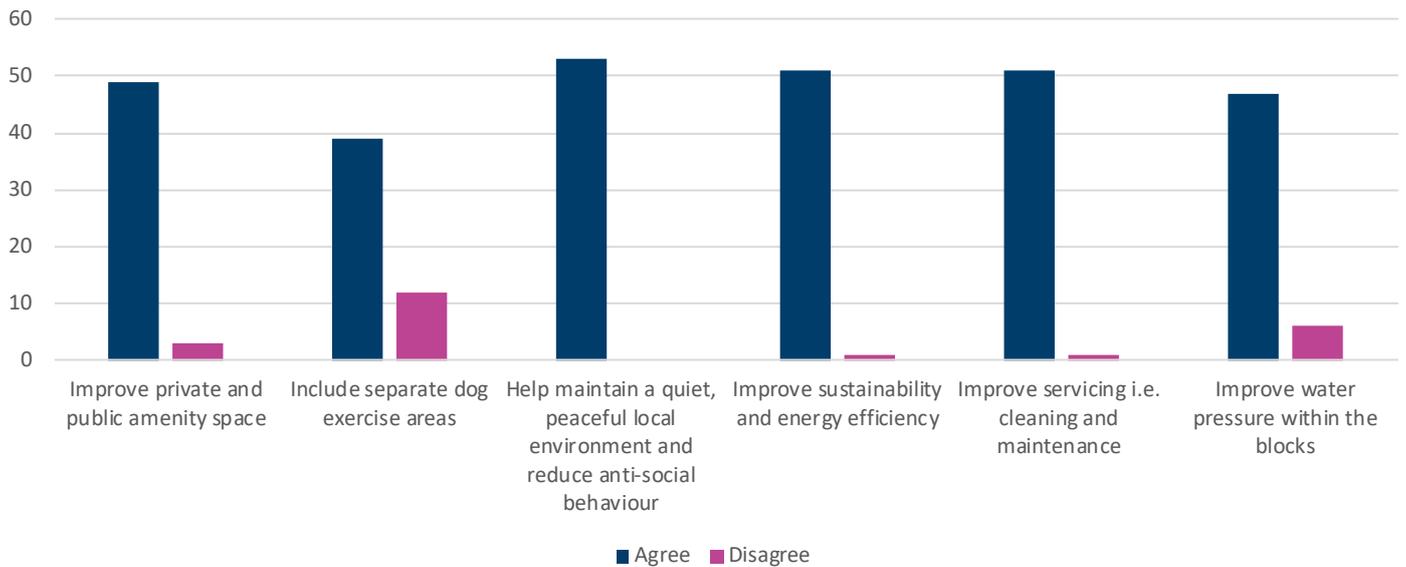
"Big lift"

"Let my family share the house they want to live in and how many bedrooms they need"

Environment

Respondents generally also agreed with all six statements related to the environment, with every objective agreed with by 39 or more respondents. Everyone agreed that a quiet and peaceful environment should be maintained. However, 12 people did not agree that having a separate dog exercise area should be on the residents' brief.

Statements related to environment



"Water pressure is really bad"

"Improve draught proofing"

"Drainage is a problem"

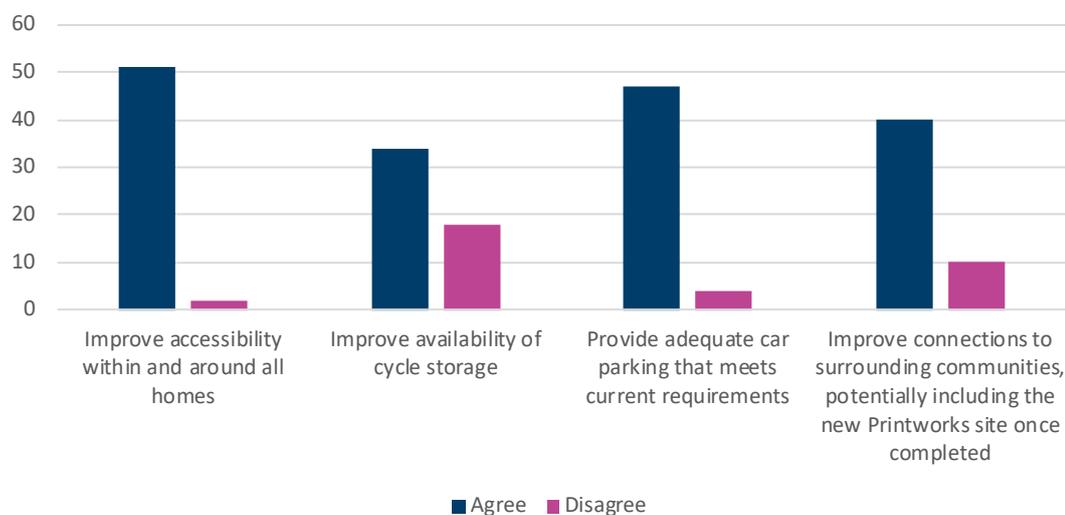
"Improve drains, fix leaks"

"Add more play equipment to new park should this go ahead"

Accessibility

Respondents generally agreed that accessibility should be improved within and around all homes and that parking should be provided to meet current requirements, with over 45 people agreeing with each. Improving cycle storage and connections to surrounding communities including the new Westferry Printworks were generally agreed with, although 18 people disagreed with cycle storage being a priority and 10 people had reservations or disagreed with improving access to surrounding communities.

Statements related to accessibility



"Bigger communal area"

"Don't want others to walk through" (route to Printworks)

"Pedestrian only" (route to Printworks)

"Would like access to facilities in Printworks"

"Need bigger entrances for furniture deliveries. Need disabled parking. Avoid dark alleys"

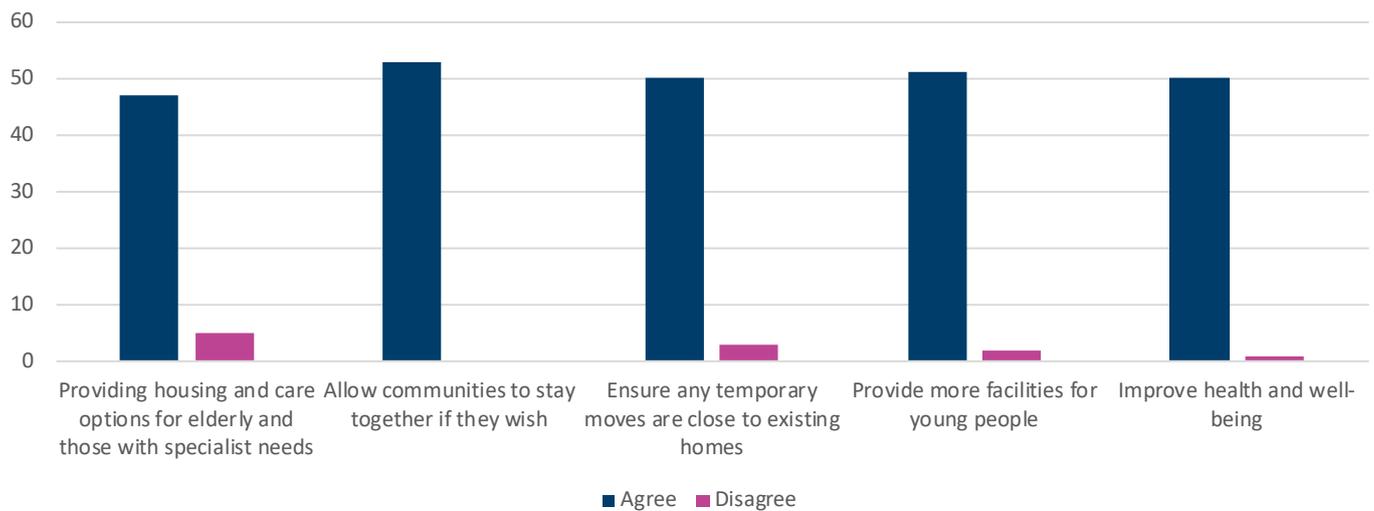
"Concern about access through to Printworks"

"Prefer to keep estate not as a through route"

Well-being

Respondents generally agreed with all priorities related to well-being, with over 45 people agreeing to each statement. No more than five people disagreed with any of the statements.

Statements related to well-being



"Bins for food waste"

"Prefer to keep elderly in mixed blocks"

"Prefer elderly within community"

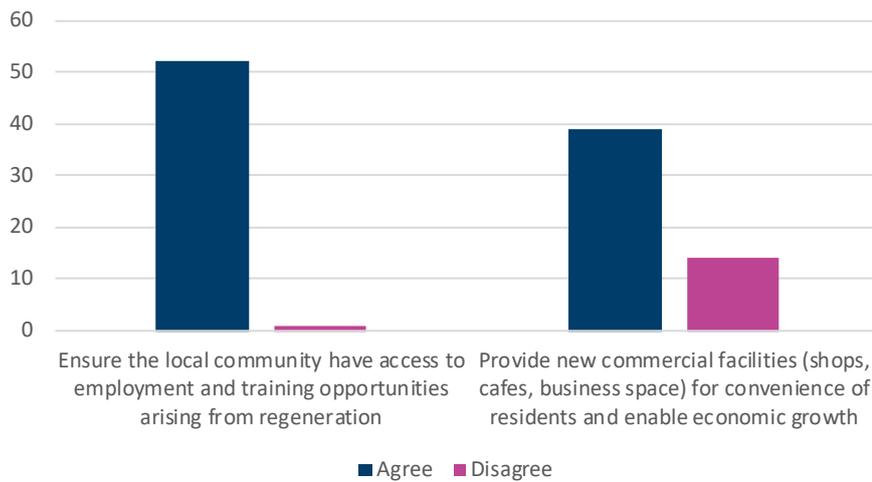
"Council should provide special care homes"

"Not separate homes for elderly - mix them in"

Economy

Over 50 people agreed that employment and training opportunities should be offered during any regeneration. 39 people agreed that new commercial facilities should be provided, whilst 14 people disagreed.

Statements related to the economy



"It's quite a small site so not really room for new shops"

"Not chicken shop, but restaurant/café etc."

"Depends what kind of commercial - no to anything like shops/cafes"

"Would not like shops in the estate"

"Commercial space nearby but not necessarily within red line"

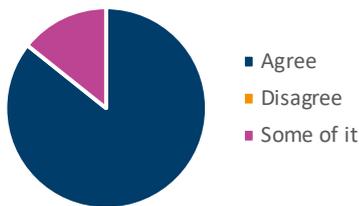
"Make sure jobs are made available to locals"

"Not a priority as other shops close by"

Have your say

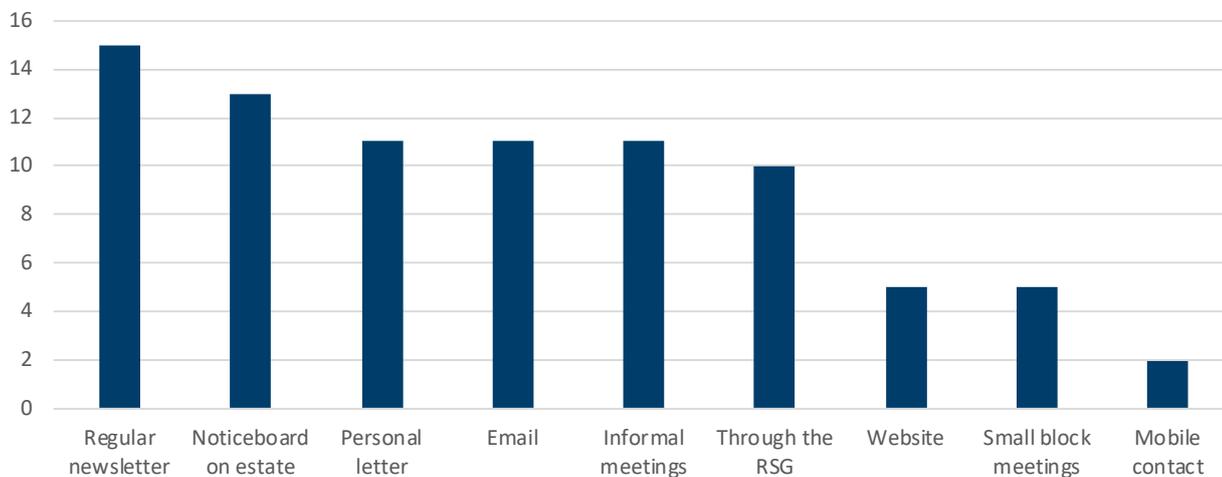
The final part of the feedback form asked those residents who attended a drop-in event, if they found the event useful. Of the 21 respondents, 18 (86%) agreed that the event was informative, while three (14%) said only some of it was. No-one disagreed.

“Have you found the drop-in session informative?”

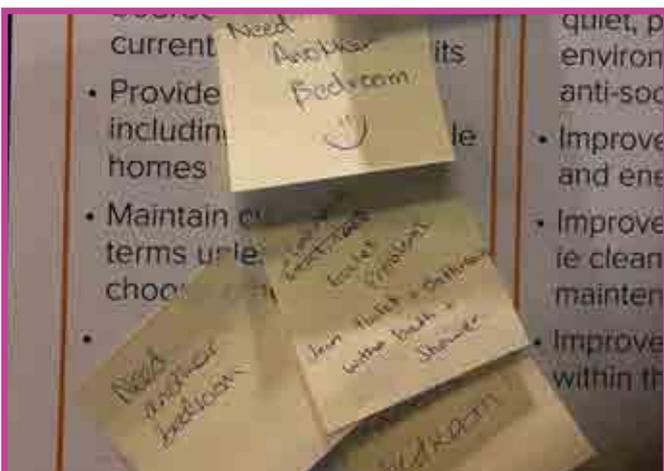
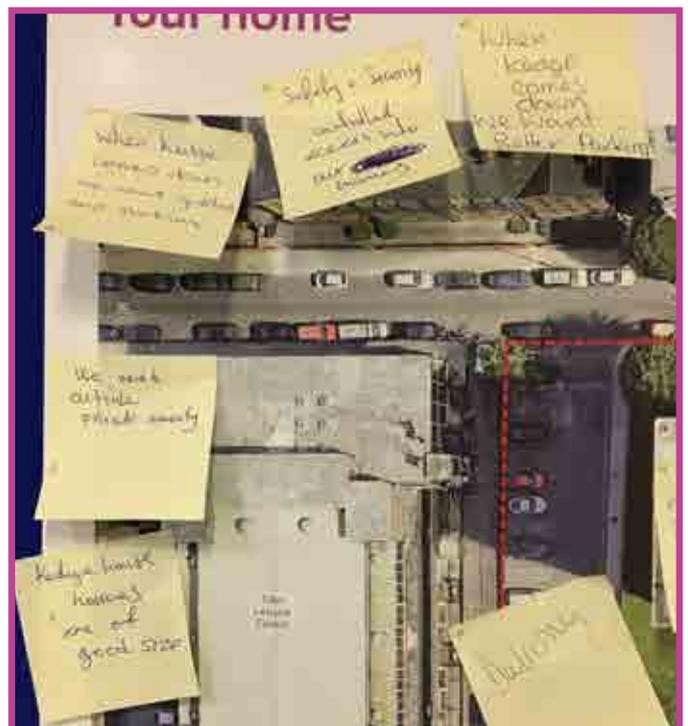
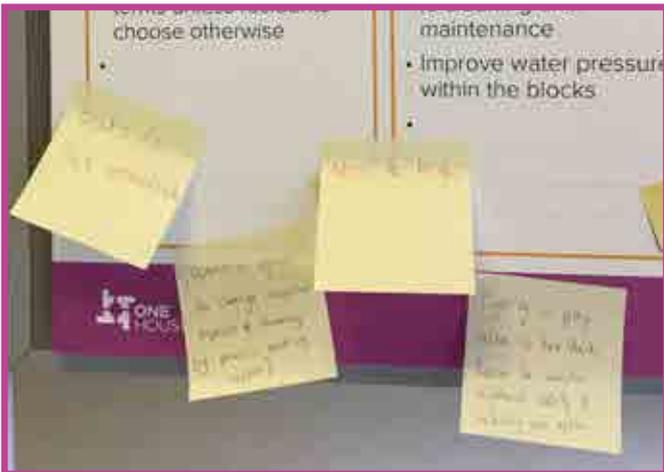
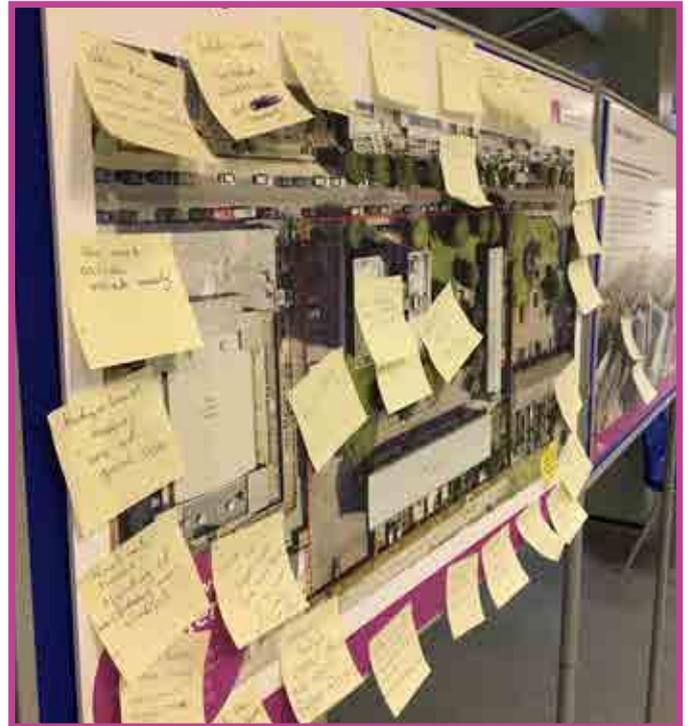
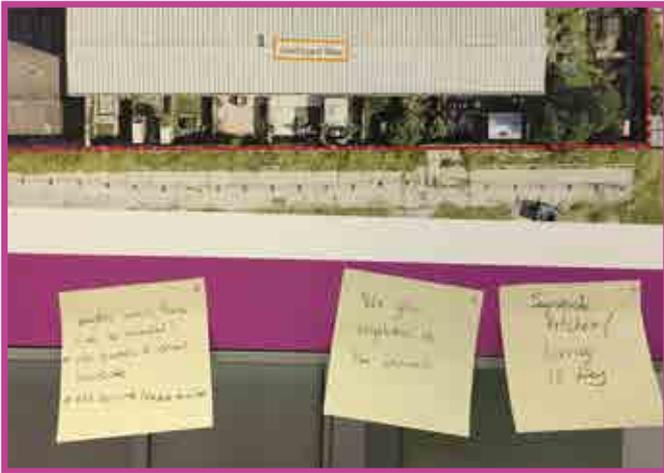


When asked about their preferred method of contact, respondents were relatively split and voted for a number of methods. A regular newsletter was the most popular choice, while a further 5 methods received 10 or more votes. Setting up a website or small block meetings were less popular options with 5 votes each. Two people suggested mobile contact as an addition to the given options.

“How would you prefer to be kept informed and involved in the future?”



Event Photos



Creating a Residents' Brief

This section explains the roles assigned to design teams, residents, and the design team. We want to hear from you.

<p>1. Vision</p> <p>Define the overall vision for the project, including the goals, objectives, and the desired outcomes. This is the foundation for the entire project.</p>	<p>2. Strategy</p> <p>Develop a clear strategy that outlines the approach to achieving the vision. This includes identifying key stakeholders, resources, and the timeline.</p>	<p>3. Objectives</p> <p>Set specific, measurable, achievable, relevant, and time-bound (SMART) objectives that align with the vision and strategy.</p>	<p>4. Action Plan</p> <p>Create a detailed action plan that breaks down the objectives into specific tasks, responsibilities, and deadlines.</p>	<p>5. Monitoring & Evaluation</p> <p>Establish a system for monitoring progress and evaluating the impact of the project. This allows for adjustments to be made as needed.</p>
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123456789

Your community



123456789

Our key pledges

Residents often ask what would happen to them if one of the development's systems is broken. We put in a lot of thought and care to ensure that we will have a plan in place to address any issues that may arise.

<p>1. Communication</p> <p>We will maintain open lines of communication with residents throughout the project. This includes regular updates, newsletters, and community meetings.</p>	<p>2. Flexibility</p> <p>We understand that our plans may need to change as we learn more about the site and the needs of the community. We will be flexible and responsive to any changes.</p>	<p>3. Safety</p> <p>Our top priority is the safety of our residents and the community. We will implement strict safety protocols and ensure that all work is done in a safe and secure manner.</p>
<p>4. Quality</p> <p>We are committed to providing high-quality construction and services. We will use the best materials and hire the most skilled professionals.</p>	<p>5. Sustainability</p> <p>We will incorporate sustainable design and construction practices into our project. This includes using energy-efficient materials and reducing our carbon footprint.</p>	<p>6. Transparency</p> <p>We will be transparent about our financials and the progress of the project. We will provide regular reports and updates to our residents.</p>

123456789

Your home



123456789

How to stay in touch

We want residents to be fully and knowledgeably involved in the process to help us get the best outcome for everyone.

<p>Community Liaison</p> <p>For more information, contact our community liaison team. They will be happy to help you with any questions or concerns.</p>	<p>Distributing Representative</p> <p>For more information, contact our representative. They will be happy to help you with any questions or concerns.</p>	<p>For Immediate Resident Advice</p> <p>For immediate advice, contact our resident advice team. They will be happy to help you with any questions or concerns.</p>
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Event material: Questionnaires

Feedback form

'Have Your Say'

The questionnaire is a chance for us to hear your views about your area and what you think we should do about your home and the way we manage it. We will use the information you provide to help us make decisions about the future of the estate.

We welcome all opinions.

About you

Name (optional): _____

Address (optional): _____

Where do you live? Kedge House Starboard Way Winch House

How long have you lived there? _____

Your preferred method of contact is: _____

Your home

1. What is important to you about your home?

2. How important is it to you to have the following about your home?

	Very important	Somewhat important	Not important
The layout of your home	UUUUU	UUUUU	UUUUU
Having a garden or patio	UUUUU	UUUUU	UUUUU
Close to amenities	UUUUU	UUUUU	UUUUU
Having a parking space	UUUUU	UUUUU	UUUUU

Your estate

3. What is important to you about your estate?

4. How important is it to you to have the following about your estate?

	Very important	Somewhat important	Not important
Close to amenities	UUUUU	UUUUU	UUUUU
Having a garden or patio	UUUUU	UUUUU	UUUUU
Close to amenities	UUUUU	UUUUU	UUUUU
Having a parking space	UUUUU	UUUUU	UUUUU

Feedback form

Your streets

5. What is important to you about the roads and pavements on your estate?

6. How important is it to you to have the following about your streets?

	Very important	Somewhat important	Not important
Close to amenities	UUUUU	UUUUU	UUUUU
Having a garden or patio	UUUUU	UUUUU	UUUUU
Close to amenities	UUUUU	UUUUU	UUUUU
Having a parking space	UUUUU	UUUUU	UUUUU

Your open spaces

7. What is important to you about the open spaces on your estate?

8. How important is it to you to have the following about your open spaces?

	Very important	Somewhat important	Not important
Close to amenities	UUUUU	UUUUU	UUUUU
Having a garden or patio	UUUUU	UUUUU	UUUUU
Close to amenities	UUUUU	UUUUU	UUUUU
Having a parking space	UUUUU	UUUUU	UUUUU

Feedback form

The Draft Residents' Brief

The purpose of a Residents' Brief is to set out the vision and priorities for the estate. It will be used to guide the development and delivery of the estate's future plans. We will use the information you provide to help us make decisions about the future of the estate.

Building on the feedback gathered from the resident survey, we have drafted a Residents' Brief for the future of Kedge House, Starboard Way and Winch House.

Housing

- Ensure housing is fit for modern living
- Provide secure and safe living environments
- Provide good quality and affordable housing
- Provide good quality and affordable housing
- Provide good quality and affordable housing

Environment

- Ensure green spaces are accessible to all
- Provide good quality and affordable housing

Feedback form

Accessibility

- Ensure accessibility for all residents

Well-being

- Provide good quality and affordable housing

Economy

- Ensure the estate is economically viable

Have your say...

9. How do you think the Residents' Brief is doing overall? Very good Good Fair Poor Very poor

10. How would you like to be kept informed and involved in the future plans of the estate?

	Very important	Somewhat important	Not important
Regular newsletters	UUUUU	UUUUU	UUUUU
Regular meetings	UUUUU	UUUUU	UUUUU
Regular visits	UUUUU	UUUUU	UUUUU
Regular phone calls	UUUUU	UUUUU	UUUUU

Thank you for completing this questionnaire