

# Alice Shepherd House and Oak House

Residents' Consultation 1: Early Engagement  
Feedback Summary Report  
March 2020



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## Executive Summary

This report summarises the comments, ideas and concerns raised by residents of Alice Shepherd House and Oak 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**, the majority of residents talked about the size and spaces of their homes. Many also stressed the importance of their views, storage space and having comfortable spaces. Others spoke about outdoor private space, which is lacking in some areas of the site.

**When asked about their estate**, residents generally thought that the proximity to local amenities was very important. Safety and security and maintaining a strong sense of community on the current estate was also vital to residents. Others spoke about maintaining the dual aspect views and provision of green and open spaces for the community.

**When asked about their streets**, having walkable routes and good lighting was raised by many residents as an important issue. Residents also talked about having clear routes to and from their homes and active frontages with overlooking windows. Others also mentioned that the streets at the moment are very noisy and dangerous.

**When asked about their open spaces**, many residents thought that private outdoor space was very important. Other important features included having space to play and the preservation of existing trees and greenery. Many residents were keen for a green and open space for the community, which is not currently provided in the estate. Residents were somewhat split in their opinions about providing a space for exercising pets.

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 space for exercising pets, cycle storage, allotment space and parking.

# Introduction

## Residents' Consultation 1: Early engagement

### Exhibition Events:

Held at the Samuda Youth Project Community Centre (50p Club)  
Thursday 30 January (4pm-8pm) and Saturday 1 February (10am-2pm)

**Number of households that attended: 20**

### Follow up 121s:

Carried out in residents' homes, at One Housing's office, or over the phone

**Number of households that participated: 31**

### Drop-in exhibition event:

Held in lobby of Alice Shepherd House  
Tuesday 3 March (9am-5pm)

**Number of households who attended: 10**

**Total number of households who engaged in this consultation: 56 (69%) \***

Alice Shepherd House: 48

Oak House: 8

\* There are 84 homes at Alice Shepherd House and Oak House. At the time of consultation three homes were void. Therefore the number of possible households to engage with was 81. Some households engaged in multiple events but were only counted once in the overall total.

**This report is a summary of the comments and issues raised by residents of Alice Shepherd House and Oak House both at the beginning of 2019 during One Housing's survey of residents, and during the first round of regeneration consultation throughout February 2020. 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 March/April 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 Alice Shepherd House and Oak 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 Alice Shepherd House and Oak House to the options appraisal process, during which we will consider possible options for the future of these three buildings. Residents were shown a timeline 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 Island 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.

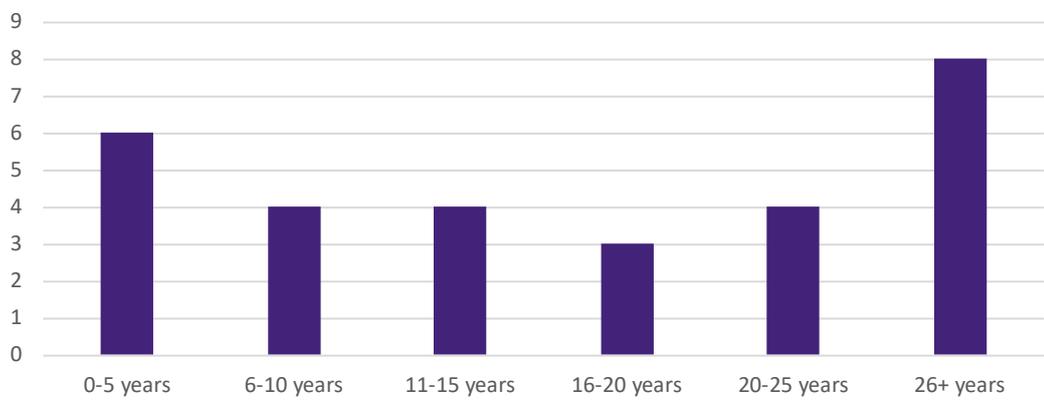
## Questionnaire: Have your say

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 32 feedback forms completed, 25 were from Alice Shepherd House and 7 from Oak House. Of the respondents who attended the event, 29 told us how long they have lived in their home and the majority (8) said more than 26 years.

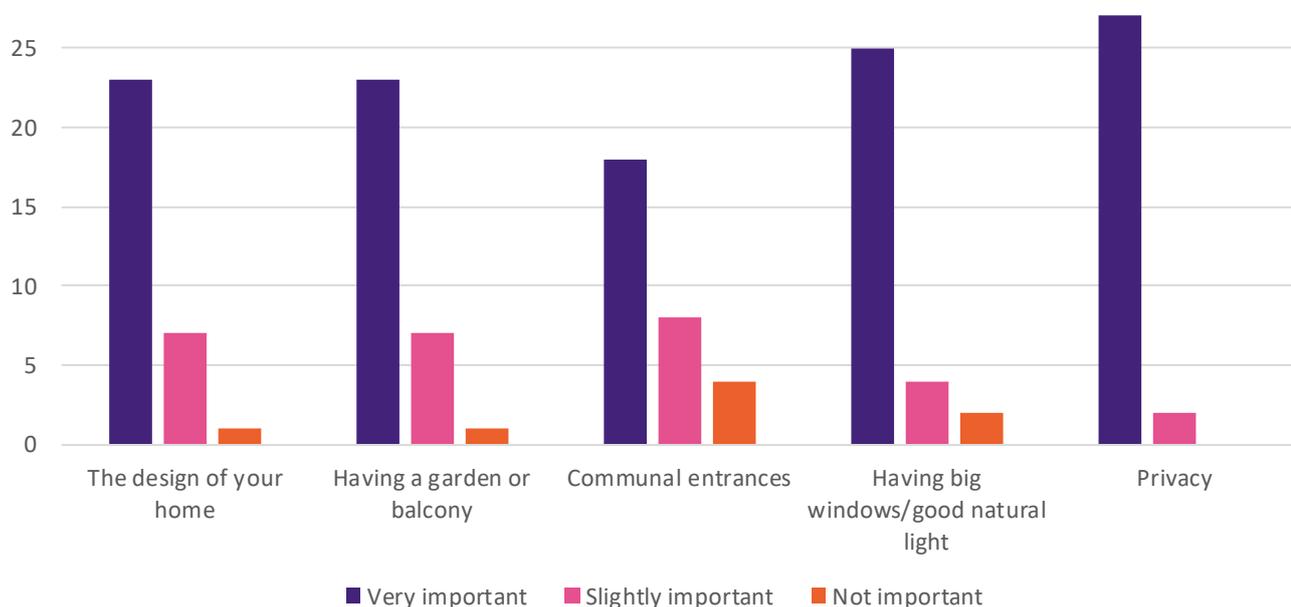
#### “How long have you lived at your home?”



### 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. 25 or more people agreed that having big windows/good natural light and having privacy were ‘very important’. Less than five people in any category thought the features were ‘not important’.

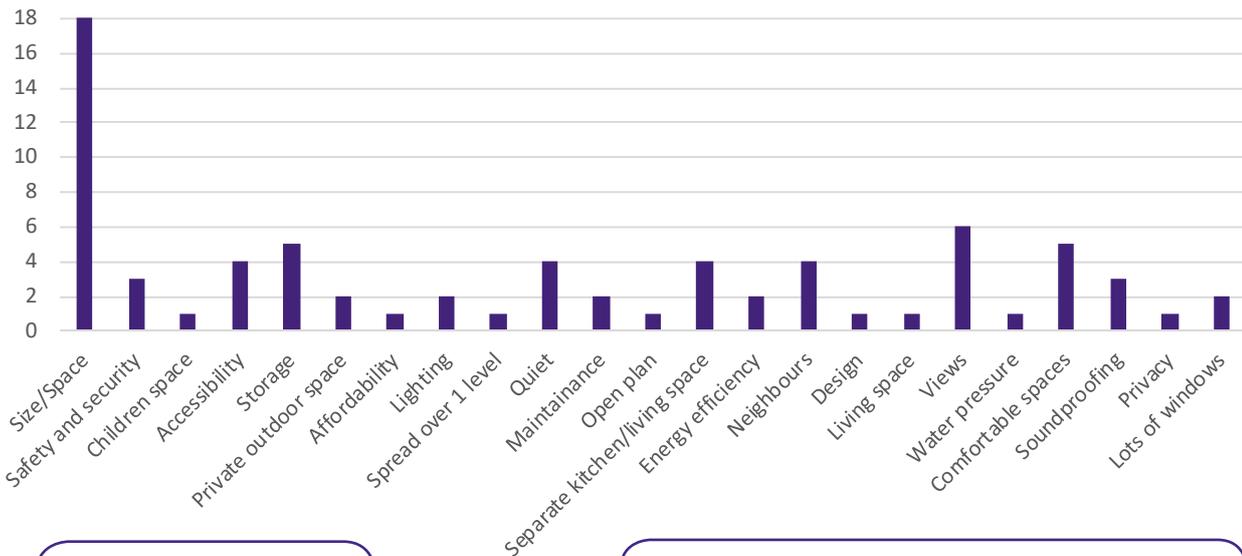
#### “How important do you consider the following about your home?”



**Your home continued...**

Residents were asked to comment on what was important about their home. Most residents told us that size and space was most important, whilst having views, comfortable spaces, their neighbours and storage were also mentioned by several residents. safety and security, soundproofing and quiet were also mentioned by some.

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



*“This is where I grew up”*

*“I’m not interested in refurbishment, only new built”*

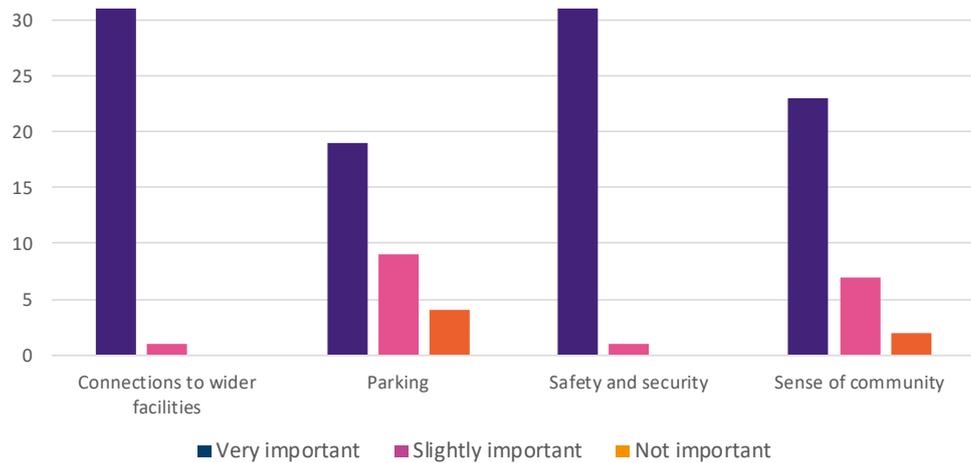
*“My flat doesn’t stay warm - not energy efficient”*

*“Love the view in both directions”*

**Your estate**

We then asked people to think about the importance of four features relating to their estate. 31 respondents agreed that safety and security was ‘very important’, 31 respondents also agreed that connections to wider facilities were also ‘very important’. On the other hand, 9 respondents thought parking was only slightly important, while 4 thought it was ‘not important’. No respondents said that connections to wider facilities and a safety and security were ‘not important’.

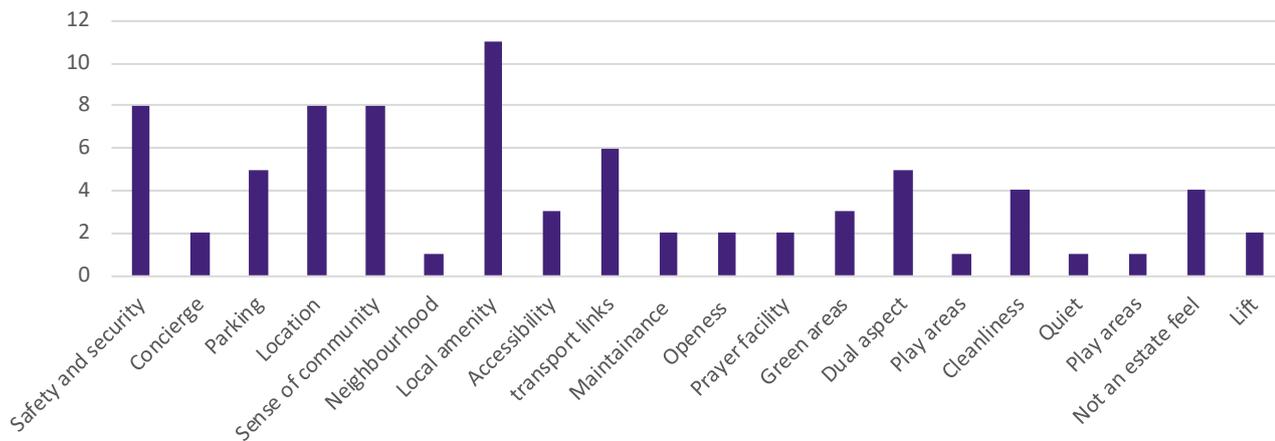
**“How important do you consider the following about your estate?”**



**Your estate continued...**

When asked to comment on what was important about their estate, proximity to local amenities was the most frequently mentioned feature with 11 comments, safety and security, location and the sense of community were also common with 8 mentions each. Also, frequently mentioned was the importance of transport links, parking and the estate being dual aspect.

**“What is important to you about your estate?”**



“Green areas and play areas needed”

“Good community feel”

“Prayer facilities and mosque for local community”

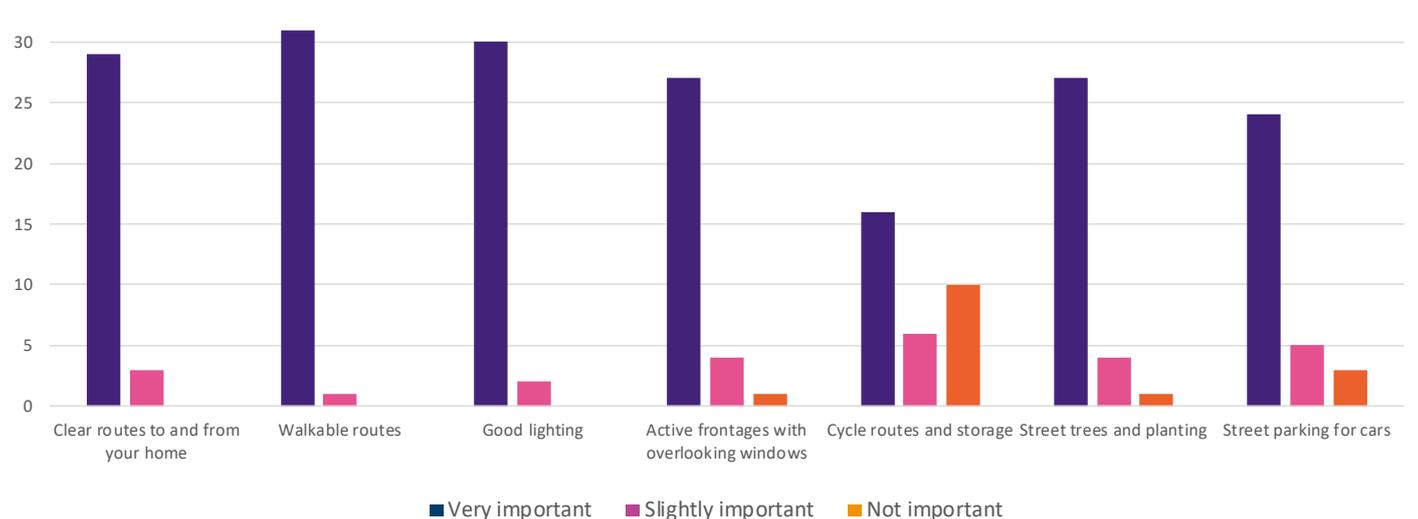
“Everything is nearby, schools, shops and police station”

The building is too old - tanks on the roof are leaking into my flat”

**Your streets**

Respondents were then asked to consider the importance of seven different features relating to their streets. Having walkable routes, good lighting and clear routes to and from your home were considered the most important features. Street trees and planting 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.

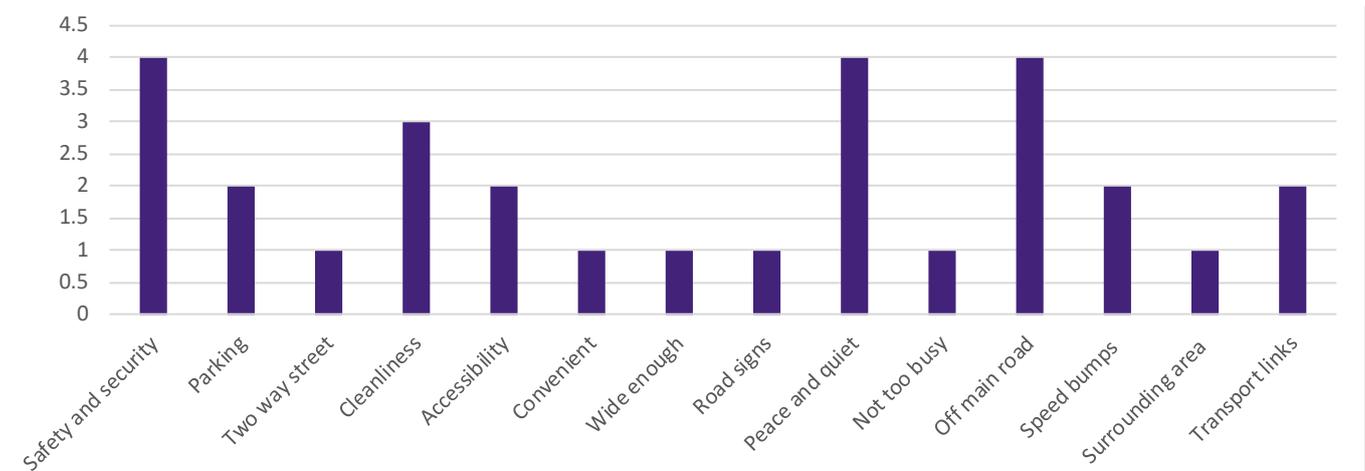
**“How important do you consider the following about your streets?”**



**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?”*

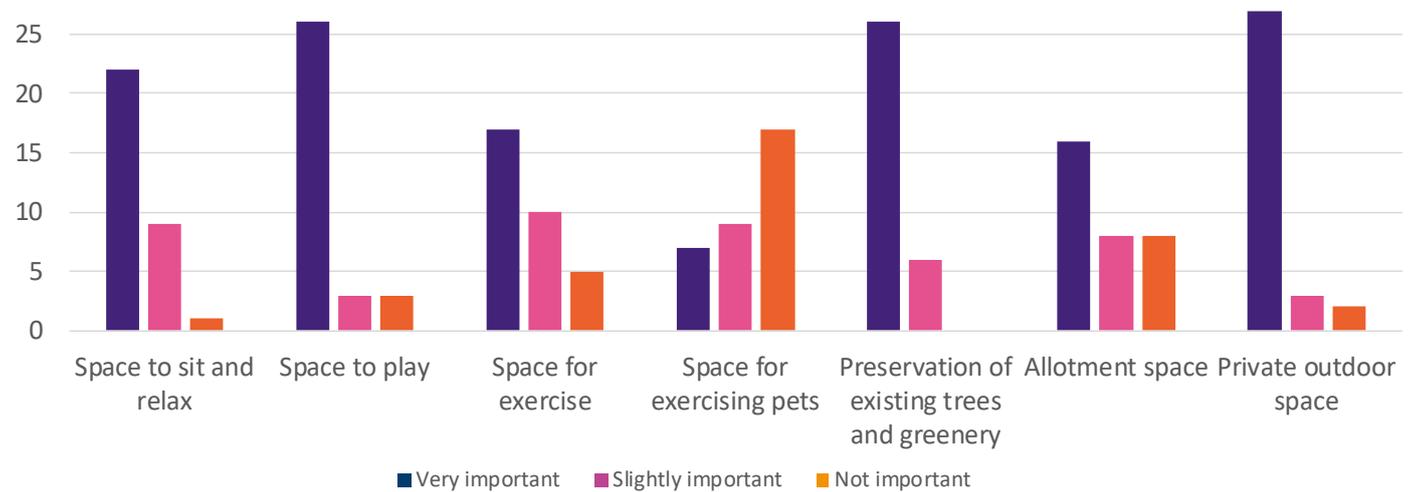


- “Not one way street”
- “Clean, open and bright”
- “Traffic has to calm down - too busy as it is the only access route”
- “Quiet street kept clean and tidy”
- “Stewart street is small street but is very noisy and dangerous”

**Your open spaces**

Respondents were then asked to think about the importance of seven different features of their open space. Private outdoor space, Spaces to play and the preservation of existing trees and greenery were considered ‘very important’ by over 26 people, whilst over 17 people agreed that having spaces to sit and relax and space for exercise was ‘very important’. Residents had mixed views on space for exercising pets and allotment space, with more people finding having space for exercising pets ‘not important’ than ‘very important’. This suggests a difference of opinion between those who make use of these features and some of those who do not.

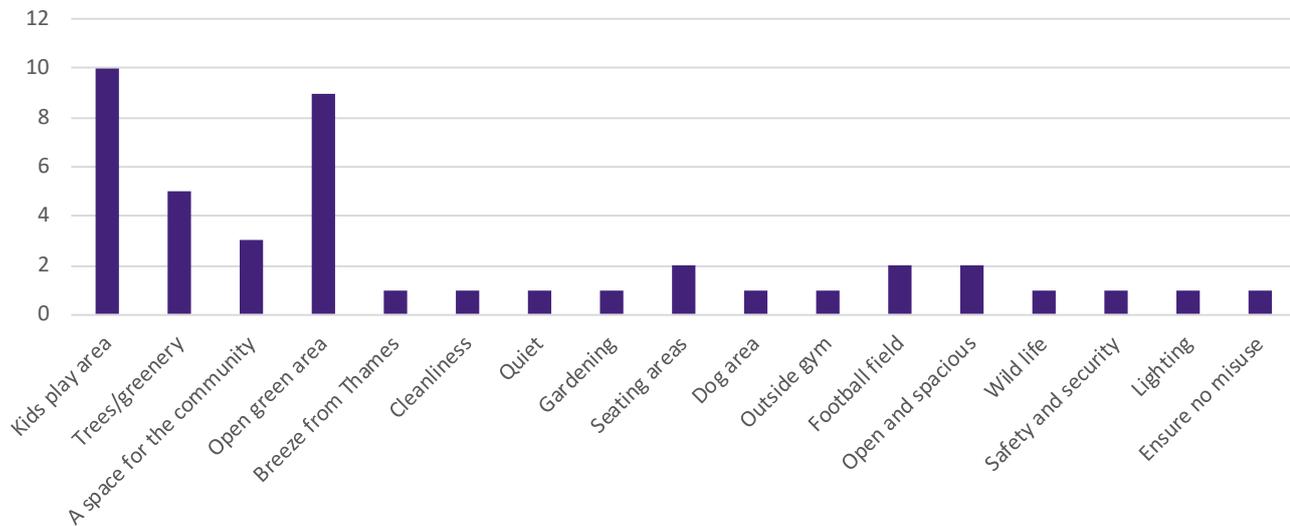
*“How important do you consider the following about your open space?”*



### Your open spaces continued...

Residents were asked to comment on what they considered important about the open spaces on their estate. With 10 comments, having a play area for children was the most frequently mentioned feature. Having a green open area, a space for the community and trees and greenery were each mentioned 3 or more times. Other features such as seating areas, improving the football field, and having an open and spacious space were also mentioned, among other things.

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



*“More spaces for people to use”*

*“I really like the trees and the birds and wildlife that visit them”*

*“Spaces that bring children and meeting your neighbours”*

*“Better use of the car park for communal gardens”*

*“Land of the community centre can be used for more efficient use”*

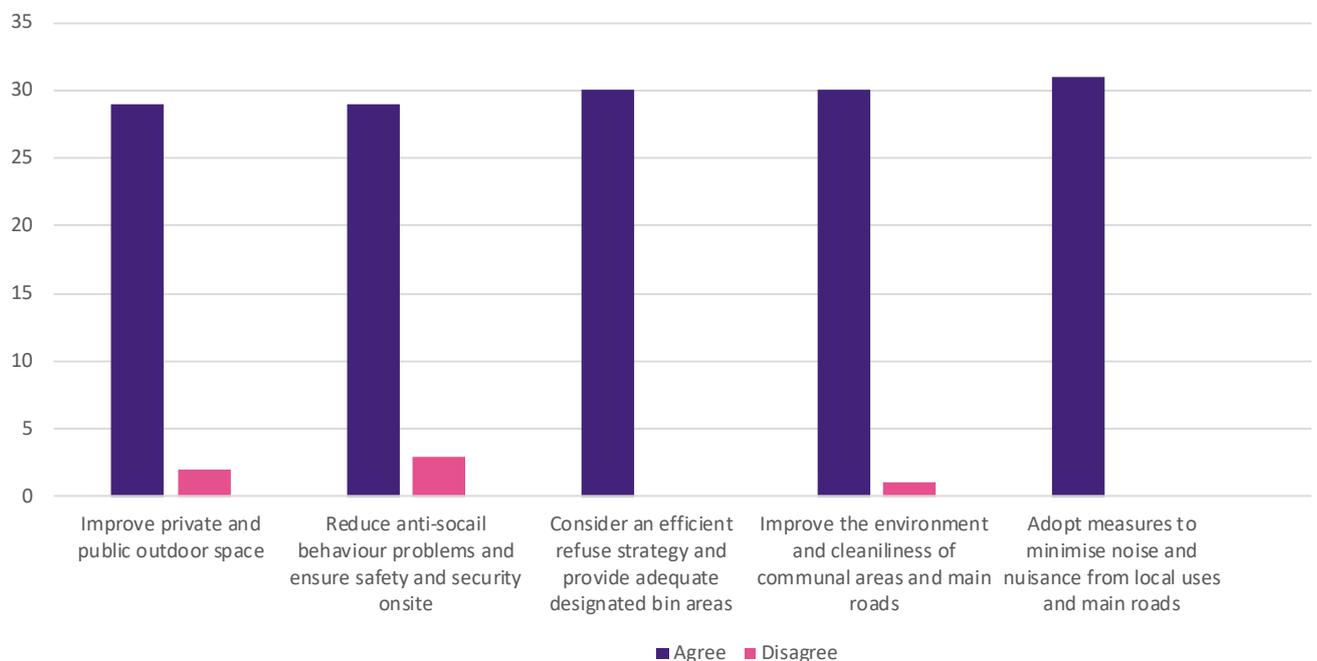
## Questionnaire: The draft Residents' Brief

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 March/April 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 28 people. No more than one person disagreed with any of the objectives.

#### Statements related to housing



*"Soundproof so we don't hear neighbours footsteps/noises"*

*"Properties according to household needs"*

*"Storage"*

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

*"Keep dual aspect windows"*

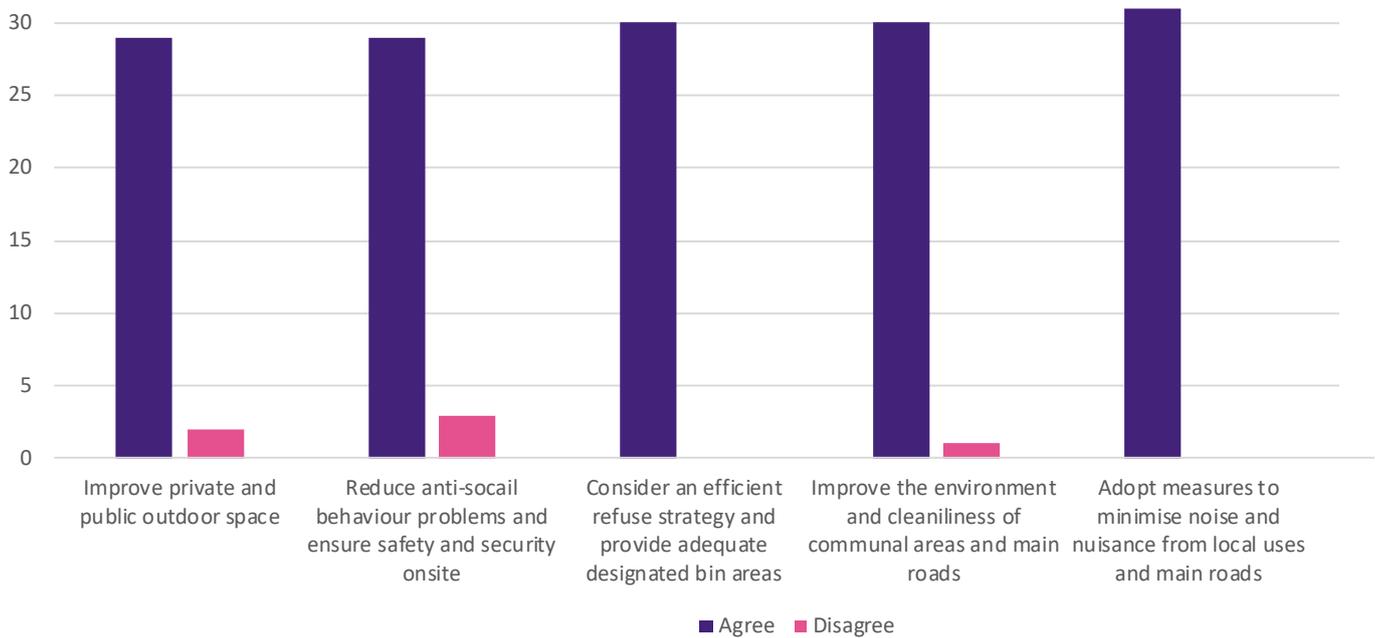
*"Opportunity to move away from the area if wanted"*

*"I don't like open plan kitchen/living room"*

**Environment**

Respondents generally also agreed with all five statements related to the environment, with every objective agreed with by 29 or more respondents. Everyone agreed that efficient refuse strategy and provide adequate designated bin areas should be considered, and that measures to minimise noise and nuisance from local uses and main roads should be adopted. No more than three person disagreed with any of the objectives.

**Statements related to environment**

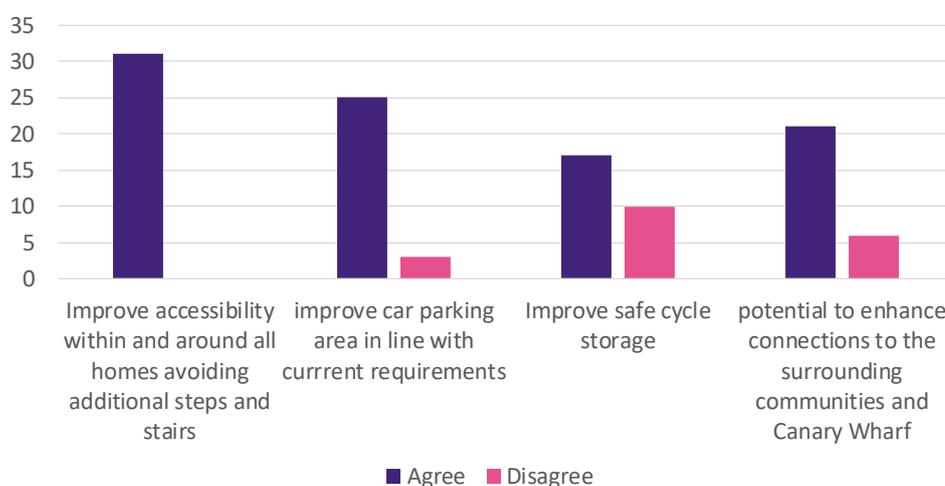


- "Would like a garden"
- "Lifts in poor condition"
- "Having a regular schedule for cleaning communal areas"
- "Noise pollution"
- "Rubbish is being left in bin areas and smoking and drug misuse by youths is taking place in the staircases"
- "nice, tidy and well maintained"
- "Bin store code rather than a key because saves money and trouble with bin key"
- "Improving the look of the outside of the building"

### 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 25 people agreeing with each. Improving cycle storage and potential to enhance connections to the surrounding communities and Canary Wharf showed more mixed views, as 10 people disagreed with cycle storage being a priority and 6 people had reservations or disagreed with improving connections to surrounding communities.

#### Statements related to accessibility



*“Having lifts in buildings”*

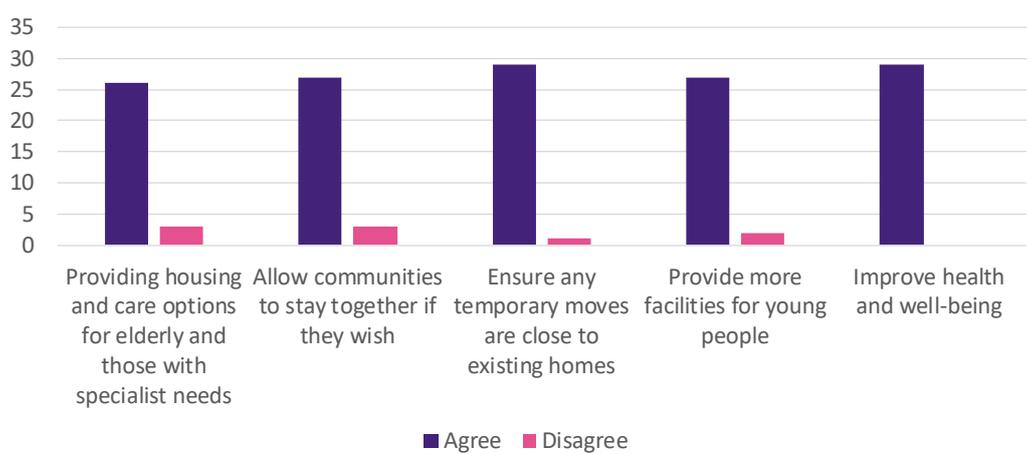
*“As least stairs as possible”*

*“My mum struggles with the stairs”*

**Well-being**

Respondents generally agreed with all priorities related to well-being, with over 27 people agreeing to each statement. No more than three people disagreed with any of the statements.

**Statements related to well-being**



*"I would like to be at ground floor because I have health problems I did not have when I moved in"*

*"Access to local amenities - gym and health facilities"*

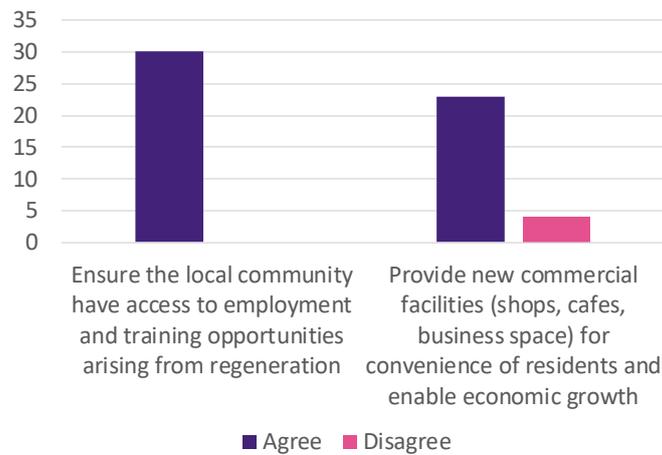
*"Having a community centre for different age groups: youths and elderly"*

*"Youth club or facilities well supervised for youth fitness"*

## Economy

30 people agreed with ensuring the local community have access to employment and training opportunities arising from regeneration; while 23 people agreed that new commercial facilities (such as shops, cafés and business spaces which would increase convenience for residents and enable economic growth) should be provided.

### Statements related to the economy



*"Keep private and residential only, such as gym"*

*"Addition of market stalls and food market"*

*"It would be good to have work experience opportunities"*

*"Night life isn't that good"*

*"Depend what it is, not if it is a gym that occurs additional services"*

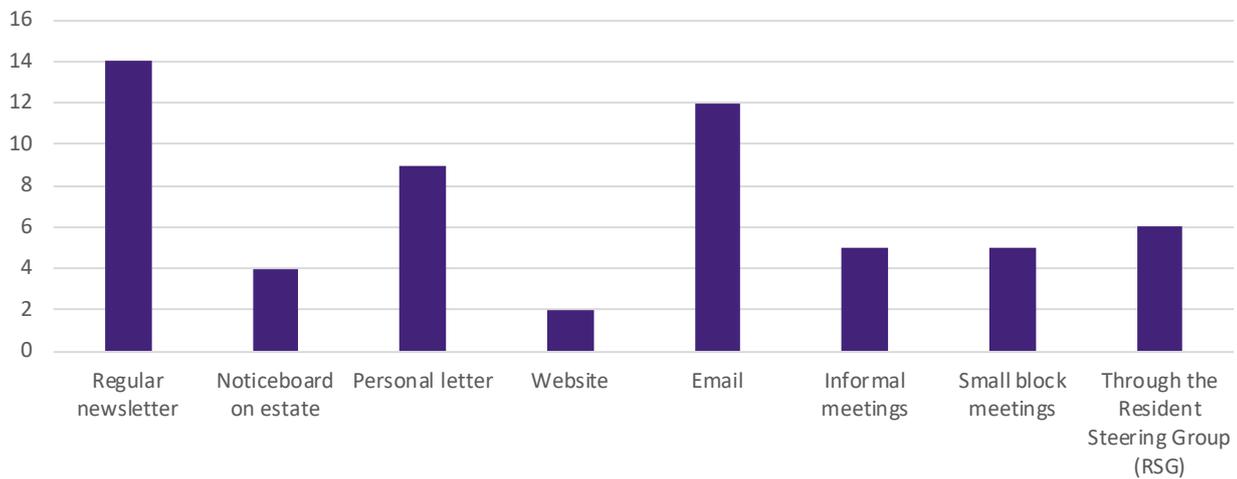
*"it would be good to see some non-residential uses like workspaces"*

## 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 32 respondents, 23 agreed that the event was informative, while 9 didn't respond. No-one disagreed.

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 two methods received 9 or more votes. Setting up a website or noticeboard on the estate were less popular options. Three 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



# Event material: A1 boards

## HELLO & WELCOME...

...to the first Residents' Event for Alice Shepherd House and Oak House options appraisal.

We are holding a number of different engagement events to help us understand YOUR views and to share with you the potential regeneration options for your estate.

We are working alongside PRP architects throughout this process of exploring the opportunity for change. We are also meeting regularly with some residents who have formed a resident steering group (RSG) to look in more detail at any proposals for the regeneration of the estate.

We want YOU to help us at every step of the way to create the vision for the future of Alice Shepherd House and Oak House. This process will be driven by the ideas of the community to create a vibrant place for people who live here today and in the future.

**What is the purpose of today's event?**

This event builds on the feedback from the resident survey conducted in March/April 2023, and offers an opportunity for YOU to help build a VISION for positive change to Alice Shepherd House and Oak House.

**Today we are looking at:**

- PRP** Who we are and what we do
- The design process, and what's new/ongoing?**
- Your local area**
- Next steps**



## One Housing

## WHO ONE HOUSING ARE...

One Housing builds, manages and maintains over 17,000 homes in London and the South East, almost 2,500 of which are on the Isle of Dogs. For many of you at today's event we are your landlord.

We are a 'not for profit' organisation, a registered provider of social housing and a registered charitable housing association. This means that any profits that we make is required by law to be reinvested in our social purpose of helping people and communities.

We build affordable homes for people who struggle to afford a place to live. We provide care and support to thousands of people in the community and we help people to prepare for and find work. We fund all of this by building, selling and renting homes on the open market and a range of other commercial ventures.

Our vision is to create places for people to call home and support them to live well.

Meet the Island regeneration team...

- Paul Handley** | Head of Island Regeneration  
Paul is responsible for managing One Housing's regeneration strategy on the Isle of Dogs and ensuring the projects and proposals are resident focused, achievable and deliver meaningful benefits to both the local community and the wider borough.
- Laila Afeefi** | Regeneration Manager  
Laila has many years of experience working on the Isle of Dogs. She manages One Housing's day to day activities on the project and coordinates input into the project from many residents, staff, technical consultants and agencies.
- Mynal Islam** | Regeneration Officer  
Mynal is a former housing officer who specialises in face to face engagement with residents through meetings, one to one visits, drop in sessions and surveys. He is particularly focused on ensuring that residents' rights and privileges are maintained and enhanced through any regeneration proposals.

The island regeneration team were set up in 2018 to work with residents of the Isle of Dogs to develop and implement regeneration works to benefit the community and, if possible provide additional homes for people in need.

Our projects



## One Housing

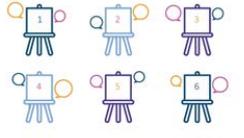
## WHAT IS AN OPTIONS APPRAISAL?

An appraisal process to explore the different options with you for improving your neighbourhood.

**Aims and outputs**

- Conduct a structured process for the appraisal
- Explore a series of options
- Work alongside the community
- Assess all options based on their costs, benefits and deliverability
- Stakeholders contribution of ideas
- Additional consultation on any further developments

Resident and stakeholder feedback may be used to inform important design elements within the emerging options. Therefore it is important for YOU to let us know YOUR thoughts during the resident workshops.



**Indicative timeline**



## One Housing

## WHAT ARE THE POTENTIAL OPTIONS?

This appraisal will test six options, from business as usual through to complete redevelopment. These options are outlined over the next three boards.

### 1 BUSINESS AS USUAL

- No intervention
- Continued ad-hoc repairs and refurbishments to building exteriors and interiors

### SITE IMAGES



### 2 PUBLIC SPACE IMPROVEMENTS

- Minimal intervention
- Improvements to the space around the buildings (e.g. footpaths, open spaces)
- Landscape improvements such as tree planting, lighting and resurfacing

### EXAMPLE IMAGES OF PUBLIC SPACE IMPROVEMENTS

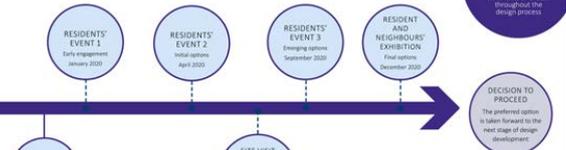


## One Housing

## NEXT STEPS...

Over the coming months you will have the opportunity to get involved with workshops and events. During these we will gather your ideas and views to shape the options for your estate together.

Residents will be active players in the options appraisal process. Together we will explore all the needs, aspirations and opportunities for your community, so as to create appropriate regeneration options.



Your views matter

We welcome your comments and ideas throughout the design process.

## One Housing

## WHO PRP ARE...

We are the architects who will be co-ordinating this options appraisal process alongside One Housing.

PRP has over 55 years experience providing architectural services. We create homes that people want to live in, spaces people want to sit, play and spend time in, and high-quality environments that are easy to maintain and manage.

We welcome the opportunity to work with you in transforming your estate into a place that enhances the lives of everyone.

We are a multi-disciplinary practice providing the following key services:

- Architecture
- Masterplanning & Urban Design
- Planning
- Landscape Design
- Sustainability
- Environmental
- Community Engagement

Meet the team...

- Richard Harvey** | Partner  
Richard is responsible for upholding the highest standard of work across PRP and ensuring the aspirations of the local community are met.
- Soyras Katsaros** | Director  
Soyras has extensive experience in masterplanning and urban design, and has co-ordinated the design development of large regeneration projects in conjunction with local communities.
- Roumaine Benakali** | Senior Urban Designer  
Roumaine has worked on a range of regeneration projects and co-ordinated the design development and a number of creative workshops aimed at maximising public engagement.
- Daniela Rodrigues** | Associate  
Daniela is an experienced designer specialising in community engagement, urban regeneration and specialist housing. Daniela has experience in small and large scale projects.
- Richard Almeida** | Urban Designer  
Richard has worked on a number of regeneration projects and has engaged with a broad range of communities and stakeholders.

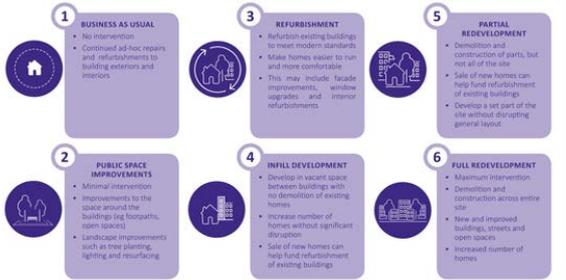
Our projects



## One Housing

## WHAT ARE THE POTENTIAL OPTIONS?

This appraisal will test 6 options, from business as usual through to complete redevelopment. These options are outlined over the next four boards.



## One Housing

## WHAT ARE THE POTENTIAL OPTIONS?

This appraisal will test six options, from business as usual through to complete redevelopment. These options are outlined over the next three boards.

### 3 REFURBISHMENT

- Refurbish existing buildings to meet modern standards
- Make homes easier to run and more comfortable
- This may include facade improvements, window upgrades and interior refurbishments

### EXAMPLE IMAGES OF REFURBISHMENT



### 4 INFILL DEVELOPMENT

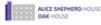
- Develop in vacant space between buildings with no demolition of existing homes
- Increase number of homes without significant disruption
- Sale of new homes can help fund refurbishment of existing buildings

### EXAMPLE IMAGES OF INFILL DEVELOPMENT



## One Housing

## WHAT ARE THE POTENTIAL OPTIONS?



**5 PARTIAL REDEVELOPMENT**

- Demolition and construction of parts, but not all of the site
- Some of new homes can help fund refurbishment of existing buildings
- Develop a set part of the site without disrupting general layout

### EXAMPLE IMAGES OF PARTIAL REDEVELOPMENT



**6 FULL REDEVELOPMENT**

- Maximum intervention
- Demolition and construction across entire site
- New and improved buildings, streets and open spaces
- Increased number of homes

### EXAMPLE IMAGES OF FULL REGENERATION



One Housing

## EARLIER THIS YEAR YOU TOLD US...



In March and April, we spoke to you about what you like and dislike about your homes, the estate and your local area.

### What do you like about your home?



We spoke to 67 of the 83 households currently living in Alice Shepherd House and Oak House, which means 81% of you took part in the survey. We asked you open questions so as not to prompt answers about any particular issue. Your feedback helps us understand the issues that are most important to you, so that when we start drawing up ideas for the next stage of consultation we can keep the aspects you like and address the problems you have told us about.

### What do you like about your estate?



The following information recaps the findings of the questions asked.

### What do you dislike about your home?



### What do you dislike about your estate?



One Housing

## CREATING A RESIDENTS' BRIEF



This section explores the initial objectives for Alice Shepherd House and Oak House. We want to hear YOUR thoughts...

**HOUSING**

- Provide efficient home layouts
- Explore the opportunities for more energy efficient homes
- Provide homes that meet residents' housing needs
- Provide good quality private amenity spaces including better designed balconies or gardens
- Explore opportunities to maximise sunlight

**ENVIRONMENT**

- Improve private and public amenity space
- Reduce anti-social behaviour problems and ensure safety and security onsite
- Consider an efficient refuse strategy and provide adequate designated bin areas
- Improve the environment and cleanliness of communal areas and open spaces
- Adopt measures to minimise noise and nuisance from local uses and main roads

**ACCESSIBILITY**

- Improve accessibility within and around all homes avoiding additional steps and stairs
- Improve car parking area in line with current requirements
- Improve safe cycle storage
- Potential to enhance connections to the surrounding communities and Canary Wharf

**WELLBEING**

- Provide housing and care options for elderly and those with specialist needs
- Allow communities to stay together if they wish
- Ensure any temporary moves are close to existing homes
- Provide more facilities for young people
- Improve health and wellbeing

**ECONOMY**

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

One Housing

**1. CONSULTATION**

We will consult you on proposals for the new development throughout the process, using a range of methods so you can influence things in ways that best suit you.

**2. YOUR RENT**

Your rent will not go up when you move back to one of the new homes after the redevelopment, unless you move to a larger home. Rents will also stay the same during the temporary move away from the estate while the work is carried out. They will increase annually as they currently do during this period.

**3. DISRUPTION**

We will make every effort to keep disruption to a minimum.

**4. YOUR TENANCY**

Your tenancy and rights will be the same when you return to your new home as they are now. If you permanently move away to a home let by another landlord you will still have a secure or assured tenancy, but may be different.

**5. COMPENSATION**

We will pay compensation and costs to cover the disturbance of moving.

**6. RIGHT TO RETURN**

If you have said that you want to return to the estate after redevelopment, you will have a right to do so in one of the new/rebuilt properties (depending on option chosen).

**7. MOVING AWAY**

If you would prefer to move away from the estate we 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 lower Hamlets or it may be in another area.

**8. MOVING AWAY TEMPORARILY**

If you move away from the estate temporarily and then return when the new homes are complete, we 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.

**9. QUALITY**

Should redevelopment be chosen, all new homes will be built to the highest standards as set out in the London Housing Supplementary Planning Guidance (SPG) and current Building Regulations. All homes will be energy efficient.

**Our key pledges**

Residents often ask what would happen to them if one of the redevelopment options is chosen (eg full or partial redevelopment or a major refurbishment that would require residents to temporarily move out of their home). This section outlines some of the key pledges we would make to you if that were to happen.

One Housing

## YOUR COMMUNITY



One Housing

## YOUR HOME



One Housing

## HOW TO STAY IN TOUCH



We want residents to be fully and meaningfully involved in this process to help us get the best outcomes for everyone.

In addition to residents, there will also be a role for the wider community, including the council and other stakeholders, to be involved. It is important to understand that no decisions have been made yet and there is still a lot to consider and discuss. Please contact us if you have any questions or feedback.

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One Housing

# Event material: Questionnaires

## Feedback form



### 'Have Your Say'

This questionnaire is a chance for us to record your views about your area and will help us understand what you think about your homes and neighbourhood. We want to ensure all residents are fully and meaningfully involved in this process, therefore all feedback collected by questionnaires will shape the way forward and inform future events. We hope you can spare the time to take part.

All responses are optional.

#### About you

Name (optional): \_\_\_\_\_

Address (optional): \_\_\_\_\_

Where do you live? Alice Shepherd House  Oak House

How long have you lived there? \_\_\_\_\_

Your preferred method of contact? email \_\_\_\_\_ tel.no \_\_\_\_\_

#### Your home

1. What is important to you about your home? \_\_\_\_\_

2. How important do you consider the following about your home?

	Very important	Slightly important	Not important
The design of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a garden or balcony	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communal entrances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having big windows/good natural light	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Your estate

3. What is important to you about your estate? \_\_\_\_\_

4. How important do you consider the following about your estate?

	Very important	Slightly important	Not important
Connections to wider facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety and security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Feedback form



#### Your streets

5. What is important to you about the roads and pathways on your estate? \_\_\_\_\_

6. How important do you consider the following about your streets?

	Very important	Slightly important	Not important
Clear routes to and from your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walkable routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Active frontages with overlooking windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle routes and storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street trees and planting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street parking for cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Your open spaces

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

8. How important do you consider the following about your open spaces?

	Very important	Slightly important	Not important
Space to sit and relax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space to play	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for exercising pets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preservation of existing trees and greenery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allotment space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private outdoor space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Feedback form



### The Draft Residents' Brief

The purpose of a Residents' Brief is to set out the resident priorities for the estate. It can be used to hold the architects and local authority to account by ensuring each option meets as many of these priorities as possible.

Building on the feedback gathered from the resident survey conducted in March/April 2019, we have identified a series of initial project objectives which may be used to form a Residents' Brief for the future of Alice Shepherd House and Oak House:

Please  if you agree and  if you disagree....

#### Housing



Provide efficient home layouts	<input checked="" type="checkbox"/>
Explore the opportunities for more energy efficient homes	<input checked="" type="checkbox"/>
Provide homes that meet residents' housing needs	<input checked="" type="checkbox"/>
Provide good quality private amenity spaces including better designed balconies or gardens	<input checked="" type="checkbox"/>
Explore opportunities to maximise sunlight	<input checked="" type="checkbox"/>
Any further points you would like to add...	

#### Environment



Improve private and public amenity space	<input checked="" type="checkbox"/>
Reduce anti-social behaviour problems and ensure safety and security onsite	<input checked="" type="checkbox"/>
Consider an efficient refuse strategy and provide adequate designated bin areas	<input checked="" type="checkbox"/>
Improve the environment and cleanliness of communal areas and open spaces	<input checked="" type="checkbox"/>
Adopt measures to minimise noise and nuisance from local uses and main roads	<input checked="" type="checkbox"/>
Any further points you would like to add...	

## Feedback form



#### Accessibility



Improve accessibility within and around all homes avoiding additional steps and stairs	<input checked="" type="checkbox"/>
Improve car parking area in line with current requirements	<input checked="" type="checkbox"/>
Improve safe cycle storage	<input checked="" type="checkbox"/>
Potential to enhance connections to the surrounding communities and Canary Wharf	<input checked="" type="checkbox"/>
Any further points you would like to add...	

#### Well-being



Provide housing and care options for elderly and those with specialist needs	<input checked="" type="checkbox"/>
Allow communities to stay together if they wish	<input checked="" type="checkbox"/>
Ensure any temporary moves are close to existing homes	<input checked="" type="checkbox"/>
Provide more facilities for young people	<input checked="" type="checkbox"/>
Improve health and wellbeing	<input checked="" type="checkbox"/>
Any further points you would like to add...	

#### Economy



Ensure the local community have access to employment and training opportunities arising from regeneration	<input checked="" type="checkbox"/>
Provide new commercial facilities (shops, cafes, business space) for convenience of residents and to enable economic growth	<input checked="" type="checkbox"/>
Any further points you would like to add...	

#### Have your say...

To enable us to improve future events we would appreciate your comments on today's event.

9. Have you found today's drop in session informative? Yes  No  Some of it

10. How would you prefer to be kept informed and involved in the future? (tick all that apply)

Regular newsletter	<input type="checkbox"/>	Informal meetings	<input type="checkbox"/>
Noticeboards on estate	<input type="checkbox"/>	Small block meetings	<input type="checkbox"/>
Personal letter	<input type="checkbox"/>	Through the Resident Steering Group (RSG)	<input type="checkbox"/>
Website	<input type="checkbox"/>		
Email (please provide email address)	<input type="checkbox"/>		

# Detailed Event Feedback Recording

In addition to the feedback forms, residents were asked and encouraged to leave feedback and comments on the boards at the consultation events. This section collates all comments made on sticky notes by residents throughout the two days of events and workshops. These include all the specific comments to each of the boards.

## Sticky notes / Thursday 31st January

All the comments by residents have been recorded and presented below:

### **One Housing Introductory board: Board 3**

- Don't like glass balconies, don't like cladding

### **What is an Option Appraisal: Board 5**

- Potential for community garden/play opportunity to socialise
- Need outdoor space, greenery for both adults and children



### **What are the Options, Board 7**

#### **'Business as Usual'**

- Leave us be! refurb
- Minor refurb
- Fire in number 6 proves the building does what its supposed to do! Could a new block do that?
- New kitchen new bathroom that's all
- New kitchens and bathrooms and nails plastered
- Everyone in Alice Shepherd House gets on
- Little bit of internal and external refurb not a whole new building

#### **'Public Space Improvements'**

- I like the idea of the environmental improvements
- Nice idea just leave the car park
- Best option for all residents
- Improve outdoor space for adults and kids to relax and enjoy
- Play area is a good idea
- Better lighting and visibility to keep safe and avoid anti-social activities
- Best option



## What are the Options, Board 8

### ‘Refurbishment’

- Cost implication for leaseholders for refurb
- Need costings for everything
- I wouldn’t mind a kitchen like this
- AS windows could be improved – hard to clean and get stuck
- Storage is very important good at the moment and kitchen is a good size
- I’ve got too many cupboards

### ‘Infill Development’

- Nothing blocking light or too close to each other
- I like the infill option and provide current residents
- No tower blocks blocking light
- I don’t like the infill option prefer full redevelopment or refurbishment



## What are the Options, Board 9

### ‘Partial Redevelopment’

- Like this walkway, outdoor space, would be nice off balcony
- Storage is needed – like to store things in our flat
- Kitchen done in 2007 – need improvements blockage, sink etc.
- If you do knock it down I want to stay on island

### ‘Full Redevelopment’

- Like it!
- We are looking to have a more improved condition
- It’s important for new homes to have their own balconies

## Earlier this year you told us.: Board 10

- I have never seen anyone using the bike shelter – its too exposed
- The security
- Current patios are not usable -it’s a waste of space
- No one is using the new bike store – would like a key
- Soundproofing is really important
- Lifts area always breaking down!
- I like peace and quiet no loud music



## Residents' Brief, Board 11

- We want more play areas
- More enhanced streets and better connectivity
- Issues with access to the flats – getting in and out for disabled people
- All the ground floor flats suffer of litter being dropped to their patios – especially cigarette buds

## Your Community, Board 13

- I like the transport links
- I like the area – good for walks
- Local shops and uses are very convenient – I use them a lot
- Angela court have crèche at ground level – it's a good idea – an intergenerational opportunity
- Nice area calmed down a lot
- Improve access to the buildings – especially towards the main street
- We like St.Johns park
- Like the neighbours – vicinity to transport links
- Improved access to the – enhanced streets
- I like being back from the road – pollution/noise out
- Do not touch the car park
- We need more lights on the streets – there are some dark areas
- Location is really good proximity to school and local shops

## Your Home, Board 14

- Really like the views (from the 6th floor)
- Don't want to be moved from mates
- I like the neighbours
- Football pitch in ASH is not properly used – parking constraints – make this area friendlier for families
- Why try to fix something that isn't broken
- My aunt has been decanted so not concerned if that was to happen but my preference is to refurb (my dad may think differently)
- On the whole I like the block – some light refurb perhaps (ASH)
- Experiment on the community centre as no one lives here – the residents have a chance to see what properties will be like then have a vote after



- I want people to cut down the noise to make a new building
- Want the building to stay it's a landmark (ASH)
- Needs better CCTV, lighting and car park
- Needs anti-slip coating on communal staircase (ASH) – lighting and communal areas are bad
- No one knows how to access the bike sheds
- Sound proofing is really good (ASH) – ventilation could be improved
- Storage is really good in ASH
- Slippery staircase, bad windows, faulty windows, traffic
- The view to the river is very important to me
- Use local open area to test and see if the locals like / appreciate what they see – externally and internally
- Don't have a problem with the community centre going
- Build on the community centre first – then ask the local residents if they like what they see
- Like the neighbours – don't want to move from mates
- I like not looking into someone else's front room/bedroom/kitchen
- You could explore more uses and community spaces
- A lot of fly tipping areas
- Drainage needs to be improved – lots of flooding
- Safety CCTV for hallways for residents
- Would like more play space, car park isn't used for cars so could be play space
- Make child play areas unique don't like that all modern parks are the same
- For the back houses to be separated and balcony
- Not here (AS and Oak house) take here (community centre)
- Would love a balcony to sit out on!



## Sticky notes / Saturday 2nd February

All the comments by residents have been recorded and presented below:

### **What are the Options, Board 7**

#### **‘Business as Usual’**

- The building is too old it has to be demolished – I’m on the second floor and I have water leaking into my flat
- Tank on the roof are leaking into my flat
- Demolish the roof of AS
- Nice room sizes

### **What are the Options, Board 7**

#### **‘Refurbishment’**

- Refurb, refurb, refurb
- Kitchen and bathroom weren’t done properly
- Needs to be light and airy for my own sanity mind

### **What are the Options, Board 7**

#### **‘Full Redevelopment’**

- Do not want to go higher than I am (2nd floor)
- It would be good to see some non-residential uses like workspaces

### **Residents’ Brief, Board 11**

- Better layouts are important – rooms are close to the street – you can hear everything

### **Key Pledges, Board 12**

- Right to buy? Coming in April

### **Your Community, Board 13**

- Don’t like ASH – like the idea of moving once!
- Transport links need to be improved – access to bus routes
- Community centre can create noise issues /night parties



- I like the river – I have a view of the river from my flat
- Friendly neighbours Lots of windows so nice and light
- More shops in the area

### **Your Home, Board 14**

- Land could be used for more efficient use
- Can look back and front – dual aspect
- Traffic has to calm down on Stewart street – too busy as it is the only access route





**Feedback Summary Report**  
March 2020