

# ALICE SHEPHERD HOUSE AND OAK HOUSE NEWSLETTER

NOVEMBER 2018

Are you interested in becoming a member of a steering group to guide the future of Alice Shepherd House and Oak House?

## Welcome by Richard Hill, Chief Executive of One Housing

One Housing is changing; we have a new Board, a new Executive team and a new five year plan. We also want to take a new approach to thinking about change on the Isle of Dogs. We know there are some areas of the Island which could probably benefit from change – areas or blocks where the standard or design of the properties do not meet the expectations of our residents; and we want to start a conversation with you about this.

Setting up a resident steering group is the first step in starting that conversation and it is essential in making sure that the resident's voices are heard. We are pleased to be working with your local residents' associations to set this up, and I would encourage anyone who is interested both in representing their community and the future of their homes and neighbourhood to consider putting themselves forward.

## Background

The independent stock condition survey carried out in late 2017 suggests that Alice Shepherd House and Oak House is an area that may benefit from change. This seems to be supported by the feedback One Housing has received from residents both during our day-to-day work as a landlord and through the resident events we have held in 2018. Both blocks suffer from long standing maintenance issues that will be difficult to fully repair without considerable and invasive work to the entire building. Residents have also told us that they have ongoing concerns about anti-social behaviour and security.

One Housing would like to start a conversation with the residents living in these blocks to better understand their experience of living there. This could then lead to a conversation about change.

## Welcome by Maggie Phillips, Chair of the St John's TRA

The St John's Tenants & Residents' Association has fought hard over recent years for One Housing to listen to residents. We have been promised by One Housing that the conversation that will shortly start for the residents of Alice Shepherd House and Oak House will be driven by residents.

It is very clear from the recent meetings we have organised with you that you want to start the conversation. The residents of the blocks can be assured that they will have the support of the St John's TRA in this process. Together with good advice from an Independent Residents Advisor, I am sure that you will have all the information you will need for the residents to decide on the future of your blocks.

We would encourage residents to put themselves forward to serve on the steering group. Having a strong steering group would mean that residents would be able to ensure that they are in the driving seat.



## What is a steering group?

A residents steering group is a group of residents elected by the local community to represent their views and opinions. And there would usually be between four to ten members and they would be a mix of leaseholders and tenants. The elected members are all volunteers and receive no payment for serving as part of the group.

The steering group will be advising, guiding and supervising the work of One Housing and its partners as they engage with local residents about change. Typically a residents steering group would meet several times a month, sometimes on their own and at other times with One Housing or their partners. The group would receive support and advice from an independent and impartial advisor; usually selected by the steering group themselves.

The steering group will often receive previews of reports, exhibitions and other work produced by One Housing and its partners. They would guide One Housing to make sure that the information produced is both what residents want to see, and presented in a way that they want to see it. The steering group will at times have access to business sensitive information and would have to sign a confidentiality agreement.

A steering group is there to ensure that the voice of the residents is at the heart of anything that One Housing does in relation to Alice Shepherd House and Oak House and being a member should be both a challenging and very rewarding experience.

## Contact us

For more information or to let us know you are interested in being part of a steering group,, please contact One Housing's Project team:

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020 8821 4340 or 07964 117 543

Onome Ogholo  
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Maidah Azam  
020 8821 5113 or 07770 700 960

Email [islandregen@onehousing.co.uk](mailto:islandregen@onehousing.co.uk)

Or contact Mike Tyrrell, the Independent Resident Adviser for the 4 Estates Forum, on 07958 225 416 or email [mike@4estatesforum.org.uk](mailto:mike@4estatesforum.org.uk).

Or complete the slip at the bottom of this page and hand it in to our office by **Wednesday 28 November**.

The St John's TRA will be hosting a meeting in early December for anyone who is interested in being on the steering group to discuss what will be expected of those who volunteer.

## TRANSLATION

This document is also available in other languages, larger print and audio format on request. For more information please call our Customer Information Hub on 0300 123 9966 or 020 8821 5300.

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I'm interested in becoming a member of the Alice Shepherd House and Oak House steering group. Please send me details of the meeting in early December, where I can learn more about what this involves.

Your name:.....

Address:.....

Telephone number:.....

Email address:.....

Please return to One Housing Castalia Square office, 17 Castalia Square E14 3PQ by Wednesday 28 November.