

Welcome to our newsletter!



Hello Again!

Welcome to the second Tpas newsletter – your appointed Independent Tenant Advisor (ITA) for the Options Appraisal project for Alice Shepherd House and Oak House on the St John’s Estate. Since our last newsletter we’ve been meeting with the Residents Steering Group (RSG) and One Housing Group (OHG) on the initial stages of the project.

The Options

As you’ll be aware, One Housing are looking at the future of the blocks with a range of potential options;

- Do nothing
- Refurbish the blocks
- Infill development
- Partial demolition and new build
- Demolition and new build



Nothing has yet been decided and, over the coming months, we will be working with the RSG to make sure that we look carefully at each of the options in turn to fully understand the impact of each and what it means to you in the future. **ALL** options are possible – it’s your choice!

Recently a range of surveys have been arranged to ensure that we know as much as possible about the condition of the blocks so that we know what is needed and what is possible.

The RSG and OHG have started the process to appoint an architect to work with us to develop a range of options for the blocks and the surveys being carried out will feed into this.



Please note that appointing an architect doesn’t mean there will be any demolition or new build – they’ll look at improvements and refurbishment as well!



Survey Findings in Alice Shepherd House and Oak House

Earlier this year One Housing Group carried out a survey of the blocks and spoke to many of you who live there. The aim was to better understand what you like and dislike about your homes and what you felt needed to be done to improve them. It also looked at what you liked and disliked about the area overall and tried to gauge the strength of the community.

Overall, they spoke to people living in 67 of the 83 homes (one was empty at the time of the survey) so the results can be seen as being fairly accurate as to what people think.

Below is a brief summary of the findings from the survey but, if you want a full breakdown of the results, a booklet giving all the details has also been produced. This available from One Housing (see the contact details on the back page).

Your Homes (likes and dislikes)

This was mixed between the blocks with three-quarters (74%) of those living in Alice Shepherd House liking the size of their homes whereas in Oak this reduced to half.

About half (49%) of those in Alice Shepherd House liked the layout of their home with them having a separate kitchen and living room and separate toilet and bathroom for example. Although quite a high number (37%) disliked the 'upside down' nature of the flat and the internal stairs.



The views in Oak House were more mixed with a fairly even split between those who liked the layout of their homes and those who didn't.

The views in Alice Shepherd House were liked by a third of those living there with a third also giving the cosy nature of their home as a reason for liking it.

A fifth of those in Alice Shepherd House and a third in Oak House said their home was 'peaceful and quiet'.

Almost half of the people responding (49%) stated they had some issue with a water-based issue such as the plumbing, drainage, damp, mould, water pressure or condensation.

A little over a quarter (27%) said that their homes were cold or draughty or not energy efficient.

Your Estate (likes and dislikes)

The most popular thing about the estate was that it was close to the shops, parks and schools with two-thirds of you saying this and a quarter (27%) said it was quiet and peaceful (more so in Oak House).

Being close to good transport links together with having somewhere to park was also popular.



In terms of dislikes, drug use, fly-tipping and the condition or cleanliness of the common areas were highlighted.

Alice Shepherd House residents also mentioned the poor use of the car park as an issue whilst for Oak House residents the level of traffic on the Manchester Road was an issue.

It was good to note that half of those questioned in Oak House didn't have anything they disliked about the estate at all.

The Isle of Dogs (like and dislikes)

There were five main areas which were highlighted as 'likes' and these were:

- Peaceful/quiet/trouble free
- Close to amenities
- Nice area (compared to others)
- Friendly community
- Character/identity/family/emotional connections



The dislikes highlighted a lack of amenities (split views here!), the level of anti-social behaviour and the fact that the island has changed too much and has been over developed.

However, almost half of you (45%) said that there was nothing that they disliked about the Isle of Dogs!

Safety

It was very interesting to note that the vast majority (over three-quarters (77%)) felt safe on the estate with a further 12% saying they felt safe sometimes.

Whilst those who didn't feel safe highlighted a number of issues it's important to note that only one or two people raised these fears.

Community

The community in the blocks appears to be very strong with, overall, 9 in every 10 residents saying that they know their neighbours and almost the same number in Alice Shepherd House saying that they feel part of a community.

The Community feeling isn't as strong in Oak House with only 3 in every 10 feeling part of the community.

Membership of a formal community group, however, isn't as great with about a third of residents belonging to any sort of community group and about half of residents having taken part in community activities (Mudchute Farm, Canary Wharf, St John's Park, etc.)



What happens next?

Once an architect has been appointed, we will see the project start to gather steam and there will be a number of events where you can make your views known and comment on the range of options.

You will also see our team around the blocks more often and we'll offer opportunities for you to speak to us and raise any concerns you might have.



The Tpas Team



Emma Flynn
National Consultancy Manager
Project Manager for this project



Lee Page
Lead Independent Advisor

How can you get in touch with us?

Tpas freephone number is **0800 731 1619** - this number is free from a landline - if you call our freephone number from a mobile you may be charged, so please leave your name and mobile number (and say you live at Alice Shepherd House or Oak House) we will call you back. Alternatively, you can call Lee Page directly on 07722 054 767 or email aliceshepoakhouse@tpas.org.uk.

Please call or email us with any questions or concerns you might have. If you phone the Tpas team, we will get back to you within 48 hours. If you write or email, we will get back to you within 3 days.

You will also be able to visit our Tpas website www.tpas.org.uk/our-projects/alice-shepherd-house-and-oak-house-ita-one-housing where we have a dedicated page for this project. All the information we provide for you can be found here.

If you would prefer to write to us, our address is Tpas Ltd, 7D Paragon House, 48 Seymour Grove, Old Trafford, M16 0LN.

We look forward to working with you to support you as much as we can.

How you can get in touch with One Housing

Alison White: Island Regeneration Team

Telephone: 020 8821 4340 Email: islandregen@onehousing.co.uk

Drop in to the Castlia Square Office, 17 Castalia Square, E14 3PQ – please note the office is closed between 1 and 2pm.

