

# Kedge House, Starboard Way and Winch House

## Residents' Consultation 3: Emerging Options Feedback Summary Report July 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 Kedge House, Winch House and Starboard Way to consider options for the future of the blocks. Two sets of exhibition events were held in 2019 as well as one-to-one meetings with residents in their homes and at One Housing's Millwall office. A third set of exhibition events were due to be held in April 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 May 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, Full Redevelopment was the option that most residents were in support of. The Refurbishment and Partial Redevelopment Scenario 1, 2 and 3 options also had some support from residents. The Business as usual, Open Space Improvements, Infill and Partial redevelopment Scenario 4 were least supported.



# Introduction

## Residents' Consultation Event 3: Emerging Options

### Virtual exhibition period:

Monday 11 May - Wednesday 17 June

### Total number of households who took part in the consultation: 48/62 (77%)

*(Please note - There are 72 homes within the three blocks. Two homes in Kedge House are currently vacant. Eight homes (4 in Kedge House, 3 in Starboard Way, and one in Winch House) 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 62 homes.)*

### Households who provided feedback online or through a telephone conversation: 45/62

- Kedge House: 24/34
- Starboard Way: 13/17
- Winch House: 8/11

### Households who took part in a telephone conversation but chose not to provide any feedback: 3/62

- Kedge House: 0/34
- Starboard Way: 2/17
- Winch House: 1/11

**This report is a summary of the thoughts, ideas and concerns raised by residents during the third round of consultation events regarding the future of Kedge House, Starboard Way and Winch 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.





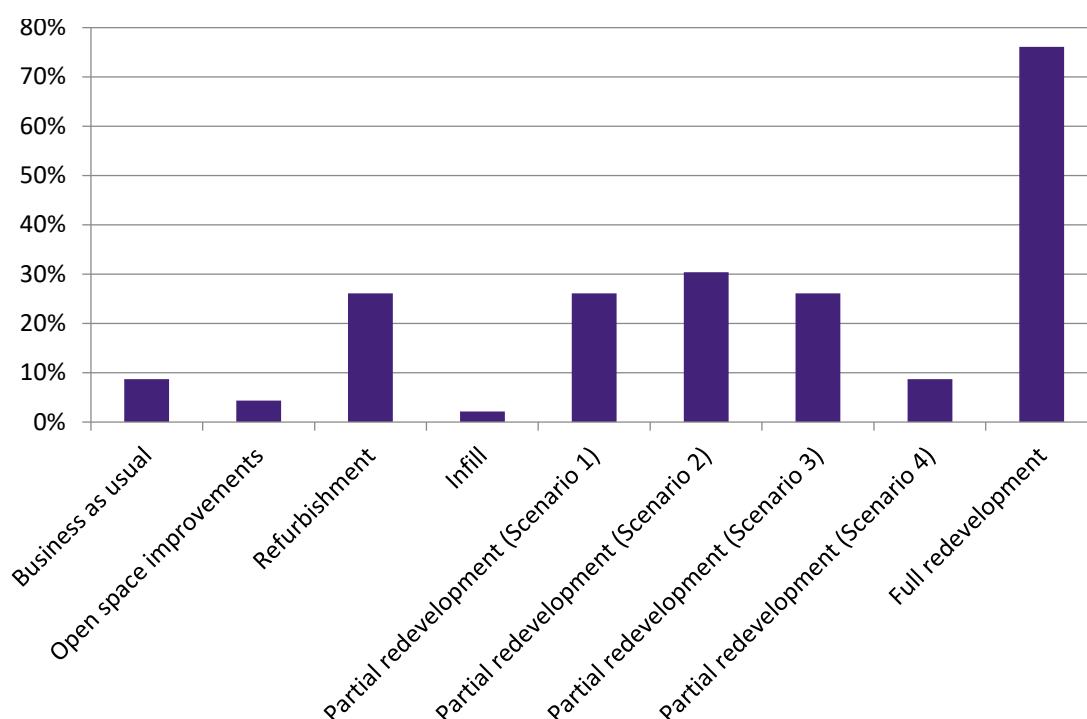


# Survey results

## Which options are you in support of?

Following review of the options, all respondents were asked firstly to consider which of the options they were in support of. Respondents could simply tick as many boxes as they thought appropriate. The results show that Full Redevelopment was supported by 76% of respondents, while Partial Redevelopment 01, 02 and 03 and Refurbishment were supported by 26-31% of respondents. Partial Redevelopment 04, Infill, Open Space Improvements and Business as Usual options were all supported by less than 10% of respondents.

*Which options are you in support of? (tick all 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.

### Kedge House

Many of the respondents from Kedge House were in favour of any option that includes the redevelopment of Kedge House, and many mentioned that Full Redevelopment in particular was their most favoured option. Some mentioned access to private space was of great importance to them.

### Starboard Way

Responses from Starboard Way residents were somewhat varied, with some suggesting that options that retained Starboard Way were favourable to them - including Refurbishment and some of the Partial Redevelopment options - while others were in favour of options that considered the redevelopment of Starboard Way. Some mentioned that some of the open space improvements shown in the options such as fencing off the children's play area were important. One respondent requested that the option with least disruption to residents was considered, for personal reasons.

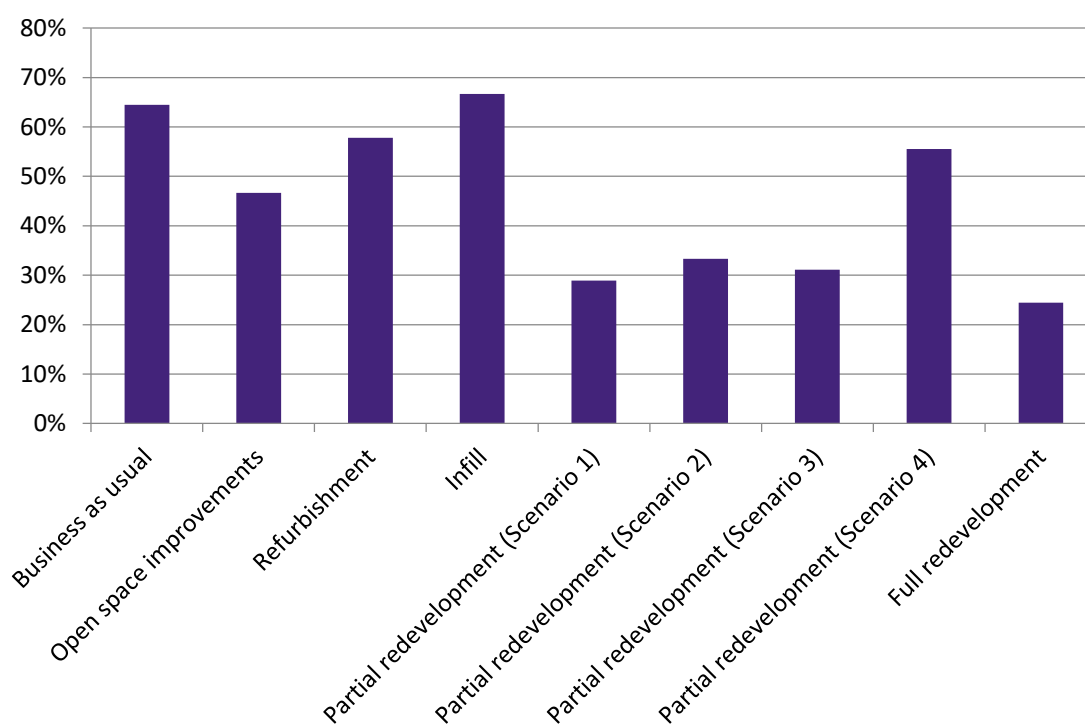
### Winch House

The majority of respondents from Winch House were in favour of Full Redevelopment and other options that considered the redevelopment of Kedge House. Some mentioned that they did not want Winch House to be redeveloped, with some also acknowledging the benefits that a full redevelopment of the estate might provide.

## Are there any options you do not support?

Respondents were then asked if there were any options that they did not support. Again, respondents could simply tick as many boxes as they thought appropriate. The results were less distinctive in comparison to when respondents were asked which options they were in support of, but there remain some clear conclusions. The results show that the Infill and Business as usual options were not supported by 67% and 64% of respondents respectively. Refurbishment was not supported by 58%, Partial Redevelopment 04 56% and Open Space Improvements 47%. Partial Redevelopment 01, 02 and 03 options were not supported by 29-33 % of respondents while Full Redevelopment was not supported by 24%.

### Are there any options you do not support? (tick all 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.

#### Kedge House

Many Kedge House residents commented that any options that retain or refurbish Kedge House do not address or solve the issues with the building and therefore were in favour of any options that include the demolition of Kedge House.

#### Starboard Way

Respondents from Starboard Way were somewhat split in their opinions regarding the options. Some commented that they would not support options that retained Starboard Way and would like it to be redeveloped, whereas others said the opposite and that they would not support those that included the redevelopment of Starboard Way but would consider those where it was retained.

#### Winch House

Some Winch House residents were not in favour of options that do not include any regeneration to the existing blocks, such as Business as Usual or Infill, while some others were not in support of any change to the site except refurbishment.

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

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

Many respondents commented that they would like to stay on the estate or in the Isle of Dogs as they feel settled and enjoy the sense of community. A few respondents mentioned that they would be happy to relocate elsewhere such as to other parts of London.

In relation to the design of any new builds, respondents are keen to have homes that offer a lot of daylight and have access to private outdoor space such as a balcony. Some also asked for larger homes that suited their family's needs and stopped overcrowding.

Many respondents reiterated their views in relation to the support or non-support of options and retention/redevelopment of particular blocks.

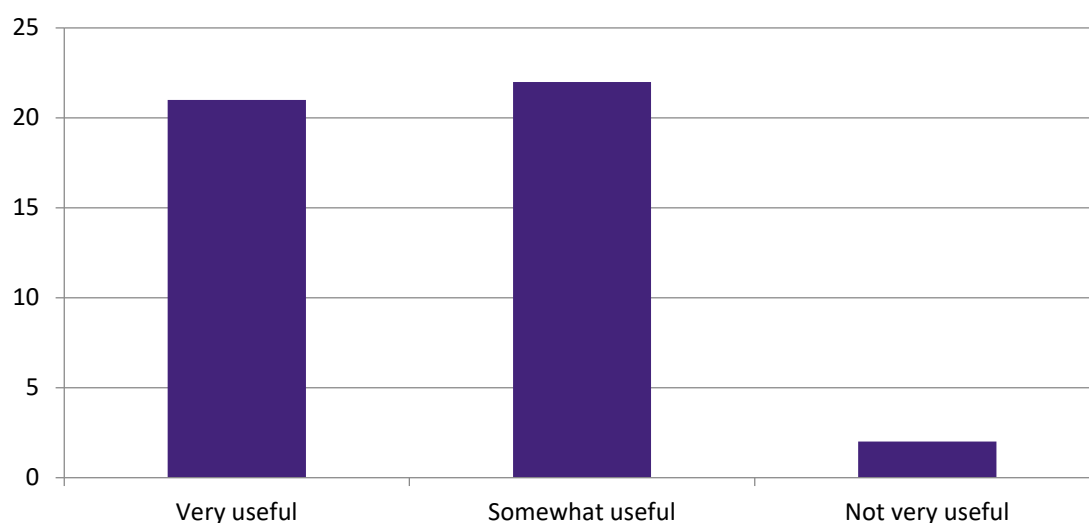




## Have you found the exhibition useful?

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 very happy with the format of the exhibition, with 21 saying it was 'very useful' and 22 saying it was 'somewhat useful'. Only two respondents stated that it was 'not very useful'.



Residents were then invited to leave 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.

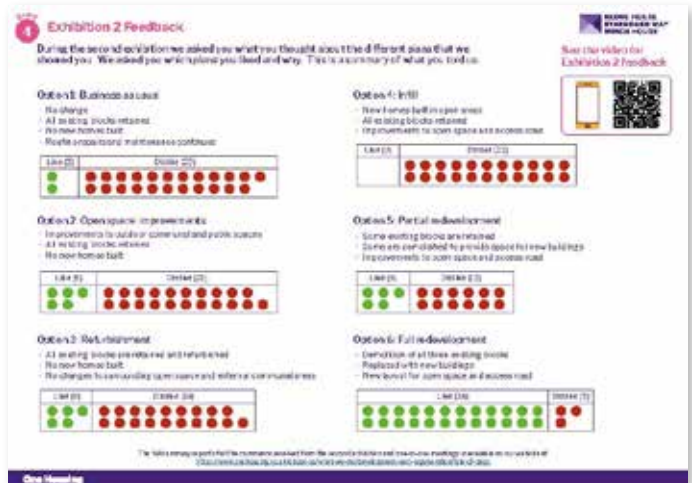
Respondents were generally pleased with the format. They found the information within the booklet easy to understand and thought that the QR code was a good idea. Many also found it useful to have the booklet as they could go through and digest at their own pace.

Many commented that they found it easy 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.

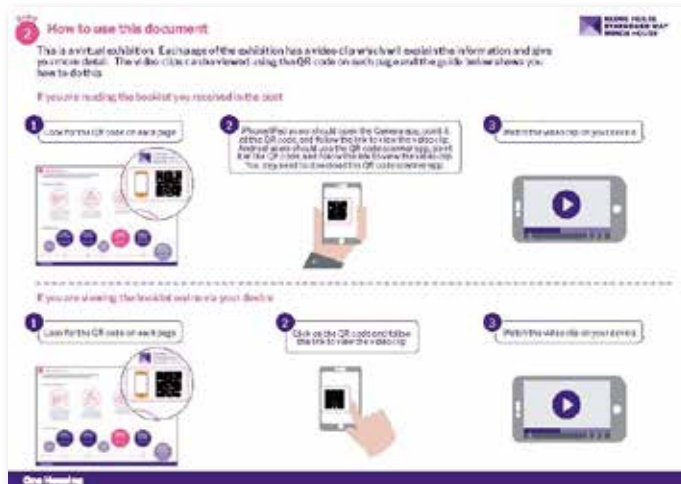
## Appendix 1: Exhibition booklet



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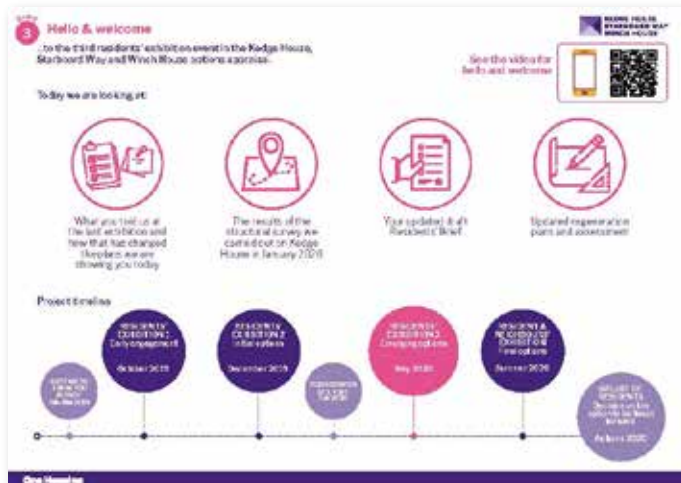
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6



**7 How the options are assessed**

The assessment of each option will be completed by an independent company called S&W. It is their job to check that any proposed plans can be afforded by One Housing, how it benefits the local community, and whether the Council is likely to approve it. Each option will be scored against four different criteria:

- 1 Resident Benefit**
  - Does the option offer a benefit to residents and will it be affordable to them?
  - Does the option offer a benefit to the community?
  - Does the option offer a benefit to the Council?
- 2 Financial Viability**
  - Can the option be funded by One Housing?
  - Is the option affordable to the Council?
  - Is the option affordable to the community?
  - Is the option affordable to the Council?
- 3 Environmental Benefits**
  - Does the option offer a benefit to the environment?
  - Does the option offer a benefit to the community?
  - Does the option offer a benefit to the Council?
- 4 Affordability**
  - Does the option offer a benefit to the community?
  - Does the option offer a benefit to the Council?
  - Does the option offer a benefit to the community?

See the video for more details on the assessment process.

7

**10 Option 2: Open space improvements**

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

Major refurbishment work to Kedge House is included to bring the building up to modern standards.

See the video for more details on the assessment process.

**Plan showing the proposed improvements**

3D aerial view

Street view sketch

10

**8 Option 1: Business as usual**

In this option Starboard Way and Winch House would remain as they are, with no major repairs or modernisation by One Housing continuing to be carried out.

Major refurbishment work to Kedge House is included to bring the building up to modern standards.

See the video for more details on the assessment process.

**Plan showing the existing site**

3D aerial view

8

**11 Option 2: Open space improvements**

**Summary of homes**

- 72 existing homes retained
- 0 existing homes reprovided
- 0 additional new homes
- 72 total number of homes
- 81% affordable housing

**Assessment results**

**Resident Benefit**

- In this option all residents would retain their current homes and so the needs of residents who are overcrowded is **not addressed**.
- Starboard Way and Winch House are not refurbished so issues in these blocks are **not addressed**, such as faults.
- There are **no improvements** to make the homes easier to access and move around in for those who are elderly, disabled, or have young children.
- There are **no improvements** to the communal outdoor space and car park area which is something residents have asked for.

**Financial Viability**

Overall, this option makes a financial loss of **£33.9 million**.

In this option Kedge House is retained and the refurbishment work to bring the building up to modern standards will cost **£32.7 million**.

There are no new homes being built to offset these costs so there is **no way to improve the financial performance** of this option.

**Assessment: Completely unviable**

**Environmental Benefits**

- As there are no new homes being built the Council would **not require any financial contributions** for community benefits and improvements.
- 12 local people** are estimated to be employed for completing this option.

**Implementation**

- The refurbishment of Kedge House would be highly disruptive to existing residents as all households would need to move away from the block for **2-3 years or more**.
- It will take **many months** to find suitable temporary homes for all the households to move into while the works take place.
- The refurbished homes in Kedge House would be **smaller** as the strengthening work will mean lower ceilings and thicker walls, but would have new kitchen, bathroom, windows etc and have balconies added.
- As there are no new buildings being constructed planning permission from the Council will probably not be required as if it is shown this option should be **easy to implement**.

11

**9 Option 1: Business as usual**

**Summary of homes**

- 72 existing homes retained
- 0 existing homes reprovided
- 0 additional new homes
- 72 total number of homes
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**Assessment results**

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- In this option all residents would retain their current homes and so the needs of residents who are overcrowded is **not addressed**.
- Starboard Way and Winch House are not refurbished so issues in these blocks are **not addressed**, such as faults.
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9

**12 Option 3: Refurbishment**

The option aims to improve all three existing blocks through a range of refurbishment and repair work. This option considers only improvements to the buildings and not to the surrounding open space and external communal areas.

The level of refurbishment would be tailored to each block depending on what it needs but would include:

- Install new external wall insulation and external air facades.
- Redecorate communal stairways, entrances and walkways and provide new flooring and entrance mats.
- Add porches to the common areas and external entrances.
- Introduce controlled access to communal areas.
- Enhance well established landscaping.
- Improve route paths for safety and security.
- Improve route paths as far as possible.
- To the One Housing owned homes (if you are a tenant you will be asked to leave your home for a short time to have the work done).
- Install new flooring and ceilings, new kitchens and bathrooms, thermostatic radiator valves (TRVs) and smart controls for heating, new windows and roof work, draught-proofing.

Kedge House would also need the major structural work explained earlier in the exhibition to bring it up to modern standards.

See the video for more details on the assessment process.

**Plan showing the proposed improvements**

3D aerial view

Street view sketch

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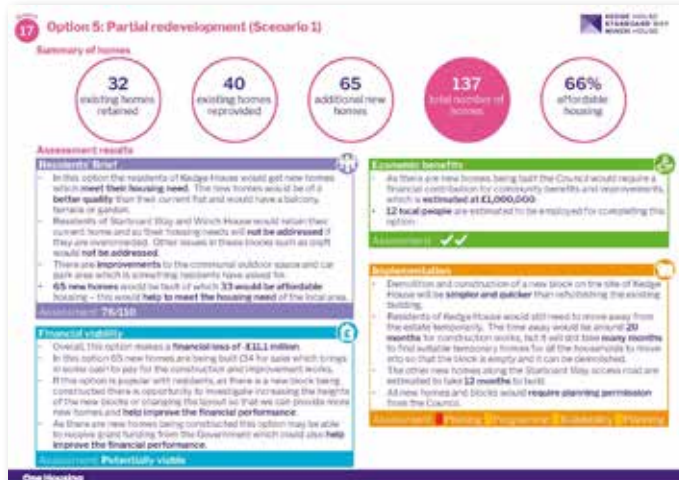
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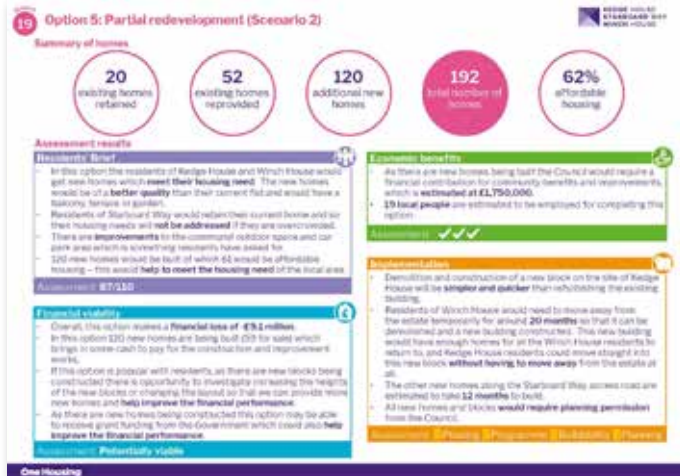


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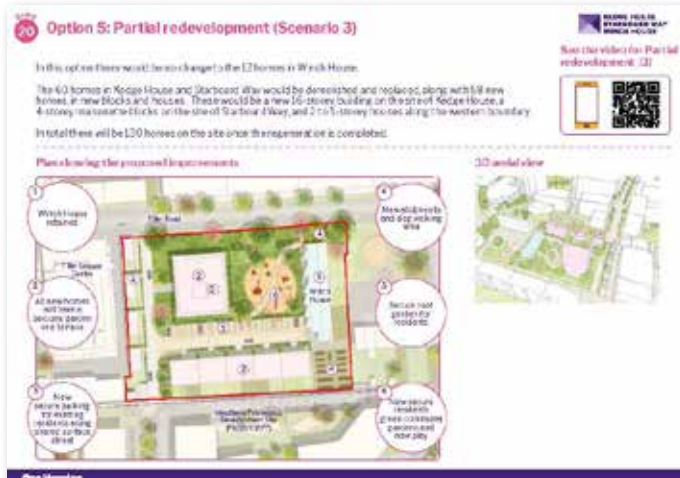




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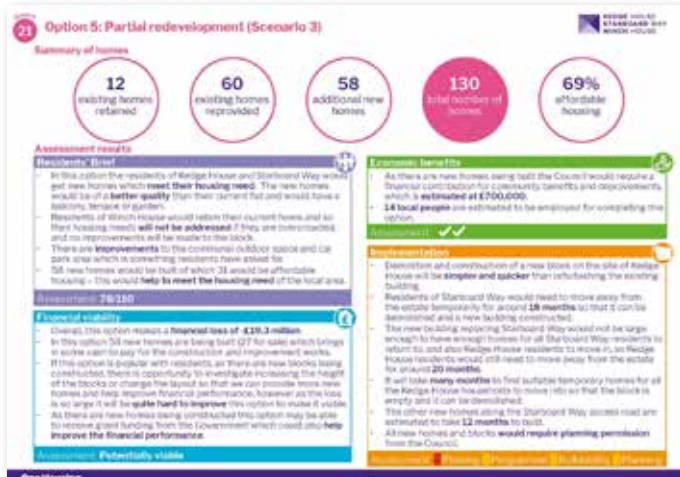
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**25 Option 6: Full redevelopment**

**Summary of homes**

- 0 existing homes retained
- 72 existing homes reprovided
- 202 additional new homes
- 274 total number of homes
- 59% affordable housing

**Assessment results**

**Residential layout**

- In this option the residents of all blocks would get new homes which meet their housing need. The new homes would be of a better quality than the current homes and all would have a balcony, terrace or garden.
- The communal outdoor spaces and car park area would be totally redesigned and improved.
- 202 new homes would be built of which 124 would be affordable housing - this would help to meet the housing need of the local area.

**Residential layout** 100/100

**Financial viability**

- Overall, this option assesses a financial loss of **£24.6 million**.
- In this option 202 new homes are being built (96 for sale which brings in some cash to pay for the construction and improvement works).
- If this option is popular with residents, as there are new blocks being constructed there is opportunity to investigate increasing the heights of the new blocks or changing the layout so that we can provide more new homes and help improve the financial performance.
- As there are new homes being constructed this option may be able to recover grant funding from the Government which could also help improve the financial performance.

**Financial viability** Potentially viable

**Economic benefits**

- As there are new homes being built the Council would require a financial contribution for community benefits and improvements, which is estimated at **£2,850,000**.
- 29 local people are expected to be employed for completing this option.

**Employment** ✓✓✓

**Environmental impacts**

- Residents of Wincobank would move away from the estate temporarily for around **20 months** so that it can be demolished and a new building constructed. This new building would have enough homes for all the Wincobank residents to return to, and almost all Wincobank residents could also move straight into this new block without having to move away from the estate at all.
- Wincobank would then be demolished and the new buildings constructed which residents from Starboard Way can move into.
- Only a few temporary homes off-site would be needed when it can be achieved. All off-site residents will only need to move once, which will be straight into their new home.
- All new homes and sites will require planning permission from the Council.

**Environmental impacts** 100/100

**One Housing**

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**27 Feedback and summary**

Thank you for taking part in this exhibition. We would really appreciate it if you would complete a feedback form to let us know your thoughts about what we showed you today. You can do this online by using the QR code below.

**Follow link to complete form**

**See the video for feedback and summary**

**How to stay in touch**

**One Housing Regeneration team**  
Myra Munn  
01563 833229 or 01563 8321 5238  
myra@onehousing.co.uk

**The Independent Resident Advisor:**  
Ray Gore  
0900 0711090 (if working)  
ray@independentresidentadvisor.co.uk

**Resident Advisor:**  
Steve Trench  
07558 225415  
steve@independentresidentadvisor.co.uk

**Project timeline**

- Option 2023
- Option 2023
- Option 2023
- Option 2023
- Option 2023
- Option 2023
- Option 2023
- Option 2023
- Option 2023
- Option 2023

**One Housing**

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**26 Options performance summary**

**Summary of the scoring of each option**

The table below shows a summary of the performance of each option so that you can compare them against each other.

**See the video for options performance summary**

Criteria	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6	Option 7	Option 8	Option 9	Option 10
Residential layout	40	40	40	40	40	40	40	40	40	40
Financial viability	40	40	40	40	40	40	40	40	40	40
Economic benefits	40	40	40	40	40	40	40	40	40	40
Environmental impacts	40	40	40	40	40	40	40	40	40	40
Overall Assessment	40	40	40	40	40	40	40	40	40	40


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## Appendix 2: Example of Vimeo web page

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**Option 6: Full redevelopment**

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Overview and assessment results of Option 6 Full redevelopment

## Appendix 3: Respondent comments

### Which options are you in support of?

Strongly for full regeneration - however would consider any option in which Kedge House is replaced, and residents housing needs are met.

In favour of options which include removing and rebuilding Kedge House

Wants Kedge House to come down

Would prefer to move out to another part of London\*

Partial redevelopment will not benefit other residents

In most cases it looks like Kedge House residents will be re-housed, so we are open to any redevelopment decision if we are rehoused close to where we currently are

Any option with a new build for Kedge House residents

Full redevelopment, partial option 2 (maybe)

Only interested in options which result in a new build for resident and her family. Has lived there for 20+ years and had too many issues

In favour of full redevelopment, especially options which replace Kedge House, as the building is in a bad way

The safety is a worrying issue in Kedge House and there are asbestos issues

Full redevelopment is best option as Kedge House is in such disrepair

Full redevelopment is my main choice, followed by another where Kedge is rebuilt

Like the idea of new build but do not want to be in high rise buildings due to health issues\*

Full redevelopment, Kedge House is beyond repair

I'm not sure about the idea of moving to the new block of Winch house. I would prefer this to be temporary and move back to the new Kedge House block when completed.

Would go with the option of Kedge coming down if disruption would be minimal as this is biggest concern

In favour of full redevelopment or the refurbishment option as I've been here only a short while and I like the area but can see that improvements could be made

In favour of Kedge House coming down as resident is living on upper floors with mobility issues\*

Full Redevelopment wanted as the blocks are in disrepair, the estate is outdated as it is made of concrete. The water pressure is bad\*

The resident would be most in favour of full redevelopment. She says that she has suffered from ongoing repair issues such as faulty windows and leaks over many years and feels rebuilding is the only way these will be fully addressed

Would prefer full redevelopment option

Would really like a balcony

In favour of Kedge being demolished or any option which includes this.

In favour of full redevelopment option as will improve whole area

10 years I've been a leaseholder here and we are very happy, would like Starboard Way to stay or slight refurbishment to common areas, also open to other options such as taking down Winch or Kedge or infill



'My option is not on there. I cannot live round building works. Mike Tyrrell proposed to One Housing the possibility of re-building homes out of London to rehouse people. This option is not on there and that is the one I would choose 100% or even to be rehoused out of London'

Refurbishment is the preferred option for my family as we are very concerned about having to move twice and disruption.

Like both options for redevelopment scenario, 1&2.

In favour of full redevelopment option as we feel that to keep the estate as it is would be unviable due to ongoing repairs and just being outdated

Would require like-for-like home if Starboard Way is taken down - ground floor with garden and parking space

Refurbishment and open space improvements like fencing off the kid's park from the open space dog walking area, would be open to other options that keep Starboard Way

Would like refurbishment to all existing blocks as happy in the home and likes the current community, family has just settled into the home and surroundings and it is very important to us that this is not disrupted\*

We feel that the full regeneration option is best for the estate but would welcome those that remove Starboard Way also, like the idea of a new home and a fresh start!

Would support options that keep Starboard Way and ideally, Kedge House alone is redeveloped – Partial redevelopment Scenario's 1 & 2 are best suited to resident as they have lived on the estate for many years and are settled, and would like disruption kept to a minimum

Redevelopment welcomed, any option where demolition of Starboard Way is the main choice as this building has lots of repair issues and does not suit our needs

Happy for redevelopment but would like to keep Starboard Way, feels Kedge House would benefit from redevelopment due to amount of work involved to repair

In favour of Starboard Way to come down and also full redevelopment as the buildings are old and dated.

I prefer options which include Starboard Way being demolished, along with full regeneration of the estate

I am happy with the refurbishment option due to minimal disruption, but also open to considering full redevelopment and other options as I understand the estate needs upgrading and happy to go with the majority.

Full regeneration is my choice as the buildings are old and outdated and have long outstanding repairs and require lots of work

Would like to see refurbishment carried out to existing blocks

Would like to keep Winch House as it is. Lived here a considerable length of time and is settled, can see Kedge House needs work carried out so partial redevelopment scenario 1 would be good, but overall not really in support of change\*

I feel full regeneration of the area is best

Full Regeneration option is best

Full regeneration is my chosen option as the area is outdated and needs a fresh new look

### Are there any options you do not support?

Would like to see Winch House stay as happy in my home but can understand why Kedge in particular may need to come down due to cost and disrepair

Any which leaves Kedge House as it is or with a refurb, resident believes refurbishment will not solve all the issues he has with the property.

Does not want Kedge House retained. These options do not address the issues with the blocks and estate

Refurbishment does not address all the issues. The other options are not worth looking at. Other options are not viable

Resident stated she was only interested in a new flat for her family

Any option that does not involve Kedge House demolished and rebuilt

Does not want to move area/ location but wants a new flat, cannot stay as it currently is, against any option leaving the building as is without a new build for her.

Would not be in favour of any of the estate staying, it is dated and in disrepair

Would not like to see Kedge stay under any circumstances because of mould and window and ceiling leaks

Options which contain the refurbishment of Kedge do not make sense and will not address the problems

Would like to see innovative designs rather than 5 blocks squashed together. Does not want it to be a jungle of buildings.

Refurbishment or retaining Kedge House options

Do not like the infill options

Kedge House must come down, not in favour of this staying at all, not viable to retain and damp issues

Would not like to see Kedge stay, feel the three blocks should all be rebuilt as changing some and not others would be an eyesore

The resident said that she would not be favour of 'business as usual' as leaks and disrepair issues are badly affecting her quality of life as she spends a lot of time at home and cannot make her home nice due to leaks and other issues.

Would not want to stay in the same home as there is repair issues and family is overcrowded

Does not like current home as disrepair issues, damp and mould so would not like Kedge House to stay

Kedge house to stay is a definite no-no for me, due to long-standing leaks and age of block

Staying in current home as mobility is a major issue

Really against taking down Starboard Way

Not in support of demolition of Starboard Way or those options including this (Scenarios 3 & 4 along with the full redevelopment option) as the family is settled\*

Do not want any of the three buildings to remain as the estate badly needs an overhaul

Would not support Starboard Way being taken down at all, as only been here a short while and am very happy, always wanted a garden and ground floor home\*

I would not like to see any of the estate blocks demolished mainly as family has just settled into our current home and surroundings and it is very important this is not disrupted\*

Definitely not Business as usual



The resident does not support any plans for the redevelopment of Starboard Way or full redevelopment or those that could change the local community feel and/or cause major disruption to her.

Would like to see Starboard way redeveloped as my property suffers from damp

Would like to keep Starboard Way as block is sound

I would not like to see Starboard Way stay up as suffers from repair issues along with not fitting our families housing and mobility needs as there is no lift\*

Do not wish for Starboard Way to be kept and would not like to have any walkway through to the printworks

Infill will not really improve anything for existing residents

I would like to see full redevelopment as the estate needs updating, a new look and better quality housing, but I would expect in any new home a like for like or better than I have already.

I am happy with my home and the estate, and would not like to see any blocks demolished

I do not wish to see Winch House demolished, not really in support of change

Would like to see an improvement in the estate and business as usual does not address this

Do not want the estate to stay in the same situation nor do I like the option of adding additional homes but not improving/removing current blocks

Regeneration is the best option for me personally, as I am currently in a studio home and would like the opportunity of a 1 bed property

Would like to see Winch house kept and ideally refurbished with new windows, a generous balcony would be nice.

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

Would not like to relocate, strong relation and links to local area. Happy for new property, does not have a strong opinion on which one.

Resident would want to relocate away from the estate and prefers to move to away, would like One Housing to help try and help facilitate this when the time comes\*

Car parking needs to be looked at properly. Improved parking should be provided along with electric car charging

If there are cases of overcrowding in the houses would they be housed in properties with more bedrooms?

Really wants a new build based on her friends and family all going through similar regeneration

Currently living with family. Should regeneration go ahead would need them rehoused as well (separately) according to their needs\*

Had numerous leaks and quite unhappy with the home now and will welcome changes but is concerned about moving away and back again and the disruption. Personal circumstances mean the resident must stay close by, if decanting is needed\*

Full redevelopment seems to be the only viable option

Kedge House has numerous problems that will only be dealt with by demolition and new build

Would need to stay on the Isle of Dogs due to personal circumstances\*

Likes the idea of phasing and minimising disruption. Excited for the process to progress

I would like information on when the work would begin, on the full regeneration once the final decision is made on it.

Would go with the option of Kedge House coming down if disruption would be minimal as this is biggest concern

Quite new to the estate so would like to return to the estate following any changes and have parking available. I would really like some personal space, that would be great! \*

Outside space would be lovely if redevelopment went ahead

The resident is settled in the area and would like to stay in the local area but looking forward to a change

Would really like a larger home for the family that suits their housing needs

The resident mentioned their housing need would need to be met in terms of size of property and location of any replacement home\*

Like that my flat has a window in bathroom and kitchen and gets lots of light. Would like the same in any new home, a balcony would be great! - don't really like open plan

Full regeneration is a great idea to make the area more modern and appealing

Open to any changes as long as Starboard Way is kept

My option is not on there. I cannot live round building works. Mike Tyrrell proposed to One Housing the possibility of re-building homes out of London to rehouse people like. This option is not on there and that is the one I would choose 100% or even to be rehoused out of London

If Starboard Way were to be taken down under any redevelopment, the family would need to stay in E14 and be provided a like for like home, ground floor with garden

First choice is full redevelopment

Open to options which do not involve demolition of Starboard Way - Partial Redevelopment Scenario 1&2



Only in favour of refurbishment due to personal circumstances

Would like to see full redevelopment or any that involve taking away Starboard Way

Resident would like to see Starboard Way stay

Really like the idea of having some personal space to utilise in the form of balcony or garden, Allotments are shoddy and un-kept and if they stay, they will need upkeep

Personal outside space such as balconies/gardens to be added would be a nice addition

Would like Starboard Way to be redeveloped at the least

I think demolition is the best option for Starboard Way and I really like the idea of a better layout and some private outdoor space

I would not like to see Winch House stay at all or Starboard Way/Kedge as I feel the cost to keep them is too much.

I have lived on the estate since 1982 and am very happy with my home and community and do not want to see that change at all

I am concerned about having to move as I have health conditions and am content with how things are as they stand

I would like further information regarding rent changes/where I will be temporarily moved to if knocked down. Also, I would like what I have already as a minimum and for my health and housing needs to be met\*

No infill or business as usual

Only happy to go with full regeneration option, as I feel the estate would benefit from this most

Winch House to be kept

### How useful have you found this virtual exhibition?

The follow up phone call was helpful in explaining what was sent out. Just the booklet on its own would not have been as useful

Prefer physical pack over the online content, easier to read and understand

She has seen it herself before, so it was ok. But thinks it's great for non-steering group residents seeing it for the first time. Even used the QR codes and found it easy and believes it should be easy enough for others.

Videos or material in other common languages would be handy. Easier to talk with people - so found follow up phone call very helpful, the pack on its own would not have been too helpful

Very useful to call and explain - wouldn't have understood email or just booklet on its own

Hasn't had time to look at it thoroughly, daughter had a brief look. Phone call helped.

Yes, book was informative, but chat was nice

Looked Online was understandable but call was nice

Phone call to explain helped understand booklet

Resident liked the different ways One Housing shared information and has looked at boards and videos

Really liked the virtual exhibition - did not have time to look at it properly until phone call but really likes how it looks and liked the event held in the foyer

Have more virtual videos of the completed blocks and inside of the flats

Went through it on phone as did not get around to reading booklet

Was helpful to discuss via telephone in more detail

Used the booklet and was easy to understand, going to try the QR codes as well

Was easy to understand with QR code great idea

Due to personal circumstances information was explained via phone

Quite easy to understand and images were nice and clear

The booklet was easy to understand, lots of clear information. Emma explained how to use QR codes so I will try those.

Brilliant really informative and easy to navigate

The email was ok bit tricky so follow up call was good

The phone call was helpful to follow up.

No, the booklet was good, the call was also nice to follow up

Briefly looked through but call was good as Emma explained the QR codes as I mentioned I do not like taking on lots of reading information- will try those

Emma went through the details with me to help me understand better

Explained well and understandable

Information was good but would like to have been made more aware that the QR codes were a repeat of the read information.

On email the QR codes were tricky couldn't get the room sizes to show? but other than that easy to use



Information was written well and easy to understand

Found the call really helpful to follow up

Found it to be a useful document to look through

I would prefer a face to face discussion if available

Follow up call was helpful

Looked at booklet but felt the chat was more productive

Ok but nice to have a chat about it as well

I found it okay, but telephone call helped a lot.

No, as I found it useful and was able to understand the content

Worked really well, easy to navigate and can be viewed at own leisure

It was nice to have a follow-up call to explain further