



Kedge House, Starboard Way and Winch House

Residents' Engagement Event Feedback Summary Report May 2022



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Executive summary

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. Following the Options Appraisal process and your Resident Ballot back in May 2021, it became clear that the full redevelopment option was the most favoured outcome for your estate.

We have therefore moved forward with the project and are now looking to develop a planning application for the full redevelopment of the site. This event welcomed residents back for the first physical event since the Covid lockdown and was aimed to explain where we are at with the project and provide updates on design.

This report finds that residents continue to be in support of the proposals and are happy with the minor chages in design, in particular how the communal open space is more enclosed and will feel more private and safe. Residentes fully support the private open spaces and in general also welcome the semi-private communal roof gardens. Residents also continue to support the inclusion of a dog exercise area and offered various comments on how that could be designed. Finally, there was some really good feedback, and conversation at the events themselves, about the internal layout of flats, in particular with regards to separate kitchen/living areas compared with open plan.

The findings from the report will be digested by One Housing and the design team and be taken on board as the proposals continue to be developed alongside continued engagement with the resident community. Feedback will inform future design and form part of the conversation with the joint venture partner once they are on board.



Introduction

Residents' Exhibition Event

Exhibition dates:

Tuesday 16 November (2pm - 8pm)

Total number of households who took part in the consultation: 46/60 (77%)

Residents who attended the events: 41/60 (29 households represented)

Households who took part in a one-to-one feedback session (17/60 households represented)

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

Residents were invited to attend events held on site within the grounds of the KSW estate on Tuesday 16th November and Saturday 20th November. The events were followed up with one-to-one sessions hosted by One Housing, where representatives reached out to all eligible households to discuss the plans and answer any questions in a less formal environment. Across the exhibition events and on-to-ones a total of 46 eligible households (77%) engaged in this round of consultation.

Residents, either at the event or during one-to-ones, were asked to complete a feedback form in relation to the plans and engagement material. The responses gathered from the feedback forms has been analysed and agregated and is summarised in the feedback report. All feedback has been considered and responded to, where possible, in the ongoing design development of the site.



Survey results

What are your thoughts on the proposed design?

Following review of the full redevelopment option of the site, including a slightly tweaked block layout, residents were asked what they thought of the updated design. Generally residents were in strong support of the design and thought the updated features were an improvement on the previous layout. Comments have been agregated and are listed below by category.

- people mentioned the orientation of the blocks and apartments and specified that they wanted an apartment that retains their current view or secures a particular view elsewhere, for example an outward facing view
- 29 people mentioned that they liked the design of the site in terms of buildings and open spaces
 - people mentioned security, commenting that it feels more secure than the current estate but could benefit from other security measures such as gates
 - 2 people raised concerns about the amount of parking, commenting that everyone should have access to a parking space and that they have been on the waiting list for some time
 - 3 people mentioned the density of the scheme and thought there were too many extra homes being provided on site
 - 2 people mentioned that they prefer a separate kitchen to living space as part of the design
 - 1 person mentioned that they liked the balconies but protruding balconies were a concern
 - 1 person mentioned they would like a window in the bedroom, not just a door

From what I've seen, I am happy with all that has been planned. I am excited to see more detail next year.

Like the design, would like to return to the view we have now

Fine with the layout, but worried about parkina, Feels there isnt enough and has been on the waiting list

Wants a good view of London. doesn't want to face people.

Better than the past designs - however, feels there are too many extra flats.- Would like larger kitchen than ir drawings











What are your thoughts on the proposed communal outdoor spaces?

This part of the questionnaire asked residents to consider their thoughts on the proposed communal outdoor spaces that were shown in the designs and as example images. Comments were varied but overall showed support for the proposals, in particular the updated communal roof gardens. Comments have been agregated and are listed below by category.

10 people mentioned the dog walking area, with some in strong support of the proposed central design, while others felt it might not be successful. There seemed to be agreement that a spearate dog walking area was needed

3 people supported the childrens play areas and mentioned the need for these to be secure, overlooked and where parents can see them

15 people mentioned the communal roof terraces and were generally in strong support of them. One mentioned that they were concerened about additional service charge and the potential issues they could cause with anti-social behaviour.

23 people spoke positively about the communal outdoor spaces

4 people spoke about enclosure and privacy and indicated that it was important to have the open space area overlooked by residents

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- 23 people spoke positively about the communal outdoor spaces
 - 4 people spoke about enclosure and privacy and indicated that it was important to have the open space area overlooked by residents

Like the children play area, this is important

Brilliant idea with the idea doa walking park, and liked the roof top gardens.

Rooftop terrace gardens is a good idea but worried about who and how it would be used. who would have access will there be a cleaner? will there be better security?

Likes the idea of a large communal area for residents to use and children to play where parents can see them Located not too close to cause a noise issue though







What are your thoughts on the proposed home layouts?

Respondents were then given the opportunity to comment on the proposed home layouts. At the event itself there was a huge amount of discussion around home layouts and some inpromptu co-design took place with residents and representatives from PRP; it was very useful to hear residents thoughts on this. Comments from the questionnaires have been and are listed below by category.

- 2 people mentioned storage and that they like the storage they currently have, so would like this repeated in the new homes
- people mentioned that they would like a separate kitchen and living area as this better suits their needs and living style
- **19** people said that they like the layout of the homes
 - 9 people spoke about the size of the apartments and were generally pleased with the increased size of new homes, while two people mentioned that the layouts were cramped
- people mentioned the private open spaces and many mentioned they were looking forward to using them. Some mentioned their aspiration for a large open space given their current homes have a garden
 - 2 people mentioned that they would like the option of a second toilet
 - 4 people mentioned that they would like a window in the kitchen and/or bathroom

Like the Layout designs and the rooms are much more better. more clean and square.

Thought they were pretty good. Larger then what they have now

Happy with the layouts of the flats. Very modern and nice to look at

Likes the extra space and would need a generous outside space as currenly has a garden. would need to be low maintenance.











Additional comments

Residents were then invited to leave additional comments that perhaps didn't fall within the subjects of the previous questions. Below are some responses from this section.

Sliding doors on bathroom entrance for older people

Car parking spaces, will they have charge points and think the disabled bays are a good idea

Worried about the increased number of residents and lack of parking spaces

Also liked the idea of Phasing, and staying in Kedge whilst Winch is rebuilt

Not a fan of the letter boxes being on the ground floor and wants letter boxes on doors

Going to a one bedroom, but worried that they wont have a view of London and doesnt want look at Omega Close or the Park.

Would like to be placed higher in any blockfor privacy and views

Would need the option of owning a small doa/pet as currently considering a pet

Would like access through to the new Westferry development to access shops/Gym on that site etc

Appendix 1: Exhibition boards







Our promises

KEDGE HOUSE STARBOARD WAY

This page presents Our Commitments to you (the 'Residents Charter') as written within your Landlord Offer document.

A new home for every One Housing tenant and eresident leaseholder if you want to return: 6. Your rent will stay the same:

resident leaseholder if you want to return:
Where possible we will arrange for you to move directly into your new home from your existing one and we will offer you a home in the new development that meets your housing needs/budget. You will have your own private outdoor space. Some tenants and resident leaseholders currently living in Rédge House, Starboard Way and Winch House may need to move away from the site temporarily to allow the regeneration to take place. We will are will have a right to return to the finished development. Resident leaseholders will have financial options to enable them to return if they are unable to purchase outright (see page 10 for details).

2. Help when moving:

I you move now how you want to purchase outright (see page 10 for details).

2. Help when moving:

If you move newwy horn Kedge House, Starboard Way and Winch Houses eliment on the service of permanently, then we will work with you to find a horne which suits your needs. We will also pay all reasonable removal expenses (as part of a "disturbance fee" see page 8) and help with arranging your move and setting up your home. Important note: if tenants do choose to move away permanently from Kedge House, Winch House and Starboard Way, it could be to a home let by another housing association or the council. You will be offered an assured tenancy (that may be preceded by a probationary period) but some details in your new agreement may be different from the Housing's agreement.
Your rent in a new permanent home will also be set by your new landords or may be different from the rent you pay now to you will know what the rent will be before making your decision to move)

3. Extra support for those who need it:

We will provide extra help for those who need it, for example older residents or those with support needs. We will help you to understand the proposals and to move home.

4. A permanent move away if you want it:

If you would profer to move away from Redge House, Starboard Way and Winch House permanently we will support you to find a permanent hore. For ternats this may support you to find a permanent hore for ternats this may support you to find a permanent hore. For ternats this may be in you find no ord of our existing properties elsewhere, or moving into a property worked by another houses provider. This may be in you find to provide the control of the cont

5. A fair and flexible offer to leaseholders:

E.A. A fair and flexible offer to leaseholders:

We are committed to ensuring that all leaseholders have the option of a financially advantageous offer available to them. We will offer both resident and non-resident leaseholders the option to sell your homes to us at an independently verified price plus a regulatory home loss payment. Resident leaseholders will be able to buy a property in the new development, and will be able to take an equity loon option if they cannot purchase outright. We will cover all reasonable costs incurred as a result of salerquity on a rangaments. We will discuss all yadditional crammatiness are sufficient committed to the control of the control

7. Your tenancy will stay the same:

If you are a One Housing tenant your tenancy rights will be the same when you return to your new home as they are now. If you move away permanently with a different landlord you will be granted an assured tenancy and some details may be different to your existing tenancy agreement.

8. We will minimise disruption:
We will make every effort to limit disruption to you and your household.

9. You will receive compensation:
We will pay you (tenants and leaseholders) a home loss payment for the loss of your home plus all reasonable costs incurred as a result of moving.

10. Ongoing consultation and communication:

We will consult you on proposals for the account. 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.

11. Compensation for home improvements: If you are a tenant who has made improvements to your home, we will compensate you for them providing they were carried out with One Housing's permissor. If leasesholders have made improvements they will be taken into account when cadulating the property's value for both outright sale and shared options.

12. Provision of parking:
Resident car owners who currently have a permit to park on the street or in the car park will be able to continue to do so after the redevelopment.

13. A commitment to quality:

All new homes will be built to the latest standards as set out in the London Housing Supplementary Planning Guidance (SPG) <u>Intractive</u> www.londong.gous/betes/default/siehousing.sup_revised.add! and the current Building Regulations. For easiting residents, the intention is for all new homes to be at least as 50 gas your current home and have a meaningful outdoor space. All homes will be energy efficient.

Design Development

- Key design principles

 We aim to provide a new sustainable neighbourhood that unites with its surroundings and provides a sense of identity for the current and future residents of the site.
- Optimise daylight and sunlight within homes and open spaces.
- Reprovide car parking spaces for those that require them and provide new cycle stores located within each block and accessed internally for safety and ease of use.
- New facilities, public and private spaces and high-quality design will provide an improved standard of living for all.
- Include secure communal roof gardens to all buildings to enhance outdoor living opportunities, maximising sunlight and views for all tenures whilst ensuring all buildings have access to amenity during all phases of construction.

 Celebrate the identity and foster a sense of place within the wider context to positively contribute to the existing and wider local community.

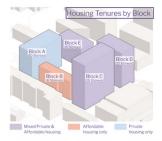
or the redevelopment of the estate to be financially affordable, we will have to provide some additional private sale homes to support the cost of affordable homes. Although all homes will ook the same and be of a similar specification, we will generally separate the two types of block between affordable and private.









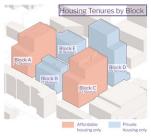




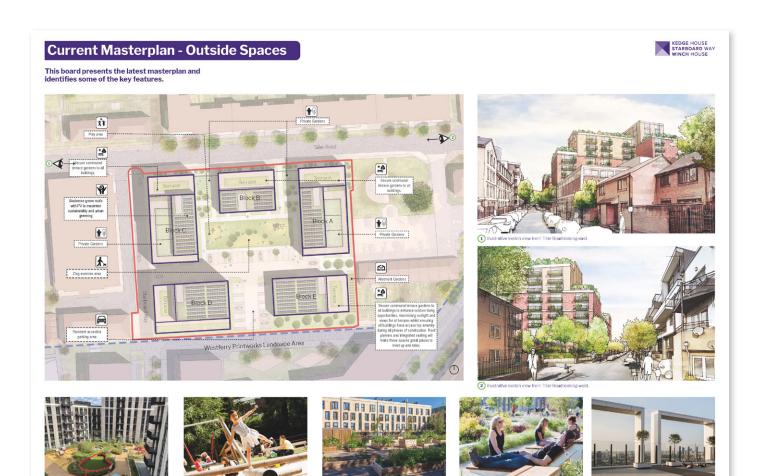




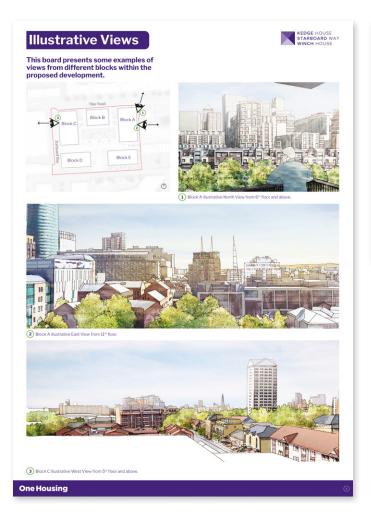








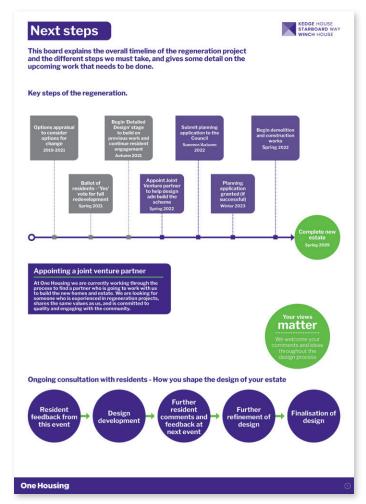
















Appendix 2: Post-it note comments

Like the linear storage. Prefer this layout.

Balcony to living room, not to bedroom.

Door from kitchen to living room instead, more space for kitchen cupboard.

Wheelchair adapted?

Preferences on open plan?

Postal room. Bank of letterboxes are good.

Like post boxes downstairs.

No 1-bed units facing west. My view will be lost if I 'downsize'

Concerned about communal mail boxes, even with security. Would not want open plan kitchen. Separate WC and bathroom.

Would prefer fitted wardrobes in bedrooms rather than in communal area cupboards.

Like separate kitchen and living room. (1 bed)

Do not like open plan. (1 bed)

Prefer larger kitchen, but want separate toilet.

Likes the idea of space for storage in the hallway

Like separate living and kitchen. Like separate toilet in 2-beds.

Prefer shallower storage, not deep. Hard to get stuff.

Can we have a better kitchen/living room layout? Wasted space in living room.

I like separate kitchen and living room.

Prefer gas cooking.

Raised window skills for plants.

No windows into bike store as this will allow thieves to view and steal. Spearate kitchen preferred.

Prefer swivel windows so we can clean them ourselves.

Prefer windows that do not go all the way to the floor.

I want a letter box on my front door. Not in the foyer.

Noisey from people on the terrace into peoples homes?

Private gates, 2 different dog areas.

Like the idea of roof terrace.

Prefer semi-inset balconies.

Split dog area - two dogs don't get on!

CHB plant – owned by EDF coming to end of life. Opportunity for ground source heat pump.

Residents may want a booklet showing the updated designs - can we look into this?

Concerned about the communal garden areas being positioned near to homes or outside homes.

Appendix 3: Event pictures







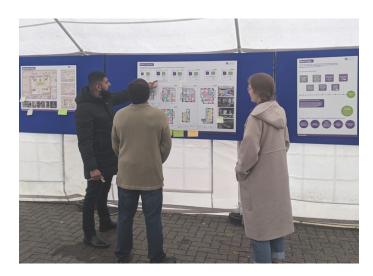


















Appendix 4: Event questionnaire



Feedback form

This questionnaire is a chance for us to record your views about the changes taking place on your estate and the proposed designs. All feedback collected will shape the way forward and inform future events. All responses are optional.

About you* Name (optional):			
Address (optional):			
Where do you live?	Kedge House	Starboard Way	Winch House
Your preferred meth	od of contact? email		tel.no
What are your the	oughts on the propos	sed design?	
What are your the	oughts on the propos	sed communal outdool	rspaces?
What are your the	oughts on the propos	sed home layouts?	
	d this event useful? Some of it	we would appreciate y	our comments on today's