

Alice Shepherd House and  
Oak House

**Resident survey – what you like  
about your home and the local  
community: July 2019**

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## Introduction

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

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 want to thank all of you who took part for sharing your feedback with us.

We only asked you open questions and did not prompt you to mention any particular issue. We captured answers as accurately as possible, word for word. This booklet is a summary of the comments you made during these conversations.

We grouped your feedback into themes (size, layout, location etc) and recorded how often you mentioned each issue, block by block and overall. For each question, you will see a chart showing the most frequently mentioned responses and some anonymised quotes that should give you a 'flavour' of the responses from each block.

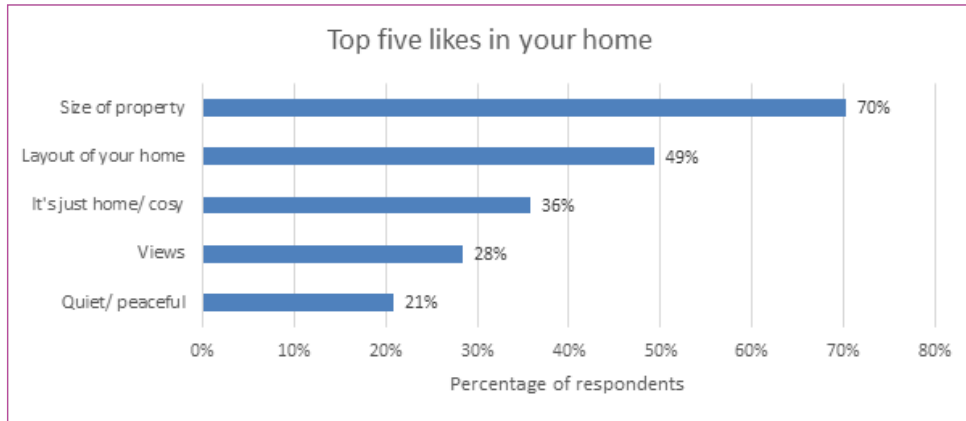
Your feedback helps us understand the issues that are most important to you, so that when we start drawing up ideas for the next stage of consultation we can keep the aspects you like and address the problems you have told us about. Where possible, we also took the opportunity to fix any problems you told us about.

We hope that this report provides a useful starting point for residents to think about and comment on at future events.

## We asked, 'what do you like about your home?'



## We asked, 'what do you like about your home?' continued



**Alice Shepherd House:** Fifty-seven residents completed the survey, out of a total of 72 households (**79%**).

- **74%** liked the size of their home, including the kitchen, bedrooms and the amount of storage available;
- **49%** liked the layout of their property, especially the separate kitchen and living room and separate toilet and bathroom;
- **35%** liked their home because it is 'cosy' or 'just feels like home';
- **33%** said they enjoyed the views, especially of the river, the O2 and Canary Wharf;
- **19%** liked their home because it is quiet and peaceful.

**Oak House:** There are twelve flats in Oak House and 10 of the occupied households (**91%**) completed the survey (one property was empty at the time of the survey).

- **50%** liked the general size of the property, the size of bedrooms or the amount of storage;
- **50%** liked the layout of the property, including the separate kitchen and living room or separate toilet and bathroom;
- **40%** liked their home because it is 'homely' or 'just suits me';
- **30%** liked their home because it is quiet and peaceful;
- **No** residents living in Oak House mentioned liking the views.

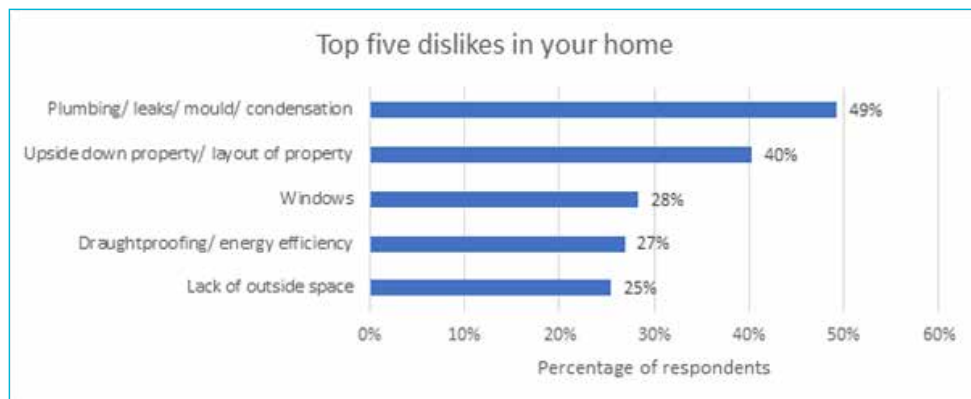
"Peaceful, private, nice and quiet.  
Nice neighbours, friendly, cosy"  
Alice Shepherd House resident

"Everything; storage, size,  
light. Love the layout"  
Alice Shepherd House resident

"Feels private. It's my home,  
my castle"  
Alice Shepherd House resident

"Good size bedroom with storage.  
Easy to park car"  
Oak House resident

## We asked, 'what do you dislike about your home?'



**Alice Shepherd House:** Of the fifty seven residents who completed the survey:

- **44%** reported issues with plumbing, drainage, leaks, floods, damp, mould, low water pressure, water temperature control or condensation;
- **37%** disliked the layout of their property, especially being an 'upside down' house or having to go up or down stairs to get to parts of the house;
- **30%** reported problems with their windows;
- **28%** mentioned their homes were cold, draughty or not energy efficient;
- **25%** said they disliked having no outside space.

**Oak House:** Of the ten residents who completed the survey:

- **50%** disliked the layout of their property, in particular having no lobby area and having a separate toilet and bathroom;
- **40%** had problems with plumbing, drainage, damp, mould or condensation;
- **30%** disliked the design of their balcony or would prefer a garden;
- **20%** mentioned their homes were cold or not energy efficient;
- **20%** reported problems with their windows.

## We asked, 'what do you dislike about your home?' continued

"No balcony, no garden. Going downstairs to living room"

Alice Shepherd House resident

"Layout is not good. Lounge has four doorways. Front porch is too small. House gets damp even with windows open"

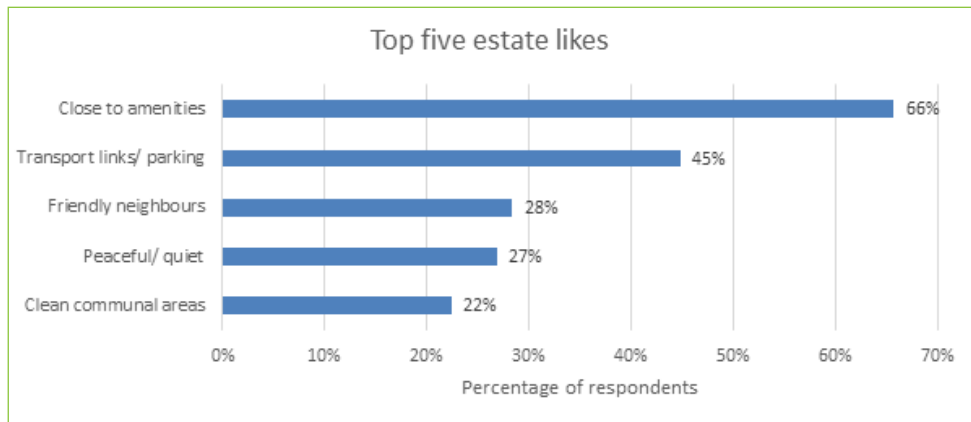
Oak House resident

"Doesn't look nice. Layout is confusing; don't know who your neighbours are. Escape doors do not make practical sense"

Alice Shepherd House resident



## We asked, 'what do you like about your estate?'



**Alice Shepherd House:** Of the fifty-seven residents who completed the survey:

- **67%** liked being close to amenities including shops, parks and schools;
- **46%** said they liked being close to transport links and having access to parking;
- **33%** mentioned their friendly neighbours;
- **23%** liked the quiet, peaceful location;
- **19%** appreciated the clean communal areas.

**Oak House:** Of the ten residents who completed the survey:

- **60%** liked being close to local amenities including shops and schools;
- **50%** liked the quiet, peaceful location;
- **40%** liked being close to transport links and having somewhere to park;
- **40%** appreciated the clean communal areas;

## We asked, 'what do you like about your estate?' continued



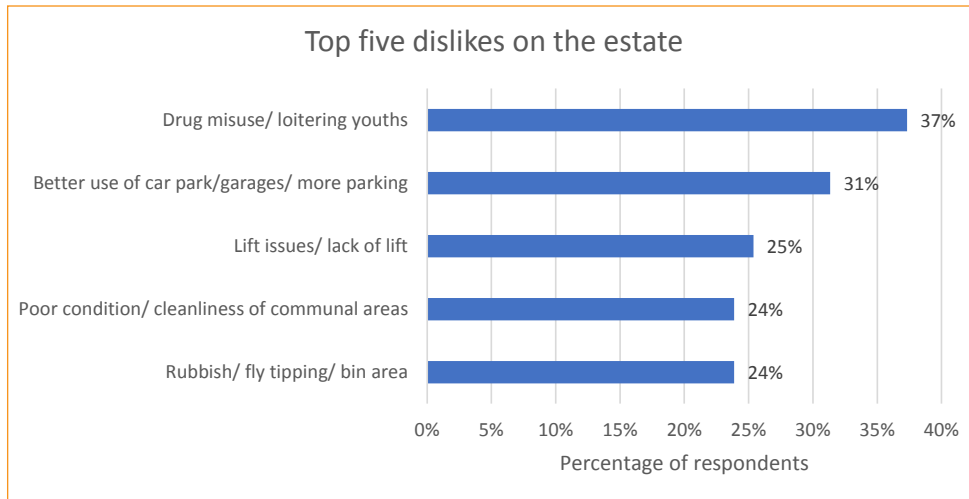
"Friendly neighbourhood. Views are amazing"  
Alice Shepherd House resident

"Like the building. Clean, friendly, good local shops. Concierge"  
Alice Shepherd House resident

"Good transport, right by bus stop. DLR is close. Area is very good"  
Oak House resident

"Like that it is not car free. Like being next to the river. Good to have two lifts. Good to have wide communal landing"  
Alice Shepherd House resident

## We asked, 'what do you dislike about your estate?'



**Alice Shepherd House:** Of the fifty-seven residents who completed the survey:

- **53%** mentioned they disliked seeing drug use and young people loitering in and around the block;
- **35%** dislike the car park or thought it could be better used;
- **33%** were affected by rubbish being left in the wrong places, fly tipping and the state of the bin area;
- **33%** mentioned problems with the lift;
- **30%** dislike the condition or cleanliness of the communal areas.

**Oak House:** Of the ten residents who completed the survey:

- **30%** dislike having no lift or having steps up to their front door;
- **30%** dislike seeing drug use or young people loitering around the estate;
- **20%** dislike the poor condition or cleanliness of the communal areas;
- **Oak House** residents did not mention issues with the car park or with fly tipping but **40%** mentioned disliking the traffic on Manchester Road and **30%** mentioned noise or nuisance from the Community Centre next door;
- **In addition 50%** (the highest response from Oak House residents to this question) said there was not really anything they disliked about the estate.

## We asked, 'what do you dislike about your estate?' continued



"Drug use and using stairwells as a toilet. Smell of weed though windows and vents"  
Alice Shepherd House resident

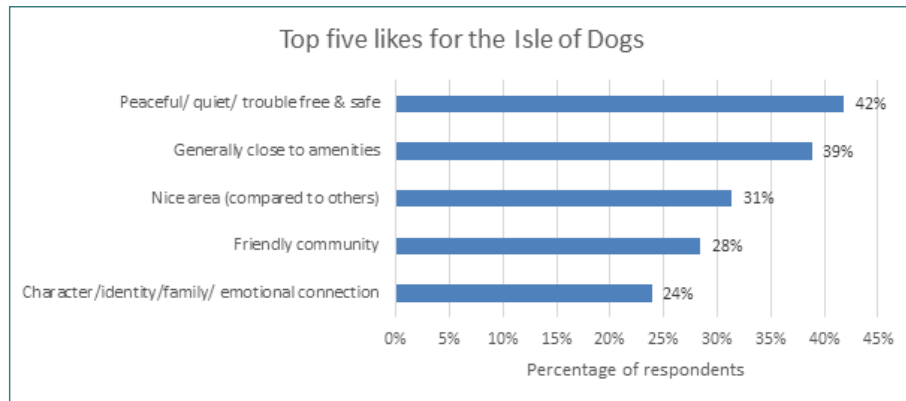
"Community Centre can be noisy at weekends. Dangerous street just outside"  
Oak House resident

"Car park space is not well used. Office workers use it but it should be used for residents. Somewhere for children to play. Nice space to sit"  
Alice Shepherd House resident

"Nothing. We like it"  
Oak House resident



## We asked, 'what do you like about the Isle of Dogs?'



“Regenerated area. It is good. Transport is good, buses, DLR”  
**Oak House resident**

“Amazing. The best. Next to Canary Wharf, riverside, Jubilee, DLR, buses, It is so convenient. All facilities so close to us”  
**Oak House resident**

“Changes are amazing. More open now the dock walls are gone, Love walking and seeing the changes”  
**Alice Shepherd House resident**

## We asked, 'what do you like about the Isle of Dogs? continued'

“Its location, well connected in between Canary Wharf and Greenwich and not too far from the City. Short distance to the Jubilee line. Its own riverboat pier. Love its parks, the farm, and the riverside walkway”  
**Alice Shepherd House resident**

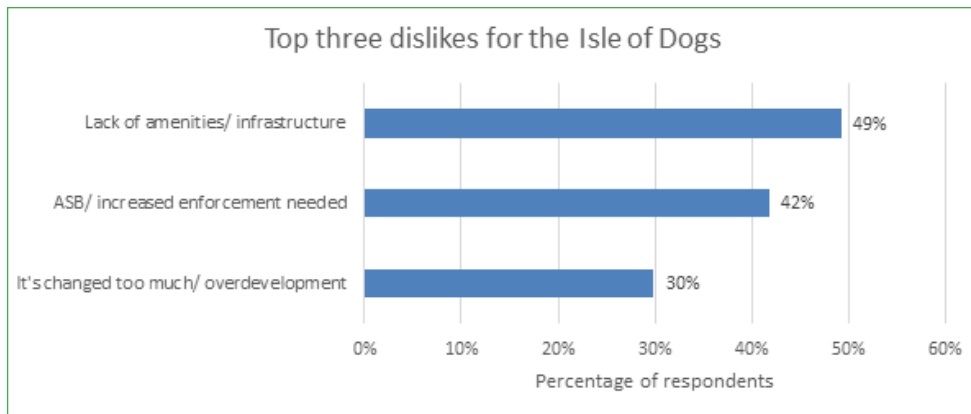
“Very community minded. Very friendly. Like living here”  
**Alice Shepherd House resident**

“Love the library, farm, the river – we have so many things that other areas don't have. Very lively on summer evenings. Parks, greenery, leisure centre”  
**Alice Shepherd House resident**

“I grew up here and I feel safer here than elsewhere in London. It's quite secluded. Nice community. Always something going on”  
**Alice Shepherd House resident**



## We asked, 'what do you dislike about the Isle of Dogs?'



"Overcrowded. Lucky to get a doctor's appointment.  
No spaces to park on road after 5pm"  
**Alice Shepherd House resident**

"[Need] more popular shops and choice; only Asda and Waitrose.  
Need something in the middle - a high street"  
**Alice Shepherd House resident**

"Used to be more open space but it's being eaten up. Every plot of  
land is being built up with tall buildings"  
**Alice Shepherd House resident**

## We asked, 'what do you dislike about the Isle of Dogs?' continued

"Concern about what the youth are up to; hanging around in bus  
stops, ATM machines, racing cars up Manchester Road"  
**Alice Shepherd House resident**

"Fewer police officers than in Shadwell for example.  
Not enough patrolling"  
**Oak House resident**

"Gangs smoking drugs in the park in front of kids"  
**Alice Shepherd House resident**

"On Sunday there is not enough transport - DLR closes early"  
**Oak House resident**

"More buildings mean more people parking so more parking  
restrictions, especially on Friday and Saturday"  
**Oak House resident**



## We asked, 'what do you dislike about the Isle of Dogs?' continued

45% of you said there was nothing you don't like about the Isle of Dogs.

"I like this area. It has got better in every way"  
Oak House resident

"Love the Island. Don't ever want to move away"  
Alice Shepherd House resident

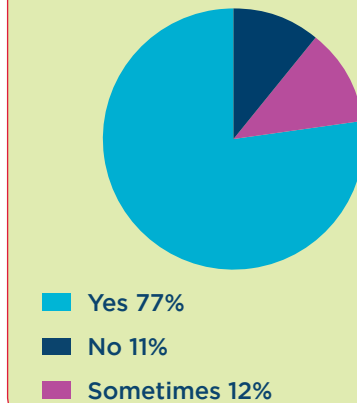


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## Safety

We asked 67 households from Alice Shepherd House and Oak House if they felt safe on their estate. Over three quarters of residents said they feel safe on the estate, with another 12% saying they feel safe sometimes.

### Do you feel safe on your estate?



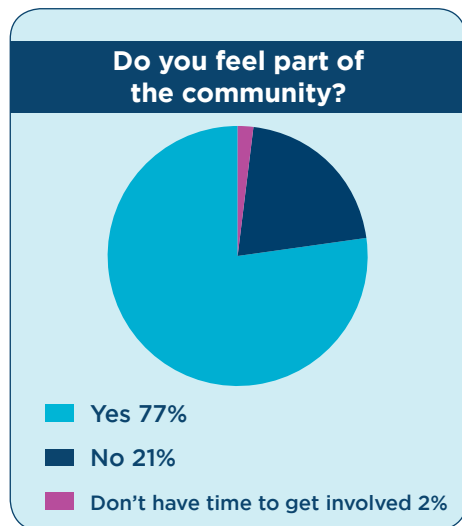
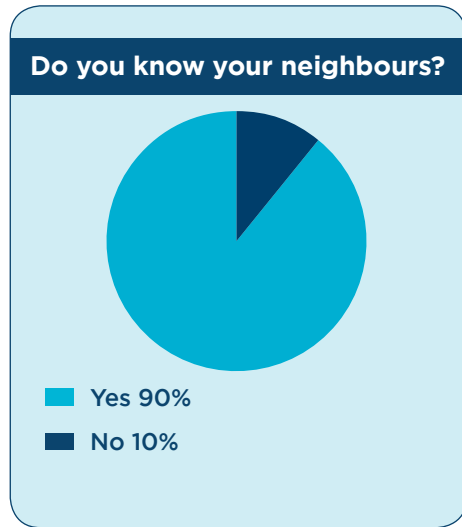
### The reasons people gave for not feeling safe included:

- (12%) Drug use/drug dealing in and around the block and in St Johns park
- (7%) Fear of muggings
- (7%) Intimidating groups of youths
- (7%) Fear of gang/knife or acid attacks
- (7%) Worried for members of family
- (4%) People loitering on the stairs
- (3%) Mopeds and fast cars



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We asked 67 residents if they know their neighbours. The vast majority of the respondents said yes, with many commenting on how friendly and helpful they are.



On average **77%** of residents of both blocks said that they feel part of a community.

Broken down by block:

**(86%)** of Alice Shepherd House residents

**(30%)** of Oak House residents

said that they feel part of a community.

We asked residents of both blocks if they felt 'part of a community' where they live.



We asked you if you were a member of any community groups, for example resident groups, religious communities, after school groups or children's centres.

**(39%)** of Alice Shepherd House residents and

**(10%)** of Oak House residents

said that they are members of a local community group.

Also, when asked if you take part in community activities including those at St John's park, Mudchute Farm and Canary Wharf:

**(49%)** of you said yes,

whilst **(51%)** said you do not.





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