

# KEDGE HOUSE, WINCH HOUSE AND STARBOARD WAY NEWS

January 2019

## Looking to the future on the Isle of Dogs

One Housing is changing: we have a new Board, a new Executive Team and a new, much more collaborative approach to the way we engage with residents.

Chief Executive Richard Hill is championing this new way of working: “We know there are areas of the Isle of Dogs where the standard of homes doesn’t meet our or, more importantly, your expectations. Setting up a resident steering group is the first step in starting the conversation and making sure your voices are heard, and I encourage anyone who is interested in representing their community to consider putting themselves forward.”

## Why Kedge House, Winch House and Starboard Way?

The findings from the independent survey that Hunters carried out just over a year ago showed that the area could likely benefit from improvements. This seems to be supported by the feedback we have received from residents during our day to day work as a landlord and through the resident events we have held in 2018.

That’s why we’re keen to get a clearer understanding of what it is like to live in these three blocks as well as talk to you about whether any improvements might be made through regeneration. Setting up a residents’ steering group and carrying out a survey are the next steps in this process.



## What is a Steering Group?

Resident steering groups have an essential role to play as they represent the range of views, opinions and interests of local residents. Elected by the local community there are usually between four to 10 members, ideally a mix of leaseholders and tenants, all of whom serve on a voluntary basis. They play a vital role in advising, guiding and supervising the way we, and any potential future partners, engage with local residents about change.

A steering group typically meets at least once a month, and would receive support and advice from an independent and impartial advisor; usually selected by group members. They have access to previews of reports and proposals, which can include business-sensitive information, and members will need to sign a confidentiality agreement. Members of other steering groups tell us they find it a challenging, but ultimately very rewarding, experience. To find out more, please get in touch using the details below or filling in and returning the reply slip.

## What could “better” look like?

We will be getting in contact with residents soon to arrange a convenient time to ask you a few questions so we can find out your views of the area. We're happy to visit you at home, otherwise we can go through the questions over the phone – whatever works best for you. The questions we'll be asking are:

1. What do you like/dislike about your home/ the estate/the Isle of Dogs?
2. Do you feel part of the community? What community groups are you a part of?
3. Could the community be better supported?
4. Can anything be improved? If so, in what way?

We're looking forward to hearing your views so that we can make sure any proposals that might be put forward meet your and your family's needs. We'll publish and provide you with a report of our findings from the survey (although please note any information will be published anonymously). The survey will also be a great opportunity to introduce you to members of our dedicated Island regeneration team.



## Contact us

To find out more about putting yourself forward for the steering group, you can:

- phone Alison White on 020 8821 4340 or 07964 117 543
- email the Island Regeneration team at [islandregen@onehousing.co.uk](mailto:islandregen@onehousing.co.uk)
- contact Mike Tyrrell, the Independent Resident Advisor for the 4 Estates Forum, on 07958 225 416 or email [mike@4estatesforum.org.uk](mailto:mike@4estatesforum.org.uk).

## 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 am interested becoming a member of the Kedge House, Winch House & Starboard Way steering group. Please send me more information about what this involves.

Your name:.....

Address:.....

Telephone number:.....Email address:.....

Please return to the One Housing office, 12 The Quarterdeck, London E14 8SJ by **Wednesday 13 February**.