



## ST JOHNS ESTATE December 2017

The newsletter of the 4 Estates Forum giving a resident viewpoint of the redevelopment proposals

### THE END OF PROJECT STONE

You will recall from last month's newsletter, the 4 Estates Forum were meeting Richard Hill the new Chief Executive of One Housing Group in November 2017 to follow up issues we raised when we met him in September 2017.

The first thing that we need to report is that he specifically said that the 2014 masterplan for the four estates known as Project Stone will no longer be pursued by One Housing Group. Therefore, the prospect of all our homes on the four estates being demolished is no longer a possibility.

Richard Hill went further and said that One Housing Group have no intention of using the land it has on the Isle of Dogs to improve their finances to build elsewhere.

#### So what do OHG want to do?

He reported that they would like to start to engage with residents during 2018 on what can be done to improve their homes and the estates in general. It could mean that OHG are happy to work with residents where:

- the Stock Condition Survey shows a block is in poor condition, and residents are keen to look at a regeneration option.
- blocks need to be refurbished and residents agree.
- some new build homes could be built on estates in "infill sites" and residents can see the benefits of the new homes to the estates.



#### What else did Richard Hill say?

He spoke about a number of issues that he recognised as concerns from residents across the four estates that he has identified as areas that need to be addressed by One Housing Group. These include:

- Improving the repairs service
- Being seen by the public as an organisation that is providing more affordable housing, rather than being seen as an organisation that is mainly interested in development
- Improving the values of the organisation so that they are more resident focussed
- Ensuring that there are improvements in the recruitment and retention of staff, so that residents can build a longer term relationship with One Housing Group staff which will mean they can work in partnership with residents.
- Introducing a new "Customer Relationship Management" system to improve residents experience with the contact centre
- Making the Island Area Board more transparent as a first step by allowing observers with speaking rights from the 4EF at their next two meetings.
- Looking at how to provide new homes for older residents who want suitable homes on the Island

## MEETING WITH THE ONE HOUSING GROUP CHIEF EXECUTIVE CONTINUED....



### So what's next?

The Stock Condition Survey will be published in February 2018, this will identify the cost of maintaining each of the blocks on the four estates over the next 30 years.

The 4 Estates Forum have suggested that before the outcome of the stock condition surveys are discussed with the residents of individual blocks, there needs to be improvements in resident engagement across the four estates. The four estates are different and each estate has different needs; and therefore each estate needs to be able to work with an independent resident engagement specialist.

Richard Hill agreed to come back to meet the 4 Estates Forum in March 2018 to the discuss progress on the issues he has agreed to address.

The minutes of the November 2017 meeting with Richard Hill are on the 4EF website: [www.4estatesforum.org.uk](http://www.4estatesforum.org.uk).

## ST JOHNS RESIDENT ORGANISATIONS

The St Johns Tenants & Residents Association meets monthly except for August and December. The Chair is Maggie Phillips who can be contacted on 07910 416868. The St Johns Leaseholders Association meets monthly. The Chair is Jill Skeels. Look out for the posters across the estate advertising their next meetings.

## INDEPENDENT ADVISOR

The 4 Estates Forum has a part time Independent Advisor, Mike Tyrrell. Mike can be contacted at [mike@4estatesforum.org.uk](mailto:mike@4estatesforum.org.uk).

## 4 ESTATES FORUM WEBSITE

Have you visited the 4 Estates Forum website? The website can be found at:

[www.4estatesforum.org.uk](http://www.4estatesforum.org.uk)

The website contains: all the newsletters issued by the 4 Estates Forum for each estate; minutes of the 4 Estates Forum; and Argents and OHG's joint response to a series of questions asked by the residents of the Kingsbridge Estate.

The results of the Stock Condition Survey will also be posted on the website. Therefore please check the website for any updates.



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