



Windsor House Summary

New Developments and Special Projects Communications team, working with Soundings (<https://soundingsoffice.com/#Home>)

Consultations: -

- **Wednesday 15 May 2019 & Thursday 16 May 2019**

47 residents – Engagement made- Door knocking sessions.
No feedback forms to complete in these sessions.

Consultation with the residents of Windsor House commenced in May 2019 with two door knocking events. The events were held on the 15 May at 10.00am-12.00 noon and 4.00pm-6.00pm, then again on the 16 May at the same times. Contact was made with 47 residents across the two day sessions, full conversations were held with 26 of the residents, the remaining residents declined to engage in a conversation on the day, but requested a convenient call back telephone time by phone or just wanted to be kept up to date via the newsletter. The aim of this exercise was to engage with residents and hear their views on the future of the estate and discuss options with them.

- **Friday 7 June 2019**

Nine residents attended – non-formal coffee session.
No feedback forms to complete in this session.

The City of London Corporation and Soundings attended a weekly 'coffee session', that was held at a resident's home, where a group of Columbian ladies attend together. One of the residents in the group was able to translate on our behalf, to ensure that our message regarding the future of the estate was clear. Attending the session was to find out from the ladies what they would like to see happen on the estate and explaining to them the options that were being looked at. A



total of nine residents were present at the 'coffee session'.

- **Wednesday 19 June 2019**

30 residents attended.

This was a group session, no feedback forms to complete.

The first consultation workshop took place on the 19 June 2019 and was held at the Windsor House Community Centre from 6.30pm-8.00pm. Residents who attended were of mixed tenure, tenants and leaseholders along with non-resident Leaseholders. The non-resident leaseholders were concerned about the implications to their property should the estate be redeveloped. We listed the pros and cons of redeveloping the estate. Residents gave their thoughts on redeveloping and reasons why they did not want the estate to be redeveloped. During this session Residents and non-resident leaseholders were split into groups with a City of London/Soundings representative and discussed, what they perceived to be, the positive and negative aspects of the proposal.

- **Saturday 17 August & Wednesday 21 August 2019, Wednesday 11 September 2019**

43 residents in total attended August & September Consultations.
24 Feedback forms received.

The second consultations took the form of two open days, one held on the Saturday 17 August from 10am-2pm and an extra date added Wednesday 21 August at 10am-12noon and 6pm-8pm. Display boards showing the proposals were on show for the residents.

Residents who attended these sessions in August were able to see the options that were available. Many who attended noted that their least favoured option was to build an infill of 30 plus flats. Their comments noted that they would prefer redevelopment to an infill option, this was because the infill, which would have been one bed units would only benefit residents with mobility needs or those needing to downsize from a larger property to a smaller property, the infill would not benefit all residents who were in need of housing. A separate group of residents noted they did not want redevelopment on the estate because of the noise/disruption/being too old.



Some residents advised they just wanted repairs and maintenance to be carried out to the estate to bring it up to a decent standard.

Third consultation with residents was held on 11 September 2019. This consultation open day was held for residents who were not able to attend the previous two consultation open days. As previously, display boards were on show for the residents. Again, residents presented mixed views on the future of the estate. While some noted that they were supportive of redevelopment, others wanted the estate to remain the same. However, all residents who attended were keen to see lifts in the blocks, progression with maintenance such as new windows and cleaner stairwells.

Out of the three options that were presented to the residents, Infill, redevelopment of the whole estate or no development on the estate with ongoing maintenance, the infill option was shown to be the least popular. The other two options, leaving the estate as it is with just the repairs to do or demolish and rebuild the estate, were more popular with the residents, however there was not a clear indication as to which option was the preferred of the two.

- **Thursday 30 January 2020**

Attended by 24 residents

Fourth consultation for the residents, held on Thursday from 6.30pm - 8pm, took the form of a presentation with display boards for the residents. This presentation focused on the two most preferred options, the first option to keep the estate as it is with just the scheduled repairs and maintenance and the second option for the estate to be demolished and redeveloped. The display boards also had a section explaining that the third option of infill was no longer being considered as it was the least popular with residents, hence focusing on two options. The residents who attended were informed that a new leaseholder policy had been agreed with officers at the City of London Corporation, this was shown at the presentation; a copy of that presentation was sent to all residents, which outlined the terms that has been approved for leaseholders. Following the session, residents were encouraged to complete a feedback form noting their preferred option and their reasons why. Residents were informed on the evening that if their decision was for the redevelopment of the estate, this



would be carried out in phases to be in line with the agreed 'one move' policy proposed by the team.

- **Saturday 1 February 2020**

Attended by 5 residents

Fifth consultation for the residents held on the Saturday from 11am-2pm with display boards on show only. Mixed opinions were given by some residents, some wanted the estate to remain the same stating to use the money to invest in refurbishing the estate, to bring the building up-to a decent standard, others stated that they would like to see the blocks demolished and rebuilt. All the residents who attended this session were encouraged to complete a feedback form.

- **Tuesday 4 February 2020**

Attended by 14 residents

The sixth consultation for the residents held on Tuesday from 6.30pm - 8pm, with display boards on show. A mix of leaseholders and tenants attended, most of the tenants that attended were keen for the redevelopment option stating their reasons why they would want this option to go ahead. Some reasons given were better insulation addressing the current damp and condensation issues, having lift access, bigger bedrooms. A selection of leaseholders was unsure which option they would like to see happen. As leaseholders they were also keen to know how any proposal would affect them if they currently wanted to sell their property. How redeveloping the estate would affect their rights as a leaseholder, either one who lives on the estate or those who are absent, that is live away.

The sessions held on 30 January 2020; 1 February and 4 February 2020 presented two options, for the future of the Windsor House Estate. Option one being for the estate to remain undeveloped but with ongoing maintenance, or option two, for the estate to be demolished and redeveloped. Residents were encouraged to give a clear indication on which option they were more in favour of.

All the residents that attended the sessions were encouraged to complete a feedback form. Prior to the sessions a feedback form was also delivered to all residents (tenants, leaseholders and leaseholders that lived away) all forms



were to be returned by the 5 February 2020 this date was then extended to the 14 February 2020 in order to reach out to as many residents as possible.

Communication to the residents were in the form of the following: -
Newsletters hand delivered, emailed, posted and advertised on noticeboards.

- 1st newsletter sent to residents in May 2019
- 2nd newsletter sent to residents in July 2019
- 3rd newsletter sent in October 2019
- Workshop summary newsletter sent to residents in June 2019
- Open day summary newsletter sent to residents in September 2019

Political Engagement

- A meeting was held with Councillor Carole Williams on Tuesday 21 May 2019 at Hackney Town Hall. Cllr Williams was interested to hear about the consultations that were scheduled for Windsor House residents and the proposals of potential redevelopment/additional housing or improvements and wished to be kept updated on the progress.

Hackney Council Meeting

- A meeting was held at Hackney Council on 28 August 2019 with their Project Manager – Neil Cleary. The discussion was on where we were currently at with Windsor House :- what our next steps would be with the residents, Hackney's nomination rights (100% nomination rights on newbuilds), leaseholders living away from the estate - what is Hackneys policy on this – Hackney CPO (Compulsory Purchase Order) leaseholder residents that do not reside on the estates, leaseholders that do live on the estates would be offered a share in the new property to the value of their old property and pay no rent on the rental part of the property but would pay the new service charge.

Feedback from consultations with residents: -

- Block c (Flats 67-104) more affected to problems on the estate e.g. anti-social behaviour as mentioned by residents.
- Residents are keen to know more about potential regeneration.



- Some residents mentioned that they currently receive a lot of natural light in their flats and if any regeneration, they would want to retain that.
- Some residents were happy with the way the estate was but could do with better maintenance.
- Residents wanted to know what would be the maximum height of the building if adding an additional building in the area where the community centre is, or if you redevelop the whole estate?
- If redevelopment of estate, would I be able to move elsewhere if I didn't want to be rehoused on the same estate?
- Will the windows replacement go ahead regardless of which option we approve of?
- Will the rents be higher than what we are already paying if the estate is redeveloped?
- How many flats are you going to build if you redevelop the estate?
- Why would you still go ahead with putting new windows in, if you decide to go down the route to demolish the flats?
- Would like to see proposals before deciding which option to go for.
- Residents were happy to be consulted with and pleased to hear that no official plans have already been approved.
- Residents are keen for improvements to be made on the estate, e.g. window replacement being the main issue.
- Some residents felt that Windsor House had been neglected for a long time.
- Some residents stated not to redevelop, leave the estate as it is, use the money to make the improvements to the estate, new windows, new waste pipes, redecorations in the stairwell and upkeep of



cleaning.

- Some residents wanted to see the estate redeveloped with lifts, bigger rooms, cleaner stairwells, better garden and play area for all the residents to use, currently not able to access the garden and play area.
- Some residents would like the estate to be redeveloped but not sure they will be able to live surrounded by building works.

Results from feedback forms

- 80 residents feedback forms were received.
- 48 residents (60%) preferred Option 1 for the estate to stay as it is with maintenance, there were 29 Secure Tenants, Three Private Tenants, Eight Resident Leaseholders and Eight Non Resident Leaseholders.
- 31 residents (39%) preferred Option 2 for the estate to be demolished and rebuilt they were 26 Secure Tenants, Four Resident Leaseholders and One Non Resident Leaseholder.
- One resident a Secure tenant (1%) had no preference for either.

The results of the survey were released in the March 2020 newsletter which was distributed to all the residents on the estate and leaseholders living away from the estate, the newsletter was also emailed to residents.

Next steps :-

To go to Committee for decision to continue to engage with residents while the scheduled programmed works and window replacement are carried out, then reporting back to Committee in 18 months' time for a decision to be made on whether the project should be closed or revisited.