

# Windsor House Consultation

Open Day Summary  
September 2019



## Overview

There were three open days for residents of Windsor House over August to September. The aim of the open days was to share more details of each of the three options with the residents so that they are able to begin to form opinions on their preference for the future of the estate. The options being; (1) the estate staying the same with window and paintwork improvements, (2) additional housing being added to the existing estate, and (3) regeneration of the estate.

Residents were encouraged to share their feedback on each of the options via feedback forms, which were then databased and summarised in this report. Comments from conversations with residents have also been included.

Overall, the responses were largely mixed, and due to this and to the fact that only 24 people completed feedback forms, there is no clear collective preference for a particular option at this point.

There are still some concerns relating to each option, and questions that residents wanted answered before they make up their mind. However this process shows that currently the least favoured option by a vast majority was the option of infill housing (option 2), as residents either do not want the green space built on, or prefer full regeneration.

## Key figures

The open days took place on the 17th and 21st August, and the 11th September.

43 residents attended in total, all of whom were invited by a flyer through their doors, and some also via email and telephone (if they had signed up for this). 24 people completed feedback forms with a breakdown as follows:

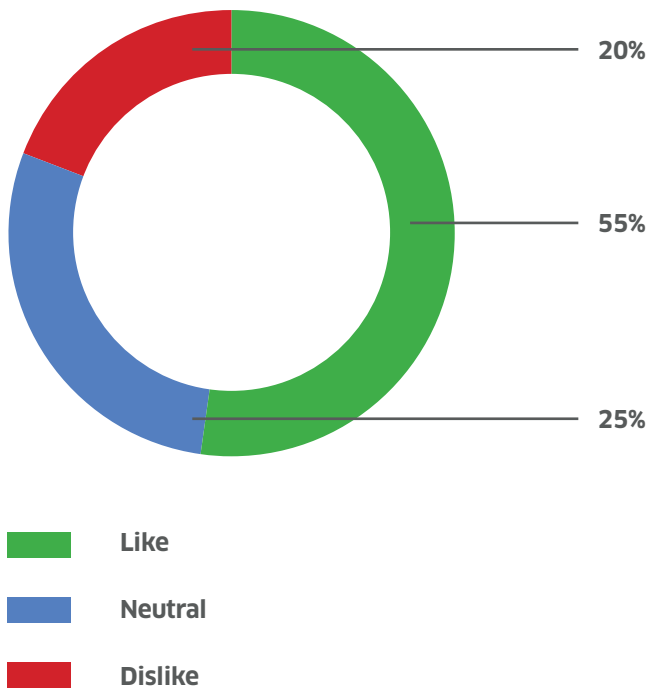
- Secure tenants: 17
- Resident leaseholders: 4
- Non resident leaseholders: 3



# Option 1 - The estate stays as it is with maintenance and repairs

Overall, the majority of residents who completed feedback forms liked this option, with many also neutral about this option. Three residents said they did not like this option.

The graph below shows a breakdown of the feedback on this option.



## THE ESTATE SHOULD STAY THE SAME BECAUSE...

### 1. Maintenance and repairs is enough

- A significant number of residents stated that maintenance and repairs are the most crucial changes that are needed, and once these have been done there will be no need for regeneration.

### 2. The character of the building is important

- Many residents stated that the current character (look and feel) of the estate is important both to the community and beyond, and that the estate is an important part of the history of social housing. They feel that regeneration would destroy this, and replace it with a lesser quality building with no character (as they have seen on other London developments).

### 3. Building work will be disruptive

- Building works were a big concern for those who want the estate to remain as it is. Residents were concerned that building works would cause major disruption over a long period of time.

## QUESTIONS TO ANSWER ABOUT THIS OPTION

---

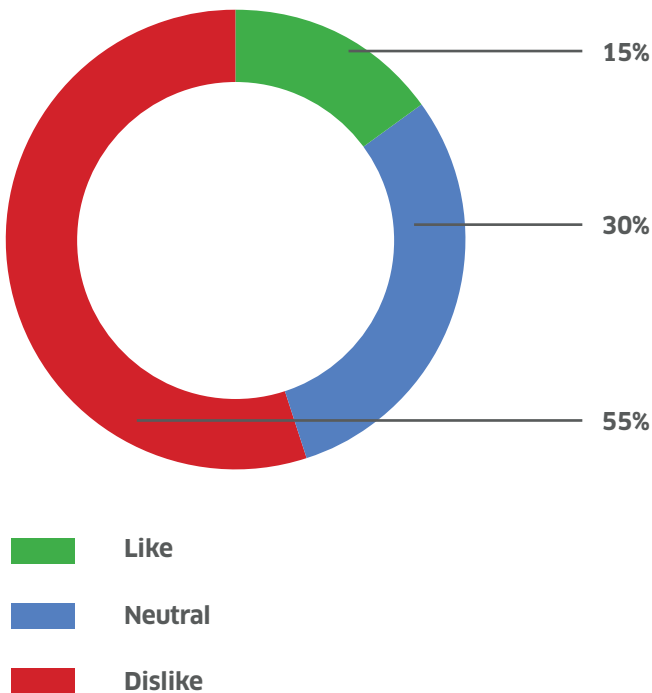
- Why is major refurbishment not a possibility? How is the Housing Revenue Account money currently being spent – could they see a breakdown?
- What other means of funding for refurbishment are there?
- If this option is chosen, could the gardens be relandscaped and reopened for everyone who lives on the estate to use?
- Would there still be a caretaker living on site when the current caretaker leaves?
- Can lifts still be added without redevelopment?
- Can the roof be reopened if new safety measures are put in place?
- What is the garden consultation going to be on, how much funding is available to invest in the gardens If we decide that the estate should remain the same?
- Has the possibility to apply for a listed heritage status and protect the building and get extra funding to refurbish it been considered?
- Residents really want their windows re-done but are unsure about the prospect of aluminium. Are they able to state a preference for PVC windows that are easier to clean?



## Option 2 - The estate grows with additional housing

This was the least popular option amongst residents, with only 18% of residents saying they liked this option, and 35% being neutral. This was because those who prefer no regeneration found that this option still had a negative impact on the current estate (through loss of light, green space and building work). Those who DO want regeneration found that this option did not go far enough in improving the housing and quality of life of all residents on the estate, not just those with specific needs.

The graph below shows a breakdown of the feedback on this option.



### RESIDENTS WHO SUPPORT THIS OPTION SAID

#### 1. It would provide for those who need it

- Residents are aware that there is a need for housing for residents with specific needs and a general need for additional housing for people on the waiting list, and agree that this should be provided. However, they argue that there must be strict criteria in place to ensure that it is only those with needs on the estate who benefit.

#### 2. It would allow residents to stay put

- For those residents who do not want regeneration, this option would still mean they could stay in their current flats whilst much needed housing is still built. Although they did not prefer this option, they said it is better than the regeneration option.

### CONCERNS ABOUT ADDITIONAL HOUSING

- Many residents commented with concerns around loss of green space with this option
- Residents are concerned about loss of light for current flats with this option
- Residents are concerned around noise and disruption from construction
- High levels of concern from some residents about loss of caretaker on estate across all options
- Issues regarding privacy if new housing was built with views into existing homes

## QUESTIONS TO ANSWER ABOUT THIS OPTION

---

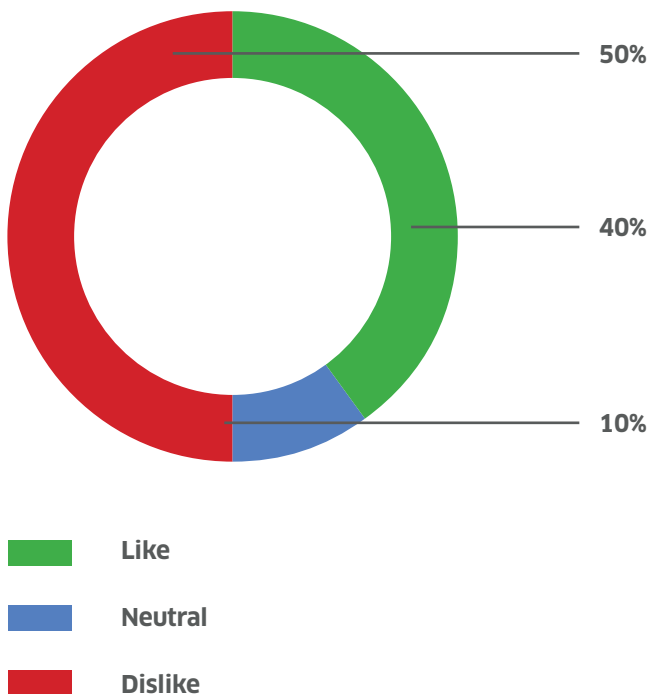
- Can we confirm that additional housing would be built to specific legal requirements to house people from the estate with specific needs?
- How will those specific needs be classified, who will get priority and what would the process be?
- If this option is chosen, would security be improved for the whole estate?
- Would existing green space be improved and for all residents to access easily?
- Could funding from additional housing be spent on adding lifts to the current building?
- Would the community centre be re-provided to a higher standard?
- Can residents be involved in the design process throughout?
- Would there still be a caretaker living on site when Geoff leaves?
- Can we ensure that the space for fire emergency access in the central area of the estate, around the garden is maintained if this option is taken forwards?
- What would the maximum heights be on a new building?
- How long would construction work be going on for and how would residents be impacted?



## Option 3 - The estate is demolished and rebuilt

Half of respondents disliked this option, and many also liked this option, suggesting that the primary two options are now regeneration or no regeneration, and that residents are divided between the two. The majority of residents who liked the proposals for regeneration are interested in improved security, larger flats and better accessibility (i.e. lifts). Some residents also highlighted the improvements to the green spaces as a priority for this option, however were divided on which layout option for new homes would be preferred and require more detail on each.

The graph below shows a breakdown of the feedback on this option.



### THE ESTATE SHOULD BE REDEVELOPED BECAUSE

#### 1. Bigger homes

- For some residents, larger homes is a priority

#### 2. Better quality homes

- Some residents would like new homes of a better and 'more modern' standard than currently, with measures to address noise pollution from neighbouring flats, poor quality kitchens and bathrooms, plumbing and waste disposal in particular.

#### 3. Better security

- For many residents, security is an ongoing concern, and the regeneration of the estate would improve this with fob access and other security measures. Residents stated that this would go a long way to improving antisocial behaviour on the estate.

#### 4. Improved accessibility

- Accessibility is a priority for many residents, and this option would improve this for all, not just those with specific housing needs as per option 2.

#### 5. Keeping up with the area

- Many commented that the neighbourhood has been modernised, with many new buildings and public spaces built and it would be nice to see the estate 'fit' better as part of the uplifted area.

#### 6. Future generations

- Particularly for young parents with children, regeneration was a good option as their priority was better conditions in the longer term for their children.

## CONCERNS ABOUT REDEVELOPMENT

---

### Costs

- Residents are concerned that regeneration will lead to rent increases

### Building work

- Concerns about ongoing noise and disruption during demolition and construction, and uncertainty about when this would begin and how long it would last for

### Building design and quality

- Concerns about the quality of building materials – all residents who mentioned building materials and design would prefer solid brick building
- Concern about height and density - most residents do not want the building to be too tall and dense and do not want to live in high level flats
- Concern about loss of daylight and sunlight into flats
- Concern about loss of privacy with new design layouts
- What would be the maximum heights of any new buildings in case of complete redevelopment?

### Green space

- Concerns about loss of green space and planting
- Those who don't want regeneration said that they would want balconies and maximum green communal space with lower rise blocks if it is regenerated

### Existing community

- If the estate is regenerated or housing is added, residents must be involved in all key design decisions, from materials, layout of building and flats, colours of the carpets and everything
- To redevelop the estate would tear apart the community

## QUESTIONS TO ANSWER ABOUT THIS OPTION

---

### Replacement flats

- Would all residents be provided a like for like flat?
- Will residents be told what building materials will be used before voting? Many who like this option would only vote for it if brick building materials to replicate the existing design of the estate were guaranteed
- Will residents be involved in the design process throughout - through to the design of each flat, choice of work surface etc?
- Would residents be able to choose their own flats in the new building - particularly leaseholders?
- If shared equity or shared ownership are the options, what would be the conditions for these, and how exactly would they work?

### Buy-back and valuation (leaseholders)

- At what point in the process would City of London be valuing and buying out leaseholders?
- Would City of London consider a buy back option for the flats at this stage? What is the earliest they would be able to do buy back?
- How and when would the valuation carried out, and who by (of both the current and the new homes)?
- What would the valuation conditions be and how do they know it will be fair?
- Will refurbishments done privately in the flats be taken into account during valuation?

### Selling privately

- If someone is looking to sell their home, how will this consultation process impact them?

## Option 3 - The estate is demolished and rebuilt

### QUESTIONS TO ANSWER ABOUT THIS OPTION

---

#### General costs (Leaseholders)

- Will moving and home loss payment costs be covered?
- What would be the change in service charges in case of regeneration?
- What costs will leaseholders incur with each of the three options?
- Why do they have to pay for replacement windows when they would potentially have to sell the property for demolition?
- What happens if a leaseholder cannot afford the £9k for the windows upgrade?
- If they are just selling and don't want a replacement flat, would they get any payment to cover the costs of buying a new flat? (stamp duty, moving costs, solicitors)

#### CoL Tenant questions

- Concerns about the re-provision of social housing – could they have figures for this and how many market sale homes might be needed for this option?
- Where could any temporary move be to if a resident chooses to move away from the estate when it is regenerated
- Where could a permanent move be to if a resident chooses to move away from the estate when it is regenerated?
- What would be the impact on the rents? (at least approximate increase in percentage)
- Any moving costs and home loss payment?
- Any additional support offered for the construction and move?

#### Other general regeneration questions

- Would the community centre be re-provided to a higher standard?
- Could residents have a more specific timescale for what will happen if estate is regenerated before the next vote?
- Is there any assurance that City of London can give that the estate will be well maintained over time – particularly as concerns were raised about the quality of new builds and short term issues?
- Clarity around how a 4-bed flat is determined, i.e. is it actually classified as a 3 bed with a separate dining room?



# Breakdown of feedback per tenure type

Below is a breakdown of preferred options of each tenure type. Please take into account that these views do not represent the views of all residents within the estate as 24 residents completed forms.

## Overview:

- All resident leaseholders who gave feedback would like the estate to remain as it is
- All resident leaseholders who gave feedback are against regeneration
- Both resident leaseholders and secure tenants that fed back both do not want infill housing
- An equal number of secure tenants who fed back would like the estate to remain as is as would like regeneration, however some were neutral

## Breakdown:

Resident leaseholders (4)

Option 1 - all like

Option 2 - two dislike, one neutral, one like

Option 3 - all dislike

Non resident leaseholders (3)

Option 1 - two like, one neutral

Option 2 - two like, one neutral

Option 3 - two dislike, one like

Secure tenants (15)

Option 1 - seven like, five neutral, three dislike

Option 2 - eleven dislike, four neutral

Option 3 - seven like, six dislike, two neutral

**All three options must now go into further detail and all questions raised must be answered in order to understand whether there may be a option with majority favour.**



