

Residents' Feedback

SUMMARY OF FEEDBACK WORKSHOPS ONE AND TWO



The future of the Barnsbury Estate – Our consultation with you so far

Thank you to everyone who attended our first two workshops at the Barnsbury Community Centre in October and November. We have been delighted to meet so many of you and the feedback received has all been useful.

The first workshop was all about introducing the team to you, hearing your aspirations for the Estate and explaining the consultation process. The second focused on your homes: What works and what you would like to see improved.

If you were unable to make either of our workshop sessions, this leaflet is your opportunity to read about some of the feedback we received. You can also still find all of the materials we presented, alongside dates of future workshops, on our website – www.betterbarnsbury.org.uk.

Feedback from Workshop 1

Workshop 1 began with a presentation by the BEST project team. This provided an introduction and outlined how we would like to consult with and engage residents.

After this, we asked two questions, which have been summarised below.



Q1. 'How would you like to be involved?'

Monthly Workshops

- There was strong support for holding regular workshops at the community centre. We have been aiming to hold sessions at a variety of times, including mornings, evenings and weekends. We will continue to hold workshops ahead of Christmas and into 2020.

Online Engagement

- Some of you told us that you may not be able to attend the workshops asked that information be made available online. We will regularly update the website – www.betterbarnsbury.org.uk – to help keep you informed. We are also looking at other ways to help you get involved online and will be in touch with you about this separately.

Posters

- Residents asked for posters to be displayed at each block of the estate with information on the workshops.

Accessibility and feedback

- Residents pointed out that some people on the estate would find it difficult to participate in the workshops as a result of disability and language barriers.
- We want every resident on the Estate to be involved and are making translators available and arranging home visits where required.
- You asked for regular feedback. We will therefore distribute regular summaries, like this one, following each set of workshops. These will also be available on the consultation website.

Q2. 'Your Aspirations for the Estate'

Your home

- Improvements to kitchens, bathrooms and boilers was a key aspiration for people. Generally, residents would also like more storage both internally and externally. Sheds and bike racks were mentioned as examples.
- Increasing the size and redesigning the layout of homes was also a popular suggestion.
- Many residents want to see high quality materials and fittings being used in their homes. Doors and windows were mentioned as examples.

The wider estate environment

- Lots of residents like and appreciate the existing green spaces. However, some people felt they are too frequently locked, or blocked off.
- Better landscaping throughout was the third most popular comment from the first workshop. A common request was better play spaces – particularly for young people.

Security

- Anti-social behaviour was frequently mentioned as a problem on the estate. Increased CCTV – especially in the lifts – would be welcome to help residents feel safer.
- It was also felt better facilities and clubs on the estate would help deter anti-social behaviour.

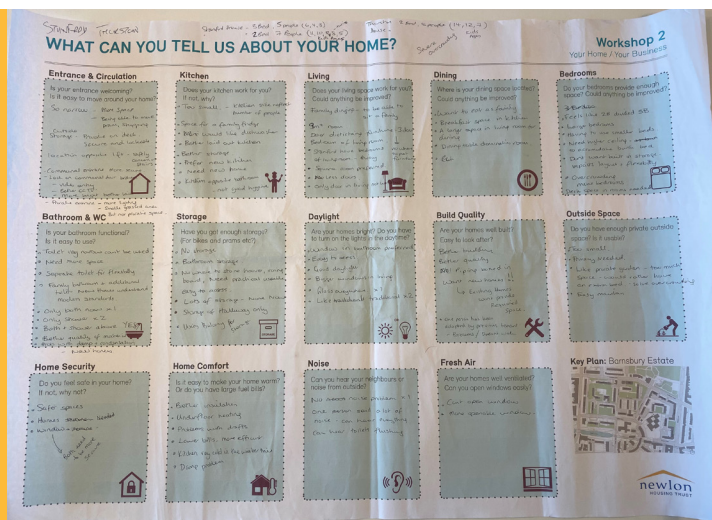
Maintenance

- This was the issue residents raised most frequently.
- Many who attended felt homes have poor heating and there were a lot of complaints about condensation, damp and mould. Residents want a commitment from Newlon to carry out maintenance works to a high level, using the best materials.

Feedback from Workshop 2

As before, workshop 2 began with a brief presentation from the project team. Feedback from workshop 1 was discussed and architects PTE explained the recent work they have been undertaking to visit residents on the estate in their homes.

The workshop then broke up into table-based discussions, where attendees gave feedback room by room on their homes – what they like and dislike. All of this was recorded on a large sheet at each table.



Kitchen

- A number of residents highlighted the need for larger kitchens, where they can cook and dine as families. They also felt that a better designed kitchen would help resolve practical issues including old appliances, no plug points and exposed pipes.

Bedroom

- Increasing the size of bedrooms was particularly popular amongst residents.
- Families with children would like study space incorporated into bedrooms. Higher ceilings were also mentioned.

Bathroom and WC

- Separate WCs were a regular request from residents who do not currently have them. Those who do have a separate WC would like a sink included. Combined bath and showers were also popular.

Living room

- Residents are generally happy with their living rooms, particularly the size and daylight
- However, some suggested that their rooms are badly configured, with doors or windows on each wall meaning that furniture cannot easily be placed. Eating as a family is also clearly important to residents, but the configuration of their homes makes this difficult.

Storage

- Increasing storage space was seen by many residents as very important in all rooms as well as outside spaces

Other feedback

- Many residents felt the entrances to both their blocks and flats were poor and they had concerns about security. Better lighting, design, landscaping and CCTV were suggested as solutions.
- Noise is a big issue for residents. Many can hear their neighbours and have requested better soundproofing.
- Many are happy with the number of windows they have but want better ventilation to assist with damp.
- Increasing the overall size and redesigning the layout of homes was a popular suggestion.

Businesses

- Business owners who attended were concerned about disruption to their trade, particularly if they had to move out.
- All wanted to remain in the same position on the street and were concerned about changes to rent and rates. They also wanted more information on timescales for any potential work.



Workshops

We would like to use the next workshop in November to develop our understanding of the Estate and its environment as a place to live.

WORKSHOP 3

Barnsbury now

Session 1:

Tuesday 19 November – 7pm – 8.30pm

Session 2:

Thursday 21 November – 10am – 12pm

Session 3:

Saturday 30 November – 10am – 12pm

WORKSHOP 4

Opportunities for Transformation

Session 1:

Thursday 12 December – 10am – 12pm

Session 2:

Tuesday 17 December – 7pm – 8.30pm

All workshops will take place at:

The Barnsbury Community Centre, 12 Jays Street, Barnsbury Estate, N1 0FE

Contact Us

If you would like to get in touch or have any questions about the consultation, you can:



Email best@newlon.org.uk



Call 0800 3077 659



Write to us at Barnsbury Estate Transformation (BEST) Office,
1A Adrian House, Jays Street N1 0TY

For maintenance enquiries or issues, you can contact the Estate Office team by:



Email barnsbury@newlon.org.uk



Call 020 7833 2525

If you have an emergency, out-of-hours repair request, please call Newlon's main enquiry number



020 7613 8080.

Source Partnership

Source Partnership have been appointed by a residents' panel to act as Independent Advisors for residents of the Estate. They can be contacted on **Freephone 0800 616 328** or at **info@sourcepartnership.com**.

If you would like this leaflet in large print, braille or any other another format, or require support with translation, please contact us using one of the ways set out above, or speak to a staff member at the BEST Office.