

## **APPENDIX 3**

### **Regina Road Estate**

#### **Summary - Listening meetings with residents**

---

Three listening meetings were held on 7, 13 & 17 October 2022, with Regina Road residents, including those of homes within the area of Plan No.1. These meetings aligned with the objectives listed in the Residents' Charter agreed by the council in June.

The meetings were held at varying times of the day to maximise turnout and staff door-knocked and hand-delivered the meeting invitation with the latest bulletin. Attendance across the three events included 37 residents, along with housing improvement board members (an independent body), tenant panel representatives and ward councillors (who were there to observe). A surgery for any personal concerns was held before and after each session.

Residents were introduced to Susmita Sen (Corporate Director, Housing), Robin Smith (Housing Projects Adviser & Regina Road Project Lead), Lara Ashley (Executive Culture and Change Advisor), and other council officers present. The purpose of the meeting was outlined:

- To share with residents what has been done so far
- To share what has been discovered
- To discuss what this might mean – now, and options for the future of the estate
- To answer questions and listen to residents' views and thoughts about the future of Regina Road and similar estates and what they value
- To discuss next steps.

Residents were asked a series of questions - the responses and outcome of these are summarised below:

<b>Regina Road workshop</b> We'd like to know what is important to you as we talk about the options for Regina Road.	
<b>1. What do you like about living at Regina Road?</b> (e.g., inside your home, facilities, neighbourhood)	<b>2. What do you dislike about living at Regina Road?</b> (e.g., inside your home, facilities, neighbourhood)
<ul style="list-style-type: none"> <li>• Community - Close knit neighbours, family</li> <li>• Good transport links – buses and trains</li> <li>• Close to a variety of shops and other amenities</li> <li>• Close to schools (primary &amp; secondary)</li> <li>• Green space, close to several parks, recreation, lovely views</li> <li>• Feel safe</li> <li>• History – grown up there/only home</li> <li>• Free parking/parking space</li> <li>• Solid walls</li> <li>• Close to family</li> <li>• Neighbourhood</li> <li>• Families that live here</li> <li>• Close to work</li> <li>• Local shops</li> </ul>	<ul style="list-style-type: none"> <li>• ASB</li> <li>• Not safe/ worries about bullies</li> <li>• Vandalism</li> <li>• Litter/rubbish/fly tipping</li> <li>• Poor rubbish collection &amp; grounds maintenance (weeds and grass cutting particularly)</li> <li>• Mould/damp/silverfish</li> <li>• Rats &amp; mice</li> <li>• Reputation/notoriety</li> <li>• Leaseholder – feel trapped as unable to sell/bad press/exorbitant service charges.</li> <li>• Cladding – unable to secure a mortgage as this is unsafe</li> <li>• Continuous mould</li> <li>• Water pipes make noise</li> <li>• Parking</li> <li>• Flats too small</li> <li>• Smell of sewage</li> <li>• Low water pressure</li> <li>• Windows just flick open</li> <li>• Risk with windows</li> <li>• Lifts often broken</li> <li>• Rubbish chutes too small</li> <li>• Unkempt building</li> <li>• Needs to be more homely</li> <li>• Needs storage</li> </ul>

**3. What are your initial thoughts about refurbishing or rebuilding homes on the Regina Road estate?**

**What information do you need to make a decision about:**

- **Either option**
- **Refurb**
- **Re-build**

**Either option:**

- What will happen to each category of person -- what will the offer be?
- Where do they go for either option?
- Clarity on how buildings will be prioritised and what issues will be prioritised
- Moving offsite – Room sizes need to be maintained
- Clarity on duration of such a move
- Clarity on locations/Croydon? proximity to home/school/work
- Freeholders – difficult to sell property given quality of road.
- Worried that a move will be into a rougher area. Want somewhere safe
- Will there be compensation for inconvenience?
- What are the benefits for leaseholders?
- What will happen to the space behind 89-123?
- Will you look at the whole environment?
- Improved communication/listen! This is an emotional time for everyone – this is home.
- Fear of older people won't live to see changes – 10 years is a long time
- Opportunity for deposits to move (previous council scheme mentioned)
- Whatever we do will be better
- Moving out to a different home will be costly (increased rents may be unaffordable)
- Whichever options residents will have to move
- I've looked after my home, new carpets and decorated – will new home/move be the same. Can't afford to start over.
- What are your plans for the low-rise – I'm a leaseholder
- Will repairs continue?
- Ensure parking
- Does not want to be forced into sheltered accommodation even though older and husband has disabilities.

**Refurb:**

- No point, as despite recent work mould has already returned
- Throwing good money after bad
- Limited life span (25 years then back to square one)
- What will happen to us as work happens?
- Will it be same structure and number of bedrooms

**Re-build:**

- How big will rooms be?
- How long will it take?
- I want to be able to come back – can I?
- What is Leaseholder offer?
- What are the plans for low-rise blocks on RR?
- We need bigger rooms
- Guarantee new homes will be better - new buildings in Croydon similar to LPS make up.
- Who will own/manage these homes – council/or housing association?
- Will these be for sale?
- Will I have a choice as to where I go?
- Can we transfer our right to buy? How would that work?

### Additional comments

- A preference for continuing to live in South Norwood, convenient & friendly
- Disappointment with the past housing service
- Why wasn't residents' money (as it is separate) invested in upkeep
- We've been here before (1994 residents were asked whether to refurb or rebuild and nothing came of that)
- Why did it need the press to get attention?
- Why have we allowed overcrowding?
- General support for rebuilding (although some prefer refurbishment)
- Housing need questions
- Some issues about mould
- You have made the decision already, just take it down
- Who will own new buildings/private developer involvement?
- Has seen Robin Smith's profile and seen links/similarities with Woodbury Estate - obvious what he has come to do
- Why is so much money being spent (new heating, etc) if you intend to tear it down?
- What about other blocks in the borough?
- We've only quoted the ones who want to tear down the place
- Can't wait – just wants to move
- Leaseholders from Regina Road and Sunny Bank feel like they have been left out. Don't know if they can sell their homes
- Having to pay for service charges even though they are not getting a full service. Having to pay each time communal door get damaged even though they have reported ASB
- Regular fly-tipping and dustbins not cleaned or being picked up
- Tenancy officer does not deal with leaseholders.