

Selection of comments from the feed back received:

APPENDIX 5

Theme area:	Comment
Pledge 1	<p>To make sure the council involve the community on everything not just what they want us to know or what they think we should know. This commitment is valid if seriously opinion of tenants are considered How much in put will residents have in any final decision? Maintenance/service charge too expensive. Some repair /investment is unnecessary. Soundproofing of flats wall ceilings between and within in flats to reduce noise The site of the estate is very important small is beautiful Forum for EHRS keen to work with Council to ensure everyone has their say Hopefully this will also include consultation with local businesses as this is likely to affect their trading How will you meet with the old and disabled who can't get out of their home. You should build some retirement flat for the over 60 or some small house</p>
Pledge 2	<p>Engage with our Tenant & Resident Association (TRA) reps closely to enable relevant information cascade to us, too. Excellent. Project groups not always the best way to capture everyone's thoughts so one to one is good Consultations should be open for minimum of 3 months to allow everyone to have a proper chance to engage. I suggest that the consultations should be climaxed with a borough wide housing investment and renewals conference with breakout parallel sessions, participated by representatives of all housing stakeholders to adopt principles, this would enhance ownership I would also like to involve non residents Only 10% go to T&RA meetings The co-design process in Peckham is useful, a novel way of engaging with local communities-could it be utilised more widely? It has almost always fallen apart because both sides let each other down Good principles but they need to be followed through. It is vital that you listen to residents especially if they have concerns / are unhappy. Please do not delay for years. Sometimes getting the work done quicker benefits more</p>
Pledge 3	<p>How will you deliver value for money and what happens if you are not or if residents are unhappy. If the satisfaction survey indicates a very high level of dissatisfaction, how will you deal with this? I agree residents ideas should be considered seriously because in the end they are the ones who buy or live in these houses. Day time meetings problem. Consultation needs time as representative structure. Satisfaction surveys biased to positive. Not all resident representatives that are elected feed information back to residents - responsibility of information lies with council. Tenants with relevant experience e.g. plumber, electricians, designers, decorators, gardeners, e.tc. Should be recruited to participate in this process. New homes are not a problem until you start building them. The old homes are the problem, they need redecorating and jobs done properly.</p>

<p>Pledge 4</p>	<p>Caretakers, cleaners, porters are just as important as housing officers - people feel better if their estate is well kept and respected. Older residents feel safer and anti-social behaviour decreases. So spend the money on employing the above instead.</p> <p>Council management only</p> <p>Devil in the detail</p> <p>Would like to see commitment with sheltered housing too</p> <p>Finance and bureaucracy will be a problem usually predetermined</p> <p>I don't want private or not for profit Landlord</p> <p>I say yes to a degree as this looks like the management being handed over to try to pass work and responsibility to tenant. Much like the TRAs and they can be a blessing and a curse</p> <p>Important to have continuity of engagement</p> <p>Very important - incentives for people to get together to look after their homes and their common areas and gardens could be offered to encourage this and more community involvement.</p> <p>I prefer the council as property manager.</p> <p>How we will be supported to do this</p> <p>Tenant management organisations are prone to abuse and sometimes lead to privatisation. Best to stick with simple model of council as landlord</p> <p>This is in the right direction, but does not go far enough. The pledge should be more ambitious about getting communities to manage their estates. There should be targets for this goal.</p> <p>The real say you pledge should be a legally entrusted agreement, not just a voluntary non-binding charter</p>
<p>Pledge 5</p>	<p>29 years is a very long time to build 11000 homes surely you can do better</p> <p>All of the houses should be available in accordance with the council housing list.</p> <p>Building homes for the vulnerable is good but how will they be supported once they are living there. Creating successful communities takes a long time it will long term support are you in this for the long haul</p> <p>All residents that are being made to leave their home for redevelopment should be able to have a new property if that is what they want.</p> <p>Don't know - community is something that cannot be built. It is generated by people who have common interests and desires.</p> <p>Good neighbourhoods are vital not ghettos or social experiments</p> <p>Look at using under used spaces such as garages and car parks</p> <p>How does this benefit existing tenants</p> <p>Local houses for local people, keep families of residents close by in affordable properties, so that we have a stronger community and a happy one.</p> <p>Must also be paid the London living wage ensure no company uses blacklists.</p> <p>Rent and formula should be clarified early</p>
<p>Pledge 6</p>	<p>Anyone made homeless in new scheme should be re-housed in the new homes, including leaseholders</p> <p>Everyone should not have the right to stay in same neighbourhood. Perverse to allow poorest to live where the median cannot afford to</p>

	<p>A specific pledge would be welcome if compulsory purchase orders are necessary to ensure that homeowners are awarded the market value of their property as defined by an independent surveyor</p> <p>Details of the estimated cost of these pledges.</p> <p>Form has caused unnecessary worry as only some residents will be affected but the form suggests everyone may need to be re-housed</p> <p>I think more than half of the homes you develop should be available to tenants in housing need</p> <p>It will also be useful to consider people who need their housing conditions changed alongside residents who are in need of housing</p> <p>Make it easier for tenants to swap to larger or smaller properties, and quicker.</p> <p>People on waiting lists should be priority</p> <p>Priority should be given to existing residents in the allocation of newly built homes.</p> <p>Provision for freeing up under occupied properties is vital part of improving Southwark's housing record</p> <p>Stronger commitment to enabling leaseholders to stay in area</p> <p>This is probably the most difficult and possibly controversial part of the exercise</p>
<p>Other Comments</p>	<p>You do not mention how you will measure success and how residents will be involved in decision making</p> <p>All areas are well covered, I am really satisfied.</p> <p>A budget for antisocial & criminal behaviour reduction e.g. CCTV</p> <p>The provision of new homes should not be at the cost of blighting estates through the long term decanting programmes social cleansing gentrification and community dislocation</p> <p>Sometimes level of disturbance can be extreme. Can you provide alternative spaces during build periods, like using TA Halls</p> <p>Communication within Southwark council staff in areas of repairs and maintenance issues.</p> <p>If you consider redevelop the area, you need to avoid leaving the leaseholder in limbo</p> <p>Pavements need to be adjusted for mobility scooters</p> <p>Developing effective TRAs and encouraging TMOs</p> <p>How do you reach those who are not yet tenants?</p> <p>The council's commitment to creating 'continuity' and stability in these relationships.</p> <p>This survey makes no mention of the overall consultation and tenants and residents organisation such as the tenants council, area forums and the SGTO.</p> <p>It is a good charter if it can be executed as planned without any omission</p> <p>It should cross reference the councils equality approach</p> <p>Pledge 7: We will make sure that each estate has a community hall and a proper meeting place for the tenants association nursery.</p> <p>Position of non council tenants on estates</p> <p>Any housing development can only be good for Southwark</p> <p>Convert shops disused into homes for diasabled</p> <p>Communication is key</p> <p>Get on with it</p> <p>Good effort, a council that thinks about its people.</p>

I am cheered to see support for the idea of community housing.

I look forward to getting involved in this and making the estates community minded. Please do not pass the costs of new housing onto residents already living here.

I agree with all your pledges, however, I don't believe you always fully engage us in decision making

Is there anyone on the council who has considered extending existing properties to add bedrooms for bigger families?

Should be a structured engagement plan community conversations are fairly random. Council should ensure that background information provided is clear and appropriate to help people meaningfully respond.

Too much money wasted on consultations

Be open and truthful and if any of the plans change for the redevelopment/new homes let the consultation group know

There is lots of underdeveloped land in Southwark. This should be given over to self build projects.

Please cover right to remain