

# Cressingham Gardens Estate

## Cressingham's history

Cressingham Gardens was built between 1967 and 1978 by Lambeth council. It is a low rise, low density estate, originally designed by Edward Hollamby, Lambeth's borough architect. The estate was built to 'Parker Morris standards' which means homes are spacious and light inside.

It was built around the many trees on the site, its design blends well into Brockwell Park and separates it from Tulse Hill. The estate is designed in blocks, with houses and flats opening into shared areas. There are many large green areas, gardens and balconies.

The names of the estate and blocks reflect the history of Tulse Hill. "Mercy Cressingham, spinster" owned the land when it was used for farming, from 1806 onwards. "Bodley", "Upgroves" and "Scarlettes" were all names of former Manors in Tulse Hill. The architect was strongly influenced by William Morris and the social ideals of the Arts and Crafts movement, which is reflected in the careful design of the estate.



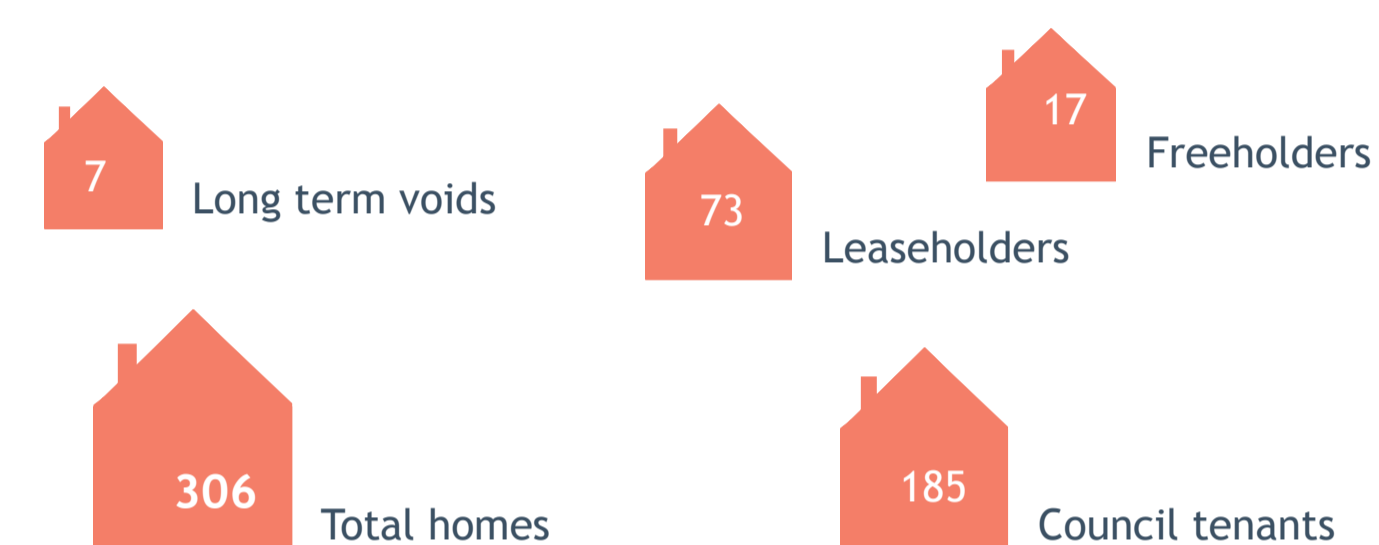
Sue's daughter on Hardel Walk in the 1980s, Sue in 2013.



Bodley Manor Way.

## Who lives on Cressingham?

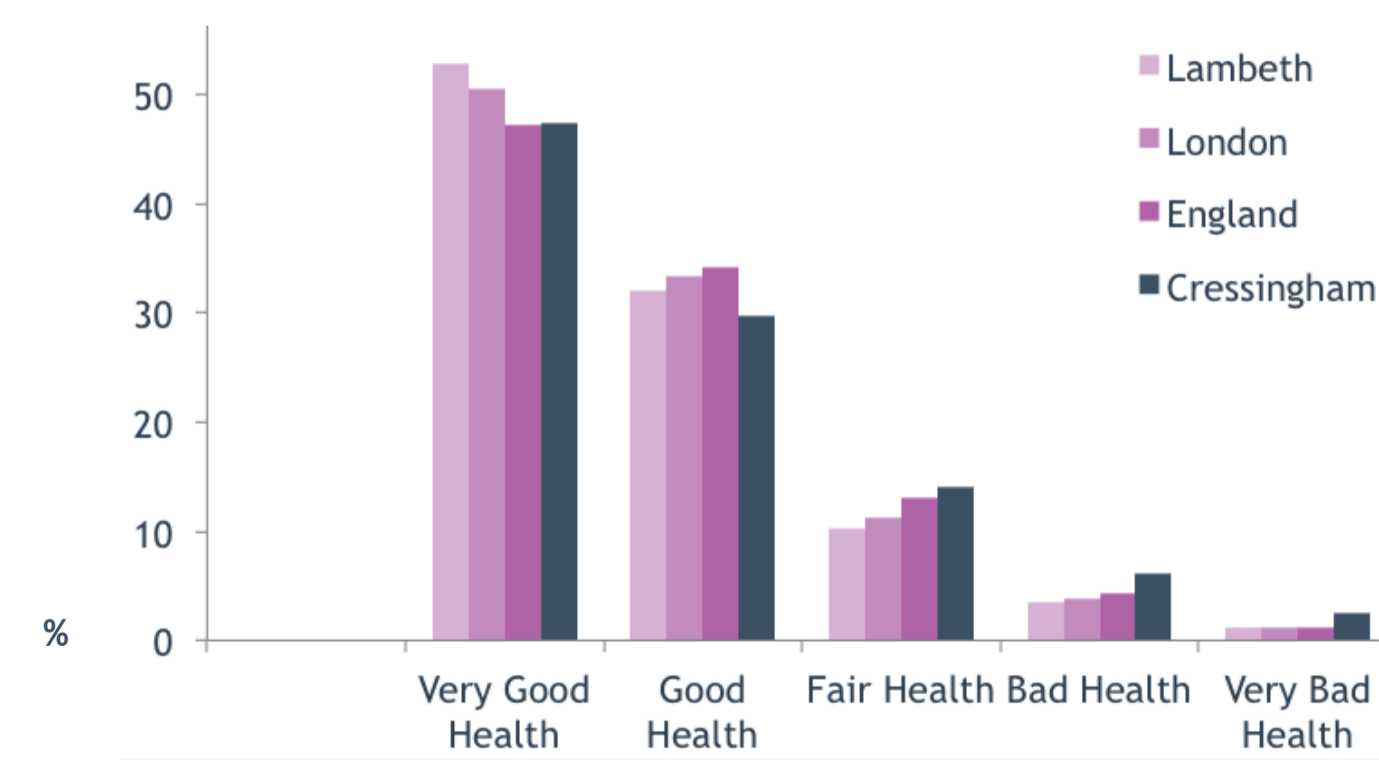
The estate was originally built as council housing but now is home to a mixture of council tenants, leaseholders, freeholders and private tenants. There are 306 homes on the estate, 209 of these are home to council tenants, there are 73 leaseholders and 17 freeholders. Some of the leasehold and freeholders now rent out their homes.



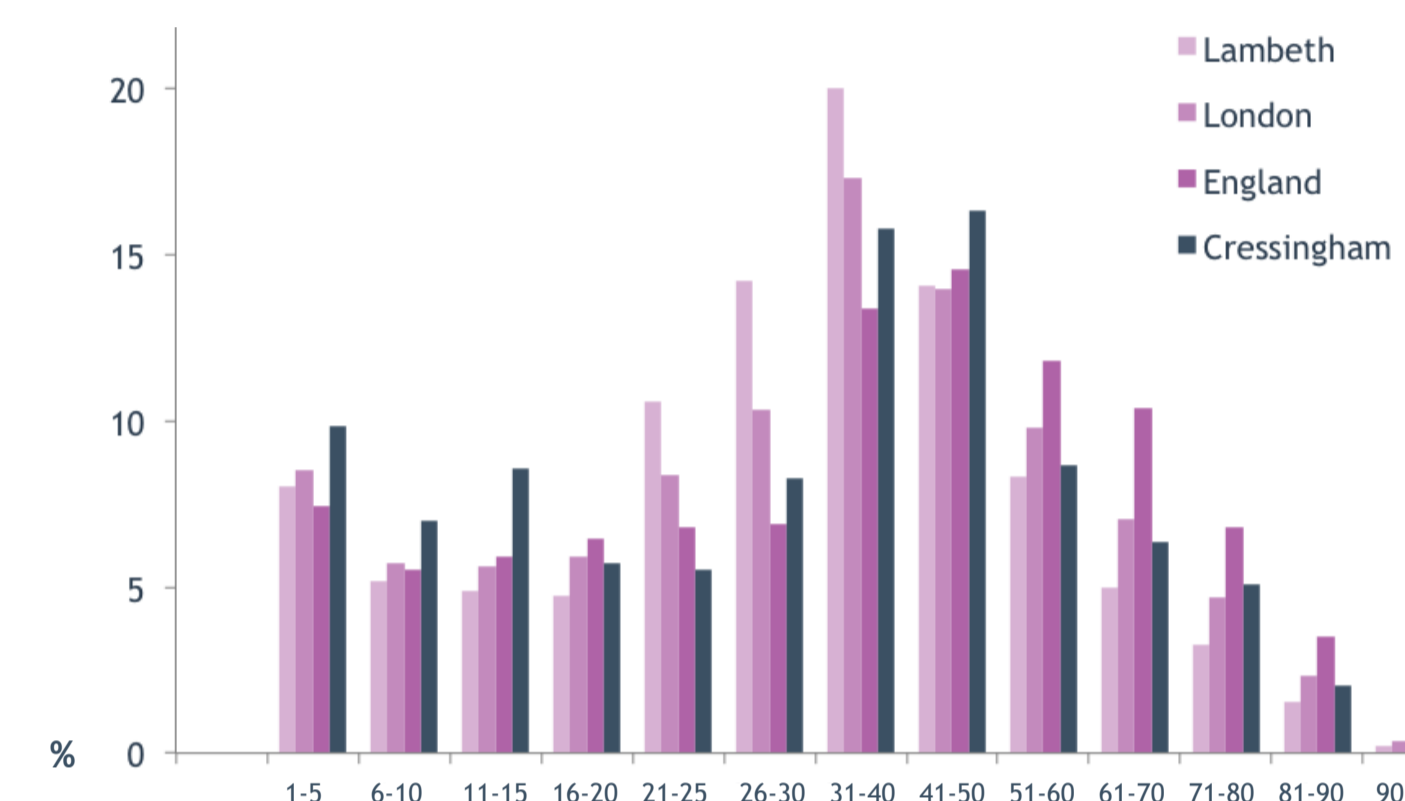
Comparing Cressingham's population to the Lambeth average, there are more children and young people under 20 living on the estate, more people over 40, and fewer people in their 20s and 30s. More people on Cressingham are unemployed or long term sick than the Lambeth average, fewer people work full time. People living on Cressingham are more likely to consider they are in poor health than people across Lambeth.

The three biggest ethnic groups that residents consider they belong to are White British, Black African and Black Caribbean. The majority of people living on the estate were born in the UK. Slightly more people are overcrowded than the Lambeth average. A quarter of council tenants on the estate have made an application to the council to transfer to a new property. This is slightly lower than the average for the borough.

## Health

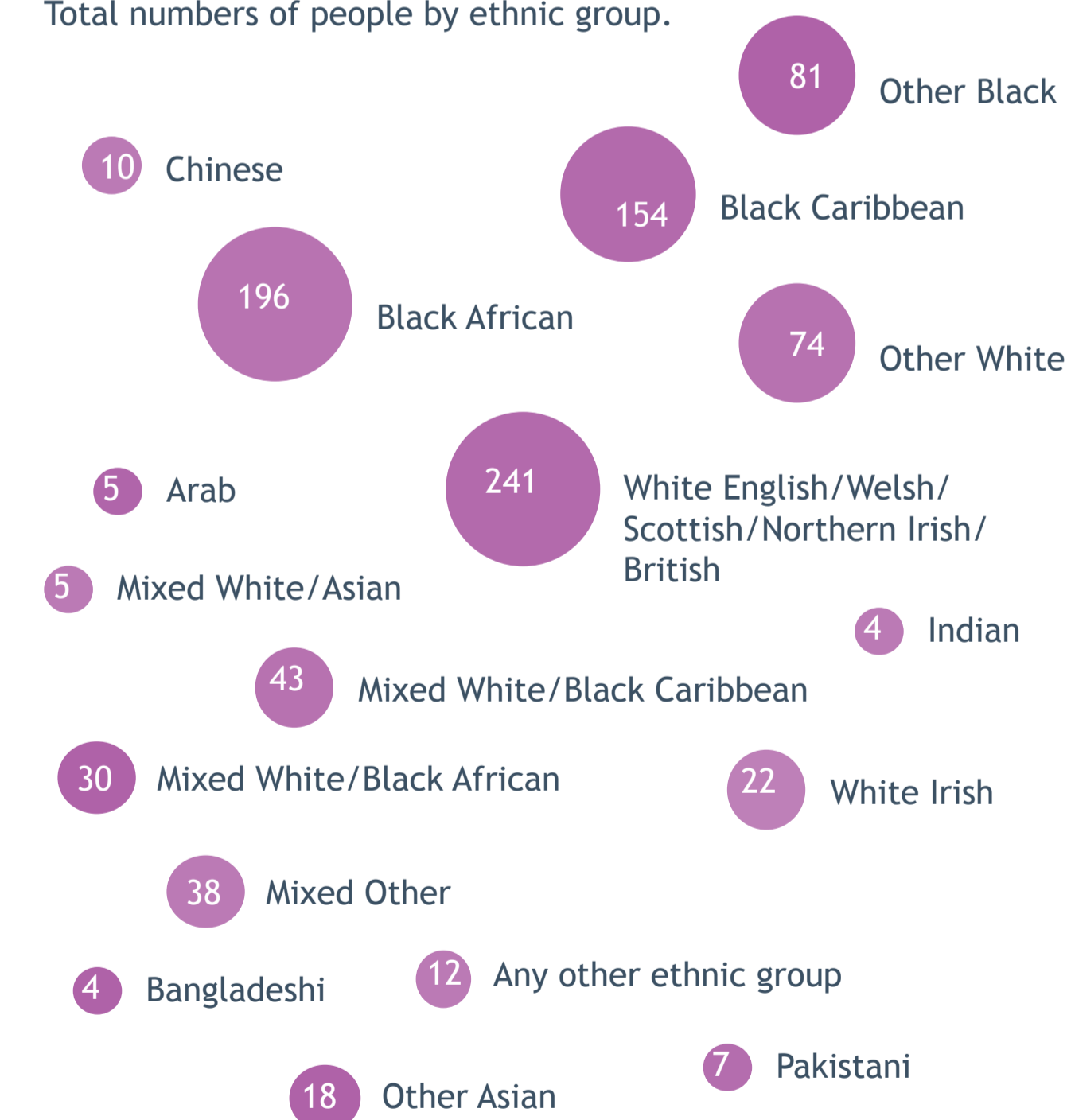


## Age



## Ethnic origin

Total numbers of people by ethnic group.



All these statistics come from the Office of National Statistics and are for 2011. They cover the Cressingham Gardens estate and a small area on the other side of Tulse Hill.

# Social Life's work

## Why is Social Life here?

Social Life has been appointed by Lambeth Council to work with the residents of Cressingham Gardens to consider the different options for the future of the estate.

Social Life will work with tenants and residents to develop a set of proposals. We will give everyone living on the estate a voice in shaping what happens in the future. Our starting point has been the discussions between residents and the council that began in 2012.

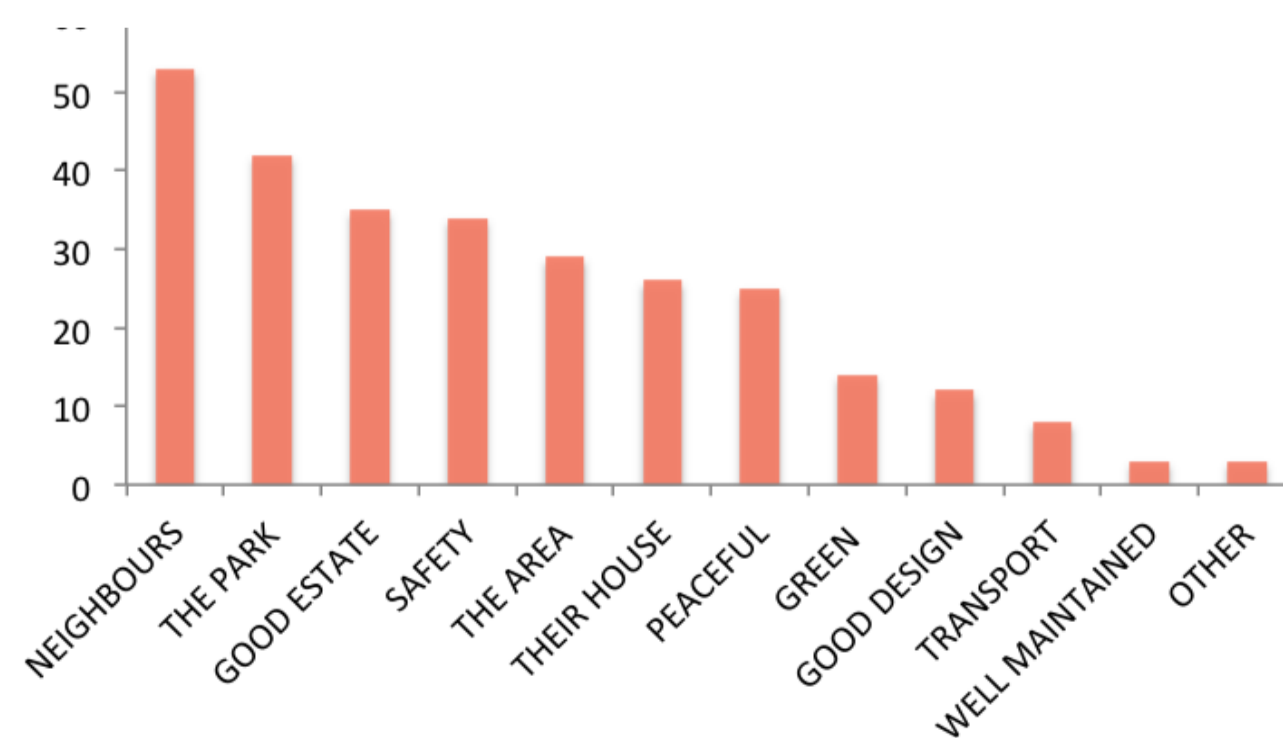
### Developing options for the estate with residents

Social Life will be running a taskforce - a series of four meetings - between November 2013 and January 2014. Our aim is to bring together a group of residents that reflect the different blocks, housing types and backgrounds of the people living on the estate.

The taskforce will be run as a series of "deliberative workshops". This is a way of bringing a group of people together to explore an issue in-depth, to look at new information, and to come to a shared view. We believe that everyone makes better decisions when they are given an opportunity to talk through the issues and when they are given good information and support from experts.

We aim to develop options for the future of the estate. We need residents to volunteer to take part in this taskforce. We want people to commit to as many meetings as possible, but we know you all have busy lives. We will make sure that what is coming out of the taskforce meetings is made available to all residents through estate notice boards, through a website that Lambeth is setting up.

Social Life is a social enterprise set up by the Young Foundation in 2012.



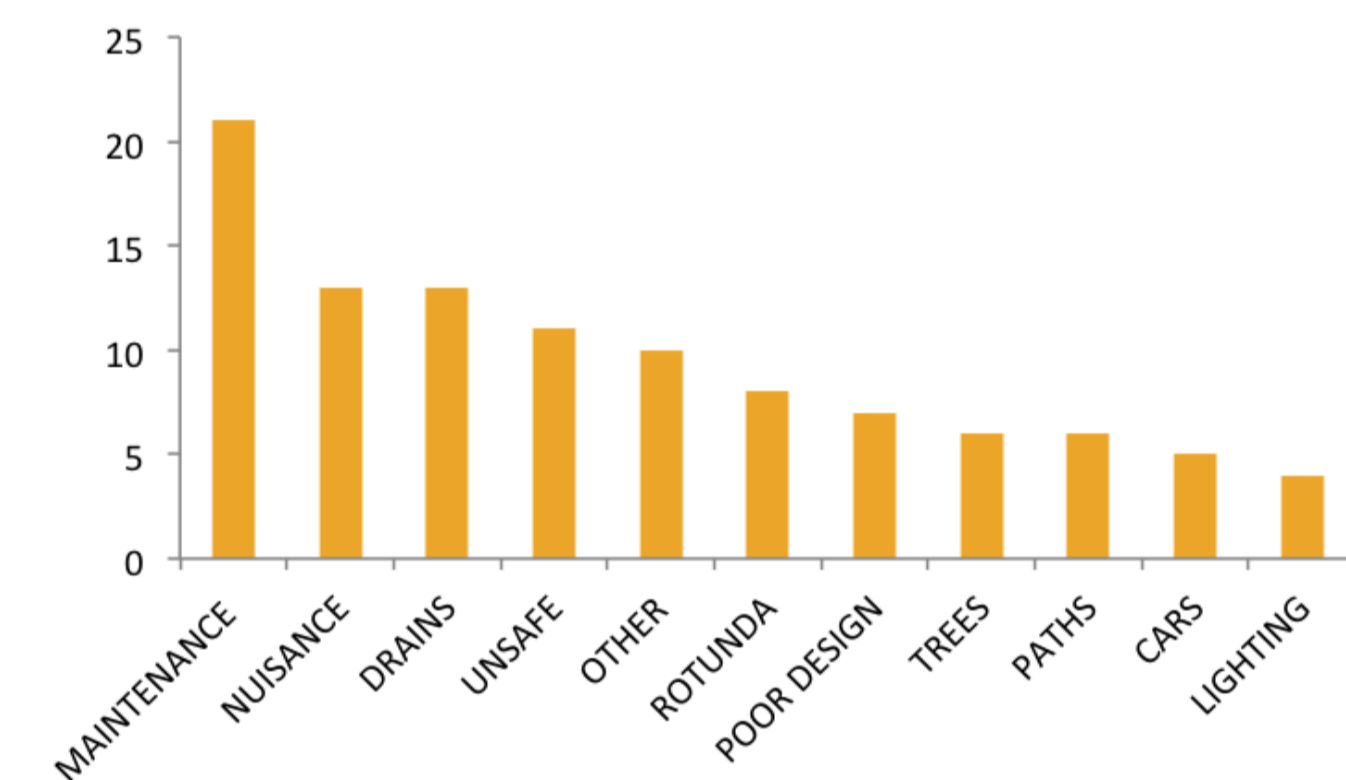
What Cressingham residents said they like about living here, by number of responses (from 118 interviews).

### Talking to residents

The Social Life team have spoken to 109 households on Cressingham Gardens, with two to four Social Life staff visiting the estate to speak to residents on 22 occasions in total.

Most of these visits have been with the Social Life trolley. On some visits we spoke to residents in their homes or on their doorsteps, often following up initial contacts that we had made through our trolley visits.

These conversations have helped us understand residents' perceptions of the estate, the council, what they know of plans for future change, and how they would want to be involved in this. We have also looked at the statistics about comparable areas, using data that Social Life has developed.



What Cressingham residents said they would change about the estate, by numbers of responses (from 118 interviews).



Social Life's work from July to October 2013.

## What we've found

The current **design** of the estate appears to support local social life and resident wellbeing, **residents value the good relations** between neighbours, **the easy access to the park and the bus stops**.

Cressingham is largely a peaceful estate where neighbours have **good social relationships**.

Social networks are mainly within blocks.

Residents describe the estate as being **"safe"** and **"peaceful"**.

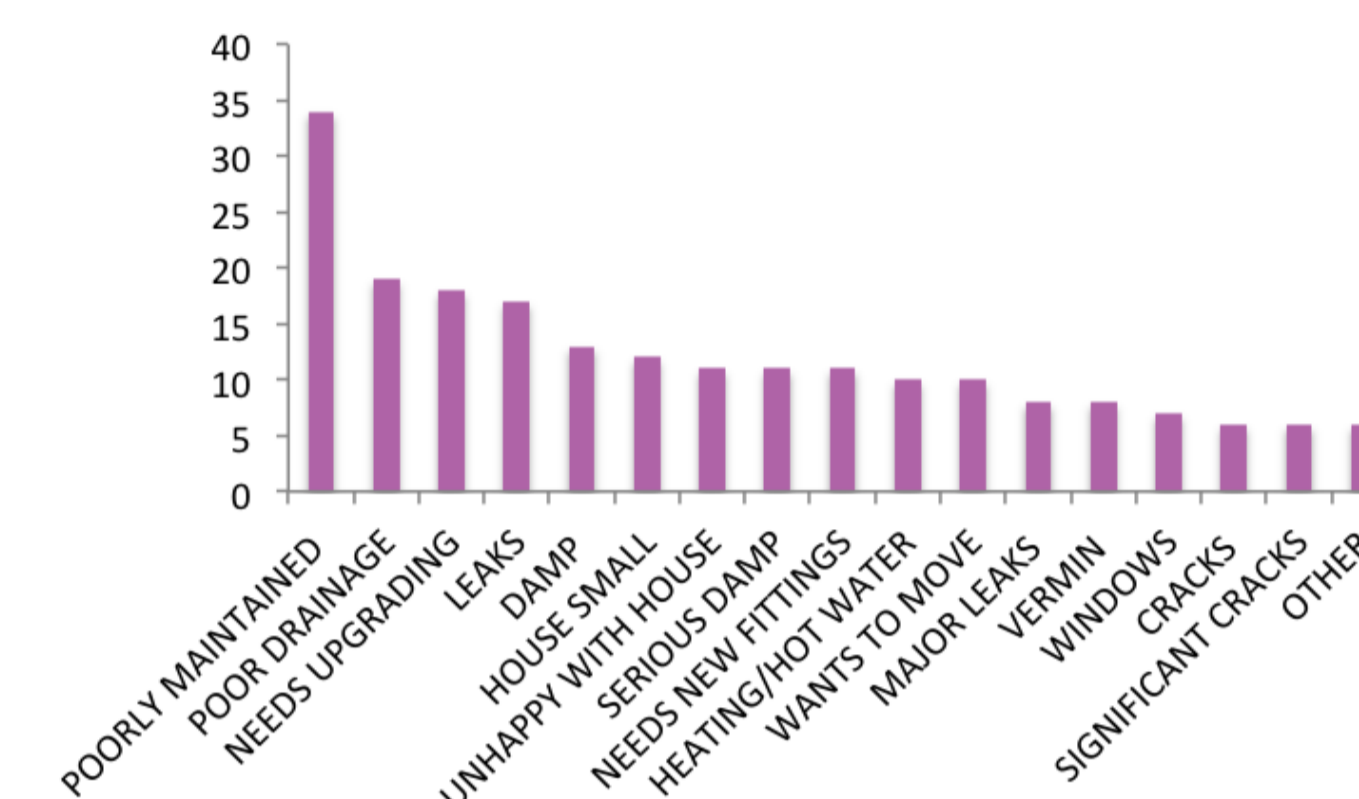
Cressingham is seen as a **safe place**, and (apart from isolated incidents) this perception is reflected in crime statistics. Some longer standing residents have said that the **estate has improved a lot, it used to feel more unsafe in the past**.

There are problems with **disrepair** in some individual properties, and in the common areas in some blocks. **Residents of certain blocks experience shared problems**, possibly caused by wider structural problems of the estate and by faults in the design (to be confirmed by the survey which will report at the end of October)

Common problems include **leaks, blocked drains and damp**

Some residents - social and private tenants, freeholders and leaseholders - would be **happy to leave the estate, either to get a home that suits their needs better**, or for personal reasons. Some people living with disrepair and structural problems would be happy to move to a better home without problems. Some people would like a **better or larger home** on the estate.

Some **vulnerable residents** are living in homes with **severe disrepair**. There is a feeling that getting repairs done takes a long time and is often ineffective.



What Cressingham residents said about the problems with their homes, by numbers of responses (from 118 interviews).

People have a **high degree of attachment to their estate**, for some this is because of the design and architecture; others have less attachment to the buildings but wish to retain their **good relationships with their neighbours and the peacefulness of the estate**.

The vast majority of residents would **prefer to stay on the estate**.

Compared to similar areas, Cressingham has **lower crime** than we would expect. Cressingham residents' sense of belonging and their **feelings of safety are higher than in similar areas**. They also have better relationships with their neighbours.

Many residents are **confused by the process** to date, and believe that there is already a plan to demolish the estate. There is a group who are unwilling to take part in consultation because of **time delays** and because they feel they have made their feelings known in the past. Some residents are **actively campaigning** against substantive change for the estate; another group who used to participate in the TRA **feel alienated from current TRA activities**.

# Living on Cressingham

## The estate's character

"Peaceful" and "quiet" were commonly used to describe why people liked living on the estate. There are many things that give the estate this special quality, some people say it's because of its village-like feel and others say it's because it's next to the park.

Many people fear that if there are more people living on the estate, its unique character will change.

One resident from Scarlette Manor said he likes the layout because it's set back from the main road and there's the park, so it's ideal for kids to play. Hearing kids running around makes the estate feel safe and lively. He wants his kids to play here as they grow up.

*"It's a beautiful place to live in"*  
Uprove Manor resident

*"When we came here we thought 'my god! It's wonderful!'"*  
Hardel Walk resident

*"It was like a fairytale, so beautiful!"*  
Hardel Walk resident

Many of the residents that moved onto the estate in the 1970s are still living here. Families have gone through a whole cycle of expanding and then shrinking. There are some families with three generations living on the estate. However many of the original residents have left or passed away. People miss their old friends.

The original residents have mixed views about how the estate has changed. Some people feel that when they moved in it was a wonderful estate and now it has been left to decline. Others remember crack dens and squats and say the estate feels much better now.

According to many of residents we spoke to, there is a perception that the estate as a whole has been very poorly maintained over the years.

*"They've let it go to rack and ruin"*  
Longford resident



Hambridge Way.

## The wider area

One of the unique qualities of the estate is its proximity to Brockwell Park. Almost all residents told us they liked living here because of it.

The common green spaces on the estate, including the mounds, are used less because people go to the park. People with small children often let their kids play out on the estate. The green spaces are well used for gardening.

Residents liked the location of the estate. There is access to many buses that can take you to Brixton, Tulse Hill and Streatham for example. Many people feel that this community is part of the wider Brixton community. However some expressed concerns that the face of Brixton is changing and there's a fear that these changes, particularly in terms of the population, will spread to Cressingham.

*"The park is such a bonus, moving would be a massive change"*  
Crosby Walk resident



Bodley Manor home next to Brockwell Park.



Informal shortcuts to the park used by younger residents.

# Living on Cressingham

## Estate maintenance

Residents get on very well with the estate cleaners from Pinnacle; many mentioned how the public spaces are well kept. Others told us that they have to do the maintenance of the communal spaces themselves.

Some residents have set up a gardening club to maintain the communal spaces and are taking real pride how Cressingham looks. There is a feeling that some residents could maintain the spaces outside their homes better. People complained about rubbish being dumped.

People feel fed up of asking the Council and Lambeth Living for things to be done, and a lot of people told us they are doing repairs themselves. Some worry about the amount of money they have spent on them.

*“The estate is managed by people who don’t have the skills to manage an estate, they don’t understand buildings, trees and plants”* Hardel Walk resident



Vacant properties on Crosby Walk.

## Safety

Although some residents feel unsafe, for the majority, Cressingham is a safe place where they are not afraid of crime.

Crime statistics for Tulse Hill show that the estate has lower crime than other estates in the area. Local agencies told us the same thing.

Residents described there being a lot of ‘natural surveillance’ on the estate with residents always keeping an eye out for each other. For example, they will watch each other’s children when they’re playing outside and alert one another if there are unfamiliar people hanging around.

*“I leave the door open and let the kids play outside. You don’t get that often in London”* Longford Walk resident

Some people talked about how the layout and design of the estate contributes to the sense of safety: the kitchens face onto the block walkways, and cars cannot get onto the estate.

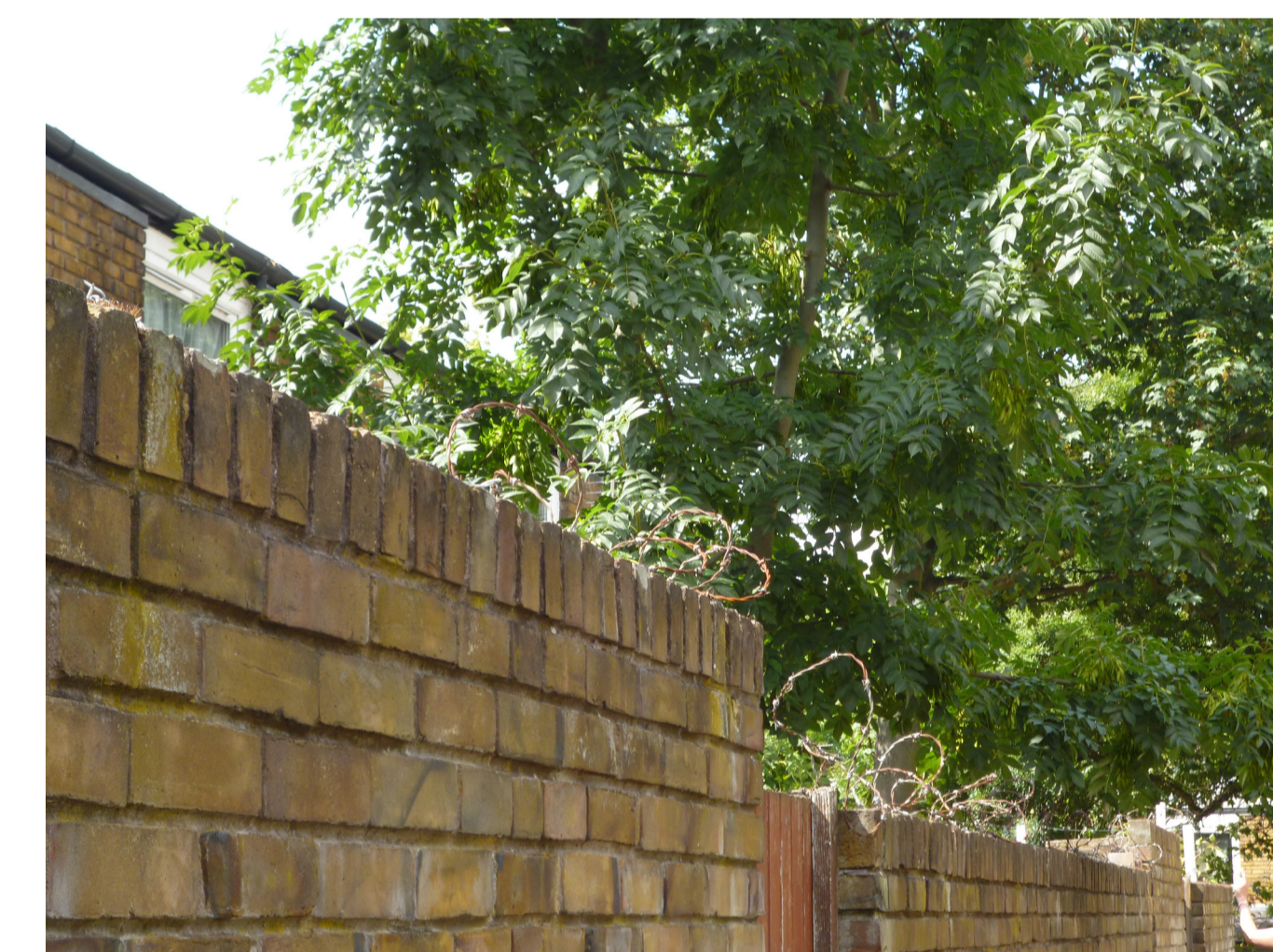
Some people liked the fact that Cressingham doesn’t have some of the characteristics of other nearby estates like dark stairwells. The car parks on Cressingham used to attract anti-social behaviour but this seems to have stopped.

Some residents have had people breaking into their homes through their back gardens and there are houses with barbed wire attached to their garden walls. Two residents spoke to us about difficult incidents in the past, and how these brought neighbours together.

One resident living in the north part of Crosby Walk says that the empty homes, which she called the “concrete jungle”, make her feel very unsafe. Another resident living in this end of the estate says he is used to the empty homes now, people look out for each other, but he won’t go to the rest of the estate because there you have “to watch your back”.



Hardel Walk.



Some residents said the area between the back gardens of Hardel Walk and the fronts of Hambridge Way feels unsafe.



Image: Resident-led planting across the estate’s public spaces; Bubbles: What residents liked and didn’t like most about the estate, by number of responses.

# Living on Cressingham

## The sense of community

What residents said that they most liked about the estate was the strong community feel. Forty-seven residents talked to us about their good relationships with their neighbours.

### Block unity

The ten blocks of Cressingham Gardens are designed so that each one has a small pedestrian street or walkway that binds the two rows of houses facing each other. Each block has its own distinct identity, some are higher and face onto the street, others are bungalows next to the park. Each block also has its own smaller community, with neighbours, especially longer standing residents, often knowing every single person living on their block. Hardel Walk, the largest block, tends to have clusters of neighbours with each raised level. People spoke about how the layout of the blocks means that you constantly bump into your neighbours, seeing each other coming and going.

*“When it’s good sunshine we always get together”*  
Hambridge Way resident

her “Nanny” and another looks after her neighbour’s baby.

There are a lot of people on the estate in ill-health and many that are living alone. For them it is important to know that their neighbours will check in on them to make sure they’re ok.

Several people told us they know their neighbours will come and help if they are unwell and this gives them peace of mind. One resident from Bodley Manor pointed out how important neighbourliness is for people’s mental health, saying it happens here “in a very natural way”.

*“It’s a really lovely community”*  
Scarlette Manor resident

Many residents leave a spare set of door keys with their neighbours. They look after neighbours’ plants or pets while they are away, and notice if they haven’t seen someone for a while.

### The Tenants and Residents Association

There is an active Tenants and Residents Association (TRA) that came together a year ago. The TRA meets fortnightly and has organised planting, improvements to the estate, the Open House in September, and an estate action day where over 70 repairs were carried out and many trees removed.

The TRA has surveyed the estate to find out whether residents want to stay on the estate, what repairs they need done, and what they think about possible regeneration plans. The TRA describes its aim as: “to represent residents, ensuring that an option to repair the estate remains a firm option.”

The TRA is endeavouring to ensure transparency from Lambeth Council, by scrutinising their claims relating to the proposed regeneration. If the research shows that repairs are the best option, the TRA would campaign for that.”

Some residents not actively involved in the TRA feel that the TRA doesn’t understand the experience of everyone living on the estate, and there is a perception amongst some that it “isn’t for them”. The TRA would like more people to be involved and to run wider activities but feel all their time has had to be focused on the future changes.

*“It creates a community through all the ages”*  
Bodley Manor resident

## The Rotunda

### The Rotunda

The Rotunda is valued by many for its special architectural history. In the last year the TRA have put a lot of work into renovating the building and would like to make it a resource for the whole community. The management of the Rotunda is voluntary and carried out by residents. Different residents have been involved in trying to run activities in the past but it has been hard for them to maintain that commitment.

Some activities that people would like to see are English lessons, dance classes, fitness activities, activities for young people like roller blading and table tennis, and play schemes in the school holidays.

A small number of people, most of them elderly, spoke of how they believe that the Rotunda used to serve the community

*“I would like to see it fixed up, have a team to run it, generate some income that could contribute to repairs”*  
Bodley Manor resident

*“If we could have an exercise club down there that would be brilliant”*  
Hardel Walk resident

better. These people described how there used to be more activities for residents, like the Over 55s Tea Afternoon which was an opportunity for older residents to get together, have some refreshments and talk. Many of the residents who used to go to this said they would love to see activities like this happen again.

*“We should learn to knit, make cushions, put on a play”*  
Upgrove Manor resident



Image: The Rotunda; Bubbles: Some of the suggested activities that residents said they would like to see in the Rotunda.

*“It’s definitely friendly”*  
Roper’s Walk resident

Although people do know residents across the estate, people say the strongest relationships and sense of community is to the block where you live and your block neighbours.

One Hardel resident told us that 45 different nationalities live in her block, including people from Jamaica, Ireland, Portugal, England, Nigeria ... she enjoys going to the different celebrations and sharing food from different countries.

### Mutual support

According to some residents, there is a lot of inter-generational support on Cressingham. Many older people have said neighbours kids will help them with their shopping. Younger people told us that their parents send them out to help with shopping or shovel snow in the winter. And this support is also reciprocated; older people look after kids if a parent needs to pop out, or watch out for them playing out front. One woman said the local kids call

# Living on Cressingham

## Homes

Many people are happy with their homes on Cressingham and appreciate the light, spacious design.

On most blocks there are residents who are living in overcrowded conditions. Some would like to move to a home with more bedrooms, others are reluctant to move because they would like to stay on the estate, and are willing to put up with being overcrowded to stay on Cressingham.

The majority of people have had problems with their houses. But many said that the benefits of the estate outweigh any problems.

*“How much nicer can you get, at the end of a long day working, to go and sit out there”*  
Scarlette Manor resident on their garden

One resident expressed that his living standards are holding him back and making him unhappy.

Some people told us that the flats are expensive to heat, that they can be too hot in Summer and cold in winter.

*“If I’m going to give up my great living room, my garden and park over the road, I want something as good.”*  
Longford Walk resident

*“The house is not just a house, it’s a home”*  
Scarlette Manor resident



Image: Longford Walk; Bubbles: What residents liked and didn't like the most about their homes, by number of responses.



Scarlette Manor resident in his living room; a typical back garden; a typical stairwell on Hardel Walk; Longford Walk resident in front of her house.

# Block headlines

Here is the breakdown of the comments residents have made, by block; what they liked about the estate; what they would change about the estate; and if they had any problems with their home.

## ● Hardele Walk

We carried out 29 interviews with 27 households. We asked what they liked about the estate:

- 15 said their neighbours
- 12 said they feel safe
- 11 said being close to the park
- 8 said it is a good estate
- 8 said it was peaceful
- 7 said their house
- 6 said they liked the wider area
- 6 said good transport links
- 5 said good design
- 5 said the greenness
- 1 said the estate is well maintained
- 1 said that local schools are good.

We asked what they would change about the estate:

- 8 said poor maintenance
- 6 said problems with their neighbours
- 6 said the poor design of their homes and the layout of the estate
- 4 said the drains and gutters
- 3 said they want the Rotunda to be used more
- 2 said it feels unsafe
- 2 said the estate needs more lighting
- 1 said problems caused by trees
- 1 said the paths
- 1 said problems with cars, parking and car parks
- 1 said that residents should make more effort to look after the estate
- 1 said that there is no playground for older children
- 1 wants a summer school or activities for young
- 1 wants the Rotunda to be repaired
- 1 wanted to see fewer "trophy dogs" on the estate
- 1 wanted to see something done about drug dealing.

We asked if they had any problems with their home:

- 7 said their home was poorly maintained
- 5 said their houses generally needed upgrading or refurbishing
- 4 said they had leaks
- 4 said poor drainage inside their house
- 3 said they want to move to another house
- 2 said they were unhappy with their house
- 2 said they had damp
- 2 said their house was too small
- 2 said the cost of heating and hot water
- 2 said they had problems with their windows
- 1 said they had major leaks
- 1 said they had cracks in their house
- 1 said that slugs fall in through the roof
- 1 person said their home was too hot in summer, too cold in winter.

## ● Ropers Walk

We had 4 interviews with 4 households. We asked what they liked about the estate:

- 2 said it is a good estate
- 1 said their neighbours
- 1 said good design
- 1 said the greenness
- 1 said their house.

We asked what they would change about the estate:

- 1 said poor maintenance
- 1 said problems with cars, parking and car parks.

No one reported any problems with their home.

## ● Upgrove Manor Way

We carried out 14 interviews with 11 households. We asked what they liked about the estate:

- 5 said their neighbours
- 5 said their house
- 4 said it is a good estate
- 4 said it was peaceful
- 4 said being close to the park
- 3 said they liked the wider area
- 1 said the greenness
- 1 said they feel safe
- 1 said the estate is well maintained

We asked what they would change about the estate:

- 4 said problems with their neighbours
- 4 said the drains and gutters
- 3 said poor maintenance
- 3 said problems with cars, parking and car parks
- 1 said it feels unsafe
- 1 said problems caused by trees
- 1 said the estate needs more lighting
- 1 said the paths.

We asked if they had any problems with their home:

- 7 said their home was poorly maintained
- 4 said they had major leaks
- 3 said their houses generally needed upgrading or refurbishing
- 3 said poor drainage inside their house
- 3 said they needed new bathrooms and kitchens
- 3 said they had problems with vermin
- 2 said they were unhappy with their house, feeling they had too many problems and were tired of trying to get things fixed
- 2 said they had significant cracks in their house
- 2 said the cost of heating and hot water
- 2 said they need a new oven
- 1 said they had serious damp
- 1 said they had leaks
- 1 said their house was too small
- 1 said they want to move to another house.

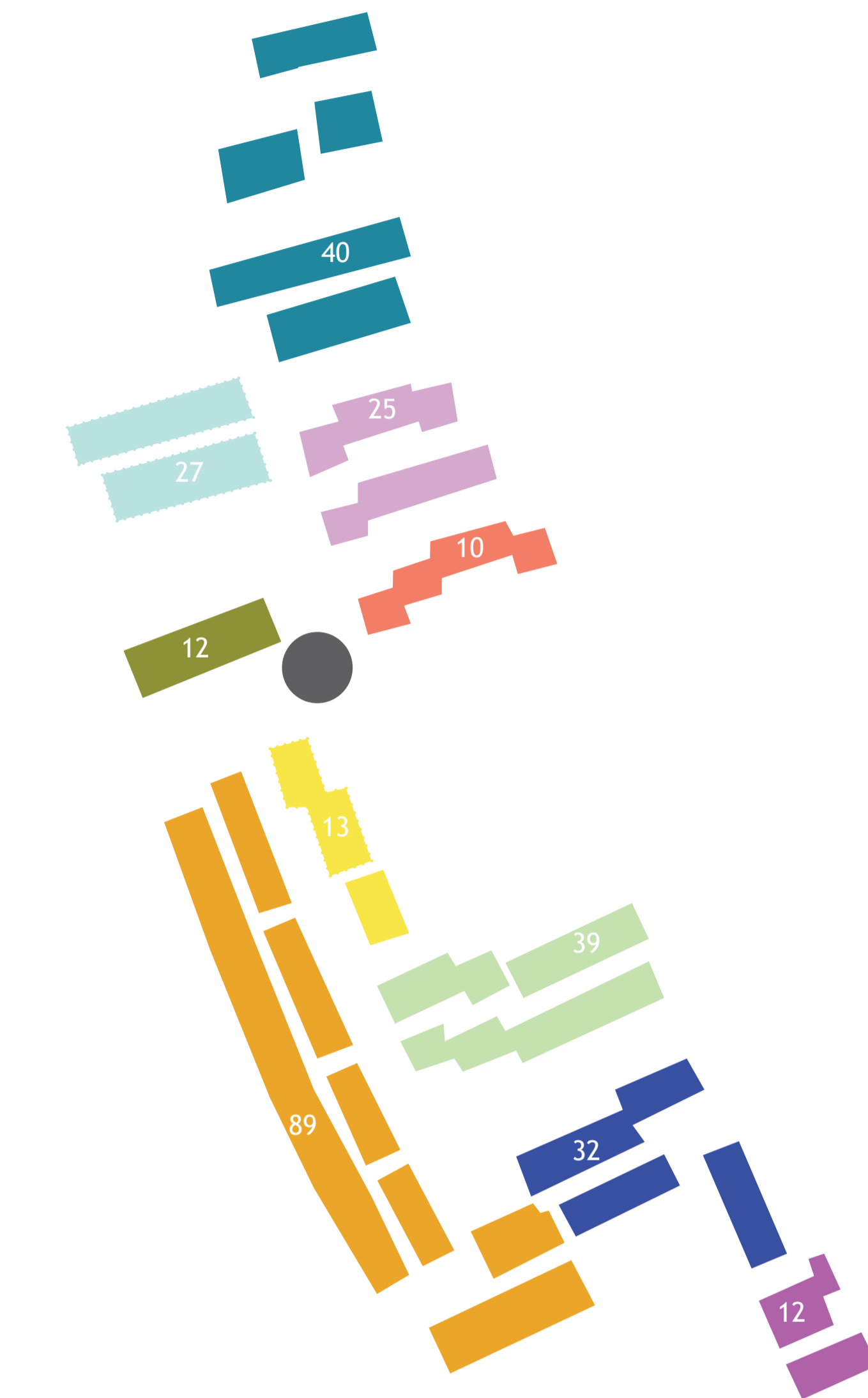


Image: Cressingham's blocks with the number of homes in each.

## ● Longford Walk

We carried out interviews with 9 households. We asked what they liked about the estate:

- 8 said their neighbours
- 5 said they feel safe
- 4 said it was peaceful
- 3 said it is a good estate
- 3 said they liked the wider area
- 3 said being close to the park
- 2 said good design
- 1 said their house
- 1 said the estate is well maintained
- 1 said good transport links.

We asked what they would change about the estate:

- 1 said poor maintenance
- 1 said problems with their neighbours
- 1 said they want the Rotunda to be used more
- 1 said the drains and gutters
- 1 wanted service charges for leaseholders to be lower.

We asked if they had any problems with their home:

- 5 said poor drainage inside their house
- 3 said they had leaks
- 3 said their home was poorly maintained
- 2 said they had problems with vermin
- 1 said their house generally needed upgrading or refurbishing
- 1 said they had damp
- 1 said they had serious damp
- 1 said they had major leaks
- 1 said they had cracks in their house
- 1 said their house was too small
- 1 said the cost of heating and hot water
- 1 said they had problems with their windows
- 1 said they want to move to another house.

## ● Bodley Manor Way

We carried out 14 interviews with 11 households. We asked what they liked about the estate:

- 7 said their neighbours
- 4 said it is a good estate
- 4 said they feel safe
- 2 said being close to the park
- 2 said good design
- 1 said it was peaceful
- 1 said they liked the wider area
- 1 said the greenness
- 1 said their house
- 1 said they liked the parking.

We asked what they would change about the estate:

- 2 said poor maintenance
- 2 said they want the Rotunda to be used more
- 1 said it feels unsafe
- 1 said the paths
- 1 said the drains and gutters.

We asked if they had any problems with their home:

- 4 said their home was poorly maintained
- 3 said they had serious damp
- 2 said they were unhappy with their house
- 2 said they had leaks
- 2 said they had problems with their windows
- 1 said they had cracks in their house
- 1 said the zinc roof is too hot.

## ● Scarlette Manor Walk

We carried out interviews with 7 households. We asked what they liked about the estate:

- 5 said their neighbours
- 5 said they feel safe
- 3 said it is a good estate
- 3 said being close to the park
- 2 said it was peaceful
- 2 said they liked the wider area
- 2 said the greenness
- 1 said their house
- 1 likes the TRA and what they do for the community.

We asked what they would change about the estate:

- 3 said poor maintenance
- 3 said problems caused by trees
- 1 said the paths
- 1 said they want the Rotunda to be used

We asked if they had any problems with their home:

- 4 said they had damp
- 3 said their houses generally needed upgrading or refurbishing
- 2 said their home was poorly maintained
- 2 said the cost of heating and hot water
- 1 said they were unhappy with their house, feeling they had too many problems and were tired of trying to get things fixed
- 1 said they had serious damp
- 1 said they had leaks
- 1 said their house was too small
- 1 said poor drainage inside their house
- 1 said they needed new bathrooms and kitchens.

## ● Hambridge Way

We carried out interviews with 8 households. We asked what they liked about the estate:

- 5 said their neighbours
- 3 said being close to the park
- 3 said the greenness
- 3 said it was peaceful
- 2 said their house
- 2 said they liked the wider area
- 1 said it is a good estate
- 1 said good design of their home and the layout of the estate
- 1 said they feel safe
- 1 said good transport links.

We asked what they would change about the estate:

- 2 said it feels unsafe
- 2 said the drains and gutters
- 1 said the paths
- 1 said problems with their neighbours
- 1 said they want the Rotunda to be used more.

We asked if they had any problems with their home:

- 3 said their home was poorly maintained
- 3 said they want to move to another house
- 2 said they were unhappy with their house
- 2 said they had significant cracks in their house
- 2 said poor drainage inside their house
- 2 said their house was too small
- 2 said they needed new bathrooms and kitchens
- 1 said their houses generally needed upgrading or refurbishing
- 1 said they had damp
- 1 said they had serious damp
- 1 said they had leaks
- 1 said they had cracks in their house
- 1 said they had problems with their windows.

## ● Chandler's Way

We carried 4 interviews with 4 households. We asked what they liked about the estate:

- 2 said they liked the wider area
- 2 said their house
- 2 said being close to the park
- 1 said their neighbours
- 1 said it is a good estate
- 1 said good design of their home and the estate
- 1 said it was peaceful.

We asked what they would change about the estate:

- 1 said the paths
- 1 said problems caused by trees
- 1 wants the council to create a register of vulnerable on the estate.

We asked if they had any problems with their home:

- 1 said poor drainage inside their house
- 1 said the cost of heating and hot water.

## ● Papworth Way

We carried out interviews with 4 households. We asked what they liked about the estate:

- 3 said it is a good estate
- 2 said they liked the wider area
- 2 said being close to the park.

We asked what they would change about the estate:

- 1 said it feels unsafe.

We asked if they had any problems with their home:

- 2 said their home was poorly maintained
- 2 said they needed new bathrooms and kitchens
- 1 said their house generally needed upgrading or refurbishing
- 1 said they had damp
- 1 said they had serious damp
- 1 said they had leaks.

## ● Crosby Walk

We carried out 22 interviews with 20 households. We asked what they liked about the estate:

- 12 said being close to the park
- 8 said they liked the wider area
- 6 said their neighbours
- 6 said it is a good estate
- 6 said they feel safe
- 6 said their house
- 2 said it was peaceful
- 1 said the greenness
- 1 said they liked the Rotunda.

We asked what they would change about the estate:

- 4 said it feels unsafe
- 3 said poor maintenance
- 1 said the estate needs more lighting
- 1 said problems with their neighbours
- 1 said the poor design of their homes and the layout of the estate
- 1 said the drains and gutters
- 1 would change the green bins.

We asked if they had any problems with their home:

- 6 said their home was poorly maintained
- 5 said their house was too small
- 4 said their houses generally needed upgrading or refurbishing
- 4 said they had damp
- 4 said they had leaks
- 3 said they had serious damp
- 3 said poor drainage inside their house
- 3 said they needed new bathrooms and kitchens
- 2 said they had major leaks
- 2 said they had cracks in their house
- 2 said they had significant cracks in their house
- 2 said they were unhappy with their house, feeling they had too many problems and were tired of trying to get things fixed
- 2 said the cost of heating and hot water
- 2 said they want to move to another house
- 2 said they had problems with vermin
- 1 said they had problems with their windows
- 1 said they have a problem with asbestos.

# Cressingham Gardens Estate

## Analysis of Questionnaire Results

As of: 8<sup>th</sup> Sep 2013

There is an active Tenants and Residents Association (TRA), which is annually elected at the Annual General Meeting. The last election took place at the AGM in February 2013 and was attended by 60 residents. During the AGM, Block Reps for each block were also nominated and elected for the very first time. The role of the TRA is to represent the residents on Cressingham Gardens. In relation to the proposed regeneration, this TRA wants to ensure that residents have full transparency and information so they can make an informed decision for themselves and the future of the estate. The TRA questionnaire was also developed for Block Reps to engage with residents and to capture their views and issues across the entire estate.

On top of the demands of the regeneration program, the TRA this year has already achieved the following:

- (i) Opens the Rotunda every Wednesday night for residents to drop in for coffee/tea and to participate in any meetings that may be taking place
- (ii) Organised the first ever Estate Action Day where close to 70 repairs were done in a single day
- (iii) Fighting for repairs & maintenance on an almost daily basis, that has resulted amongst other things, the final removal of 40 trees that were causing damage to our homes, and getting repairs on some homes done that are now dry for the first time in 4 years
- (iv) Organising community initiatives to improve the estate, e.g. volunteers to paint metal

railings, build new planters, painting inside the Rotunda etc  
(v) Organising the Open House weekend, which saw over 20 residents actively volunteering over the weekend and 300 residents & visitors participating

Going forward, the TRA will also be looking at how the Rotunda can be run and organised on a more sustainable basis to allow greater use, as it is currently fully reliant on volunteers helping out in all aspects including opening/closing for every event, cleaning toilets etc. To date this year, the Rotunda has seen a dramatic increase in the number of individual people who have accessed and visited the Rotunda over previous years. The TRA always welcomes new ideas and in particular volunteers who would like to take on responsibility and participate.

# Do residents want to stay with repairs?

Q2. If you had a choice, would you want to stay on the estate with all the repairs done?

	Completed	YES			Maybe			NO			No answer	
		Want to stay	Yes, but planning to move	%	Maybe	Move maybe, depends on property	Don't know	%	Want to leave	Need a bigger place		Don't want to live on building site
Hardel Walk	35	24	1	71%	1	2	9%	1	3	2	17%	1
Longford Walk	14	9		64%			21%				21%	
Upprove Manor Way	1	1		100%			0%				0%	
Hambridge Way	3	3		100%			0%				0%	
Papworth Way	3	3		100%			0%				0%	
Ropers Walk	3	3		100%			0%				0%	
Scarlette Manor Way	8	7		88%			0%				0%	1
Chandlers Way	6	6		100%			0%				0%	
Bodley Manor Way	20	16		80%		1	5%	2			10%	1
Crosby Walk	12	12		100%			0%				0%	
TOTAL	105	84	1	81%	1	1	7%	6	3	2	10%	3

- 81% of residents want to stay with repairs done
- 7% are unsure or don't know whether they want to stay or leave
- 10% of residents want to leave the estate, with the need for a bigger home and not wanting to live on a building site given as primary reasons

# Priority repairs required....

... number of instances listed

	Completed	Roof/Ceiling	Kitchen	Bathroom	Mould/Damp	Windows	Accessibility	Drainage/Plumbing	Boiler	Brickwork/Walls	Electrics	Insulation/Heating	Front Door	Flooring
Hardel Walk	35	6	10	8	10	2	1	4	2	1	1	0	0	0
Longford Walk	14	13	2	4	5	5	3	1	5	1	4	0	0	1
Upprove Manor Way	1	1	0	0	0	0	0	0	0	1	0	0	0	0
Hambridge Way	3	1	2	2	0	1	0	0	0	1	0	0	0	0
Papworth Way	3	2	2	1	1	0	0	0	0	0	0	0	0	0
Ropers Walk	3	0	2	2	1	0	0	0	0	0	0	1	0	0
Scarlette Manor Way	8	1	6	5	2	2	2	3	0	0	2	2	2	0
Chandlers Way	6	0	1	1	2	0	0	0	0	3	0	1	0	0
Bodley Manor Way	20	2	6	6	3	3	2	2	2	0	0	0	1	0
Crosby Walk	12	1	3	4	2	4	0	2	0	1	0	0	1	2
TOTAL	105	27	34	33	26	17	6	11	12	8	5	4	4	3

... % of homes with completed questionnaires

	Roof/Ceiling	Kitchen	Bathroom	Mould/Damp	Windows	Accessibility	Drainage/Plumbing	Boiler	Brickwork/Walls	Electrics	Insulation/Heating	Front Door	Flooring
Hardel Walk	17%	29%	23%	29%	6%	3%	11%	8%	3%	3%	0%	0%	0%
Longford Walk	93%	14%	29%	36%	36%	21%	7%	36%	7%	29%	0%	0%	7%
Upprove Manor Way	-	-	-	-	-	-	-	-	-	-	-	-	-
Hambridge Way	33%	67%	67%	0%	33%	0%	0%	0%	33%	0%	0%	0%	0%
Papworth Way	67%	67%	33%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Ropers Walk	-	-	-	-	-	-	-	-	-	-	-	-	-
Scarlette Manor Way	13%	75%	63%	25%	25%	0%	25%	38%	0%	0%	25%	25%	0%
Chandlers Way	0%	17%	17%	33%	0%	0%	0%	0%	50%	0%	17%	0%	0%
Bodley Manor Way	10%	30%	30%	15%	15%	10%	10%	10%	0%	0%	0%	5%	0%
Crosby Walk	8%	25%	33%	17%	33%	0%	17%	0%	8%	0%	0%	8%	17%
TOTAL	26%	32%	31%	25%	16%	6%	10%	11%	8%	5%	4%	4%	3%

- The top 3 repairs required are (i) Kitchens (ii) Bathrooms and (iii) Roof/ceiling

# Completion Statistics

- Overall, at least 34% of all dwellings have completed the questionnaire 😊

	Total Homes	Completed	%
Hardel Walk	89	35	39%
Longford Walk	27	14	52%
Upprove Manor Way	39	1	3%
Hambridge Way	14	3	21%
Papworth Way	12	3	25%
Ropers Walk	12	3	25%
Scarlette Manor Way	25	8	32%
Chandlers Way	10	6	60%
Bodley Manor Way	39	20	51%
Crosby Walk	45	12	27%
TOTAL	312	105	34%

	Tenant	%	Leaseholder	%	Freeholder	%	No status given	%
Hardel Walk	21	60%	12	34%	0	0%	1	3%
Longford Walk	10	71%	4	29%	0	0%	0	0%
Upprove Manor Way	0	0%	0	0%	1	100%	0	0%
Hambridge Way	2	67%	0	0%	1	33%	0	0%
Papworth Way	3	100%	0	0%	0	0%	0	0%
Ropers Walk	2	67%	0	0%	1	33%	0	0%
Scarlette Manor Way	8	100%	0	0%	0	0%	0	0%
Chandlers Way	5	83%	0	0%	1	17%	0	0%
Bodley Manor Way	16	80%	1	5%	2	10%	0	0%
Crosby Walk	10	83%	1	8%	1	8%	0	0%
TOTAL	77	73%	18	17%	8	8%	1	1%

# Aware of regeneration?

- Overall, very high awareness of proposed changes

Q1. Have you heard about the proposed changes to the estate?

	Completed	Yes	Briefly	Sort Of	%	No	%
Hardel Walk	35	31	1	0	91%	3	9%
Longford Walk	14	13	0	0	93%	1	7%
Upprove Manor Way	1	1	0	0	100%	0	0%
Hambridge Way	3	3	0	0	100%	0	0%
Papworth Way	3	3	0	0	100%	0	0%
Ropers Walk	3	3	0	0	100%	0	0%
Scarlette Manor Way	8	8	0	0	100%	0	0%
Chandlers Way	6	6	0	0	100%	0	0%
Bodley Manor Way	20	18	0	0	90%	2	10%
Crosby Walk	12	10	0	1	92%	1	8%
TOTAL	105	96	1	1	93%	7	7%

# Residents' comments

Q7. Do you have any other comments/questions regarding Lambeth's proposals to regenerate the estate?

- \* I believe that repairs can solve the issues on the estate with very skilled workmen and excellent quality materials.
- \* Want more parking spaces and more control over who parks on the estate parking
- \* -Not enough information. -Dont know,not clear. -Bidding at the moment,dont know what will happen.
- \* Council arrogant & rude about it
- \* Happy for TRA to fight proposal to demolish estate
- \* We oppose the plans to demolish the estate and want Lambeth to find the necessary funds to make the repairs and carry out the suggestions from the previous surveys
- \* Doesn't believe the Council will listen to his views
- \* Whatever happens we want a decision quickly. Not knowing is the worst part
- \* Would be in favour of the 'bricked up' properties being demolished and a new development on that plot, BUT keep the rest of the estate standing.
- \* Ensure that repair figures are realistic and accurate. Repair the estate instead of demolishing and destroying a community.
- \* No comments really, but would like to know when all this is going to be done?
- \* I think whatever decision they make needs to be the right one and that they should take into consideration all views of each tenant. I've been here before so I'm not expecting much
- \* 1.Insurance - Why havent they claimed? 2. 180million-a)said at an earlier meeting,the figure was to regenerate the entire estate b)Robbie Mc Bruce surveyor said (months ago) the figures were end value but they haven't done numbers of property. 3.Hhas spoken to survey comp &they were very forthcoming with information. Survey on Hardel Walk (not sure which block-midway)has a crack. They said the problems are repairable
- \* General upkeep is not good for the service charges we pay. Is happy happy to help make the estate look better, i.e. the railings are in need of repainting. Hope something good happens, its a fantastic estate, very quiet, near the park, safe, good for families. It would be lovely to have more plants around to brighten up the estate. The first stairs (near no. 1) are not very well lit.

- \* 1.Will Cressingham be included in the £480m Decent Homes Programme? 2.Cannot see the point of demolishing the whole estate
- \* Would like to know wether Chukka Umana is interested in helping us to stay on the estate as it is
- \* Would like to be kept informed
- \* Definitely does not want to move out. Not in favour of rebuilds.
- \* I am most concerned about the demolition of the entire estate, I agreed that there ..... However I consider that many of the property on the estate just need to be decently and correctly repaired where needed.
- \* More transparency
- \* He's settled, doesn't want to move. Asked for help chasing repairs
- \* Want to stay on the estate with repairs done / Asked for help chasing up constant leaks & damp !
- \* Support not knocking the block down
- \* I have a nearly five year old child and expecting another baby and I'm in an overcrowded situation, but would like to move within the estate as I've lived here almost five years
- \* There are so many empty properties they can do. why move people from a community and neighbour and destroy it, when we all lived here for over 30th year. We won't get good neighbours again.
- \* Can the council force out from the estate if I refuse their plan?
- \* I want necessary repairs &renovation done to preserve the estateas it is, &safeguard its future in the long term.
- \* Wish for repairs, not to demolish estate
- \* Yes, when can I enquire about the proposals?
- \* Been on the estate for close to two years, would like to stay longer and the location is great.
- \* Do not want it to happen. Love the sense of community and I have very helpful neighbours
- \* There have always been things wrong since 1978 - these were not built, they throw them up. Drainage has been done 40 or so times.
- \* Regenerating the estate is good as long as all the tenants stay
- \* I think if the repairs had been carried out over the years, with reliable contractors this would not be happening.

# Residents' comments cont...

- \* Never had problems. I have lived here since 1983 and I do not want to move
- \* what will happen to us? Will I get a house where I am? If I decide to decorate and don't want to go, what will happen?
- \* Don't push me off the property ladder back into horrible private rental property. This is the best quality home in my 8 years of living in London
- \* Will I be given a 4-bed house with view over park? I have this at the moment. Will they use the valuation of my estate agent? I am 74 years old. My husband died six weeks ago and my cat was killed by dogs on New Years' Day. I loved them both so much, I beg you not to take my home. It's all I have left. I saved all my life and retired when I was 72 to be secure in my old age. To have my home taken, I fear would be unbearable. Can anyone give me comfort and assurance and make me feel safe? I just read the regen letter. Nothing is offered to the leaseholders and freeholders - why not? It seems we are to get a very poor deal or none at all. Why promise 'to make it into one of the greenest estates in London' when it already is? Freeholders are not mentioned.
- \* Many questions and concerns. For example, if they build a new estate, will we be on the park side like we are now? What will happen to all the green and trees? What kind of houses will be get? For how many years will be able to live on a worksite? Will we be moved somewhere else?
- \* Lambeth is being lazy. They should start doing the repair jobs needed and stop talking rubbish
- \* The council have put (de?)humidifier in the kitchen to minimised the damp but it's no good. Difficult and expensive to keep warm. It must be fix
- \* Will regeneration not cause problems for occupants in terms of alternative accommodation? After the regeneration we hope the rent will not sky rocket - not forgetting the present cut in benefits, people are already
- \* Don't want them to rip down the place
- \* I oppose the regeneration and would like to see lambeth council put back what they owe in regards to the lack of maintenance that helped the estate in disrepair
- \*Council not keeping me updated about options
- \* Think it is wrong that the council want to privatise the estate just to make money. We should have somewhere decent to live without having to move.
- \* Want to be in new build
- \* I am against the proposed regeneration. Residents here only want repairs
- \* Dealing with solicitor regarding the matter
- \* Only just moved in. Don't want to keep moving
- \* It's a good estate with all the green spaces. Lived here for years with no trouble.
- \* Wouldn't call it regeneration. looks like the council making money for themselves.