

We have already detailed some actions that we would like to do to achieve this aim on page 6. What else can we do to support you?

Central Hill

- To listen to what we say with open ears, not to just be ticking boxes and going through the motions
- I have heard these statements from Lambeth thousand times before and all hot air and waste of money and resources.
- All embodied in points above
- Listening to residents
- Let Central Hill make use of Community hall and spaces for residents
- None at the moment.
- I feel that the consultation process on actions taken on the estate is not working correctly. There was a consultation on the bollards, and I have yet to meet a neighbour who favours it. There was a consultation on the basketball court changes, the results of which will lead to making the space unusable for many residents, and my objection was left unheard as I was not informed of the consultation. Not all the information is provided to residents often. This has led to a feeling of distrust and has reduced confidence in Lambeth.
- Be transparent with every step of the process.
- It's a good idea
- Provide housing options information for non secure tenants.
- Help moving back to the estate
- Lambeth have not kept promises.
- Keep to the action and really support. Not just words.
- It's a welcome development.
- It's a welcome development.
- I would like to see it happen.
- It's finally happening!
- They never tell the truth. They are a gang of liars We constantly get booklets and asking for feedback but nothing has never gone forward.
- Issues with housing not being dealt with. Sending the correct people might help
- Making someone or immediate residents more of a go to person, employing resident from there community on the Estate.
- To be honest, I'm a little bit apprehensive about what Lambeth is claiming to do since this negotiation regarding Central Hill has been going on for over 10 years, this consultation will need scrutiny for results that actually serves the local community, so the only thing I would request is that you fulfil what you say you are going to do.
- Lambeth Council should do everything in this statement but don't
- All embodied in points above
- It's alright
- Maintenance of the estate needs to improve.
- Very important that residents are involved, the estate has gone down hill and need to get regeneration right.
- Treat us like humans that have a life and families.
- Keep all residents informed every step, too many times Lambeth have back tracked or broken their promises!

- Regularly letter drop stakeholders so all are informed. Consider the impact on local leaseholders and freeholders and keep them informed of developments.
- Be great, but I don't trust you
- Listening to ideas very important
- Would like repair not regen.
- Temp tenants, no information for AST people. How to become a secure tenant.
- Renew kitchens and bathrooms which was promised years ago
- One To One interviews either at our homes or the resource centre detailing from a blank sheet.
- Better communication
- More support in plain English less jargon.
- More timelines numbers
- Support with Sorting out issues on the estate like dumping rubbish and fly tipping.
- I would like more information.
- Tenant has mould and damp and no officers have been around
- Actually listen to the people living on Central Hill because we are the ones who know what exactly the problems are. And when you agree to do something, actually do it.
- You've done it twice already

Crossingham

- Refurbish the estate.
- I think the estate needs to be renewed, but I would like to be moved as I am over crowded and dealing with rising damp, and mould. From the floor, skirting and furniture. I have windows open, heating on, and devices that collect water, mould spray, etc. Can be a health risk.
- Here we go again with new people more promising us and Nothing gets done. The Crossingham Garden Estate is a complete mess caused by Lambeth council and their cowboy builders contractor they are aware of what they have been doing for years bringing the Estate to disrepair and we the Leaseholders and Freeholder have to pay for their mistakes I am so deeply disappointed as we have No one to help or support us Councillor MP never help support the residents. So there Nothing you can do please stop telling us lies you can't do anything more to our homes we want good repairs and no more waste leaking for years all the repairs we have paid for makes no sense as the repair were never done?
- So what happened to our money over all these years
- Can't get through on the phone. Want more dog bins.
- Don't believe anything will happen.
- This should be more specific and measurable. You mentioned in conversation that you will be in Longford walk, but you need to say when.
- Within what timescale will you respond? Will you ensure that you are able to hear resident's views by ensuring any email addresses and hyperlinks are correct before going to press.
- Sounds like bunkum. Support the people's plan.
- You've been asking questions for 10 years.
- Council didn't turn up to our meetings or agree to our architect who actually lived on the estate.
- We are ready to start work, but council are obstructing us
- Was heavily involved.
- Feel abandoned. Lack of maintenance
- It's a hot mess.
- Repair the estate to make it liveable for all as we have been asking for the last 10 years.

- Not really
- Practical it has not been done. No support
- Needs to be more direct door knocking. Want to be secured.
- Not really, as proposals are met.
- Does not sound promising.
- We have been fighting last 10 _15 years.
- Good idea.
- Good to have that info.
- I want to know what's going on.
- You never have done anything in past.
- That would be great if that was true.
- If it is going to get things done.
- Not happy with Lambeth at the moment.
- I would like the option not to build down our estate.
- I have lived here for 30 years.
- Repair not demolish.
- I would like to see the Regeneration Team monitor the delivery of the regeneration programme and ensure that the planned benefits are shared in a way that people who are recognised as having a different first language and vulnerable are also able to receive the updates. I would also like to see the measures that will be used to track successful delivery at each stage and for this to be shared.
- I would also like to see a plan that describes the vision for how the area will be managed in the future, the key issues and priorities.
- Part of the issue is that cyclical works have been missed for many years causing the site to now be knocked down at our disadvantage and residents displaced. This isn't a job where you hop from one to the next. It's people's homes where relationships with neighbours have been built and trust that can take years to build with everyone now getting scattered to different locations. Repairs weren't taken seriously, simple things like letters haven't been sent to reinforce standards amongst residents, youths gathering in the corners have been skipped because the council does not work closely with the safer neighbourhood team or have any partnership working agreements in place and estate inspections have been skipped. There is no point building a nice shiny new property if the core root of the issues will remain. I want it to be made clear how we will be supported with this currently and moving forward.
- I would also like to see how the residents can be involved in improving the local area as there a lot of people on the estate that care and have a voice but no channel.
- I would like to see useful information about working alongside the council to get things done. All we ever get is words and letters through the post. No action.
- There are quick wins even as we speak that would restore our faith such as the tree in the communal garden that wilts all over people's cars being cut back, bay lines being repainted, smashed bollards being replaced, graffiti around the estate being removed, metal gates being repainted, damaged lamp posts with exposed wires being fixed, blocked drains that cause us to hop over every time it rains being fixed, roofs that have been damaged since the storm in February being prioritised and the contractors being given strict turnaround times so the residents can live in comfort and stop receiving parking fines due to having to park outside and accommodate all of the spaces taken up by the contractors. These are all small jobs that cost little but would last years and would show that Lambeth cares. We have done countless walkabouts with new staff to identify these things, all without fruition. The whole thing has now become a mockery and tickbox exercise which is why we are tired and say action is now needed and no more words.

- Address the mistake you have made
- Apologies to us the residents for not doing your job. We have been paying our leaseholders Freeholder bills and look at the repair lambeth did not do Or did do but extremely badly to the point that there repair caused leaves broken walkways roof to fall off sewage pouring down for years, and we told you all over 20 years.
- Old people don't have the time to fill out these stuff so my neighbour are filled up what's going to happen to this estate regeneration or what I am going to get some property leaseholders Freeholder advice for a professional body as to why had we been paying for Windows that are rubbish doors roof when I don't have one
- I've had it to hear with surveys. Nothing Ever happens and i've been a leaseholder for 20 years
- Lambeth is not interested in residents' opinions.
- We keep hearing different information. We keep hearing different things over 20 years.
- I would love to have a two bedroom house
- Regeneration has not been communicated regular enough. We don't know what's going on.
- Past history has shown the council cannot be trusted. I don't know what the council wants to do
- You need to start being honest which is exactly what the council have not been in this whole process. Transparent with all plans and keeping residents informed. Support for residents to manage the stress that the regeneration has caused over the last 11 years.
- Be quick, been already waiting for years !
- The truth from officers and professionalism and answer emails
- I don't trust Lambeth council.
- I am fed up with New teams coming in and Not doing a walk around the Estate. Those action will never take place. Lambeth council has let us the residents leaseholders Freeholder down for over 20 years. The repairs done by horrendous contractors has left the Estate in a terrible situation that has caused the roofs to fall off Caused damp and black spots in our homes poorest quality window door walk ways stairs sewage pouring down for 4 years now. Roads walk ways leaking into people's homes. The list is endless the communication has completely broken down.

Fenwick

- Knock on doors and talk to us. Don't just turn up send messages so we know when you are coming.
- There are mice everywhere.
- No repairs are not being done
- They don't do this. We are tired of this.
- Good to make people participate.
- I'm glad if you are going to do what you say what you are going.
- If you leave this up to people they won't do it.
- I don't know about this stuff.
- Good to know what is going on.
- You don't keep promises.
- To provide clear timeline of the regeneration project.
- They have not been honest and the information has been changing and it keeps changing all the time
- Nice to be involved
- Because I've been through process before and you lied.
- Children's playground

- We all need more local offer and better provision for individual needs.
- We need to be listened to more, residents who have lived here 30/40 years plus
- Make the buy back process easier
- Be fair
- stop all the projects and let us live our life normally, if not then be fair to all
- Nothing has happened in past
- Was involved in the original procurement process and felt that residents were ignored
- The information and promises is being delivered by the council the same council that has fail the residents for 10 years of regeneration and many or disrepair before that. We are the residents that have live with the failed promises, failed support and an estate that has purposely been left to rot. We have continuously been told to trust the new and improved systems, management, schemes and failed every time and every year. Lambeth have never been honest nor had the resident best interests at heart. There is constant talk of what they are going to do yet 10 years of failed doing, even when they have started a project is never completed.
- Asking me to engage with present consultations while I spend a lot of wasted time fighting for past/present issues still not address is unacceptable.
- To support me and other residents would mean immediate action on the issues raised constantly at the meetings, immediate estate repairs, incomplete repairs, maintenance, aesthetics, furniture dumping and follow up of these issues being completed and to an acceptable standard. The estate looks and feels dilapidated and the lack of urgency to this situation is appalling, and this has been deliberating ignored.
- Regular updating
- I have had issues about trust from the council
- Better transparency with council
- Listening to residents
- All good
- The council do not listen
- Better understanding of council processes
- Not enough communication from Lambeth
- Tenant has kitchen and bathroom done
- I am happy where I am
- T A (temporary accommodation) would like more information on regeneration
- not been told of any meetings and would like more support
- This rating scale is a bit silly and is basically gaslighting. Of course we want to be listened to.
- I've read the new framework, and its mostly good, please now just act on it.
- Recognise that not all members of the community/residents on the estate can be categorised as either Lease Holders or Tenants. There are other tenures of occupation that are never considered in any consultation which leads to there being the feeling of unfairness and exclusion. Anyone who lives on the estate deserves a voice. Everyone who lives on the estate is part of the community, yet not everybody is represented when plans are drawn up or independent advisors appointed.
- Given the history of the regeneration programme taking so long and dropping out of sight so often, it will be very hard to build trust unless current repairs and maintenance on the estate are attended to properly and promptly. We keep waiting and meanwhile our daily conditions keep deteriorating. We've had a lot of pretty promises since 2014 but little action. Show us its different this time.

Knights Walk

- I am elderly and living alone. I need to ensure my home is warm and secure.
- Previously we had numerous engagement meeting and almost none of the actions ever happened. It felt a total waste of our time quite frankly. This went on for years. I could give numerous examples.
- Communicate better with residents
- Listen to residents
- Nothing I am happy
- Council have been more vigilant
- Not enough presence on the estate
- Would like more info

South Lambeth

- I want to know what it will be for those like who haven't receive any letter for their moving like me.
- Residents would prefer to be contacted by phone
- Advise whose responsibility it is to deliver the training. Ensure the training is provided in time for residents to make use of their knowledge i.e before the detailed planning or CEMP is produced. Outline how will you access the views and include the mitigation needs of people with disabilities?
- Detail the authority the ITLA has. There seems some confusion over who has authority to agree Reasonable Adjustments /mitigations. Will the ITLA be better informed this time by, for example being included in your Estate Working Group meetings? "
- Haven't needed to ask yet
- Happy that we're present as we are. The Tuesday sessions are helpful
- Actually talk to people and reduce technocratic bureaucracy.
- Give council flat to support me and my family
- Lambeth council have been incapable of being honest and open. Please make the wrongs right first before you carry on with the regeneration.
- If you actually do what you say your going to do.
- Strongly don't agree to demolish the estate
- Lambeth make too promise you do not keep
- I think it's important to know and be informed about our needs
- You should create aims based on the previous complaints we have been sending you for the past years. Engagement means nothing if you are incapable of acting appropriately.
- It is clear to residents that some people working for Lambeth are intentionally acting against Tenants, Leaseholders and the major works happening in south Lambeth estate.
- I had to leave a meeting last year where a council worker was extremely rude and unconsidered to residents. Even more rude to the TRA chair.
- There is no way forward if Lambeth council keeps this kind of employee working to destroy our community.
- You have promised it all before. You cannot delete the past as the we have to pay for your mistakes. Financial and emotional costs needs to be paid back before you try to move forward.
- Consult
- Advice and information regarding support for family. English not a first language, at risk of losing your home and I have 3 depends
- Safe area for residents
- Face to face on the doorstep

- This is just you never engage with the residents until I see this actually happen is just fake

Westbury

- Effectively listening and responding. The Estate is going through massive renovation and very little care is being given to the preexisting buildings and towers.
- Keeping residents updated frequently with what is going on for Westbury Estate.
- Being totally honest and open is a good start. Let us know if our ideas are feasible, if you have idea bring it to the table so that we can all work on it and we are all happy with the outcome. It is important that we are one team and not a sub division. I think It's important that the we all feel we are one group and It's not a group of them and us.
- Happy with the support already
- Regular updates with specific on dates
- The date of the move was short notice and the building had no internet. I was working from home at the time.
- Do these proposed things now, as we have mentioned about not being able to open windows in our flat for awhile, but no response yet, not even what we should do to rectify this.
- I don't think you can do very much. The Lambeth Council promises too much and do very little.
- Don't know what's going on with the regeneration.
- Don't know who energy provider is
- Repairs don't get done. Lifts broken over Xmas for weeks
- Repairs are bad
- It's been reasonable
- Don't feel support as the shower cubicle hasn't been put in. Don't sort repairs
- Not supported no communication
- Don't hear nothing and there is a lack of communication.
- Don't hear much from there. Has a problem with repairs. Lifts always broken.
- Keep me informed.
- Difficulty with repair of window, taped up in Jan and nothing else. Lacks communication. Repairs service is poor. The window didn't stay closed in the wind and felt very upset.
- Poor communication, poor repairs no response to calls
- Don't feel like I'm treated properly feels like not included
- When people write to you and say neighbours are making noise, You ignore them I would like to know why? Neighbour cannot always here the noise if floors are Being drilled days and night
- Needs more information.
- No newsletter has been sent lately
- Fed up with it all. If people want to talk to me, they need to visit me. They need to focus more on the elderly. No one has responded regarding the transfer list.
- Respond quicker to repairs to build a relationship.
- I have had very little contact with the council in the last 10 years. Very unhappy about the housing conditions
- Listen
- Has had no communication from the council.
- We need to know what is going on, the council are not in touch enough and we are not being updated.
- List and apply eg. communal front doors are not secure. They do not require a fob for entry and neither do the secure lifts. Therefore I am not safe.

- The council has not listened regarding asbo in the blocks.
- Didn't happen in the past. Doubt it will happen in the future.
- Big space bedroom, Big space separate living room, Big space separate Kitchen, Storage spaces, Separate toilet, Separate bathroom, Balcony and Gardens.
- Benefits repairs etc

We have already detailed some actions that we would like to do to achieve this aim on page 7. What else can we do to amplify your voice?

Central Hill

- If you are saying this, then why are the temporary housed people on our estate still not given permanent residency, so they can put down roots for their children and it would be less stressful for them than not knowing how long they are therefore and when they are next to be moved
- Again, I will support this if it happens, however currently I have a housebound neighbour who has not had her cooker removed for over a year after the council installed a new one, and is not gaining the disability support she needs.
- I don't feel I have been involved in the past.
- Lambeth to Provide information on empty homes and your intentions on them.
- How do to you want to prevent intruders from coming into empty homes to disrupt peace?
- I'm fine with the above actions.
- This is very important
- This will not be possible until we can be sure that Lambeth will be honest.
- There is no point in having services if people cannot physically get there or go online.
- Make sure that any offers are seen through to the end.
- Come up with a campaign that will encourage children to show respect and use inclusive language in the community.
- Instruct children to use respectful language and strictly forbid any form of bullying that may sabotage the efforts of Lambeth Community Engagement Project. With that, a better future is assured.
- No point knocking at the door and wanting feedback and nothing happens.
- I feel good about sharing my experiences.
- The platforms all make good statements but never ever do you listen to the residents, and nothing ever done by any minority groups or residents
- There are meetings here on Mondays which I cannot attend. Prefer to have choice of meeting times and days.
- Just listen
- The REG meets once a month regularly, and tonight requested the support of Lambeth to use the hub for residence to get together within a local community hall in order for their voices to be amplified which you have voiced to support in this consultation, it will be interesting if Lambeth supports this request?
- I agree if Lambeth listen and listen well
- I don't feel that I have been involved in the past.
- Want to have individual control of property.
- People who live on the estate, their voices need to be listened to loudest.
- Has been through it all before and hasn't energy to go through it again.
- Want contact with people in touch with residents (not middle class white men)
- Actually take action based on our voice. Don't just listen and never do anything about it.
- Engage people without online access, with other forms of communication.
- I wish to be kept informed.

- We need a 365 days of the year 24/7 hours a day contact person. A to go to Person preferably someone who lives on the Estate someone we can Trust in our Community.
- Not sure
- I have heard this before. Nothing changes
- Listen to the elderly
- Get me more information
- Would of thought the council would have done more
- Only issue the council have done is to change windows. Tenant has 8 people in property which is huge concern. He needs to be moved.

Cressingham

- Refurbish the estate.
- I think the estate needs to be renewed, but I would like to be moved as I am over crowded and dealing with rising damp, and mould. From the floor, skirting and furniture. I have windows open, heating on, and devices that collect water, mould spray, etc. Can be a health risk.
- Nonsense again
- As above, things need to be more specific. I think most of us have already heard similar. As an example, a resident told the previous panel the best typeface and ink and paper colours to use to make material accessible to people with poor vision. This advice had obviously been ignored when we saw the next leaflet
- I fill in forms but never hear back not even a thankyou
- Too much going on
- They won't listen
- We have our own groups. Council doesn't listen to us
- Live next door to void property which has mice
- Feels not being heard
- They're running the estate down
- Keep everyone updated. I am ready to leave my home of 8 years as I have had enough of being stuck with this planned demolition but I cannot easily sell and move on with my life until decisions by the residents association and council have been made.
- Don't just listen to what we say but actually give us what we request. There are still a lot of us who have lived here for a very long time have a strong community and need to keep it that way.
- Good
- This estate has so much problem
- I would like to know the amount consultation would need to know so that residents will get to air their views
- None
- Getting people is good idea
- Nice for to start to listen to us
- Bring out the best outcome.
- Being more accessible, different methods communications
- Good to be informed
- Resident not aware
- I don't trust it
- It would be easier to communicate.
- This could be more specific
- Don't like how Lambeth council operate.
- So long as it does not lead to pulling down my estate

- Just as many pulse surveys as there are door knocking exercises, as a lot of people on the estate work and can complete the surveys in their own time. Overall scores with specific targeted questions and scores will help to periodically assess how happy residents are with the progress being made
- That's good
- The council don't bother attending these events.
- A full and proper estate wide survey.
- It's hard to give any viewpoint when we are comparing Lambeth to repairs. Cleaning and gardening.
- To ensure the work is conducted with checks in place that the work has been done with warranty in place.
- Every few years we have someone come along with new staff members more leaflets more emails but we have never had a letter from lambeth council to apologise for the years of mistakes in there contractor they gave the repair jobs to looking around Cressingham Garden Estate repairs over 20 years is horrendous. Why now what happened before till now. I feel so upset. Mice running around the Estate no one address that. Leaking sewage pouring down for years still to this day. The garage broken into and a fire that caused us terrible shock. The list goes on. Why are you wanting to patch up these bad repairs. How much is this going to cost us leaseholders Freeholder rents going up. So much to say

Fenwick

- As this situation has been dragging on for 12 years now, many leaseholders have left. As such, we now have a great number of 'temporary' residents that have been living on the estate for a number of years. They are part of the community and should be made to feel so. They could have fears that speaking up about issues on the estate might prejudice their right to be here.
- I hope the flat will be nicer.
- There isn't much of a community on Fenwick Place, it would be beneficial to all, leaseholders and tenants if we have a strong community structure in place. So when the work has finished and you have all packed up and left, there's still strong community structure, a sense of we all belong, we are together watching out for one and other and that Fenwick belongs to all of us. That we have to work together to keep Fenwick, a place that we are really proud, a place to raise a family and a place you love to be living in. The new Fenwick estate, if we all work together can be the envy of Clapham and so much more.
- I agree with this. Nice to have someone to talk to and get things sorted
- I am disappointed with Lambeth. We are suffering we are paying the price. You should check your contractors.
- I think our voices are very important
- Very because we will be informed
- All encompassing the right way to go
- I feel that some more extra help.
- Again we need to know what is going on.
- We haven't seen no improvement
- Communications are important
- In some meetings the important do not attend, hence questions not answered
- If residents can't get out to meetings because of disabilities Lambeth Should come to us.
- There are many needs not met on personal level in case of location and being able to finally have a stable life.
- We have meetings but some times actions are slow.
- be fair

- be fair to the one you ask so much from
- Have meetings where you listen to people
- What's the point. Lbl never listens
- Fenwick has many resident from diverse back grounds. We have resident that do not speak English, do not understand how a council should work to support them, do not understand their rights in the housing sector, are not aware of the responsibilities of Lambeth. Even those of us that understand a great deal more are unable to get the council to follow through with their targets and responsibilities. Many residents fear the council and feel if they question or demand repairs or maintenance of their properties and the estate they may lose their housing. Or simply don't understand their rights.
- They don't understand who is supposed to help them and these residents don't go to meetings or read the notice boards. the situation can be far too complex for them.
- Many residents feel they have no understanding of the policy's and clauses set out by the council so feel stupid questioning anything especially if they want to challenge something and even those who have understood have been dismissed, over ridden so are made to feel powerless.
- Many residents don't access email, internet so miss out information.
- No sense that as a leaseholder that this side is listened to.
- Better communication with residents
- I raise concerns about my house and nothing is done
- Council are liars and not doing their job. I'm a leaseholder and nothing works
- I'm happy with the work the council
- Actions are very slow they do prioritise
- No issues with the council
- Listen to residents
- Happy
- Would like better communication in different languages
- Better communication on estate
- More person to person contact
- Again you are asking us to agree to what we asked for! Come on guys. Again we've read the new framework, and it's mostly good, please now just act on it.

Knights Walk

- Let it not be one framework but on action
- Regular newsletters updating residents
- Happy
- council needs to be more transparent
- You haven't done this already

South Lambeth

- A lessons learned exercise (as promised in the Kerlake report) would demonstrate where things went well and where things could be improved before next phase..
- A collaborative effort to engage residents with disabilities, including those with learning disabilities, mental health issues, sensory impairments, autism, physical disabilities. Especially those who services describe as 'hard to reach.'
- Haven't needed
- Have already had useful info about the regen from lbl housing team
- Actually talk to people and reduce technocratic bureaucracy
- All good
- Anonymous voices should be heard. This consultation did not give clear opening for anonymous residents to come forward with their opinions. Lambeth has been clearly targeting people who speak out.

- They don't listen anyway.
- I agree if you keep your word.
- There are mice infestation.
- You make far too that you don't
- I think we should be given time to voice our opinions
- I don't want to be on a building site and there is not a place for me to go to
- I would like to amplify the need for Lambeth council to fix the problems that are pending. This effort to engage with residents are not going to wipe out the current issues. Like: Finish the concierge refurbishment to high standards without changing residents for it; finish and fix current issues with Block A; deal with antisocial behaviour around the estate; remind residents of the consequences of littering and vandalism; pay residents back for the bills sent in error as Lambeth council is charging residents for items that should not be charged to us.
- The problem is not engagement. The problem is the lack of appropriate action or inappropriate answers to resident's complaints.
- Lambeth has shown to be malicious towards tenants and leaseholders. Lambeth council has to fix this problem.
- After year of failure to engage and act upon our complaints, we were frustrated and angry. But when you found a chance to quiet our Chair of the TRA you acted very promptly. Very malicious.
- You need to train your staff to do their job and not find excuses not to do it.
- The phone numbers Lambeth have on their letters need to be updated.
- Ensure you take into account views of neighbours who aren't on the Estate but are impacted by the proposed changes
- Not sure what these aims mean. They seem very vague. Word soup.
- Help with how to sort out my housing and repairs issue and your entitlements
- I feel that the residents' meetings tend to be dominated by individuals with loud voices and strong often misinformed views which are not representative of the wider community
- Nothing is happening
- You never reply to any concerns that residents have and maybe work on improving Repairs and getting Lambeth out the bottom of one worse Councils which is very much a true statement

Westbury

- Face to face communication is best.
- Community meetings, direct conversations
- More Community meetings, more direct conversations. More better repair services
- Transparency on % of council flats
- I called the housing relating to a leak and did not receive a response from the council which I am not happy about.
- I am overcrowded I have three children but nothing is happening
- Great heating but there is antisocial behaviour stealing parcels
- Wasn't given the money due to be reimbursed due to staying at an hotel when the lifts was broken.
- Would like the meetings to start up again
- Repairs do not get fixed on time.
- Don't feel that I'm heard.
- Don't feel like we get told anything since 7 Fovant is shut
- Don't know much about the regen
- Didn't listen to us about phase one. People living there want to move back here. Residents miss having access to other floors and are frustrated that there has

been a vacant commercial space for 2 years. Also they no longer have a rubbish chute

- Can, t think of anything
- Feels deflated and unheard as a home owner
- More support needed
- Not sure

We have already detailed some actions that we would like to do to achieve this aim on page 7. What else can we do to empower you?

Central Hill

- Refurbishment should be an option and demolition should be a last result, it's unsettling and causes many health problems when we don't know what is happening, and the estate left to fall to pieces with rodent and rubbish, flytipping getting out of hand.
- Also leaseholders should be informed as to what they are paying insurance on their service charges for, and what they can claim against.
- We also need access to a free community space, for meeting and functions.
- I will support the aim if it goes past the current tickbox system of "including" residents in workshops when their voices make absolutely not difference to what is happening with their homes
- totally untrue from my experience and residence of lambeth and the estate.
- Do nock it down.
- Let demolitions be the last option and make that clear
- Communication.
- I have found that although I agree with this aim when I have been involved in the planning, I have found that the final decision made by Lambeth was influenced in no way by the opinion of the residents involved.
- I agree with is premise
- There is no point in having services if people cannot physically get there or go online.
- NB
- Vital to collaborate.
- Giving decision making to residents sounds good but they may change their minds.
- Sounds good but need to be delivered. Need to sort out repairs.
- Good move!
- You can as well assigned responsibility to any interested residents.
- Our opinions count
- A load of cobbers!!
- As. long as you involve other cultures
- Again the platforms are well intention. But again the people are not listened to by Lambeth. They just follow there own plan
- We have been looking at plans for a long time .
- If it all goes ahead and everyone listens to residents, that will be good
- Listen to hardworking rent paying no funds eligible immigrants that put in blood and tears into the community with absolute zero support.
- All we ask is a little more support with the housing problems elwe experience with landlords as we are not well knowledgeable about our rights
- We also ask for support toward supporting our kids as we always have to work to survive and it's very challenging raising children in these situations.
- God bless you
- We as residents want access to the Lunham road day centre Monday to Saturday, not just resident engagement but for a Community as a whole. To be used for

things like Football, Boxing, Martial Arts, Bingo Night Quiz Night, etc. We get the younger generation in we { MEET THE PARENTS }

- Communicate more with residents and keep them updated.
- As above
- Have small children and to busy

Cressingham

- Refurbish the estate.
- I hope these are not just rush words with no action
- just get the work done. These subsections are nonsense
- Please assist me with my current living space, so many things need fixing, I would like to move property I have epilepsy and too many stairs to get to my flat. I would prefer a ground floor
- In previous consultation residents described the type of windows that would maximise light and fresh air, but would not pose a risk of a child falling from the window. What has happened to this information?
- No point getting involved. My contribution won't be noted
- I love this estate
- Too much going on. Have burnout from meetings
- Bad experience with regen when they lived at myatts field (now oval quarter) bad quality
- Has been involved in past but more commitments now
- Look to the viable requests that we put forward and work with those
- I hope this will be open and be open and transparent
- Where are going resources?
- I would regret it if I didn't
- This should have been done ages ago.
- Just as long as it happens
- Good because you are involving the community
- Same as above
- I hope so
- I don't trust
- None.
- You are never straight with us around here.
- I want everyone to be engaged.
- Support the TMO
- The support to deliver change is the most important part. The question you need to ask is, would this area be good enough for my most loved relative every time you visit and if not, why not. That needs to be Lambeth's slogan and drive the decisions made. A lot of the issues are cosmetic in nature and others require money, but Lambeth only carries out work towards the end of the financial year to spend the money in the pot. Planned works are not considered. Interim estate improvements are not considered. Everything with your service is reactive, so sites like ours are left out, with us being told anytime we raise significant repairs that the site is being knocked down anyway or the request made will be considered in the next financial year. That should not be the case as we continue to pay our rent towards these services.
- What's the point of having a framework of thin air. You have a framework for moving forward. I want someone from Lambeth to tell me that regeneration is happening or it isn't. I feel like I've been stabbed in the heart and want to get on with my life. My son went to Dulwich college and was a chorister at Westminster. I don't want to move as I'll be mortgage free in a couple of years.
- I don't believe Lambeth are interested in our opinions.

- Receive regular updates
- That's good.
- There is nothing happening.
- I like it a lot
- To ensure regulated maintenance is in place

Fenwick

- Residents will not be interested in engaging in this process (again) without Lambeth rebuilding some trust by taking the actions detailed in my answer to question 1 (Support).
- This good opportunity to talk with you.
- They are useless. They do not do there job.
- There has to be some kind of trust with residents
- Residents deserve to have a better say in what is happening on this estate
- This a good way for you to be accountable to us
- We have been here in four years here in temporary accommodation. You need to empower all regardless if they are in temporary accommodation
- I don't see this as happening.
- Go to be engaged
- Good to have someone to listen to us.
- None
- I'm am a landlord and will get a raw
- I need to see improvements before I can give an improved opinion
- Giving residents decision making sounds good but they may change their minds.
- Please bring back the local offer to provide locals with a voice and address many issues that rehousing.
- Keep updated
- Wider needs of community included in plans _ amenities.
- Listen more.
- More info the better more workshops
- Give residents more than 2% say in procurement
- Empowering the residents would need to involve all residences options not just the ones the council would like to choose.
- When the residents can't get the council to fulfil its present responsibilities there is little trust they will offer all our options and even listen, accept and not just override at the last minute due to them having an agender.
- Want to have the right information shared with leaseholders.
- Positive talking no jargon and no lies
- Would love to stay on the estate and engage with Councillors
- I'm a private tenant and my landlord hasn't responded
- Listen
- Need to communicate via letter
- Noise on the ball court
- Speak with residents of other languages
- Talk
- Would like to attend more meetings in the future
- No comment
- more affordable housing
- Again, this feels like a card understanding game for toddlers
- Yes please we want a voice and to have control!
- The compulsory purchase of my property has been hanging over my head for around 8 years now. Despite having been working on this scheme you still can't

give me the phasing of your project and when you will force me to sell. * years is an unreasonable amount of time to have to wait.

- As someone who has continuously been able/willing to engage with the process, I would really welcome effective involvement of more residents as it needs to be as wide a consultation as possible. It has begun to feel quite lonely and tiring being one of the few, but I can see why lots of people have lost trust. It will not rebuild quickly or easily as it rarely is once lost so you will have to work very hard and be consistent. You represent the council to the people living here, even if you are not the same individuals that let us down in the past. You are going to have to shoulder that one and prove with patience why it is different this time.

Knights Walk

- How are you going to that?
- Our flat is in desperate need of refurb. We can't cook or use sink
- Transparency from the council. A true process of listening, not ticking boxes. If Lambeth are transparent then we are more likely to trust the process, and engaged properly.
- Council said this before
- As above
- I would like to be involved in future projects.
- Council never listens.
- more consistent information dissemination by post or email

South Lambeth

- Actually talk to people and reduce technocratic bureaucracy
- All good
- How can you empower residents by sending our long term concierge staff away? I felt more secure by knowing the concierge knew our community, they were approachable, they knew where the building issues were etc.
- How can you empower residents if you never answer our requests and don't take care of the buildings. If you don't care just give the full control to the residents association.
- Will this happen though?
- You should keep your word, you don't do a lot for residents. More needs to be done to or disabled residents
- Again I think we should be listened at long last.
- I am concerned you may run out of money before you start work
- You can say that you will empower residents. However, we have already been speaking and giving all the feedback needed. The problem is council to empower good employees who are willing to do a good job for the taxes and services charge we pay.
- This engagement survey is clearly a way to wipe out the past. South Lambeth estate is our home and it is unforgettable to see Lambeth council's incompetence to deal with simple things. Like: creating an adequate billing system to charge service charge, with clear evidence of the jobs done.
- Highly unlikely that Lambeth council will apply this theory of giving power to residents. When Lambeth council incapable to protect Tenants and Leaseholders from incompetent contractors or taking an appropriate building insurance suitable for Wimborne House in case of Homes for Lambeth contractors break the water pipes. Lambeth council is now bringing Asset Delivery Partners to manage its projects, which shows Lambeth council cannot deal with empowering itself. It is very easy to empower people. Act upon their complaints appropriately. If your staff cannot work properly change the staff.
- n/a

- Ensure you take into account views of neighbours who aren't on the Estate but are impacted by the proposed changes
- Many estates are not managed by Lambeth so as much you can influence, it's management company to charge us
- Just need to understand and be heard
- Applied for a job nothing happened
- You do empower us as you do not listen to any of residents
- As an aim is towards the right direction, however, the problem starts when suggestions or claims are made that new policies and decisions or changes to existing ones are the results of ""Empowering"" residents without being able to substantiate such suggestions or claims, other than abstract references. Therefore, in order to really and genuinely empower us, you need to be able to substantiate that you empowered us by demonstrating it.

Westbury

- This looks good in theory. I would need concrete examples as to how this will take place.
- CCTV will empower me as a resident due to asbo going on in the bike shed.
- Residents feel being heard and add Wendy has been very supportive
- Building Luxury flats isn't empowering
- This has been said over and over aging and never happens. Or it only for a very short timeframe.
- The decision to put a shop in the ground floor. This should of been shared with residents.
- I have received some information about change.
- I don't feel my opinions on board
- We need an active, vital tenants and residents group on Westbury Estate to represent the concerns of the permanent residents and tenants.
- Need more CCTV and or security on the estate, as there have been incidents even involving guns and knives.
- First language is Spanish
- Tower blocks need updating
- Need to be treated equally
- Taking the council to court
- Would like to be involved when I can
- Don't get told nothing. No one to have a say to except Howard
- Would like to be more involved
- Please listen these time. Will be glad to see blue tower demolished but want new flats to be for Westbury residents and to have gas not just electric
- Doesn't feel heard, fire door is broken on landing
- There's never no changes just words and no better
- Only been here a month
- More help for elderly and unwell residents
- Not sure of the planning. Don't want to lose the day light. Liked Newman Francis sending newsletters and leaflets.
- More communication and engagement
- The council don't take our issues seriously. Nobody calls back when I report issues
- How to provide opportunities for the residents and collaborative approach
- Keep your word.
- Will only attend meetings if they are being held in number , 7 Fovant
- Having a direct contact number/email to the landlord
- How to provide opportunities for the residents and a collaborative approach

<ul style="list-style-type: none"> • Seeing is believing. • To provide opportunities for the residents and a Collaborative approach.
Are you interested in any other training sessions?
Central Hill
<ul style="list-style-type: none"> • All the above seem to be about getting involved with demolition and not refurbishment. • Be given the opportunity to share their voice and preference for the future of their own homes • how to action rather than just talk and leaflets • I cannot get involved because of my mobility problems. I would like to but it is too difficult. • How to provide a reasonable plan which supports both arguments for either refurbishment or demolition that local people can be settled with the discussed and reasoned through before the above takes place? • Maybe interested in Residents Panel • Will play it by ear at the time • You are already causing concern as it's a lot to take in. Consider appointing somebody already qualified who works as an advisor to the people. Someone who can speak up for stakeholders. • Creating Jobs and Learning New Skills • Not sure • How to understand the construction process (x26) • How to understand the masterplanning process (x8)
Crossingham
<ul style="list-style-type: none"> • How to be moved • Council officers need help to ensure that information shared with the public is clear and correct • How to get involved with the design, construction and delivery programme - to push this ahead • You are not interested in this. • How to understand the masterplanning process (x15) • How to get involved with a youth panel
Fenwick
<ul style="list-style-type: none"> • If I can join on my iPad I would be interested in joining the residents panel. • I would like computer training to join in everything is online now and I don't want to depend on other people to help me get involved. I can't get out much so this is important to me. • Already done all this • One to one Engagement to every household on this estate, unbiased in enough time so residence can participate. Not just in the day time when people are at work. • communicate via letter • Nothing (x5) • All of these, but most importantly for people that haven't been to meetings. Don't overwhelm, just advertise they can get involved, and repeat many times. • How to create an effective TRA. Its currently defunct and of concern. • How to understand the masterplanning process (x3) • How to get involved with a youth panel
Knight's Walk
<ul style="list-style-type: none"> • Yes - to update new technology to communicate with council • Residents would like residents monthly meeting to start back again. • How to get involved with a youth panel

- Updates as to what is actually happening
- How to understand the masterplanning process
- How to understand the masterplanning process
- Too many broken promises, will not be involved
- How to understand the masterplanning process
- Not interested in any

South Lambeth

- How to understand the masterplanning process
- Understanding of Detailed Planning Applications and how to make observations. Understanding of Reasonable Adjustments and what 'Mitigation' means.
- not interested in joining resident panel
- Understanding of Detailed planning applications and how to make observations, Understanding of Reasonable Adjustments and what 'Mitigation' means
- How to understand the masterplanning process
- How to understand the masterplanning process
- How to calculate service charges for Lambeth council staff.
- Would prefer letters and newsletters.
- How to act appropriately upon residents complaints. For Lambeth council employees.
- How to understand the masterplanning process
- I am a carer so unable to commit at the moment
- Have just moved to new property so am happy
- How to safeguard accountability and transparency on the decision-making.

Westbury

- How to get involved with a youth panel
- It's all a waste of time + empty gestures! Build social housing not ££££!
- We want tenants meetings to start again.
- ict for older people
- How to get involved with a youth panel
- How to get involved with a youth panel
- Only in person
- How to understand the master planning process
- How to get involved with a residents panel, How to get involved with a youth panel, How to participate in co-design workshops.
- How to get involved with a youth panel
- How to get involved with a youth panel
- How to understand the master planning process
- No thank you
- How to get involved with a youth panel
- How to get involved with a residents. How to participate in co-design workshops. How to understand the master planning process
- How to understand the master planning process, How to participate in a co-design workshops, and How to get involved with a residents.

[In addition to the engagement methods and times above] Would any other methods be convenient?

Central Hill

- Phone
- in person and by phone, I can't get out to meetings so need someone to come around or phone me. In person would be better
- Face to face is best. I don't go out on my own.
- Personal visits.

<ul style="list-style-type: none"> • no computer or smart phone, just landline. • text/whatsapp • meetings and events, whatsapp / texts • Phone messages • Day Centre meet ups
Cressingham
<ul style="list-style-type: none"> • You do not care about residents. • Would like to be updated via newsletter.
Fenwick
<ul style="list-style-type: none"> • By phone • Prefer letter and telephone • Doorstep • Nothing • Zoom meeting / video conferencing
Knight's Walk
<ul style="list-style-type: none"> • Residents would prefer face to face and door knocking • door-to-door knocking and letter and posters. • Don't mind face to face • I could attend virtual/online meetings at most times, but appreciate that this might not be possible given elderly residents.
South Lambeth
<ul style="list-style-type: none"> • Would prefer if Lambeth ceased unannounced door knocking, especially in the mornings. •
Westbury
<ul style="list-style-type: none"> • Afternoons • Afternoons • At any time I am available • Phone call • During the week mornings. • By email, By email, and By post
Do you have any other comments about the draft Estate Renewal Resident Engagement Framework?
Central Hill
<ul style="list-style-type: none"> • I don't like demolition • Open up the options for renewal estates and listen carefully to their residents • please Lambeth stop wasting my money and get on with the job. Lambeth needs totally overhaul and get rid of dead wood and leeches. get a new team which achieve results rather than just talk about it. • Yes renew it do not KNOCK IT DOWN • Things haven't been great so far. Would like to see the place safe and revived again. • I have mould everywhere. Leaks downstairs. Has not been fixed properly Lambeth did mould wash but its come back again please can this be fixed. • None. • Evenings good because I work • None • Most of the residents have already told the council that we want Central Hill to be refurbished. I want to stay in my home. • In the past Homes for Lambeth and Lambeth Council have not helped people with disabilities. I cannot go to meetings because of mobility problems. I used to be

visited by staff from Homes for Lambeth but they stopped coming. Recently I have had visits from staff from Lambeth Council who say they will come back but they did not. It is not only me on the estate who cannot get to the meetings. I do not have access to the internet.

- Lambeth should bring back services we used to have, such as a caretaker on the estate. This would help people with disabilities to do tasks at home e.g. changing lightbulbs. There used to be a club on the estate for residents and now we do not have anywhere to go.
- Lambeth has asked me to move home without letting me see the properties. They have tried to push me moving to a sheltered home.
- Lambeth needs to be straight with tenants. We need to know what the plans are. There would be a lot of upheaval if we had to move.
- It has been inconsistent in the past. Started with plans with Homes for Lambeth and now it is back to the beginning again.
- I already find the building works at Roman Road very hard, the noise is very disruptive and the dust is bad for my asthma.
- Be sure to share the results of the consultation.
- None
- Work commitments will not permit me to be apart of this.
- I would be available then.
- The repairs. We had a toilet blockage. It damaged the floors and carpets. It takes months for repairs. It took a radiator 1 and half years. At the moment the bedroom floor is wet. We have complained. Someone visited and informed us they need permission. The carpet is smelling. We had to stay in a hotel 2019. The waterskiing is current. We have hired a machine to clean the carpet. Toilet has been blocked for weeks. This happens yearly.
- Just get a move on and make a decision as we want a decision we have an infestation of rats and mice in the house.
- The quality of communal repairs is not good. I had leaking into my home. Whenever I call I am always kept on hold. Stairs were repaired in the communal area and nails were
- What solution is available for current tenants in Central Hill who have been given Section 21 by a Landlord who have been requested to sell the house back to the Council?
- I just hope it will be fair and followed through not just from the perspective of the authority but with the residents and leaseholders perspective with an informative ballot and prior knowledge of process for all to see
- a coffee morning in a nearby house would be good, or phone yoga. I enjoyed this. Also providing basic services to residents must be got right. My kitchen ceiling was repaired by patching plaster and then just painting over the patches. I have a broken glass balcony and a broken toilet handle, I can't fix it myself. Weeds are growing on the outside pathways. I see empty homes being done up. In comparison my home just gets patched up. Also my next door neighbour doesn't live there, just comes to collect post. Yesterday I saw cleaners out on the estate. The cleaning is being done, now hopefully the hedges will be kept trimmed back
- I have mould everywhere. Leaks downstairs. Has not been fixed properly Lambeth did mould wash but it's come back again. Please can this be fixed.
- No
- Things haven't been great so far. Would like to see the place safe and revived again.
- Need to get more people involved and engaged
- Living room/patio ceiling/toilet have black mould, particles falling from the bedroom ceiling _ please can these be fixed.

- Its been a long process been here 35 years. Maintenance issues are major.
- No
- No further comments
- Glad that redevelopment is not the only option. on the table, do not want changes.
- No regular availability so hard to commit to Very positive but availability to attend and get involved depends on work.
- No
- I would like to see it and be informed of developments. The last we heard was that development had started. Then via news channels it had been halted.
- We are happy in this spot and feel that this block is in fairly good repair except for mice. Wash basin 70 years old! Need new kitchen and bathroom.
- Good to get the local people's voices not jus to experts.
- "Online events meetings, other times, more notice
- Works and goes to college and teaches . Already come to meetings.
- Everything been great, lot of communication
- "We know this is all a process, We really hope that this is the Final one.
- Its now time to Deliver."
- The issue with leaseholders needs to be explained better
- Not going well and the community is very disillusioned
- Issue with pigeon mess which she has complained about nothing done.

Crossingham

- Refurbish the estate.
- Loads of rubbish none stop talking. Don't matter what we say , you people do what you want
- NResidents give up their time for free to get involved in engagement. They need to see results.
- I pay £2000 service charge for nothing
- Need plenty of notice for meetings
- Spoke to kerslake . Found cllr adilypour dismissive of residents and fawning over kerslake. Why is ropers walk not fully included? Unfair that private residents are excluded . We were forced to have a local cllr to chair the rep who was pro regen and bullying
- Architecture needs to be protected
- Wants council to be transparent about realistic options
- My kids have asthma
- . We are managing damp problem with a dehumidifier
- We have asbesto
- They conducted asbestos survey but didn't share results
- I think it is very weak, I think because the housing secretary got involved
- Sort. Yourselves out too much mouth, more action
- They have been talking about generation for a long time, when or how
- Message better received
- About time residents were today.
- Lots people stay at home.
- Leaking through window is a concern by
- This is much quicker.
- Lambeth not at communication, coming back with info
- Please do what they do. Told the council four weeks for flooding. Still no work completed
- As much time as possible.
- I would like the design process to start in the default part

- My place has not been looked after
- Training for Lambeth staff not residents
- Important to engage with long term residents.
- We are all sick of the lack of action. Also repairs take too long.
- Problems with repairs.
- Drains are blocked with guttering.
- No communication.
- E estate is abandoned.
- Lambeth need to improve repairs
- Happy at current location and would kindly request for repairs to be addressed within the roof.
- If the estate is knocked down I have heard the flats will be knocked down and offered to the private sector.
- You're asking for residents to work with you on plans for the estate that they most likely will not be able to continue living on if plans for demolition go ahead.
- If you truly want to work & be honest with residents then we need some reassurance that the residents will be properly balloted and all renewal schemes will be revisited and not just demolition which will force the majority of residents out.
- None
- Poor insulation and gaps in exterior walls
- Old building that has not been maintained.
- The walkway above my bedroom isn't sealed correctly and so damp permeates into my bedroom
- The whole process to sort out the mould, surveyor here three weeks ago informed the resident it will take three weeks, now been three weeks no action action taking, I have cleaned the home and it it comes
- Leaks in the living room. Radiators are leaking . Pipes under the toilet are leaking
- Damage to roofs during high winds last year
- Neglect by the council

Fenwick

- All of the aims are laudable, uncontroversial and difficult to find issue with in themselves. The problem is, that after all of the time that has passed and the numerous failed plans and false starts to regeneration on Fenwick, there is no trust that this will actually happen this time around.
- Meanwhile the estate has been left to rot. It needs some serious maintenance, repair and decoration to bring it up to a respectable standard. See my response to Q1 (support).
- Email is quicker
- It's easier for me to reply
- Lambeth is my home. I love my home. I just want Lambeth to look after their residents and not their contractors.
- I work shifts
- None
- Good at the end of the to participate
- Because I am working
- None.
- If I owned this property I would have more of a vested interest.
- Because my schedule is unpredictable, prefer email which I could read in my own time
- It's easy to access

- We do not know where we stand as we are in temporary acclimation. We need a stable accommodation I have lived in Lambeth for more than 10 years. I returned back from temporary accommodation.
- Lived in the borough.
- Good to air our views
- No time.
- There are works already started and yet I have not received a timeline. When am I going to be informed of this? And the master plan?
- Because I am busy with work commitments
- Kids are at school.
- I want to know what is going to happen with the electrics, bathroom and kitchen that hasn't been done. Also cleaning isn't being done on the estate. I live on Willington Rd. I'm one of the longest residents here and seen a lot of changes.
- Cooperation, support through local offer for transfer/ rebuilding and regeneration.
- There should be timelines regarding the process as this has been ongoing for years without any progress meanwhile the estate is falling apart.
- i don't agree with regeneration
- Engagement needs to improve as do services.
- Flat upstairs flooded.
- Repairs needs to improve
- Need to build trust. Lots of people moved.
- They need to get it right this time
- Have lived here for 39 years and have heard it all before
- One of the issues that residents are not willing to engage is due to past mistrust. At the moment there is a lot of talk and little action, residents complaints and issues are not being address competently or quickly enough. If they want residents on board they need to deal with past and present issues effectively.
- Timelines. How long. How to plan for the future.
- Community day.
- Communication
- Response times from council especially at weekends
- The youth panel is really important and facilities for young people
- No comment
- Importance of estate maintenance and upkeep! Who is looking after this estate!
- So many continuous needs, door entry systems, broken glass, missing lights.
- In light of rent increases.
- Fix the basics to and build trust.
- Repeated reports made.
- Promises need to be delivered.
- This is looking better, really looking forward to some positive listening and action this time.
- Also I think that discussion about an interim compensation considering the setback in the process from before
- These are all very nice sentiments but almost every council says the same thing and few achieve it effectively
- Pipes embedded in concrete so council deem it unviable to fix
- Double glazing
- Poor windows
- deterioration of window frames
- New windows will help

- This should be for the residents still living in Knights Walk
- Have been having problems with leaking repairs and reported to the council, but no response. All the repairs have not been done. I would like to see improvement and be contacted by the manager of the repair
- I want to complain about the repairs. I have sent and forwarded complaints via the housing office but the repair to the tap in the bathroom was not prepared properly and the leak is still continuing. Very concerned about damp.
- We were informed our filters would be renewed. No operative has shown up to renew the filters, which are well over due. We would like a response regarding this issue.
- Happy with Lambeth and to engage.
- Residents would like to comment on repairs and safety. The door to the garden lock has broken and been reported months ago and still nothing done. Resident concerned about safety and security.
- refurbish existing properties on knights Walk
- How could anyone disagree with these aims?
- Well it all sounds very worthy but we feel we have been betrayed before so it will take a lot to get any trust back.
- "I don't have any comments about the engagement framework. I am more interested in being told what is happening about our estate.
- When are we going to know what is happening about Phase 2? The estate is falling into disrepair and looks utterly abandoned.
- We have been kept in the dark. Our property is the most adversely affected property on Knights Walk.
- Furthermore, there a huge number of other issues, such as the total lack of maintenance of the new garden. We were also promised access to the bins area when Phase 1 was planned one of a number of promises that were never kept.
- Please include everyone from the whole of Cotton Gardens Estate in all consultations. The redevelopment of Knight's Walk has a wider impact on the rest of Cotton Gardens Estate. We all need to be included.

South Lambeth

- Actually talk to people and reduce technocratic bureaucracy
- I feel uncomfortable to give my personal details as I do not believe Lambeth council has good intentions towards residents as it has been proven. Now Lambeth council is just trying to delete the past without dÃ³i the wrong right.
- Face to face. Email not adequate.
- You are doing a good job
- I work so it would be a bit difficult.
- This is dependent on commitments.
- This does not exist
- Just fix our problems without destroying our community
- Damp within property. Needs to be looked at.
- Please fix all the problems related to phase 1, before moving to phase 2.
- Finish the concierge refurbishment, give us clear evidence that the water and electricity meter from block A is separate from Wimborne house. Give us evidence that Wimborne House tenants and leaseholders have not been charged for the construction of the block A or the concierge refurbishment.
- No, would like to be updated via newsletters and letters.
- Listen to different peoples needs. Not all the same. Not all in the same position. Different ways to have say
- Squatters a big issue in blocks which are nearly empty.

- Ensure you take into account views of neighbours who aren't on the Estate but are impacted by the proposed changes
- Resident to be contacted after 5pm
- Prefer door knocking and drop ins.
- Written communications such as emails

Westbury

- The draft seems quite different from its initial propose that had been approved. I would like to see a rationale behind the changes and how the building of these new sites can bring the preexisting buildings to a proper living standard with decent common areas, and not such a discrepant aesthetic.
- I have no other comments at the moment, but Im sure I will later .
- Its a new development but its being let down by no cctv in the blocks. Lambeth council have suspended my parking permit
- Great to see improvements and they are being implemented.
- All sounds all about implementation.
- We want to live in better homes, Where the repairs are being carried out, where there are updates about the regeneration and masterplanning
- We need support with people who have mental health issues. This needs to be encouraged.
- Honestly is a waste of time. Let messenger pass on this info as your gonna be building luxury flats anyway.
- Is this just for the election period, or on going. As all the above is offered but never comes to light.
- It's a pity so much damage to the estate environment has already been done, with upheaval of some tenants from properties that may not be destroyed after all. Tenants in the towers have also suffered from the dust and dirt caused by the erection of the already deteriorating new building.
- Being on the westbury tenancy Association since 2015. One is losing Hope now Refurbishment is back on the table
- Need more CCTV and or security on the estate, as there have been incidents even involving guns and knives.
- Balcony door does not lock.
- Feel happy and safe
- Lifts and security are bad
- Are the blue buildings getting knocked down
- Cheap materials used when built, window locks broken, back door lovk. Broken. The play area need to be maintained for the children and have no dog signs
- Would like more information on the regeneration. Resident us overcrowded
- Only emails about big meetings please
- This sounds good however it will only work if it's well implemented
- lived here 40 years regen is making the estate worse, rubbish left outside fire hazard
- Condensation. Damp has got worse
- Residents is going though personal issue give space
- What will happen with disabled residents
- New ways to advise the people that cannot attend meetings. Need to consider the dust thats setting on windows
- The council need to involve the TA residents.
- Damp and mould issues. Not quick in fixing issues.
- Issues with dogs in the block
- Quite baffled really. Maybe things will clear up as things get underway.
- Make sure that residents in TA have a say in what happens to the estate

- Would like to know when she is gonna be moved , currently in temporary accommodation.
- It will be good because we will know what support and help we will be given by the council .
- Resident is currently in temporary accommodation.
- Residents feels the new homes are not good enough and not up to standard .
- Balcony door not locking. Reported numerous times. Problem with bike shed being used by drug users.
- I am happy about the new way you have started communications with us. After the new house is finished building, the council needs to give the residents letters to know the new house first before they bring people from outside to the new house.
- Miss old property not happy with the noise from the main road on the balcony . Since moving into the new property there has been hardly no communication with the council. Walk in shower not draining properly.
- Balcony door is not locking in the property and causing a draft in the property . Resident has recently been diagnosed with Parkinson disease.
- Not happy with the asbo in the block such as smoking and spitting would like cameras fitted in the block and lifts Basement door is broken and people are coming in and smoking in the block.
- Who is the person in charge. Find out their experience. Would like to know the building company involved.
- Would like more support with decanting between properties.
- No is really happy that the council is finding better ways to engage with residents.
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