

Benhill Estate - Residents Feedback

We held 3 block drop in sessions to understand the initial views and expectations of the residents of Benhill Estate. We asked residents to share their views by adding post-it note to our display boards. Transcripts from the post-it boards are below:

Engagement event: 13th September 2017 - Blocks session 1 of 3 (Stancliffe and Denewood)

What residents told us they like about living on Benhill?

- Like the set out of the estate
- Layout of the flats is great - the no 1 factor which is positive about living here
- Fantastic community
- Good green spaces
- I like the trees and wild-flowers
- Good local schools
- No internal stairways
- Feel it still a community
- Like the close community
- Big lunch Christmas carols
- Cars can't get onto back areas because of layout
- Feel safe

What residents told us they dislike about living on Benhill?

- Anti-social behaviour
- Don't feel safe in communal areas at night
- Multi use games area (MUGA) can be noisy, used inappropriately at night
- Can get noisy in the carparks
- Bicycles nearly knock you over
- Not all flats have balconies so nowhere for fresh air
- Don't like having private landlord flats near me - doesn't feel community friendly
- Would like to have some garden for my son. I would downsize from my flat to get some garden
- Need more hedging and trees along Benhill Ave to act as a buffer
- Thin walls
- Quality of windows not great
- What is current asbestos management procedure for leasehold flats?
- Denewood fire door programme has gone quiet (leaseholder)
- Low quality components in contracts
- New decent homes bath is too small to get in and out of
- Poor insulation and no solar panels on the estate
- Water pressure not great
- Not enough water pressure for shower (my toilet has hot water running through it)
- Water pressure is low.

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Engagement event: 1st November 2017- Block session 2 of 3 (Chesterton, Clevedon, Glenrose, Hazlewood, Homedale, Newlyn, Woodville, 87 Benhill Avenue)

What residents told us they like about living on Benhill?

- Active community: Good Benhill RA; nice people as neighbours; large rooms; good sized property
- Big room sizes; ideal location; community feeling and teamwork
- Parking now better; local transport; grounds maintenance; size of flats
- I like it here (nice and quiet)
- Active BRA committee
- Balcony; big rooms; storage rooms
- Spacious room sizes (will new lounge be shorter?)
- Nice sized flats; good rooms; lovely balcony
- Good to be close to shops and work
- This is my home since I was 13; been here for 33 years; I love it here
- I really like and appreciate the green spaces
- Good size of rooms; transport is great; elderly neighbours are lovely; permanently based residents take pride
- Good, tight knit community; nice neighbourhood; close to town centre
- Nice environment; good condition; it will be an economic challenge to re-provide the units
- Close to Sutton and shops; quiet.

What residents told us they dislike about living on Benhill?

- Public walkways cause disruption to neighbours`
- Service charge for grass which is not used
- Low standard of dog ownership causing antisocial behaviour
- Not much interaction between racial groups
- Fly tipping; sound proofing and noise between flats
- Some anti-social activities
- Hard to get mortgage on these properties
- Increased parking of big vans in communal areas where displaced from under the garages; noticing a change in the community
- Patrols needed for anti-social behaviour
- Very expensive major works which are far cheaper if done by leaseholders to the same standard
- Appalling sound proofing
- The estate is past its sell by date - not viable to rectify
- Cooking and cannabis smells come up through communal vents
- Plumbing next door floods us
- Poor maintenance; 2012 refurbishment has not been maintained; weeds crack the concrete
- Have had enough of this estate; overcrowded private lets next door; very noisy; terrible neighbours
- Fly-tipping; lighting; repairs; rubbish on ramp by chute
- Ramps up to flats are used as a toilet by waiting taxi drivers
- Fly tipping next to bins and fires
- Tenants need to be made responsible for their children and visitors
- Lighting issues need to be resolved sooner
- Increasingly high leaseholder major works charges
- Graffiti needs to be removed quicker
- Leaking roof is expensive for leaseholders
- Concerned about sale prices since the regeneration was announced; some new residents in sub-let flats (from leaseholders) don't take pride in their environment.

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Engagement event: 14th November 2017 - Block session 3 of 3 (Chesterton, Clevedon, Glenrose, Hazlewood, Homedale, Newlyn, Woodville, 87 Benhill Avenue)

What residents told us they like about living on Benhill?

- Sense of community
- My garden
- Garages on site
- It is quiet where I live
- Layout of blocks is excellent
- Plenty of open spaces encourages residents to sit outside rather than be couped up
- Great sized flats / Like space in rooms
- Location good for public transport, shops, very useful especially for the elderly and young families
- Residents' Association organises events and are very proactive
- All properties have balconies or gardens
- Parking is effective and plenty of it
- Good space in the flats; green space for children playing; shops close by
- Plenty of community space/ grounds
- Good community spirit; Association which promotes issues to SHP
- Plenty of community space/ grounds / Great green spaces for children to play on and feel safe
- Great sense of community; residents do care and look out for each other / Good community spirit
- Diverse but happy community; I feel safe here.

What residents told us they dislike about living on Benhill?

- Fencing is not replaced
- Trees at front - not trimmed despite repeated requests Trees need pruning by Clevedon House
- Painting of ramps/ walkways was not finished
- Not sending my children outside anymore /I don't let my daughter walk through the estate any time
- Need better insulation, more quality improvements to new build
- I know someone who chooses to work nights so she is not alone in the flat at night (Fear of Crime)
- I have witnessed a drug related violent assault by 5 men on one man in his flat
- The recent stabbing incident has really worried me
- My property is very cold, *ineffective* central heating
- Can't invite my friends round because of youths congregating
- Bicycles ride on walkways
- Estate troubles have got worse over the last 3-4 years / Estate is 'no go' area
- People smoking cannabis on walkways
- Gas pipe attached to outside of building, am afraid youths will tamper with it
- Lighting could be improved, repair of lighting / Lighting not adequate on walkways (fittings not present on walkway connecting areas)
- Occasional anti-social behaviour and congregating
- Parking spaces: anti-social behaviour (teenagers making noise at night)
- Thin walls
- Expensive to heat; not good for people with disabilities
- Service duct is draughty and noisy
- Asbestos in original floor tiles
- Draughty property internal stairs are very cold / not good layout for families and small children
- Estate feels intimidating, especially after dark; too many hidey holes
- I don't leave my flat after dark
- Parking; dog fouling / Dog poo on walkways
- Blue signs need to be taken away; makes Benhill look like social housing
- I feel worried about external gas supply pipes, particularly after Grenfell
- I have a mobility issue ; 3 sets of stairs

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What residents told us they expected from the Council

- A decision as soon as possible. Timescales
- For the council not to put up a high rise
- Be more direct in language about the future of the estate
- Patrols needed to stamp out ASB sooner rather than later
- Better signs on the estate - not the standard blue ones which are outdated and scream out 'council estate'
- Get a move on and get regenerating, stop dragging your heels
- Would like a mix of tenure on the new estate for a safer environment
- Would like a garden for my children
- Would like a garden for my kids to play safely (with a high fence)
- If it is regenerated, single people should not be left to the last to be moved
- More assistance for single people in moving (I have been in regeneration before)
- As a tenant moving to a Housing Association property, can I take my LBS Right to Buy discount with me?
- I want the council to remain as the freeholder and not give it to a Housing Association
- A decision from council saying yes or no so at least people can prepare and adapt to the situation
- Design out crime
- Planting on the deck / walkways *to make the place more homely*
- Will leaseholders be given a new home for free, like the rental sector?
- Rent stays the same; we get to choose not to; want like for like property
- Fair deal; choice; better environment
- To keep us informed
- Plenty of time to find other property which is affordable
- Like for like property
- Fair deal should it go ahead, for all tenant and leaseholders; a charter that works for all
- LBS appointed contractors should employ local people
- I am very concerned about the disruption and upset.
- Clarify the position of 87 Benhill and Oakleigh
- Tenants to be protected at same rents
- I don't wish to be decanted, just one move as I need to be in the town centre
- Clear time scale about future projects if any
- Lower bills for service charge and major works
- Want to maintain current space standards
- Tram service in Sutton
- A lot leaseholders bought 125 years lease and now approaching 80 years to go, so need clarity on whether council will meet fees for extensions
- Clarity on lease extension; how much in value will lease extension be reflected in house price
- Good quality repairs; upkeep of property; honesty; good value for money
- Glenrose block juts into private houses - will it be included?
- More information on maximum height of buildings in this part of town
- Don't want to downsize
- Clarity on hybrid option (infill on green spaces)
- Clarity on when a decision to regenerate or not will be taken.
- When will a decision be taken?