

# YOUR CUSTOM HOUSE

Newham London

People at the Heart  
of Everything We Do

DECEMBER 2020 BULLETIN

## IN THIS EDITION

We are pleased to introduce the new community bulletin for Custom House residents.

In this edition we provide an introduction to the Custom House Steering Group, including a focus on member Terrence Regan.

We also outline our continued commitment to co-production, an indicative timeline for the plans and how you can get involved in the project by getting in touch with our Custom House Regeneration Team.

This bulletin is being published ahead of the Your Custom House magazine, which will be available in the new year in order to provide a further update for residents.



The Custom House  
Regeneration Team  
wish you a Merry  
Christmas and a Happy  
New Year

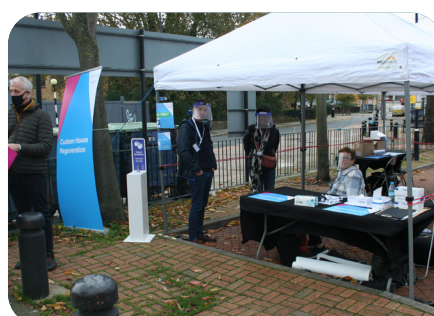
## POP-UP EVENTS HOSTED

On Saturdays 31 October and 12 December we hosted a pop-up stall in the car park off Coolfin Road and Freemasons Road.

The team also knocked on doors across Custom House to encourage residents to come and talk to us.

We were delighted to be joined by over 70 members of the community on the two days who came to meet members of the Custom House Steering Group, the Regeneration Team and independent tenants' and residents' advisors, NewmanFrancis, and discuss the plans for the area.

We're planning to have regular pop-up events in the new year and will be in touch to let you know when we will next be in the area so that you can attend and ask any questions. The stalls will continue to comply with social distancing measures to ensure they are a COVID-secure environment. The pop-up events are, of course, not the only way to engage: you can contact a member of our team at any time to get involved.





## INTRODUCING THE CUSTOM HOUSE STEERING GROUP

The Custom House Steering Group is formed of Custom House residents who meet the Council's Regeneration Team every month to discuss and plan the regeneration. The role of the Group is to represent the community throughout the regeneration and to work with the Council and its partners to influence and help make decisions by providing ideas, making suggestions and helping to co-create a shared vision for the future.

The purpose of the Group is to think critically, ask questions and help the Council come up with the solutions that will meet the needs of the community.

For the past few months NewmanFrancis, the independent advisors, have been supporting your community representatives (community reps) to make sure that the community is at the heart of the Custom House regeneration and is involved in every step of the process.

Some of the key principles of the Steering Group include:

- working with the Council so that it understands residents' views and opinions throughout the regeneration process;

- influencing the consultation and engagement plans for Custom House. This includes the landlord offer, design proposals, the resident ballot process and selecting the contractor who will build the new homes; and
- guiding the communication process to ensure that residents receive timely and accurate information through the regeneration process.

Your community reps are committed to making sure that as well as providing new homes, the regeneration improves the quality of life for the community and reduces inequality and poverty. They are dedicated to making a difference in the community.

### Your community reps are:

Terrence Regan, Thelma Odoi, Anthony Subryan, Casey Howard, Denise Evans-Barr, Samantha Napa, Sue Carter, Cynthia Poyton, Larisa Chayka, Marcia Santana, Sharlene Telemacque and Noor Ahmed.

Councillor Sarah Ruiz, one of your Custom House ward councillors, chairs the Steering Group.

If you would like more information, or are interested in getting involved with the Custom House Steering Group, please get in touch with NewmanFrancis, the independent advisors, by calling 0800 644 6040 (freephone) or emailing: [customhouse@newmanfrancis.org](mailto:customhouse@newmanfrancis.org)

You can also contact your community reps directly: [customhouseteeringgroup@gmail.com](mailto:customhouseteeringgroup@gmail.com)



### PROFILE: TERRENCE REGAN

My name is Terrence Regan, I have lived in Custom House for over 50 years. My mum and dad were born in Canning Town and moved here when I was four. I turned 55 on 14 December.

I had a wonderful time growing up and was part of a great community with some amazing neighbours - the best!

We had street parties, The Queen's Silver Jubilee in 1977 and West Ham winning the FA Cup in 1975 - great memories, great times. I still have the same friends in the area. In those days the buildings were largely 23-storey tower blocks which, through my work in demolition, coincidentally

led to me into playing a role in taking down those same tower blocks where I played as a child. Those buildings included the famous Ronan Point, which partially collapsed in the '60s due to a gas explosion.

Now I'm heavily involved in the area, I care deeply about the planned regeneration. I got involved and am now committed to the residents' journeys and want to let everyone

know I will represent them all the way. This community, Custom House and Canning Town, means so much to me.

I'm an elected member of the Custom House Steering Group, PEACH and the Community Land Trust C.L.T. I want to remain in the area and help the community, be part of the community and help shape a great future for us all.



## COMMITTING TO CO-PRODUCTION

At its core, co-production is about treating residents as equal partners in the regeneration process.

It means recognising that while officers bring professional knowledge and skills to the project, residents' experiences, knowledge and insights are equally as valuable.

It means that residents are involved in and influence early discussions about all aspects of the project, rather than just being consulted once decisions have already been made. We know that working together will lead to better outcomes for residents and the local community. We want to take on board feedback from everyone across Custom House, including from those seldom-heard.

At Newham Council we are keen to embrace co-production and are working to embed it across our work. We started the process in March 2019 with the creation of the Custom House Steering Group, community reps who represent you and champion the views of the community in regular meetings with the Council. We also held a number of workshops where residents shared their vision for the future design of the area.

We really want to live up to this Council's commitment to put residents at the heart of everything we do. We're holding a co-production workshop with the Steering Group to jointly agree our principles of co-production and how we can implement effective communication and transparency to aid our approach.

We've started running monthly pop-up events jointly with the Steering Group and will be continuing these throughout 2021 (COVID-19 and government restrictions allowing) so that residents get regular opportunities to shape the process and get answers to any questions.

We know there is more to do and we won't be coming up with the ideas alone. That's not how co-production works. We'll work with you to ensure we provide the best future for this neighbourhood.

“ We know that working together will lead to better outcomes for residents and the local community ”

## OUR PROPOSED TIMELINE

Through discussion with residents at our recent pop-up events, it is clear that providing an indicative timeline for the regeneration of Custom House is a key piece of information for the community.



More information on the difference between the Housing Offer and the overall Landlord Offer will be provided in the next issue of Your Custom House magazine

### PLEASE NOTE

The timeline above is based on the current expectations of the Custom House Regeneration Team. We want to make sure we have done all the work needed in order for the community to have had their say on the plans for the area. As such, the exact timing of the ballot and other aspects will be subject to change. We will endeavour to keep you informed as we progress.

## MEET THE CUSTOM HOUSE REGENERATION TEAM

The Regeneration Team is working with consultants, the Custom House Steering Group and residents to ensure that the regeneration proposals meet the needs of the community. The aim is to provide more affordable homes and community facilities for the whole neighbourhood to enable it to thrive.

To find out how you can get involved in future pop-up events, activities and Zoom surgeries please contact the Resident Involvement Team:

Dami Segun - Resident Involvement Lead  
Telephone: 0203 373 6794

Yemi Adigun - Resident Involvement Manager  
Telephone: 0203 373 3883

Alternatively, you can email the team at [regeneration@newham.gov.uk](mailto:regeneration@newham.gov.uk)

**KEEP NEWHAM SAFE**

**• Covid-19 is killing people in Newham and the risk is high and rising**

**• Keep your loved ones safe**

**• Stay at home and don't socialise indoors with people outside your household**

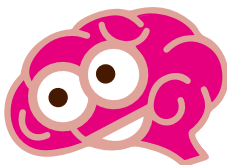
## NEXT EDITION

The next edition of Your Custom House magazine will be published early in the new year.

Expect to see:

- more profiles of Custom House residents and others;
- more details on how you can get involved in the regeneration project;
- some answers to frequently asked questions on the project including the difference between the Housing Offer and the overall Landlord Offer; and
- information on some of the temporary uses for empty spaces being explored in the area.

## YOUR BRAIN TEASER



### CUSTOM HOUSE WORDSEARCH

Can you find the names of the roads that appear around the Custom House area in our brainteaser?

Hooper  
Russell  
Vandome  
Adamson  
Kerry Close  
Boreham  
Leslie

Freemasons  
Throckmorton  
Ethel  
Burrard  
Coolfin  
Butchers  
Hands Walk

R	L	L	E	S	O	L	C	Y	R	R	E	K	C
R	O	H	N	E	L	S	H	L	O	O	E	B	E
U	E	U	O	E	H	V	A	Y	O	W	T	S	A
L	T	L	S	S	A	N	A	O	C	H	C	S	
S	N	S	M	I	R	N	D	I	M	O	E	H	S
I	U	M	A	R	A	D	S	I	I	O	L	O	H
R	B	L	D	A	H	O	W	L	K	L	V	O	B
L	O	O	A	D	U	M	A	U	E	F	M	P	U
O	R	S	C	I	F	E	L	H	A	I	L	E	R
T	E	F	I	O	E	R	K	L	O	N	R	R	R
T	H	R	O	C	K	M	O	R	T	O	N	H	A
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O	M	V	B	U	T	C	H	E	R	S	R	U	D
H	F	R	E	E	M	A	S	O	N	S	U	D	L

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