

WE ARE REGENERATING.

WE ARE NEWHAM.

YOUR CUSTOM HOUSE



HOUSING NEEDS SURVEY

The housing needs survey is an important part of making sure that the regeneration proposals meet the needs of current residents. It captures information on your current needs and helps us anticipate future needs, including information such as number of bedrooms required and any health-related adaptations that may need to be made. Thanks to everyone who responded late last year.

If you didn't get a chance to complete the survey, you can still do so. We'll be contacting residents who haven't participated so far with the option to complete it in a number of ways, including online, telephone and in person. Please help us by filling in the survey so that we can get a more accurate picture of the Custom House community's needs and deliver a regeneration which meets these.

Please also let us know if your circumstances change after you have completed the survey. If you're unsure how to complete the survey, you can contact the regeneration team or NewmanFrancis via email, by phone or at the Regeneration Hub and we'll be happy to help.

REACHING OUT

Covid guidelines permitting, on the last Saturday of every month we hold what we call a 'reach out' event. This is a chance for members of the community to meet the team and Custom House Steering Group to hear the latest news about the regeneration plans.

We also put on a number of community activities such as bike repairs, kids games, face painting. We have had a number of other successful events,

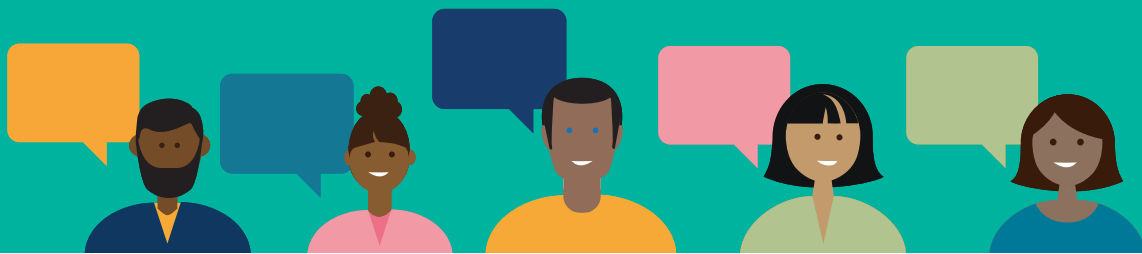
We'll be continuing these events in 2022, Covid-19 allowing, so feel free to come along and join in. As always, we'll pop a flyer through everyone's doors announcing each event so look out for those.



Akaya Kwatra at the Halloween Reach Out Day



Yvonne Weekes, Mayor Fiaz and Cllr Ruiz at the Reach Out Day in June



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;

- 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.



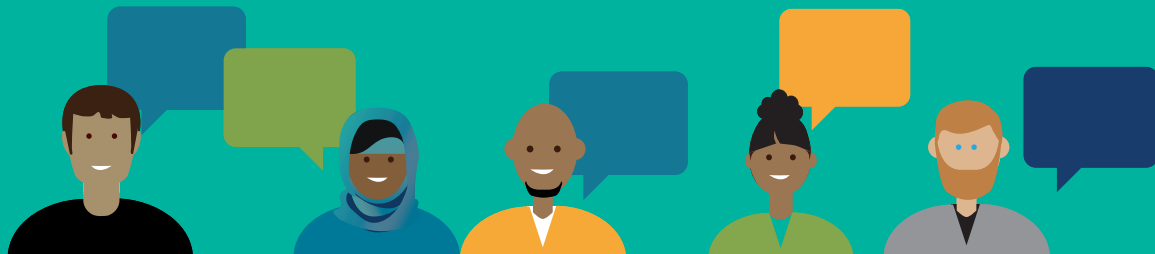
YOUR COMMUNITY REPS ARE:

Terrence Regan, Thelma Odoi, Anthony Subyran, Casey Howard, Denise Evans-Barr, Sarah Harper, Sue Carter, Cynthia Poyton, Larisa Chayka, Marcia Santana and Oumar Diouck.

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**

You can also contact your community reps directly: **customhousteeringgroup@gmail.com**

In November Terry Regan and Denise Evans-Barr were elected to join Sarah Ruiz as Co-Chairs of the Steering Group. The role of co-chair includes ensuring that meetings are run appropriately and to time with contributions from all, as well as agenda setting and forward planning. Congratulations, Terry and Denise!



THE MASTERPLAN

Following a productive consultation period with residents and stakeholders, the masterplan was put on hold in autumn 2020 to allow us time to review its delivery strategy. This included assessing viability, defining the extent of potential resident ballots and how we could deliver some of the Phase 1 sites as early as possible.

A peer review of the early phases was carried out at the end of 2020 by Aecom. Their work looked at design efficiencies and the likely construction cost, comparing it to similar schemes to benchmark cost and quality.

In consultation with the Greater London Authority (GLA), a review of the estate boundaries has also been carried out and a revised strategy for identifying potential ballot boundaries for individual estates agreed. This forms the basis of the kickstart site strategy where two sites, William Paton Gardens and 20-22 Freemasons Road, have been identified for early delivery as they will not require a ballot. These sites, together with Vandome Close, have been added to the Affordable Homes for Newham Programme; in June 2021 Cabinet approved the procurement of a housebuilder to deliver these projects.



Artist's impression of how the development might look from Ethel Road

Adam Khan Architects, the architects appointed to develop the masterplan, are due to shortly complete a design review of RIBA Stage 2 on William Paton Gardens and 20-22 Freemasons Road, responding to feedback from Aecom. These sites will deliver 100% affordable homes – 39% of which will be family-sized – with a public square on William Paton Gardens.

Work is also underway to appoint two housebuilders to deliver these projects and it's expected the appointed contractors will start work on the planning applications in the new year.



Artist's impression of how William Paton Gardens might look



There will be a refreshed programme of resident co-design starting in the new year to support the planning application work.

Work is also continuing on developing the rest of the masterplan for Phase 1. This includes identifying where demolition is the best option and whether, for some of the existing homes, it may be more appropriate to carry out a thorough refurbishment (also referred to as retrofit) programme.

This is partly in response to the climate emergency and the need to ensure that demolition only occurs where there are significant benefits over retaining the existing homes. The amount of carbon involved in demolishing and rebuilding is one of the factors considered, alongside non-environmental factors. This includes the number of replacement homes that can be built, the extent to which other improvements to public realm and access routes can be made, as well as the quality and condition of the existing homes. We envisage that the west side of the masterplan will still be completely demolished and replaced but we're reviewing whether retrofit might be a better approach for some or all of the homes on Ethel and Leslie.



In light of the Covid pandemic, we're also refreshing the commercial strategy to make sure we build the right type and number of retail units in the right location so that Custom House realises its potential as a vibrant town centre for residents and visitors.

We're working closely with the Steering Group to determine the best approach. We'll update the masterplan strategy together as part of our commitment to co-production.

We anticipate taking the revised strategy to Cabinet in April 2022. This will be a public document available for everyone to see. In the meantime you can contact us at regeneration@newham.gov.uk or call **020 3373 3882** if you have any questions, ideas or concerns about the masterplan strategy.

REGENERATION HUB: COVID UPDATE

The Regeneration Hub is closed until further notice. We look forward to welcoming you back when it's safe to do so.

If you'd like to get in touch, please call **020 3373 3882** or email regeneration@newham.gov.uk

Remember to wash your hand more often for at least 20 seconds.

For links to government and NHS information about Covid-19 go to www.newham.gov.uk and follow the links.

Go to www.111.nhs.uk/covid-19 if you are concerned that you may have come into contact with coronavirus.