CONSULT ENGAGE PROMOTE

Blackshots Towers

Consultation Report
November 2021

counter context

Contents

Introduction and objectives

This Consultation Report has been produced by Counter Context Ltd, which was commissioned by Thurrock Council to design and deliver a programme of consultation with the residents of the Blackshots Towers about the future of the tower blocks.

Kier Hardie House, Bevan House and Morrison House are located in the Blackshots area of Grays, Essex. The three tower blocks provide 168 homes (155 Council rent and 13 leasehold).

Ahead of carrying out a comprehensive programme of improvement works, Thurrock Council wanted to consult the residents of the tower blocks about the long term future of the buildings. This included asking residents whether they thought Thurrock Council should invest to prolong the life of the tower blocks for another generation, or whether the Council should instead explore the potential to demolish the tower blocks and re-provide housing through a larger regeneration programme.

The objective of the consultation was to deliver an accessible and inclusive consultation process which generated a high response rate from the Blackshots Towers' residents in order to provide Thurrock Council with a clear understanding of the residents' views.

In order to deliver this accessible and inclusive consultation, a number of key consultation principles were established:

- A commitment to present consultation information simply and clearly, ensuring the residents understood what they were being asked and why.
- Making it as easy as possible for residents to respond to the consultation, by providing a variety of ways for residents to provide their views.
- Providing a variety of options for residents to engage with the consultation process (online, in person, via post).

This Consultation Report provides an overview of the consultation process and a detailed summary of the consultation findings.

Consultation methodology (1)

The consultation with Blackshots residents ran for six weeks, from 4 October to 14 November 2021. A number of different methods were employed to raise awareness of the consultation and encourage residents to provide their views.

Consultation leaflet, letter and questionnaire

On 4 October 2021, consultation material was distributed to all properties within the three tower blocks. This pack of information included:

- A covering letter which introduced the consultation process and encouraged residents to provide their views.
- An A5-sized leaflet which provided residents with more background information about the consultation and why residents were being asked to provide their views.
- A printed copy of the consultation questionnaire alongside a FREEPOST envelope so that residents could return the questionnaire at no cost to themselves.

In addition to the consultation materials issued to the tower block residents, a letter about the consultation process was issued to neighbouring residents who did not reside in the towers. This letter explained that neighbouring residents were not being asked to provide their views at this time, but would be consulted in the future if a wider regeneration programme was to be pursued. All of these consultation materials are provided in the appendices.

Consultation content made available online

A Blackshots Towers consultation page on the Thurrock Council consultation portal went live on 4 October 2021. The webpage provided the content from the consultation leaflet, a timeline of the consultation process and a link to the online questionnaire, as well as contact details in case anyone had questions about the consultation process.

Front cover of the consultation leaflet

Consultation methodology (2)

In-person consultation events

In-person consultation events were seen as a crucial part of the consultation programme: providing an opportunity for residents to discuss the future of the tower blocks with members of the team from Thurrock Council and Counter Context and to ask questions they had.

The consultation event was originally due to take place on Wednesday 20 October 2021, but was postponed until Wednesday 3 November 2021 as a mark of respect following the death of David Amess MP.

To make the consultation event as easily accessible as possible for the residents – and to minimise the risks associated with Covid-19 – the consultation event took place outside. Two sites were set up, one directly outside the entrance to Kier Hardie House and one on the grassed area in between Bevan House and Morrison House.

Each site included a consultation gazebo staffed by members of the team from Thurrock Council and Counter Context, with hot refreshments and copies of the consultation questionnaire for residents to complete.

The consultation event was open from 3pm to 7pm. 73 residents visited the event and engaged with the consultation representatives across the two sites.

Other methods to provide feedback

A consultation email address (consult@blackshots-towers.co.uk) was publicised on all consultation materials, including the website and leaflet, allowing people to submit feedback and ask additional questions.

A telephone information freephone line (08081963996) was available during the public consultation and open Monday-Friday, 9am-5pm, with an answer phone facility to take calls outside these hours. Members of the consultation team managing the information line were on hand to answer questions about the consultation and receive feedback.

Photos from the consultation event on 3 November 2021

Consultation feedback

Summary of consultation responses

In total, the consultation generated 72 completed questionnaires from residents. Within the questionnaire, respondents were asked to identify which tower block they lived in, and the breakdown of responses was as follows:

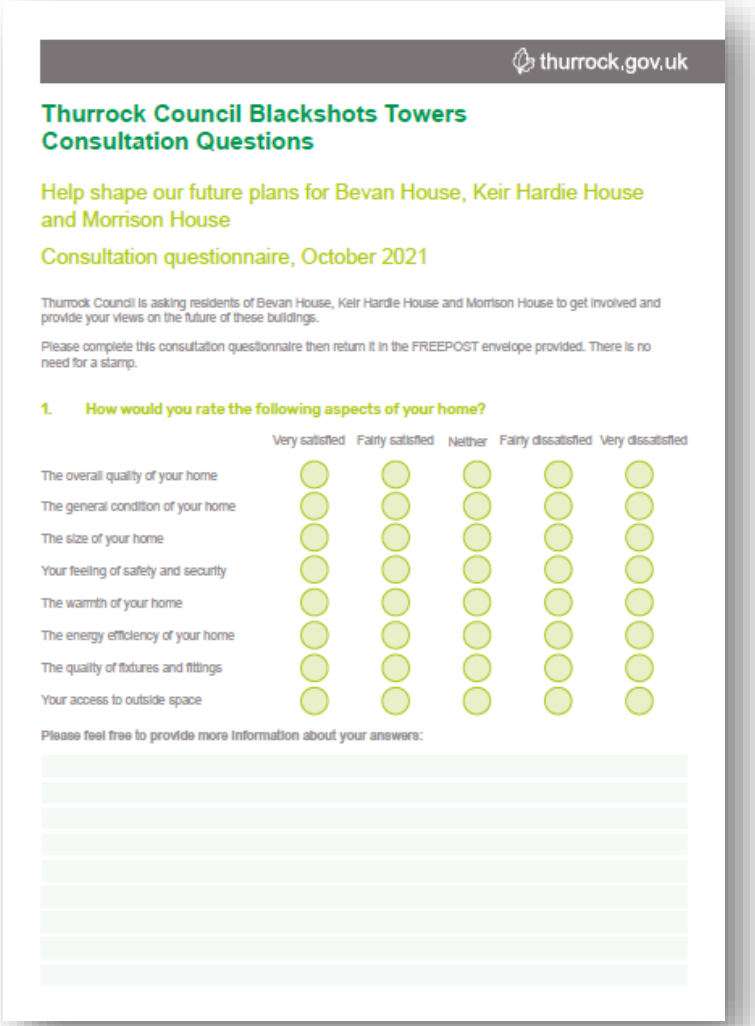
- 22 completed questionnaires from residents of Bevan House, out of a total of 56 flats (39% response rate)
- 20 completed questionnaires from residents of Morrison House, out of a total of 56 flats (36% response rate)
- 30 completed questionnaires from residents of Keir Hardie House, out of a total of 56 flats (54% response rate)

Analysis of consultation responses

The consultation questionnaire included a series of closed and open questions, asking residents to provide views on the satisfaction with their home, whether it meets their needs now and into the future, as well as their feelings about the wider neighbourhood.

At the end of the questionnaire, residents were asked what they thought Thurrock Council should do with the tower blocks: whether they should invest to prolong the life of the tower blocks or instead look to demolish the tower blocks and re-plan this area.

Pages 7 to 17 of this report summarise the consultation questionnaire feedback, providing a quantitative analysis of the closed questions and a qualitative analysis of the open responses.



thurrock.gov.uk

Thurrock Council Blackshots Towers Consultation Questions

Help shape our future plans for Bevan House, Keir Hardie House and Morrison House

Consultation questionnaire, October 2021

Thurrock Council is asking residents of Bevan House, Keir Hardie House and Morrison House to get involved and provide your views on the future of these buildings.

Please complete this consultation questionnaire then return it in the FREEPOST envelope provided. There is no need for a stamp.

1. How would you rate the following aspects of your home?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall quality of your home					
The general condition of your home					
The size of your home					
Your feeling of safety and security					
The warmth of your home					
The energy efficiency of your home					
The quality of fixtures and fittings					
Your access to outside space					

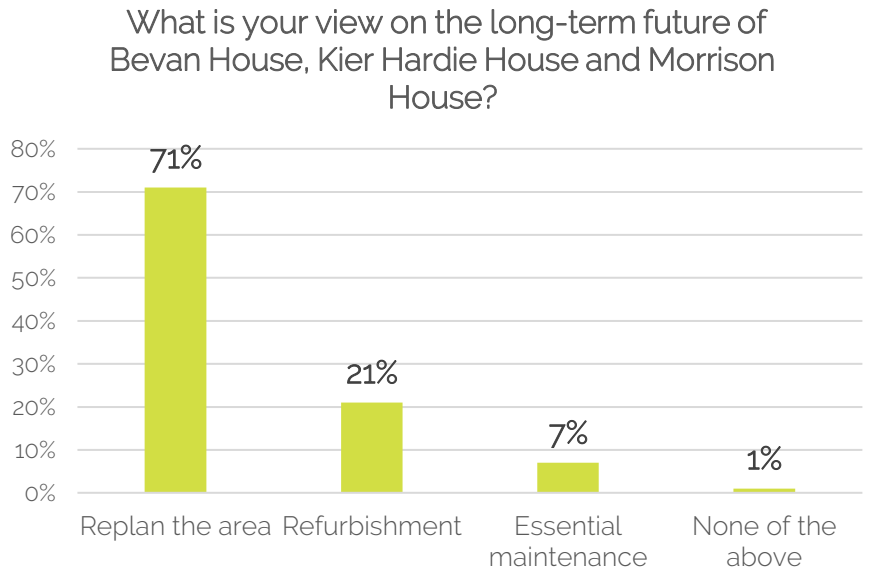
Please feel free to provide more information about your answers:

Questionnaire analysis: Future of the tower blocks

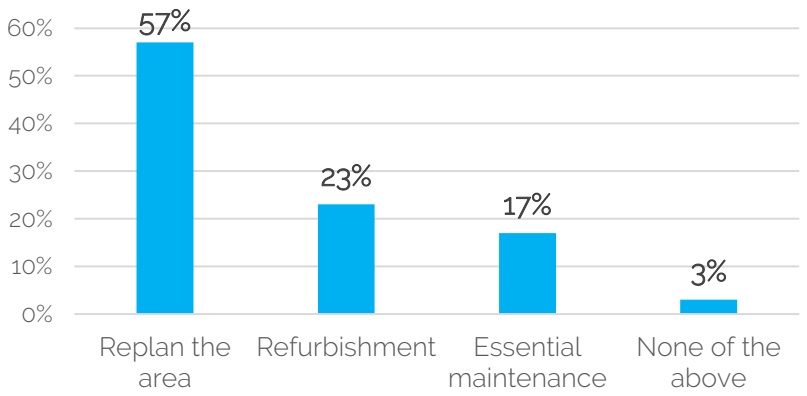
'What is your view on the long-term future of Bevan House, Kier Hardie House and Morrison House?'

72 of the 72 respondents answered the question.

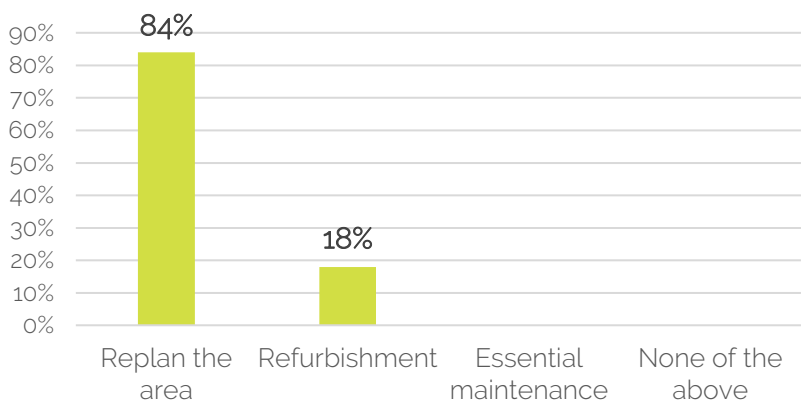
- **71%** (51 responses) - I think the buildings are coming towards the end of their life. Thurrock Council should look to replan the area with lower height homes with better energy efficiency and access to gardens and green spaces.
- **21%** (15 responses) – I think the buildings provide good quality homes, but Thurrock Council should invest in a bigger refurbishment programme to address current problems.
- **7%** (5 responses) - I think the buildings provide good quality homes and they should stay as they are, with essential maintenance and improvement works undertaken when needed.
- **1%** (1 response) - None of the above.



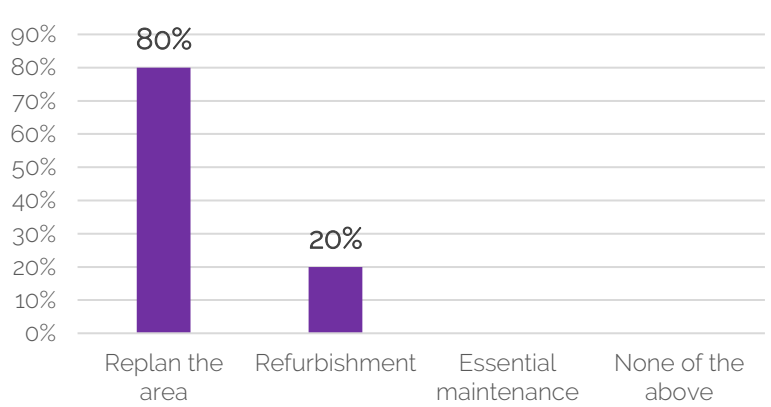
Breakdown for Keir Hardie House (30 out of 30 responded)



Breakdown for Bevan House (22 out of 22 responded)



Breakdown for Morrison House (20 out of 20 responded)



Future of the tower blocks: Examples of open feedback

Summary of open response feedback

71% of residents stated they would like the tower blocks to be demolished and this weight of sentiment was reflected in the open response feedback, with multiple comments that the tower blocks had serious problems:

- 43 mentions of mould
- 42 mentions of heating issues/cost
- 25 mentions of damp

Significant strength of feeling could be discerned from the open response feedback, with respondents taking the opportunity to explain how the poor quality of their homes was impacting on their lives.

From those who expressed a preference for refurbishment, the open response feedback demonstrated concern about uncertainty around rehousing; several were concerned that they would be made to move much further away, or into much smaller properties which wouldn't be suitable for them.

"These flats are a huge burden to the tenants. They are extremely expensive to heat and purchase electricity. They cause severe health problems from damp and mould. They are not large enough for families with limited storage and space."

"The buildings are 100% at the end of their life and is about time they came down."

"Problems will not go away with upgrades it will just make it take longer for them to show."

"High rises are not suitable family homes. They should be replaced with LOWER buildings."

"It would be interesting to see any other plan for homing if we was to be rehomed which would be a major step and stressful."

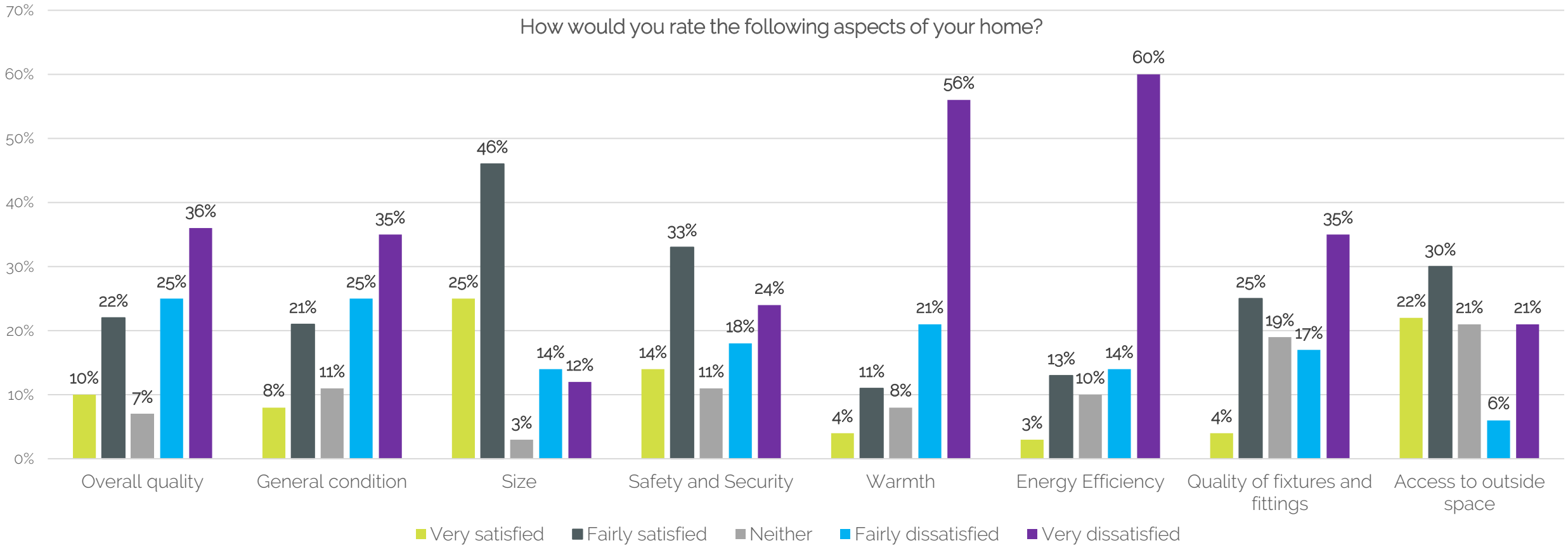
"I just want to have a nice home with nice belongings which is impossible being in this building."

"Having to relocate would raise many issues for me in terms of health issues and logistics of moving and also the cost.."

Questionnaire analysis: Quality of your home

'How would you rate the following aspects of your home?'

72 of the 72 respondents answered the question.



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Quality of your home: Examples of open feedback

Summary of open response feedback

Mould and damp were the most prevalent issues for respondents, with many comments that their belongings are consistently damaged and repairs only entail painting over the mould rather than rectifying the issue.

Windows and heating were also key issues, with complaints about poor windows that let in draughts and expensive heating costs.

Concerns about anti-social behaviour, especially in common areas, were raised, particularly the issue of younger people smoking cannabis in the stairwells.

There were also comments that the lifts in the buildings cause issues as they are quite often out of order.

Whilst the access to outside space was generally the most positive aspect, respondents often stated they wanted private gardens or a balcony, especially if they had younger children.

"The block suffers from severe mould, when you call the Council they send a surveyor out but only tell you constantly to clean it."

"We have had damp and mould problems for years, The block is constantly in disrepair (doors broken, paint/graffiti, stained floors, lifts breaking) Windows don't fit correctly, no cameras in car parks."

"The mould in this property is a joke. Windows are ridiculous ."

"Paid out hundreds of pounds for bedrooms to be replastered, and new furniture just to have it all covered in mould again. Also paid £300 on a dehumidifier and STILL have mould."

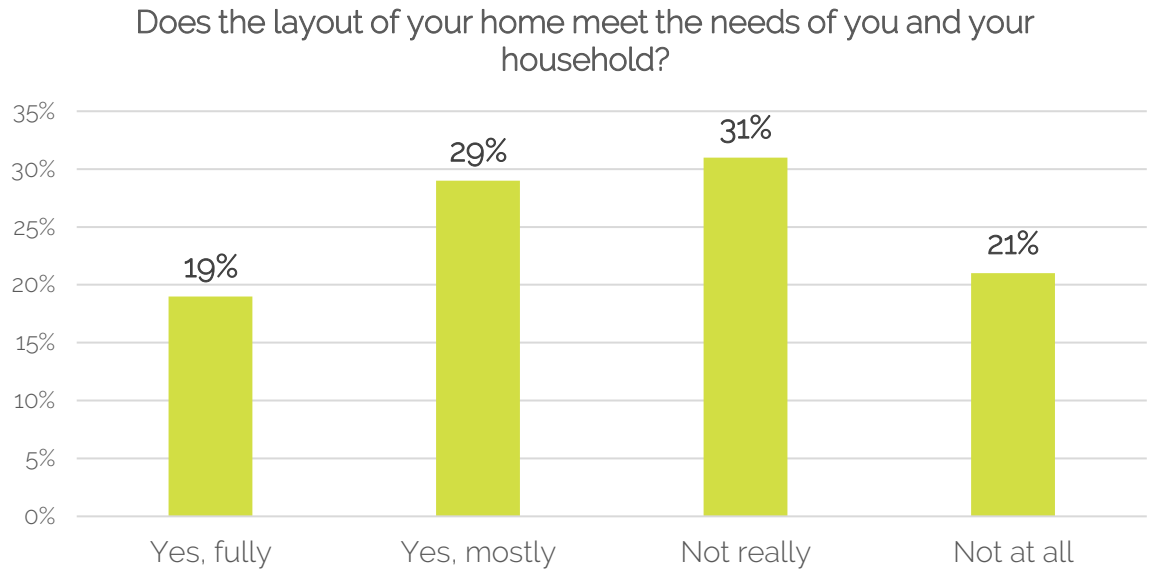
"The energy cost is far too expensive. The storage heaters is far too expensive to run. There isn't enough outside area for children in the block and the park doesn't have enough child friendly equipment. The mould issue is ongoing and doesn't seem to get any better."

Questionnaire analysis: Layout of your home

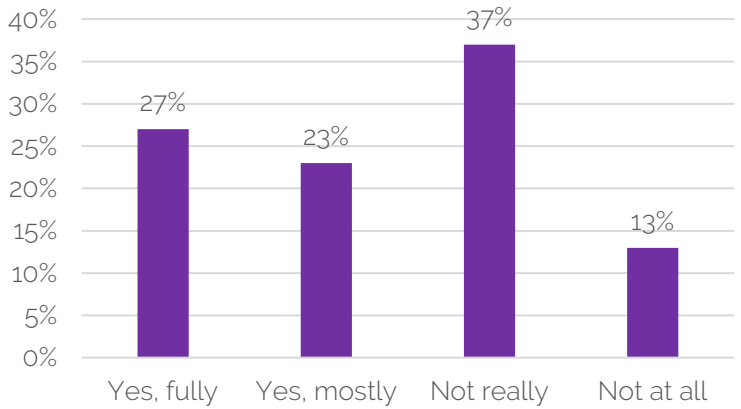
'Does the layout of your home meet the needs of you and your household?'

72 of the 72 respondents answered the question.

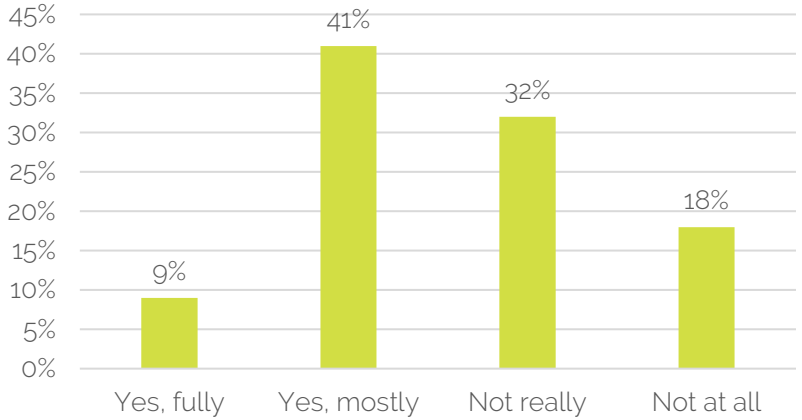
- **19%** (14 responses) – Yes, fully
- **29%** (21 responses) – Yes, mostly
- **31%** (22 responses) – Not really
- **21%** (15 response) – Not at all



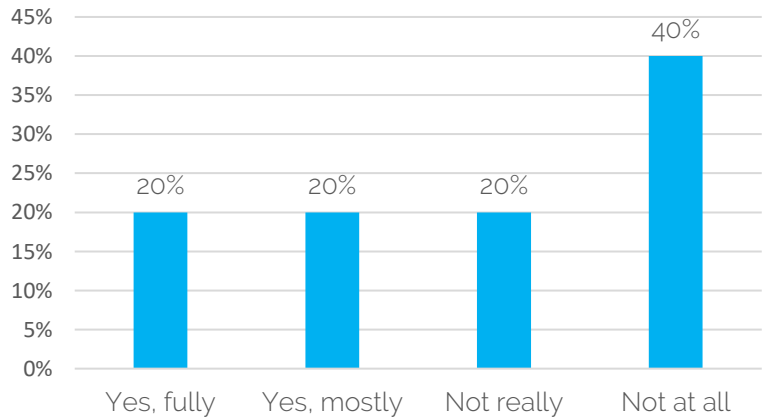
Breakdown for Keir Hardie House (30 out of 30 responded)



Breakdown for Bevan House (22 out of 22 responded)



Breakdown for Morrison House (20 out of 20 responded)



Layout of your home: Examples of open feedback

Summary of open response feedback

Generally, respondents were positive about the large sizes of the flats, with many concerned that if they are rehomed, they would have to move into smaller accommodation.

There were some complaints that there isn't enough storage space in the flats, especially if people have young children. There were also a number of complaints about siblings having to share a bedroom when they have a large age gap.

In terms of room size, the kitchen regularly came up in comments, with complaints that they are too small and they lack cupboard space, and that the drying cupboard is out of date and gets in the way.

"I currently have children in one bedroom and a baby on the way so it is no where near big enough now even though the rooms are a nice size."

"There isn't enough storage space and cupboards available. The rooms aren't large enough or even laid out well enough to fit wardrobes in."

"One bedroom is on the other side of the flat, this is my toddlers room, he is near the front door so I had to put on extra locks."

"Myself, partner and 2 babies in a studio flat isn't a big enough space."

"The rooms are brilliant sizes other than the kitchen."

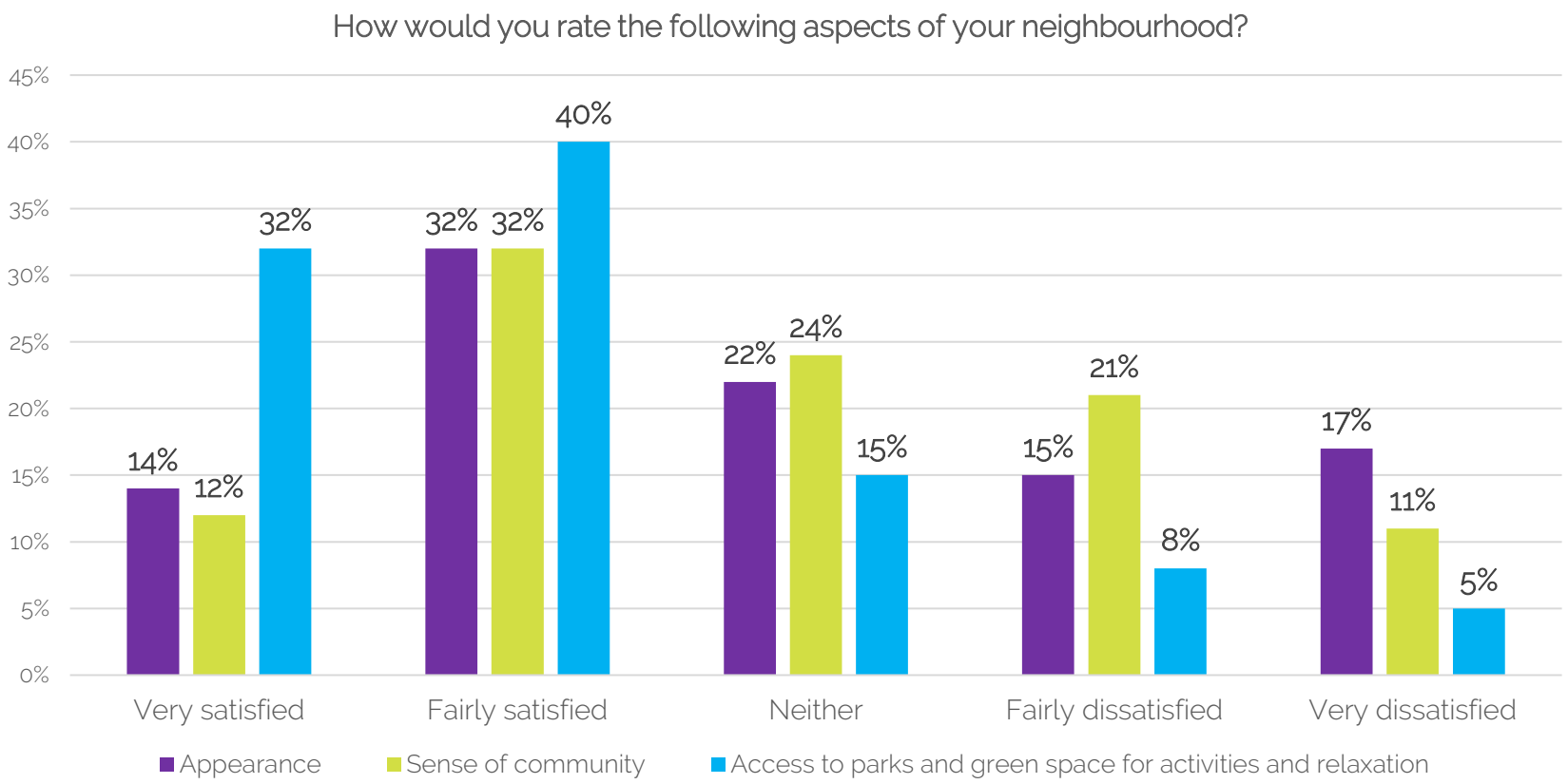
"Due to the layout with the smaller bedroom right by the front door and lifts it can be very noisy. Also don't feel safe having child in that bedroom so close to front door."

"Its perfect size for 1 or 2 people. No issues about space."

Questionnaire analysis: Views on the neighbourhood

'How would you rate the following aspects of your neighbourhood?

72 of the 72 respondents answered the question.



Appearance:

- 14% (10) – Very satisfied
- 32% (23) – Fairly satisfied
- 22% (6) – Neither
- 15% (11) – Fairly dissatisfied
- 17% (12) – Very dissatisfied

Sense of community:

- 12% (9) – Very satisfied
- 32% (23) – Fairly satisfied
- 24% (17) – Neither
- 21% (15) – Fairly dissatisfied
- 8% (11) – Very dissatisfied

Access to parks and green space:

- 32% (23) – Very satisfied
- 40% (29) – Fairly satisfied
- 15% (11) – Neither
- 8% (5) – Fairly dissatisfied
- 5% (4) – Very dissatisfied

Views on the neighbourhood: Examples of open feedback

Summary of open response feedback

There were concerns about the safety of the area, both inside the communal areas of the buildings, and outside, especially on the field behind Bevan House and Morrison House. Issues raised included drug use, noise, litter, vandalism and motorbike usage.

A number of comments were made about the buildings looking like an eyesore within the area.

Respondents had positive comments about the sense of community in terms of getting on with their neighbours, but others commented that there was a lack of community cohesiveness.

The lack of parking spaces was raised several times as an issue, as was the safety of the parking areas, with complaints of cars being damaged.

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"The location of the flat is good as it backs on to Blackshots field and has the park close by. The safety of the area has gone downhill over the years and there are always teenagers hanging around the flats, smoking and littering. It would be very nice to have somewhere safe and private for the families with young children to play, even if that were a communal garden."

"There is a field outside I don't see this as beneficial when there is nothing but litter, dog mess and motorbikes, teenagers hanging around bottom to smoke weed."

"I feel the neighbourhood is fairly nice and quiet barring the constant motorcycles, plus the outside of the building is a bit of an eyesore."

"The car park is not very secure, over the years many cars have been damaged/vandalised and even stolen."

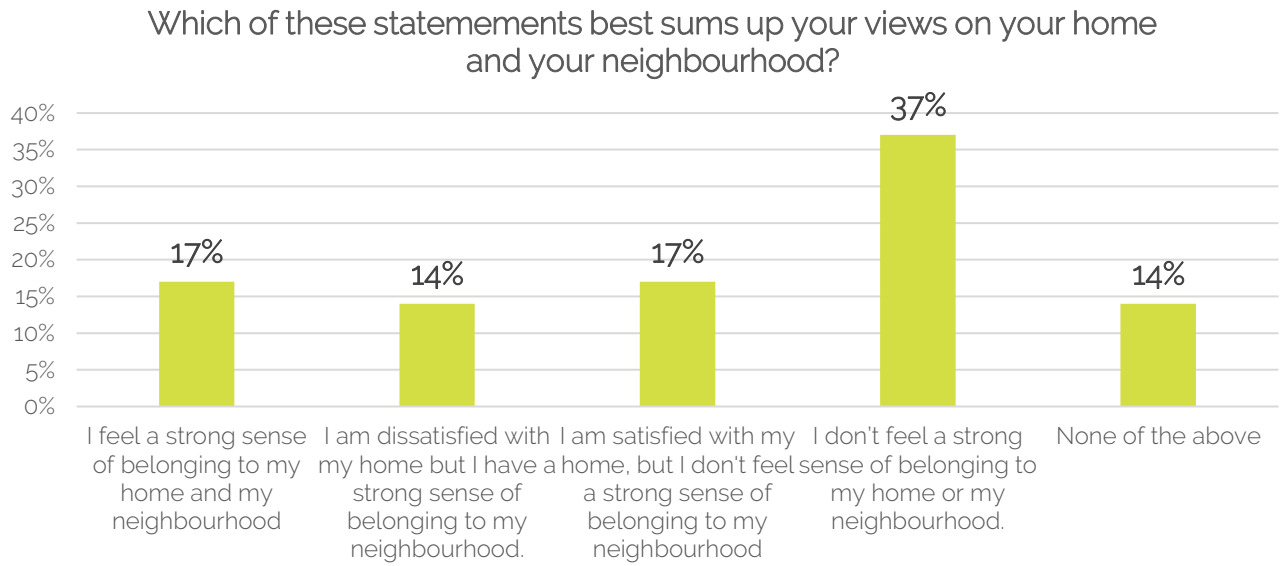
"In the winter the stairwells become a breeding ground for teens drinking and doing drugs."

Questionnaire analysis: Homes and neighbourhood

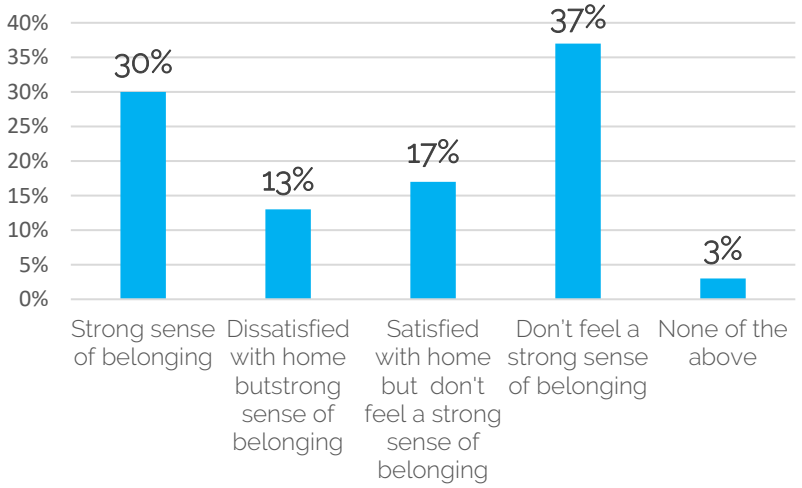
'Which of these statements best sums up your views on your home and your neighbourhood?'

70 of the 72 respondents answered the question.

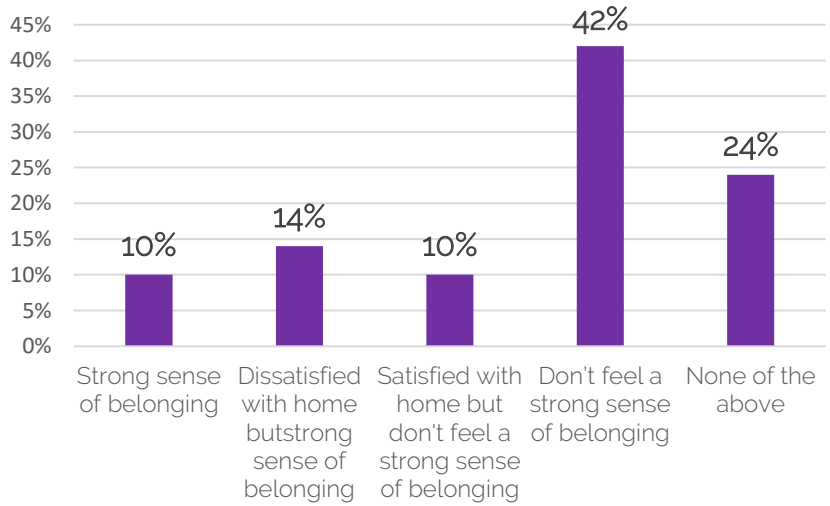
- **17%** (12 responses) – I feel a strong sense of belonging to my home and my neighbourhood.
- **14%** (10 responses) – I am dissatisfied with my home but I have a strong sense of belonging to my neighbourhood.
- **17%** (12 responses) – I am satisfied with my home but I don't feel a strong sense of belonging to my neighbourhood.
- **37%** (26 response) – I don't feel a strong sense of belonging to my home or my neighbourhood.
- **14%** (10 response) – None of the above.



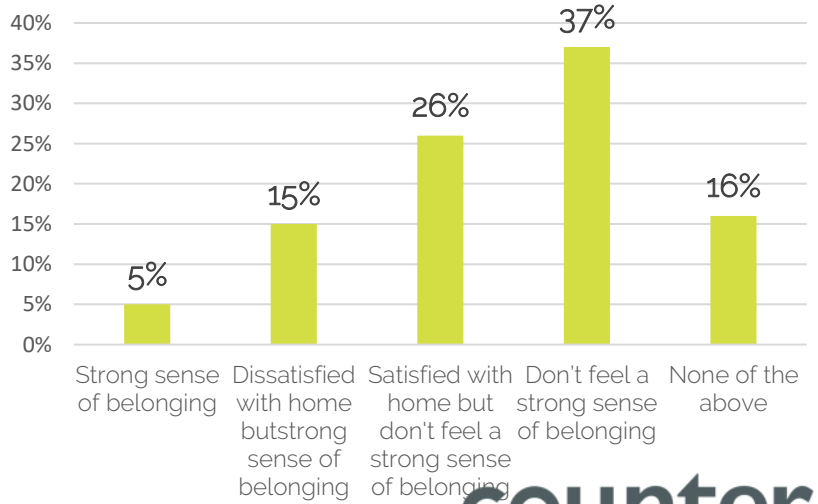
Breakdown for Keir Hardie House (30 out of 30 responded)



Breakdown for Bevan House (21 out of 22 responded)



Breakdown for Morrison House (19 out of 20 responded)

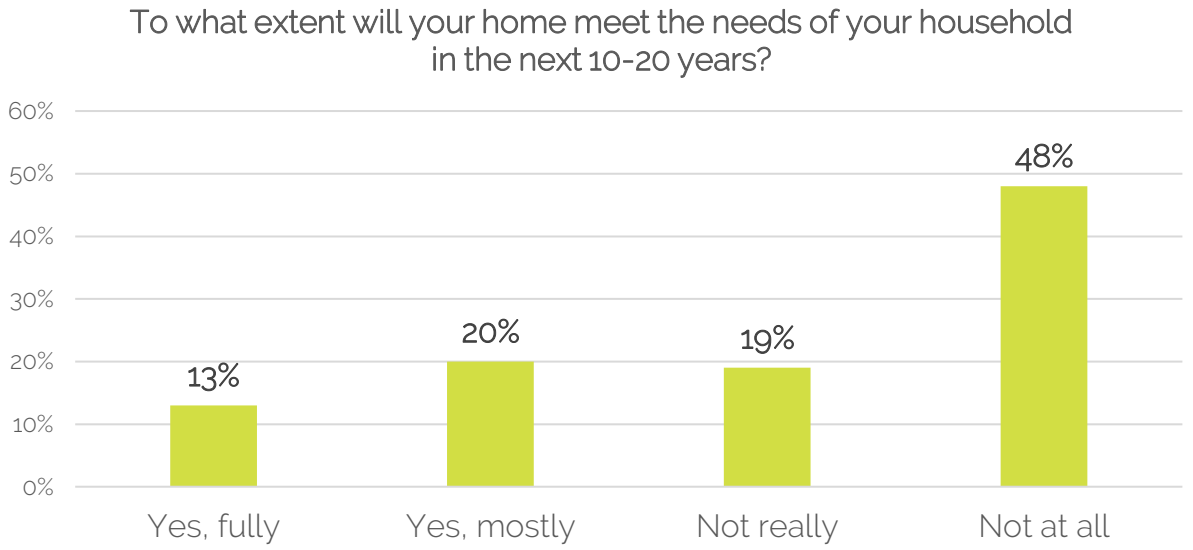


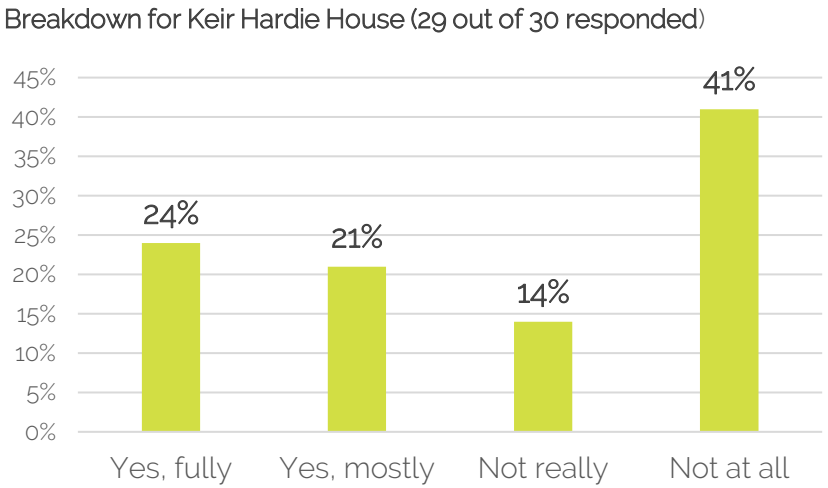
Questionnaire analysis: Future needs of household

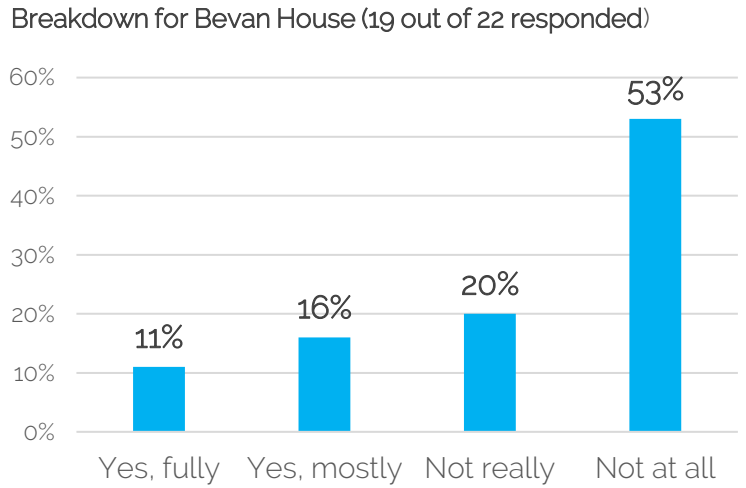
'To what extent will your home meet the needs of your household in the next 10-20 years?'

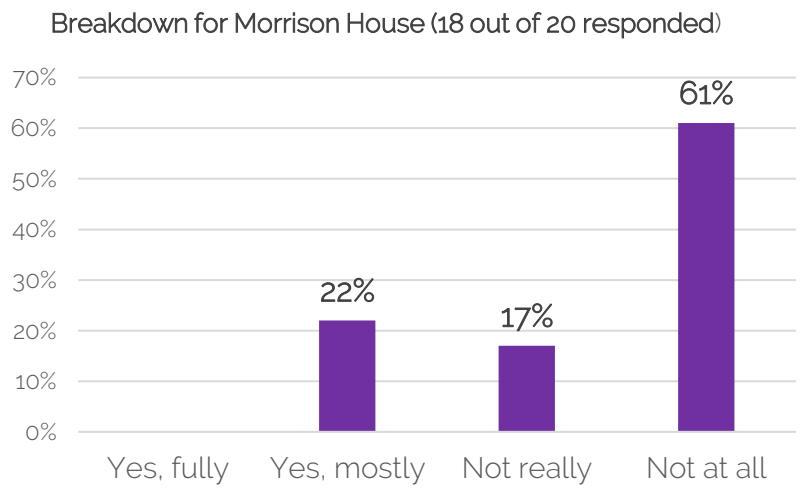
66 of the 72 respondents answered the question.

- **13%** (9 responses) – Yes, fully
- **20%** (13 responses) – Yes, mostly
- **18%** (12 responses) – Not really
- **48%** (32 response) – Not at all









Views on future needs: Examples of open feedback

Summary of open response feedback

Many respondents stated that the flats will not meet their future needs, with the majority stating that they will need to move into a larger flat, often due to growing family size.

People commented that the flats are not suitable for young children, as children should have access to a garden. Furthermore, concerns were raised over safety for children, especially due to the damp and mould, and low-quality windows.

A small number of people stated that they would like to remain in their flats, this was generally due to them having lived there a long time (10+ years), or due to them having medical issues that would make the moving process particularly challenging.

A number of respondents stated that they do not want to have to keep living in the flats, especially as it is getting colder, which exacerbates the damp and heating cost issues.

"Please knock down the building. Please."

"I do not plan to stay in an 11 storey flat my whole life. I also plan to have more children so will need more room. There's not much space and its not practical.."

"I would love to buy my flat, I love it, it is my home."

"I plan to do the right to buy scheme and I wouldn't want to buy the current property."

"I would like an ant free property with no mould or damp problems, my kids would need their own rooms, kids shouldn't be in high rise flats its dangerous."

"Want to move out the area close to family. Need a 3 bed house with garden."

"Due to my mobility issues I need a ground floor property as I wouldn't be safe if there was a block fire."

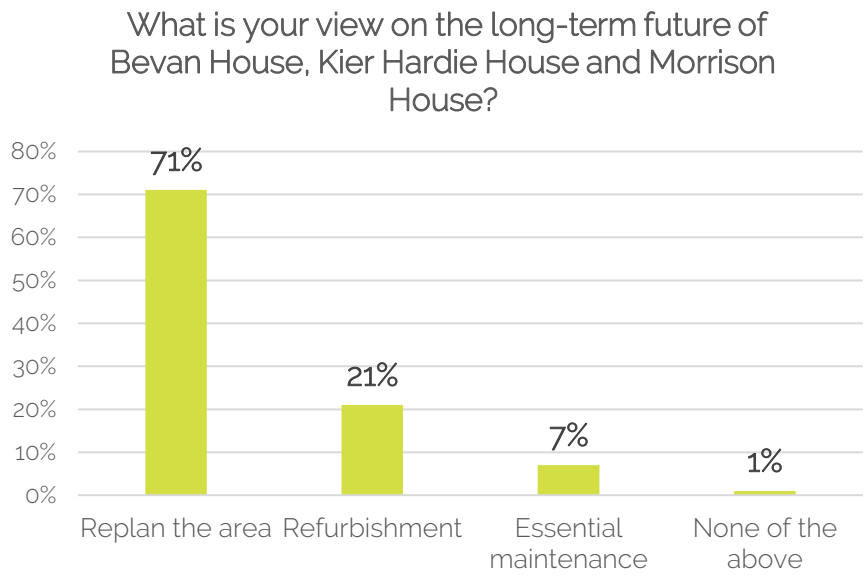
Conclusions

A clear majority of the Blackshots residents who responded to this consultation stated a preference for Thurrock Council to explore the demolition of the tower blocks.

Out a total of 72 responses to the consultation questionnaire, 51 respondents (71%) stated that they believe the buildings are coming towards the end of their life, and that Thurrock Council should look to replan the area with lower height homes that are more energy efficient and have access to gardens and green space.

The points raised in the consultation questionnaire and in person at the consultation event provide further explanation of these views, with multiple comments about the poor condition of the tower blocks and the associated problems with mould, damp and drafts. Other comments about feelings of safety and anti-social behaviour were factors among those in support of demolition.

Of those who expressed a preference for the tower blocks to be refurbished, some stated that they were satisfied with the quality of their home, but others were concerned about how the relocation process would be managed and the element of the "unknown". From this group, residents had a number of key questions and concerns:



- Would they have any say about where in the borough they would be relocated to, and could they turn down any options they felt did not meet their needs?
- Would they have an automatic right to return to one of the new properties being built as part of the regeneration programme?
- Would they be entitled to a new home of the same size as their existing property? This was especially the case for residents whose children may have grown up and left home but who returned to stay, meaning that additional bedrooms were considered necessary.

Should Thurrock Council move ahead with a regeneration programme, it will be important to provide residents with answers to these key questions around the relocation process.

Finally, at the in-person consultation event, many residents requested that Thurrock Council moves as quickly as possible following the consultation to confirm its plans and to keep residents updated on a regular basis.

Appendix

Leaflet

Get involved

This consultation will run for six weeks until Sunday 14 November 2021. It is an opportunity for you to provide your views about where you live.

There are several ways you can have your say:

Residents' questionnaire
Enclosed with this leaflet is a questionnaire for you to complete and then return to us via the FREEPOST envelope provided. You can put this directly in the post and you do not need a stamp. If you have more you would like to tell us, please feel free to enclose additional sheets.

Provide your views online and ask a question
If you prefer to provide your views online, you can also access the residents' questionnaire by going to thurrock.gov.uk/say

Call us to share your views
If you would like to tell us what you think over the phone, please call our freephone number on 08081 963 996. The telephone line is open Monday to Friday, 9am to 5pm, with an answerphone facility outside of these hours.

Come and meet us

As part of this consultation, we are holding a consultation event so that you can talk to members of our team, ask questions and provide your feedback directly.

Consultation drop-in event.

We will be holding a drop-in event outside the entrances of Keir Hardie House, Bevan House and Morrison House at the following time:

Wednesday 20 October, 3pm to 7pm

We are holding an on site outside consultation event to help with social distancing and to ensure you don't need to travel to come and speak to us. To find us, please look out for our consultation gazebos and members of our team on the day.

Get in touch

If you have any questions about the plans for Bevan House, Keir Hardie House and Morrison House or would like to find out more about this consultation process, please get in touch as we will be happy to help.

08081 963 996

Email: consult@blackshots-towers.co.uk

Freepost: Blackshots Towers

Thurrock Council
TRANSFORMING
Thurrock Live Work Play Learn

Help shape our future plans for Bevan House, Keir Hardie House and Morrison House

Your home, your future

October 2021

thurrock.gov.uk

Appendix

Leaflet

Help shape the future of your community

Thurrock Council is asking residents of Bevan House, Keir Hardie House and Morrison House to get involved and provide your views on the future of these buildings.

You will recently have received a letter about upcoming external refurbishment works to your building and the appointment of a contractor to undertake these works.

These essential works are needed to improve insulation and ventilation, and to replace parts of the buildings that have reached the end of their life. More information about these refurbishment works will be provided in the coming months, after surveys have been completed.

Separate to these refurbishment works, Thurrock Council would like to engage with residents of Bevan House, Keir Hardie House and Morrison House about the longer-term future of the buildings.

We would like to know whether you think we should invest more to extend the life of the tower blocks for another generation, or if you think we should start to consider wider regeneration of the area, including options to demolish the tower blocks and build new homes.

What this consultation is about

We want to know your experiences of living in Bevan House, Keir Hardie House and Morrison House. What do you like about living there and what improvements would you like to see? Does your home meet the needs of your household?

High-rise buildings have a different set of challenges to other types of homes. We know from speaking to residents that there have been issues with condensation and damp.

The upcoming refurbishment and any future works should help improve the overall weatherproofing of the buildings, as well as the outside appearance, but they won't improve the overall layout of the buildings or the inside of your properties.

A regeneration project could look to replan this area and provide lower height homes with easier access to gardens and green spaces. Brand new homes also have much better energy efficiency standards, helping to reduce fuel costs. All essential maintenance works will still take place but non-essential works could be replaced with wider regeneration plans if feedback suggests this is the preferred option.

We want to hear from as many residents as possible to understand your thoughts before any plans are developed.

Have your say

This is your opportunity to help shape the future of your community. We want to have an open conversation with you to understand what matters most to you and your aspirations for the future. We are keen to hear from as many existing residents as possible.

The feedback received during this consultation will help to inform our future decisions about Bevan House, Keir Hardie House and Morrison House.

To be clear, this is a conversation about the long-term future of the area and does not affect the essential refurbishment works we will start this year.

If we do decide to consider options for a regeneration project, we will want to work very closely with existing residents so that we can develop plans together. There would be more consultation before any plans move forward and, whatever the outcome of these discussions, we would like to reassure residents that your tenancy is secure.

Appendix

Letters to residents

thurrock.gov.uk

Thurrock Council, Civic Offices
New Road, Grays
RM17 6SL

1 October 2021

Dear resident,

Consulting you on the future of Bevan House, Keir Hardie House and Morrison House

Thurrock Council is seeking feedback from the residents of Bevan House, Keir Hardie House and Morrison House to help shape plans for the long term future of these buildings.

We want you to tell us what it's like to live in these buildings and what you think we should do with them in the long term. Should we invest to extend the life of the buildings for another generation, or should we explore options to demolish the tower blocks and replace them with new homes?

No decisions about the future have been taken and we want to use this consultation process to understand the views of residents.

Please find enclosed a leaflet which introduces the background to this consultation, as well as a feedback questionnaire for you to complete. The feedback questionnaire can be returned to us in the FREEPOST envelope provided.

We will be hosting a drop-in session during the consultation, and we would encourage you to attend so that you can talk to us and ask questions. The outdoor session will be held outside the entrances of Bevan House, Morrison House and Keir Hardie House and is open for all residents to attend:

Wednesday 20 October 2021, from 3pm to 7pm

If you have any questions about the content of this letter or would like to find out more about the consultation process, please get in touch with us and we would be happy to help.

Phone: 08081 963 996
Email: consult@blackshots-towers.co.uk

Yours sincerely,

Ewelina Sorbjan
Thurrock Council

thurrock.gov.uk

Thurrock Council, Civic Offices
New Road, Grays
RM17 6SL

1 October 2021

Dear resident,

Consultation on the future of Bevan House, Keir Hardie House and Morrison House

Thurrock Council is seeking feedback from the residents of Bevan House, Keir Hardie House and Morrison House to help shape plans for the long term future of these buildings.

As part of this consultation, we are asking the tower block residents to tell us what it's like to live in these buildings and what they think we should do with them in the long term. One of the options being considered, subject to the feedback received as part of this consultation, is the potential to demolish the tower blocks and undertake a wider regeneration project to deliver new homes and facilities.

As someone living close to these buildings, we wanted to let you know that we are undertaking this consultation with the residents of the tower blocks. No decisions about the future have been taken and we want to use this consultation process to understand the views of those who live in these buildings.

Should the option to explore a wider regeneration be preferred, an extensive consultation programme would follow. At that point, you would be invited to share your views as part of a consultation on a wider regeneration project.

Although we are not specifically seeking your feedback as part of this consultation, we appreciate that you might have questions at this stage. As part of this consultation, we are hosting an outdoor drop-in session outside of the entrances of Bevan House, Morrison House and Keir Hardie House, so that local residents can talk to us and ask questions. Please feel free to come along if you would like to talk to us:

Wednesday 20 October 2021, from 3pm to 7pm

If you can't attend the event and would like to ask a question, please get in touch with us via phone or email and we would be happy to help.

Phone: 08081 963 996
Email: consult@blackshots-towers.co.uk

Yours sincerely,

Ewelina Sorbjan
Thurrock Council

Appendix

Distribution area

Appendix

Website

Blackshots Towers

As a mark of respect for Sir David Amess MP following his tragic death on Friday 15 October, political group leaders at Thurrock Council have together agreed to postpone all public committee meetings and other meetings involving external groups and partners due to take place this week (Monday 18 October to Friday 22 October 2021).

The outdoor drop-in session taking place on Wednesday 20 October has been postponed. This will now be held on Wednesday 3 November.

Help shape our future plans for Bevan House, Keir Hardie House and Morrison House

October 2021

Thurrock Council is asking residents of Bevan House, Keir Hardie House and Morrison House to get involved and provide your views on the future of these buildings.

We would like to know whether you think we should invest more to extend the life of the tower blocks for another generation, or if you think we should start to consider wider regeneration of the area, including options to demolish the tower blocks and build new homes.

This consultation is running separately to the upcoming external refurbishment works on the buildings. These essential works are needed to improve insulation and ventilation, and to replace parts of the buildings that have reached the end of their life. More information about these refurbishment works will be provided in the coming months, after surveys have been completed.

Image courtesy of Google Earth

What this consultation is about?

We want to know learn from residents what it is like to live in Bevan House, Keir Hardie House and Morrison House.

High-rise buildings have a different set of challenges to other types of homes. We know from speaking to residents that there have been issues with condensation and damp.

The upcoming refurbishment and any future works should help improve the overall weatherproofing of the buildings, as well as the outside appearance, but they won't improve the overall layout of the buildings or the inside of your properties.

A regeneration project could look to re-plan this area and provide lower height homes with easier access to gardens and green spaces. Brand new homes also have much better energy efficiency standards, helping to reduce fuel costs. All essential maintenance works will still take place but non-essential works could be replaced with wider regeneration plans if feedback suggests this is the preferred option.

Who's listening?

Housing Development Project Manager
Housing Development Team
Thurrock Council

Phone 08081 963 996
Email consult@blackshots-towers.co.uk

Document library

Blackshots Towers Leaflet (242 KB) (pdf)

Project timeline

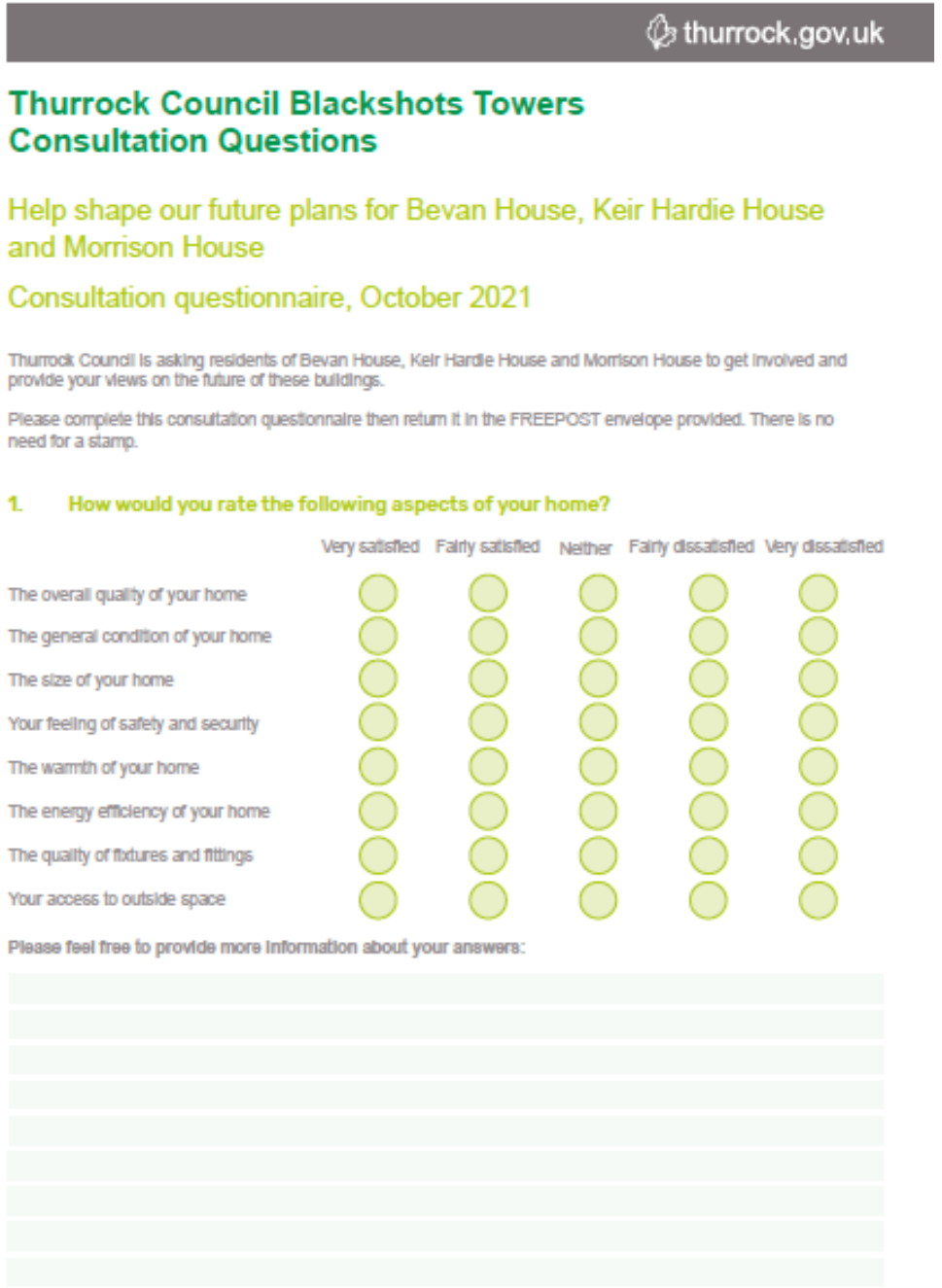
Monday 4 October: Consultation open
This consultation is open for feedback.

Wednesday 3 November: Public drop-in session
Public drop-in session at the site on Wednesday 3 November from 3pm to 7pm

Wednesday 15 November: Consultation closes
Feedback will be analysed and key themes will be identified, to allow the Team to continue to consider options based on the feedback received.

Appendix

Feedback form



thurrock.gov.uk

Thurrock Council Blackshots Towers Consultation Questions

Help shape our future plans for Bevan House, Keir Hardie House and Morrison House

Consultation questionnaire, October 2021

Thurrock Council is asking residents of Bevan House, Keir Hardie House and Morrison House to get involved and provide your views on the future of these buildings.

Please complete this consultation questionnaire then return it in the FREEPOST envelope provided. There is no need for a stamp.

1. How would you rate the following aspects of your home?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall quality of your home					
The general condition of your home					
The size of your home					
Your feeling of safety and security					
The warmth of your home					
The energy efficiency of your home					
The quality of fixtures and fittings					
Your access to outside space					

Please feel free to provide more information about your answers:

counter context

Appendix

Feedback form

thurrock.gov.uk

2. Does the layout of your home meet the needs of you and your household?

Yes, fully ◯ Yes, mostly ◯ Not really ◯ Not at all ◯

Could you tell us more about this? What do you like and what improvements would you like to see?

Neighbourhood

3. How would you rate the following aspects of your neighbourhood?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The overall appearance of your neighbourhood	◯	◯	◯	◯	◯
The sense of community	◯	◯	◯	◯	◯
Access to parks and green space for activities and relaxation	◯	◯	◯	◯	◯

Please feel free to provide more information about your answers:

4. Which of these statements best sums up your views on your home and your neighbourhood?

- I feel a strong sense of belonging to my home and my neighbourhood. ◯
- I am satisfied with my home, but I don't have a strong sense of belonging to my neighbourhood. ◯
- I am dissatisfied with my home, but I have a strong sense of belonging to my neighbourhood. ◯
- I don't feel a strong sense of belonging to my home or my neighbourhood. ◯
- None of the above. ◯

thurrock.gov.uk

Your thoughts on the future

5. To what extent will your home meet the needs of your household in the next 10 to 20 years?

Yes, fully ◯ Yes, mostly ◯ Not really ◯ Not at all ◯

If you answered "not really" or "not at all", why is this?

- I plan to relocate to a different area for work or family reasons ◯
- I will need to move into a larger or smaller property ◯
- I intend to purchase a property ◯
- Other ◯

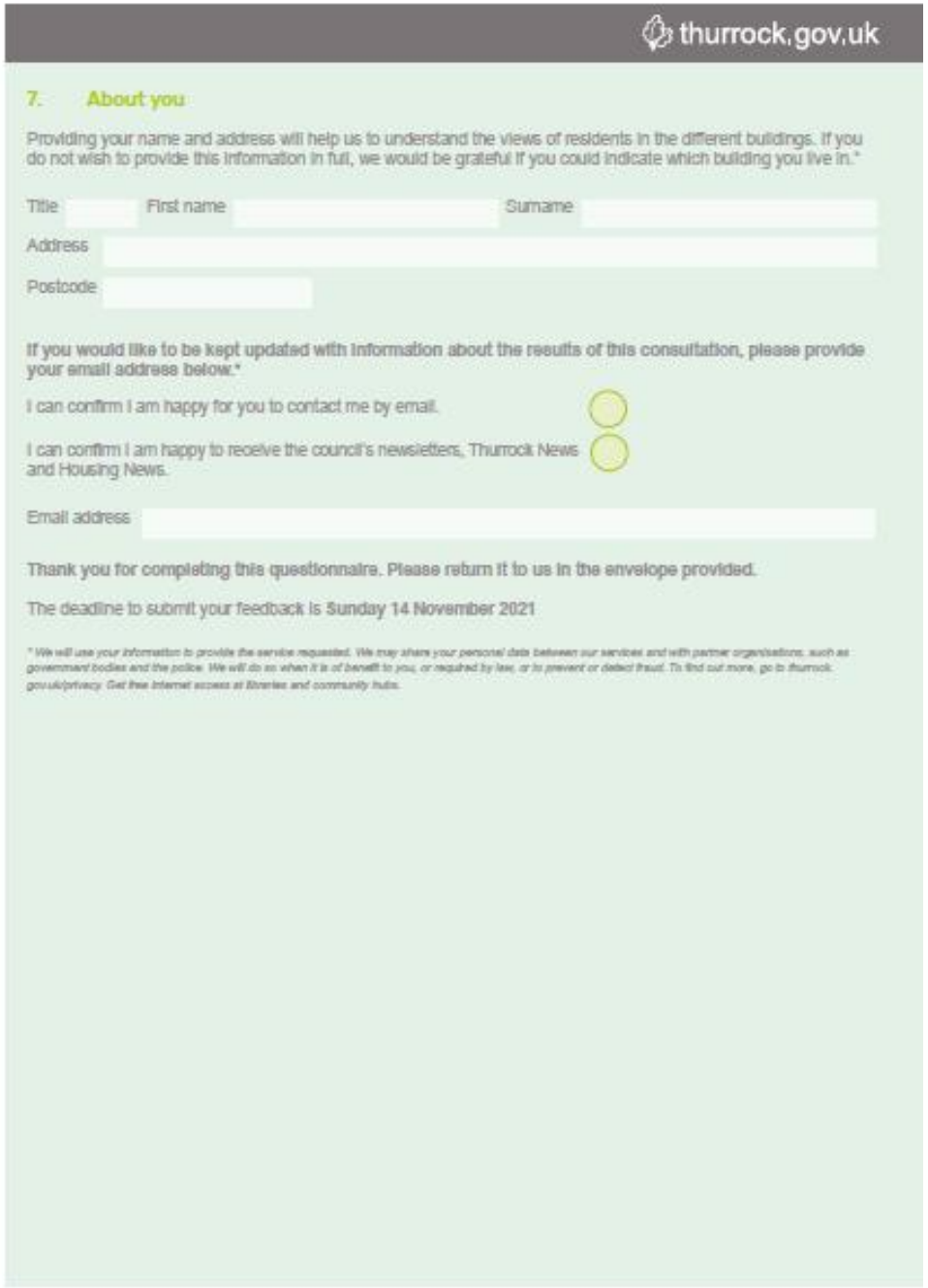
6. What is your view on the long-term future of Bevan House, Keir Hardie House and Morrison House?

- I think the buildings provide good quality homes and they should stay as they are, with essential maintenance and improvement works undertaken when needed. ◯
- I think the buildings provide good quality homes but Thurrock Council should invest in a bigger refurbishment programme to address current problems. ◯
- I think the buildings are coming towards the end of their life. Thurrock Council should look to replan the area with lower height homes with better energy efficiency and access to gardens and green spaces. ◯
- None of the above. ◯

If you have any further comments you would like to make, please provide these here:

Appendix

Feedback form



thurrock.gov.uk

7. About you

Providing your name and address will help us to understand the views of residents in the different buildings. If you do not wish to provide this information in full, we would be grateful if you could indicate which building you live in.*

Title First name Surname

Address

Postcode

If you would like to be kept updated with information about the results of this consultation, please provide your email address below.*

I can confirm I am happy for you to contact me by email.

I can confirm I am happy to receive the council's newsletters, Thurrock News and Housing News.

Email address

Thank you for completing this questionnaire. Please return it to us in the envelope provided.

The deadline to submit your feedback is Sunday 14 November 2021

* We will use your information to provide the service requested. We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, or required by law, or to prevent or detect fraud. To find out more, go to thurrock.gov.uk/privacy. Get free Internet access at libraries and community hubs.