

# YOUR CUSTOM HOUSE

Winter 2019 - Issue 2

Putting Newham Residents at  
the Heart of Everything We Do

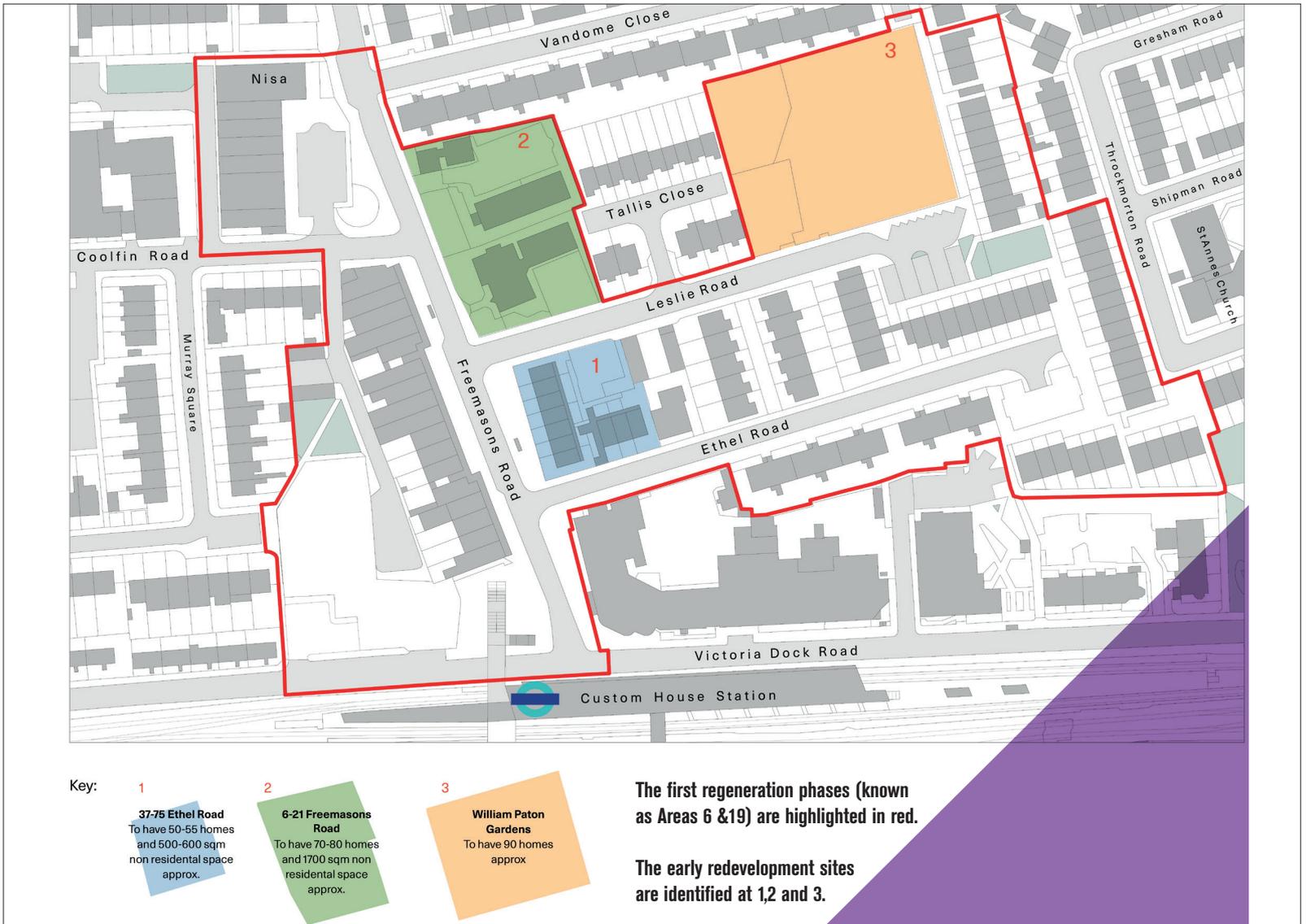


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# DEVELOPING PLANS FOR THE REGENERATION OF CUSTOM HOUSE

Work is now underway to develop a planning application for the first phases of redevelopment at Custom House, working closely with the community. The plans will improve the neighbourhood centre at Freemasons Road for the whole community by providing between 800-900 new quality homes, safer and more attractive streets, improved local shops, a health hub and other community facilities.

The first sites for redevelopment are Areas 6 & 19 of the regeneration programme around Freemasons Road and Custom House Station. A design team lead by Adam Khan Architects were chosen by the council and elected community representatives to work with local people and the Council on the design of the new centre at Custom House. An organisation called Montagu Evans are also part of the project team, engaging with the community and advising on the best way to build and pay for the redevelopment. We are working towards creating a masterplan with outline designs covering the whole of Area 6 & 19. Some areas within the masterplan will be designed in more detail, including three early sites that have been identified to be redeveloped first (please see the map above for details). It is envisaged that these will provide up to 225 new homes as well as space for non-residential uses.

In this newsletter you can find out more about how residents are getting involved in this exciting regeneration programme at Custom House. You can also read about the new Custom House Regeneration Hub on Freemasons Road is helping us keep everyone up to speed.

# YOUR VOTE, YOUR CHOICE



Next summer's ballot will be your chance to vote on whether proposals for the regeneration of Custom House sites should go ahead or not.

The Mayor of Newham has made a commitment to hold this ballot; the Mayor of London is also committed to ensuring that residents have a say, as set out in *Better Homes for Local People* – his good practice guide to estate regeneration.

Before the ballot takes place an offer document will be sent to council tenants, resident leaseholders, resident freeholders, some temporary and private tenants and residents who have been rehoused outside of the area.

The offer will cover the broad vision for Custom House and what the priorities are. It will include:

- the preferred option from the masterplan
- the overall number of new homes and their tenure mix
- what the right to return or remain will be for council tenants
- a clear offer for leaseholders and freeholders whose homes have to be demolished in the redevelopment.

Voters will be asked to vote either yes or no, as to whether they are in favour of the offer or not.

## Who gets to vote?

Council tenants	Resident leaseholders and freeholders	Some temporary and private tenants	Residents who have been rehoused
Residents include secure and introductory tenants named on a tenancy.	Residents must have lived in their property as their only or principal homes for at least one year prior to the offer.	Residents must have been on the council housing waiting list for at least one year prior to the offer.	Residents who have been rehoused and, as secure council tenants, have a right to return.

## The outcome

The rules do not ask for a minimum turnout, but they do require a majority either in favour or against.

What 'yes' will mean:

We will go ahead with what the landlord offer sets out. The vision is that the offer and regeneration planned for the area will achieve the following:

- new and better homes, including the aim to provide 50% council homes
- high quality public spaces

- jobs, new shops and services
- accessible public transport routes, with a new bus interchange and improved bus service
- a phased approach, helping local people stay in the area.

## What 'no' will mean

- the project will be paused while we reconsider our approach, fully engaging with residents again
- a potential loss of the allocated GLA funding, which is currently £8.7m.

# YOUR COMMUNITY REPS AND THE CUSTOM HOUSE STEERING GROUP

In March Custom House residents voted for community representatives to be part of a steering group to help shape the future of Custom House. Interest in being part of the group was high with fourteen local people standing for six community representative places. Four places were reserved for people living in areas that will be redeveloped (i.e. those with a direct link to the regeneration areas) and two for those with an indirect link to the area (e.g. living in the wider area or having another local connection). Over 110 people took part in the elections and we would like to thank everyone for coming along to vote on 25 and 26 March. We would also like to thank everyone who stood for election. The following people were elected:

## Those with a direct link

Sahra Ikar  
Samantha Napa  
Thelma Odoi  
Terrence Regan

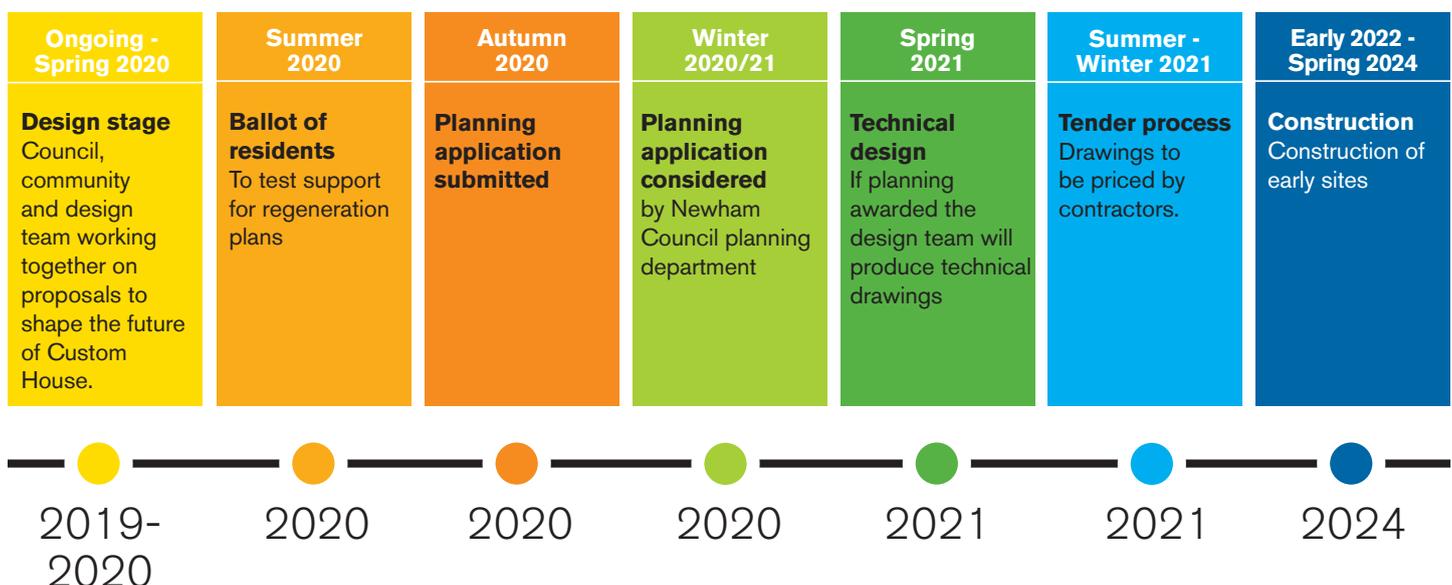
## Those with an indirect link

Casey Howard  
Anthony Subryan

Councillor Sarah Ruiz, one of your Custom House ward councillors, co-chairs the steering group.

Since May your community reps have been meeting with council officers and the design team to discuss and feed into the design process. Alongside the design team, the steering group has also been working on a community engagement plan so that the whole community can get involved. The steering group is meeting throughout the design process as plans are developed. This means that the community is at the heart of shaping the regeneration of the area. Community representatives are ensuring that your ideas and views are heard. As plans progress you should be able to see how your views are being embedded in the design of the area. You can get in touch with your community reps through the Custom House Regeneration Hub at 25 Freemasons Road. They will be attending some of the Thursday evening surgeries there from 4.30-7pm. Check at the Hub for details.

## Indicative timetable for the first phase of redevelopment



# GETTING INVOLVED AND MAKING A DIFFERENCE



Custom House residents getting involved in shaping the future of their area

Adam Khan Architects and the rest of the design team have been holding community events to get people involved in shaping the regeneration, looking at the identity of Custom House and the aims, vision and priorities for the regeneration of the area. Community members have also taken part in training sessions covering a range of topics affecting the design of neighbourhoods and homes, to ensure people feel knowledgeable and confident to contribute to the regeneration conversation.

Workshops in July gathered community members' views on what makes a great neighbourhood, from the high street and new homes to social and community space. They also looked at how it should all be built and paid for and there was plenty of time for questions and answers about the

regeneration of Custom House. In September and October events have focused on presenting and adapting the first design proposals for Custom House, based on community feedback.

It has been great to hear your ideas about the future development of Custom House at these events and these are informing the proposals for the area. We'd like to thank everyone who has taken part so far for their contribution and encourage everyone to get involved in future events look out for more information.

Once there is an overall proposal agreed for delivering the regeneration of Custom House, the details of the scheme will be worked up in readiness for a ballot of local residents.

Community members discuss  
the future of Custom House



## NEW REGENERATION HUB OPENS IN CUSTOM HOUSE

### Pop in and see us

The former Post Office at 25 Freemasons Road has been converted into the Custom House Regeneration Hub, where residents can meet and talk with Newham Council and its partners about regeneration, rehousing matters and other local issues. Elected community representatives on the Custom House Steering Group and the independent tenants' and residents' advisors are also meeting community members at the Regeneration Hub.

Lots of activities have already taken place here over the last few months, from community representative elections to regeneration workshops to share ideas, meet and learn from each other.

We have now opened our doors on a regular basis to ensure you can contact us easily and meet with us locally if you want to discuss the regeneration of Custom House and how it affects you. So please come along for an informal chat.

The design team held an open community workshop and drop-in to get ideas on how the Regeneration Hub should look and feel and what should happen here. Those taking part had lots of ideas and we have been able to take many of these on board already. Above all we have tried to make the space welcoming and friendly and we will continue to work on this. The Regeneration Hub will be open on **Mondays and Tuesdays from 10am - 4pm** when you can meet members of the Regeneration Team. On **Thursdays** members of the design team will be there from **2 - 5pm** and the Independent Tenants' and Residents Advisor, Newman Francis, will hold a surgery from **4.30 - 7pm**. You will be able to talk confidentially. Community reps will also be available at this time sometimes (check at the Hub for details). Coffee afternoons will also be held on **Thursday from 2 - 4pm**. You can pop in anytime when we are there. Look out for further details at the Custom House Regeneration Hub and at [www.newham.gov.uk/ctch](http://www.newham.gov.uk/ctch).

# YOUR INDEPENDENT TENANTS' & RESIDENTS' ADVICE SERVICE

Newman Francis have been appointed as your Independent Tenants' & Residents' Advisor (ITRA) for Custom House.

The ITRA service is commissioned by London Borough of Newham as one of our good practice commitments to provide residents with an independent and impartial advice service throughout the regeneration process.

Newman Francis are an independent team of community advisors with lots of expertise and experience in working with local residents.

Their role is to:

- support residents to ensure that you have a say in influencing the regeneration proposals for Custom House
- provide impartial advice and support to residents, to ensure that you are aware of your rights and options
- support and advise your Custom House Steering Group, who are responsible for representing the whole community.

Newman Francis are currently out finding out what you think about the proposals to regenerate Custom House and they look forward to meeting you.

If you would like to arrange a home visit and meet with Newman Francis, would like independent advice about the regeneration or you just want to find out more about their service, please get in contact with them by calling them on their freephone number 0800 644 6040 or email them at [customhouse@newmanfrancis.org](mailto:customhouse@newmanfrancis.org)

They will be taking part in coffee afternoons on Thursdays from 2-4pm at the Regeneration Hub and will run a surgery afterwards on the same days from 4.30-7pm.

## CUSTOM HOUSE LIVEABLE NEIGHBOURHOOD FUNDS

In autumn 2018, Newham Council submitted a bid to Transport for London (TfL) for a Liveable Neighbourhood proposal for the Custom House area. Our bid was successful and we have been awarded £135,000 to look at how we can improve walking and cycling routes, and the general street environment in the area. This initial seed funding will allow us to identify local priorities and opportunities for improvements.

Recently we have been talking with local residents and community members to better understand the key issues and to listen to your ideas and views to help shape outline proposals for the Custom House Liveable Neighbourhood. We will be developing project ideas, in response to the feedback provided, to deliver a range of interventions to create healthy and active streets. These may include improving cycling networks, redesigning junctions, upgrading crossings and creating more attractive walking routes.

The scheme is being led by the Council's Highways team, who will work very closely with the Regeneration Team to ensure a coordinated approach to improvements at Custom House as plans for the redevelopment of the area are progressed.

For more information visit: [www.newham.gov.uk/CustomHouseLN](http://www.newham.gov.uk/CustomHouseLN)

# YOUR LOCAL COUNCILLORS

## Custom House ward

Cllr James Beckles  
Cllr Patricia Holland  
Cllr Sarah Ruiz

## Canning Town South ward

Cllr Dr Rohit Kumar Dasgupta  
Cllr Alan Griffiths  
Cllr Belgica Guana

For details of surgeries and contact details visit [www.newham.gov.uk](http://www.newham.gov.uk)

## REGENERATION TEAM

For information: 020 3373 1443, email [regeneration@newham.gov.uk](mailto:regeneration@newham.gov.uk) or visit [www.newham.gov.uk/ctch](http://www.newham.gov.uk/ctch)  
Members of the regeneration team are based at **the Custom House Regeneration Hub (25 Freemasons Road) 10am-4pm on Mondays and Tuesdays.**

Members of the design team are based there on **Thursdays from 2-5pm.** Please pop in and see us.

Community reps and the residents advisors will also have a presence at **the Hub on Thursdays between 4.30 and 7pm. Coffee afternoons are held 2-4pm every Thursday.**

## CUSTOM HOUSE WEBSITE COMING SOON

[www.customhouseE16.com](http://www.customhouseE16.com)

## Work Placement for Part I/II Architecture Students

### Adam Khan Architects is seeking a Part I or Part II architecture students for a 4-week work placement.

We are a friendly design practice engaged with significant urban renewal projects in London and across Europe. This is an opportunity to experience life in a leading practice, to gain experience and training, and to develop your interest in architecture and urban design.

#### About you:

- aged 18-24
- grown up and attended school in Newham
- currently studying architecture
- socially driven and interested in making a difference in your borough

#### About this role:

This is a hands-on role. You will be immersed in studio activity and will learn from our experienced team members. We will share industry skills and there will be exposure to the wider design team with opportunities to attend design meetings and workshops.

Commitment and enthusiasm to learn is essential.

You will have excellent graphic and image making skills - experience with

Adobe Photoshop is a must.

Good drawing and physical modelmaking skills would be advantageous.

Some exposure to ArchiCAD, Rhino and/or Vray would be useful, but not essential.

This role offered will be based in our east London studio.

#### How to apply:

To apply please send your CV and samples of work plus cover letter stating your preferred start date to [info@adamkhan.co.uk](mailto:info@adamkhan.co.uk).

Adam Khan Architects is an equal opportunities employer.

We are particularly interested to hear from BAME candidates and other under-represented groups.

London Living Wage



Newham Council's  
Regeneration Team wish  
you a Merry Christmas  
and a Happy New Year

# WHAT'S ON

## Royal Docks

London's Royal Docks is home to a host of attractions, events and activities, all centred around the water. The heritage and history of the area plays an all-important part in the continuing story of the docks.

Find out more about the calendar of activities and events and the Royal Docks Enterprise Zone at [www.londonsroyaldocks.com](http://www.londonsroyaldocks.com)