

Walkways:
Barandon Walk
Hurstway Walk
Testerton Walk



Foreword

Further information:

Website: www.lancwestrefurb.com

This document is available to read in other languages. To request a translated copy of this book or for more information please contact NewmanFrancis on:

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A hard copy of this book can be found at Baseline Studios and with your block representative. Please use the contact information above to find out who your block representatives are.

To contact Kensington and Chelsea Council on any issues related to the Estate, please:

Email: LancasterWestOffice@rbkc.gov.uk

Or visit them at Unit 2, Baseline Studios,
Whitchurch Road.

“These books are the next steps in our work with architects and the Council to design the future of the Estate. This work will give us a major voice on the future of our homes.

After the tragedy of last June, this is a fundamental step for residents to begin the process of rebuilding their lives.

Many of our residents attended the consultation events and we are clear on the need for positive change.

The LWRA is working to ensure that the Council lives up to its promises. We will continue to make sure they listen to residents to fulfil their promise to make this a model estate for the 21st Century.

Most importantly, we will secure our rights to improved living conditions and putting the ideas in these books into practice.

We will be approaching Central and Local Government to support us to achieve our aims and secure their support for the refurbishment of the estate.”

Lancaster West Residents' Association

Introduction

Purpose of this Book of Ideas

This book provides a record of the resident participation and co-design events held between January and March 2018 for the Walkways.

This book:

- Records the ideas and concerns that emerged from the engagement with residents.
- Establishes a reference document for the next stage of the project when the ideas will be added to, developed in more detail, and thoroughly tested for feasibility of implementation, including cost and disruption implications.
- Records the process of resident engagement and feedback that took place.

At the next stage:

- Residents will be part of the process of selecting designers to take the refurbishment forward.
- Residents will make choices about these and additional ideas informed by factors such as cost, levels of disruption and current regulations.
- Residents will remain at the heart of the design and implementation process.

The buildings

The Walkways consist of three 5-storey linear buildings – Testerton Walk, Hurstway Walk and Barandon Walk creating two large green spaces. The Walkways were constructed in the early 1970s as Phase I of the Lancaster West Estate and were linked to Grenfell Tower. Each of the three buildings is organised around a central deck at first floor, accessed via external ramps. The decks are lined with front doors to flats and stairs lead from the decks to upper floor galleries which gives access to flats higher up. These decks (the ‘Walkways’) were originally designed to be external spaces, open at intervals to the sky. A refurbishment in 1980s, saw them covered over with rooflights, so making them internal spaces with lightwells. They were also divided up to stop them acting as a through route.

There are underlying issues of inadequate management and repairs, and of safety and security, which needs to be urgently addressed in the refurbishment.

How we have consulted

We have carried out an extensive engagement programme. This has included Ideas day events, leafleting and door-knocking across the estate, block and cluster meetings, attendance at Residents’ Association General Meetings, home visits where requested, and telephone and email correspondence.

The following resident engagement events have been held with residents from the Walkways to collect resident comments on the current conditions and discuss possible ideas for new refurbishment works:

- Initial refurbishment consultation, October 2017
- Resident Ideas Day, Kensington Leisure Centre, 27.01.2018
- Block meeting, Methodist Church, 21.02.2018
- Individual resident consultations: Five held
- Resident Ideas Day, Kensington Leisure Centre, 10.03.2018

Findings

The following sections summarise the findings and resident feedback received during the engagement process. A series of possible ‘early projects’ are also identified as work which could possibly be carried out before the main refurbishment works without affecting future plans.

Summary of findings



The Walkways: Hurstway Walk

Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate.

- Inadequate management and repairs over the years.
- Fire safety: including fire engine access to the block.
- Asbestos: residents have raised concerns regarding the presence of asbestos in the block.
- Accessibility is difficult as there are no lifts.
- Safety and security: concerns that the doors in the communal areas are not secure. Anti-social behaviour in the central staircase, and around the ramps.
- Leaks, damp and draughts: condensation on windows due to single glazing.
- Rubbish: small rubbish chutes, with no space for disposal of larger items or recycling.
- Problems with pest control.
- Bathrooms and kitchens in need of upgrading, poor ventilation to kitchens and bathrooms.
- Lack of play space for children.
- Confusing signage: temporary intercom system needed.

Ideas we discussed:

The following ideas were suggested by the consultant team or residents in response to issues raised by residents during the consultation events.

All these ideas require further investigation to examine feasibility and costs. They will be discussed with and reviewed by residents.

- Refurbish the communal areas, introduce lift access and provide options for additional space to homes.
- Provide new heating and ventilation system: utilising renewable energy.
- Provide an insulated brick skin to the building.
- Provide external balconies: incorporating existing balcony into the flat to provide additional living space. Providing additional storage space.
- Better use of the basement spaces; options for residential, community or commercial use.
- Remove existing ramps and fencing where possible to improve connectability across the Estate. Providing new ground floor entrances.
- Options for the communal gardens: public, private or semi-private.
- Provide stairs to connect ground floor balconies to the communal gardens.
- Option for introducing new community buildings / uses along Whitchurch Street.

Immediate actions:

The following need to be taken forward as a priority:

- Audit and update the Fire Risk Assessment for all blocks, in both the short and long term.
- Implement an effective Repairs and Maintenance Strategy.
- Conduct a housing appraisal to establish whether people feel their homes respond to their current needs.
- Check for and deal with asbestos.

Early projects:

Works to your block or home

These are possible projects specific to your home or block that could start before the main refurbishment work begins.

- Fix roof lights.
- Remove threshold upstand at front doors.
- Improve balcony security and add awnings where appropriate.
- Install temporary intercom (Grenfell-Walk end) and improve security.
- Provide meanwhile uses.
- Appropriate protection and covering for gas pipes.

Works across the estate

These are possible projects that apply to most homes, blocks and external spaces across the estate, and could start before the main refurbishment begins.

- Improve community safety through; additional and better street lighting, providing video door entry systems, and increased CCTV.
- Improve signage across the estate.
- Improvements to refuse areas, including providing space for recycling and disposal of larger items.
- Investigate interim home improvements in advance of full refurbishment, e.g. mechanical ventilation systems, heating, plumbing and water pressure.
- Introduce a local lettings policy to meet local needs.
- Provide secure bike storage, and improve play spaces.
- Make improvements to nursery facilities, and identify options for future location.
- Investigate and resolve pest control issues.

Suggested Pilot Schemes

- Various works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.
- Surveys (incl. structure, services, drains, water and sewage).

Concerns and ideas: In detail

Heating, ventilation and energy bills

The building was built in the early 1970s and is constructed as a combination of concrete frame with cavity brick walls and solid brick walls on the ends of blocks. The white horizontal stripes on the building are concrete structure exposed to the weather. This is bringing cold and moisture into homes, the technical name for which is cold bridging. Cold bridging can cause damp and mould and is made worse by poor ventilation. This is a typical issue of buildings constructed in this period and can be overcome through insulation, which can be seen on the next page.

Concerns include:

➤ Condensation

Many residents have reported problems with condensation on the windows, particularly after showering or in the kitchen. This is linked to poor existing ventilation in the kitchens and bathrooms, and single glazing of windows.



Lancaster West Estate Refurbishment

➤ Draughts and noise pollution

Draughts into flats have been highlighted by residents, particularly around the balcony doors. Residents can hear noises from the corridors, and the floor boards and stairs creaking in adjacent homes.



➤ Heating control

Heating is controlled centrally. Residents would like more control over the heating of their flats. This is particularly important for the elderly or those with young children. Residents would like some certainty that their overall energy bills will not increase.



➤ Water pressure

Water pressure is an issue that has been highlighted by many residents, particularly the shower pressure. Some residents have installed local water pumps to improve the pressure in their individual showers.



➤ Recycling facilities

There are no recycling facilities in the block. Residents currently have to take recycling to the external bins adjacent to Talbot Grove, which is too far for residents to carry recycling. A dedicated space for recycling is required. The existing rubbish chutes are no longer suitable for purpose.



Early ideas

Your home can be far cheaper to heat, light and ventilate, and have low carbon emissions, if the waste heat from people and appliances, together with the electricity from the roof PV, is sufficient for all the heat, light and hot water needs of your home.

The suggested approach also avoids the costs and complexity of below block large heating boilers and district heating pipework.

Concerns and ideas: In detail

➤ Early Ideas: Providing additional insulation and projecting balconies

Adding insulation to the outside of your homes will help to reduce draughts, and keep your home warm in winter, reducing the overall energy bills. The new insulated skin would cover the exposed concrete slab, and could be protected with a brick skin. The brick could either match the colour and style of the existing brickwork, or a different colour or style of brickwork could be used. There could also be the option to explore different materials for the outside of the building, e.g. tiles. Some residents we have spoken to have suggested that a lighter brick might be preferred to matching the existing brickwork.

If an insulated brick skin is added to the building, it makes sense to enclose the existing balconies, and make them part of the living space. In their place projecting balconies or winter gardens could be added to the building. The plans on the next few pages show how this would create a larger living space.



Example of a building in Ellebo, Denmark, before the addition of an insulated brick skin. The building was constructed in the 1960s and had similar environmental issues as the Walkways.



An insulated outer brick skin is being added to the building, with new balconies and stairs down into the communal garden spaces. The skin has completely transformed the appearance of the building, and improved the environmental performance.



Existing building from the outside



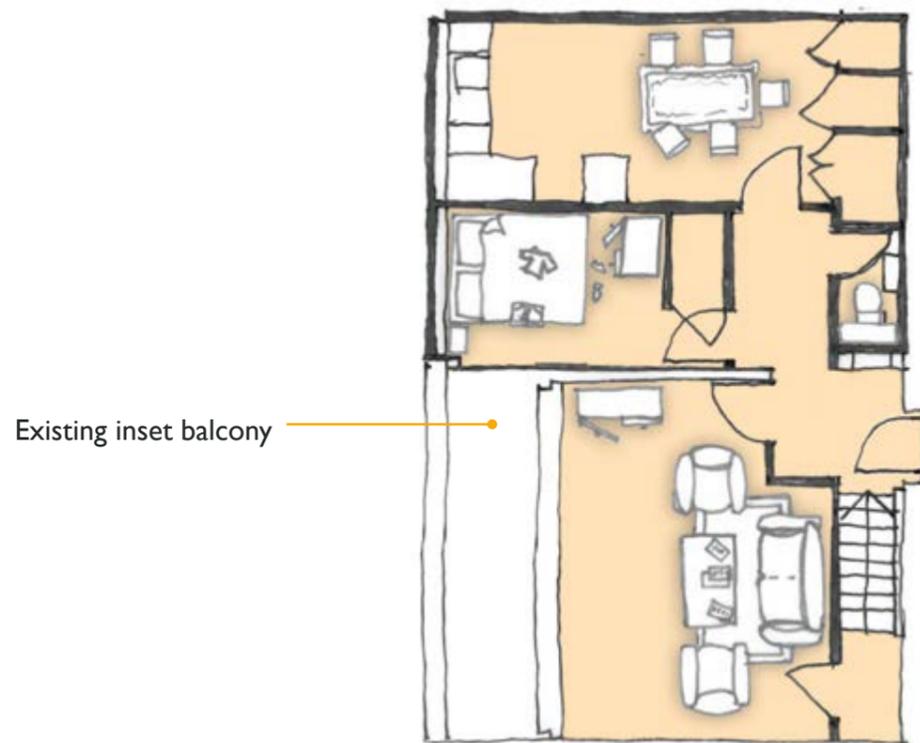
Larger homes formed by extending outwards to form projecting balconies / winter-gardens



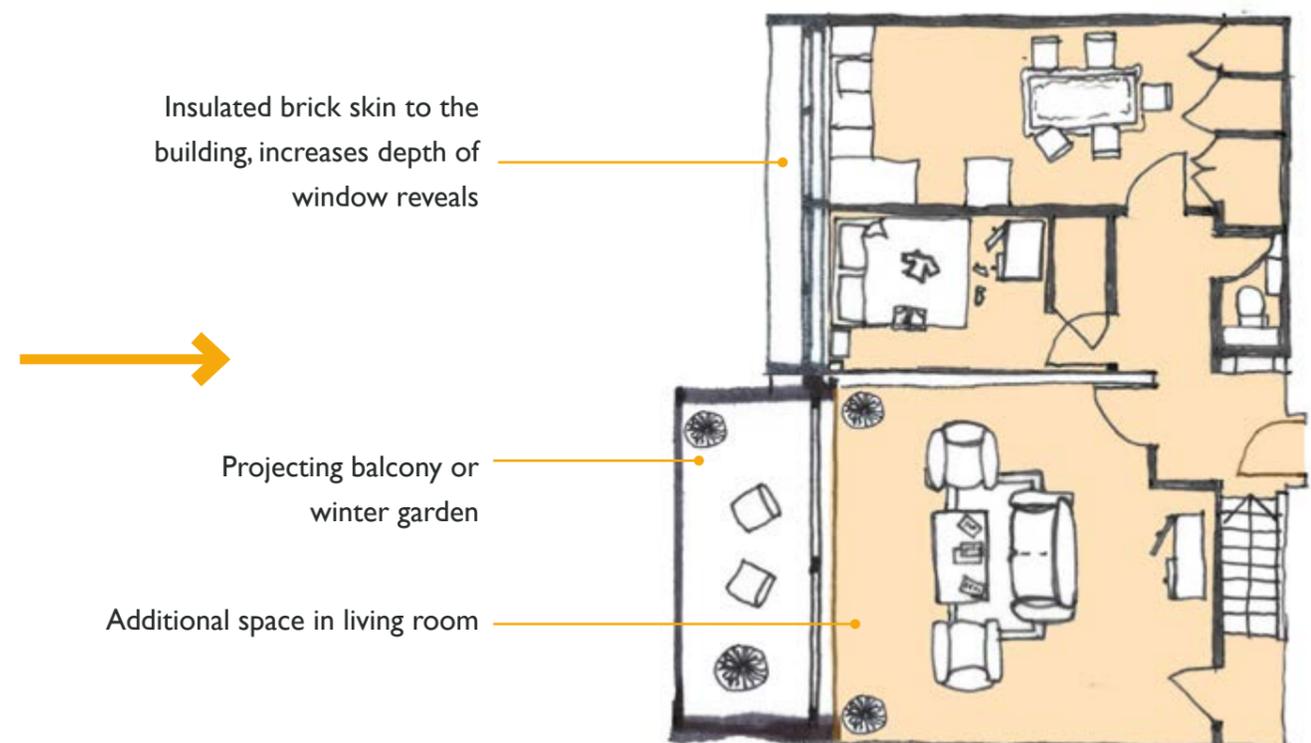
A new insulated brick skin could be added to the outside of the building.

➤ Early Ideas: Increased living space & projecting balconies

The plans below show an option to extend the 2 bedroom maisonettes outwards, providing a projecting balcony. If a new insulated brick skin is added to the building, it makes sense to convert the existing inset balconies into extra space in the living room. An external projecting balcony could be added to the outside of the building, replacing the existing balcony with a larger space, enough for a table and chairs. Options could be explored to have this balcony covered or glazed. This idea can be applied across all homes in the Walkways with balconies.



Typical two bedroom maisonette floor plan



Possible two bedroom maisonette floor plan

Concerns and ideas: In detail

Communal areas



The Walkways: Interior Design

Over the next few pages we have set out the detailed concerns residents have highlighted to us regarding the communal spaces in the Walkways.

There is a general consensus that the corridors in the Walkways need refurbishment. They were redecorated in the 1980s, and are seen by many residents outdated, unhomely and 'prison-like'.

The Walkways were originally designed to be external spaces, more like streets than corridors. There are street-like elements still in the Walkways, such as the bollards, which are not serving a clear purpose.

The lighting in the Walkways is institutional, and the lights are always left on. There are individual lights next to each doorway, but these are currently not serving any purpose. Residents would like the lighting improved to make the Walkways feel more homely.

Covered Entrances

Covered entrances were added to give the residents more security when entering their own homes. Residents have highlighted that having a protected entrance to their homes is important to them, so if these entrances are redesigned as part of the refurbishment, this needs to be taken into account.



Dividing Walls

Dividing walls were added across the Walkways as part of the 1980s refurbishment, separating the block up numerically (300s, 400s, 500s etc.). Residents we have spoken to have expressed mixed views as to whether these walls should remain in place or the Walkways should be opened up again.



Internal Stairs and Balustrades

The Walkways have a series of stairs internally to reach the flats on the upper stories. The lack of a lift creates problems for residents on the upper floors with mobility issues, including the elderly and those with wheelchairs or pushchairs.

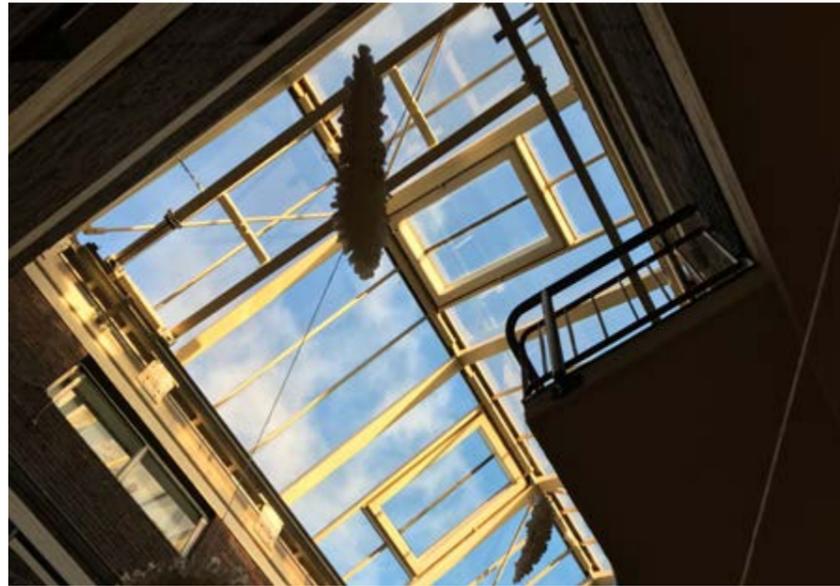
The balustrades are currently painted in red and blue, which are seen by residents are very institutional colours; residents would like to see the balustrades replaced or repainted as part of the refurbishment works.



Central stairs



Font doors

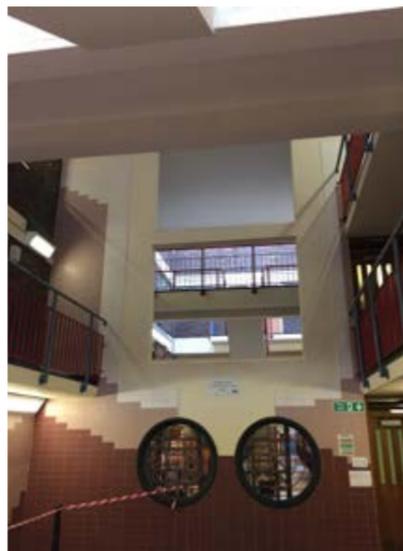


➤ Daylight & Rooflights

The rooflights were added as part of the 1980s refurbishment, and contain opening windows for ventilation. We have been informed by residents that some of the rooflights are not working correctly as they open when it is raining, allowing water to come in and puddle on the floor, making it slippery and dangerous. The rooflights do not provide enough daylight into the Walkways at first floor level, therefore lighting is kept on in the daytime.



Glazed rooflights



Daylighting to corridors

➤ Rubbish Chutes

The rubbish chutes are too small, and are often blocked. There is no space for recycling, or disposal of larger items. Residents we have met would like the rubbish collections to be more frequent, and the chutes to be more secure (e.g with fob access).



➤ Step into flats

The steps into the flats are trip hazards and make access difficult for those with mobility issues, including the elderly and those with wheelchairs or pushchairs. Some residents have had the step removed already.



➤ Balconies

Residents have raised concerns over the security of their balconies, particularly on the upper floors where balconies are connected together. On the upper floors residents would like the balconies partially covered to make them more usable.



➤ Intercom

The current intercom system does not have video screen display, and is unreliable and easily tampered with. There is no intercom at the moment to the 300s, meaning they have to let visitors and deliveries in themselves. The intercom system needs to be replaced with a more robust and user-friendly system.



Concerns and ideas: In detail

➤ Early ideas: How can the circulation spaces be improved?

Residents have told us they think the current corridors look dated and need refurbishment. Over the next two pages are early ideas of how the circulation spaces in the Walkways could be improved.

Examples of good design



Durable materials increase reflected light



Neutral railings and light walls reduce clutter



Divisions retain security but provide a sense of welcome



Light-coloured walls and floors and a careful choice of light fittings create dignified spaces



Colour and planting bring opportunities to personalise entrances



Elegant glazed roofs maximise natural light

Lancaster West Estate Refurbishment



1. Existing clunky roof-lights could be replaced with a finer structure for more light and to address existing leaks

2. Dark brick work painted or covered with glazed brick would increase reflected light from light-wells

3. Uplighting could help to make the space less gloomy and more inviting. Light fittings should be discrete and not institutional

4. A neutral unified colour would help railings to become less prominent

5. Light and neutral wall colour could help keep the space bright. The clutter of surface mounted cables and pipes should be addressed

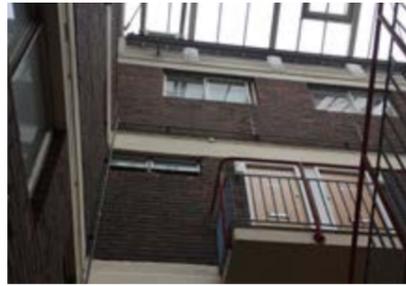
6. There are opportunities for residents to personalise their entrances and make more communal use of the walkways

7. A unified floor finish would keep the space feeling open and generous and less busy-looking. Bollards and other obstructions could be cleared away.

Possible view inside the Walkways



Existing divisions to walkways



Rooflights and upper maisonettes



View of the walkway as existing



View of the existing railings



Existing central staircase



Visualisation at basement level showing possible opening up of the basement, similar to Baseline Studios, for new homes.



View inside Baseline Studios, under Barandon Walk

Concerns and ideas: In detail

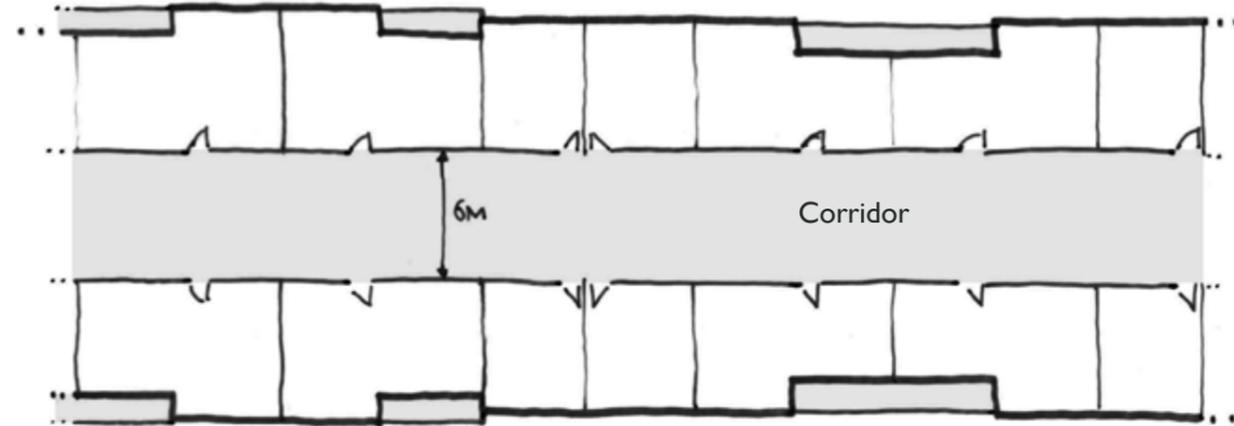


Early Ideas: Options for providing additional space & storage

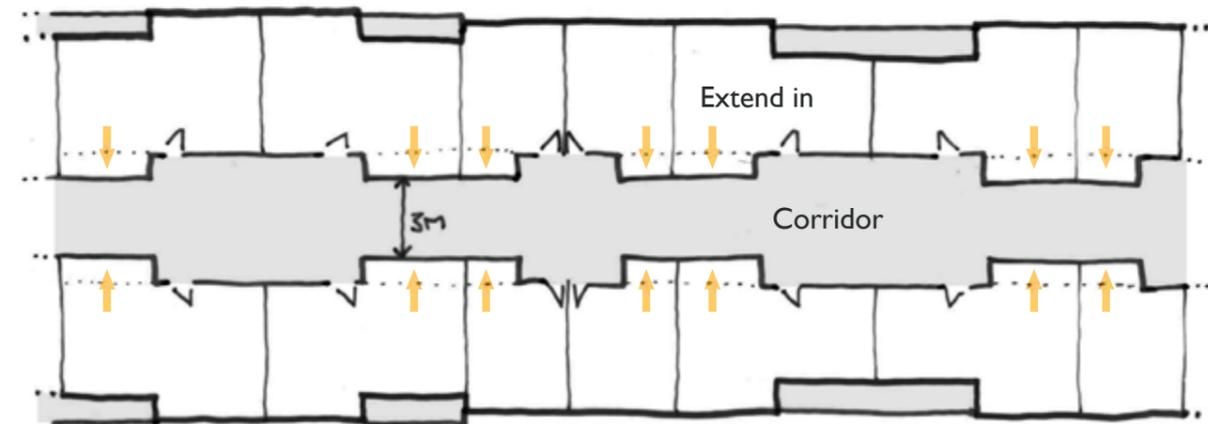
Residents have informed us they would like additional space in their homes, either for storage, or for an additional WC / shower.

The following options could be possible for the first floor homes:

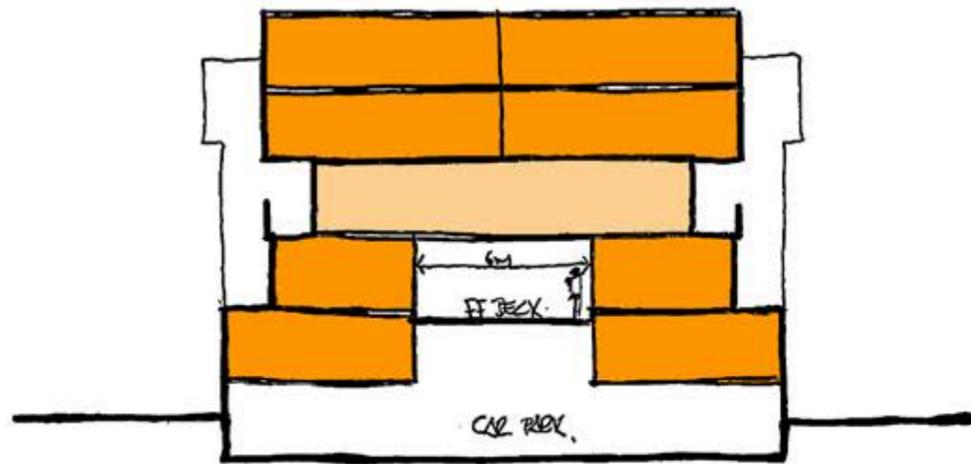
- **Option 1:** Extend the flats into the corridor, taking up some space from the Walkways. At the moment the Walkway is 6m across at first floor level, and by reducing this in places to 3m across, this could provide 1.5m additional space to the homes. This could space could be used for a WC / shower or storage inside the flat, or could be a space accessed from the corridor to storage bicycles, pushchairs etc.
- **Option 2:** Extend the ground floor into the car parking space, providing each flat with around 3m additional space on the ground floor. This space would be best used for a larger / additional bathroom or storage space, as there would be no natural light available.



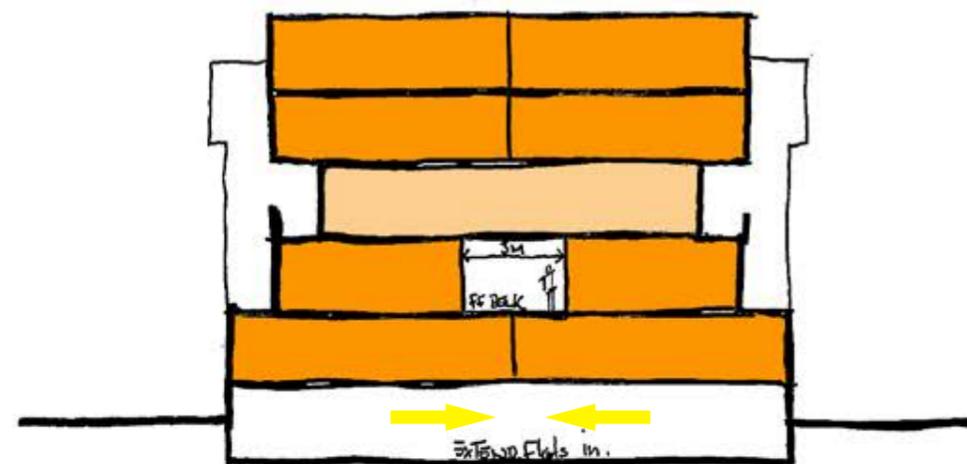
Existing first floor plan



Option to extend inwards into the Walkways to provide additional storage space



Existing section through the building



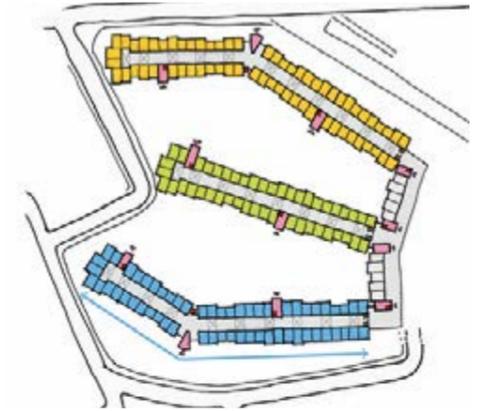
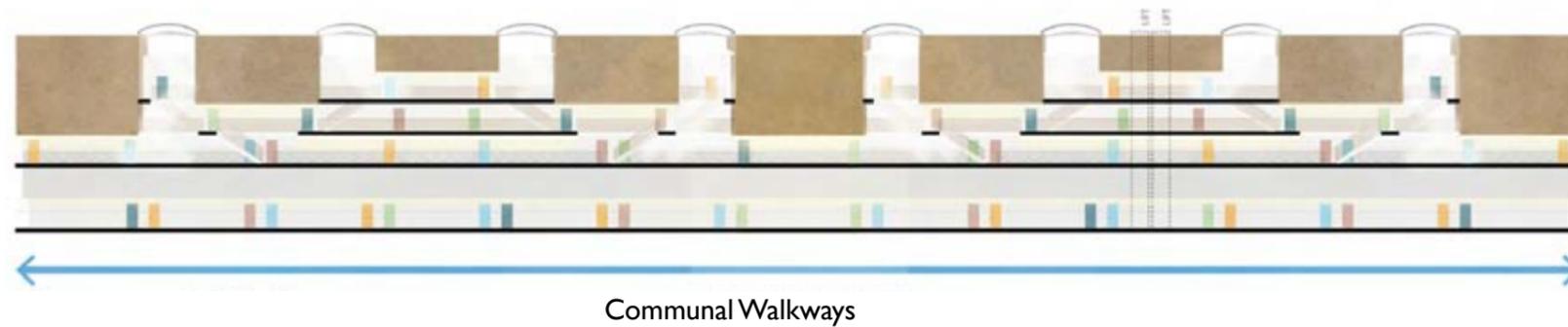
Option to extend the flats inwards

Early Ideas: Options for how the Walkways are organised

Originally the Walkways were open from end to end, with around 100 homes all having access to each Walkway. As part of the refurbishment in the 1980s, dividing walls were added to the Walkways, splitting the building up into 2 or 3 wings (e.g. 300s, 400s, 500s). We have received mixed feedback from residents as to whether the Walkways divisions are necessary, so have explored 3 options for how the Walkways could be organised:

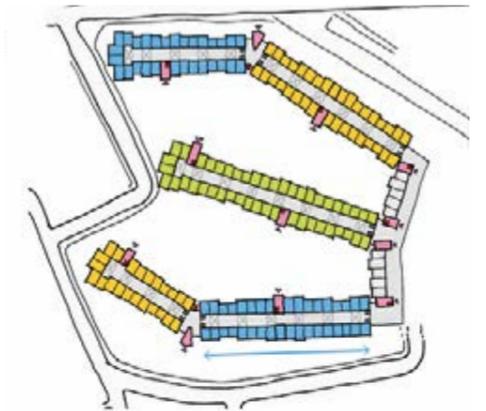
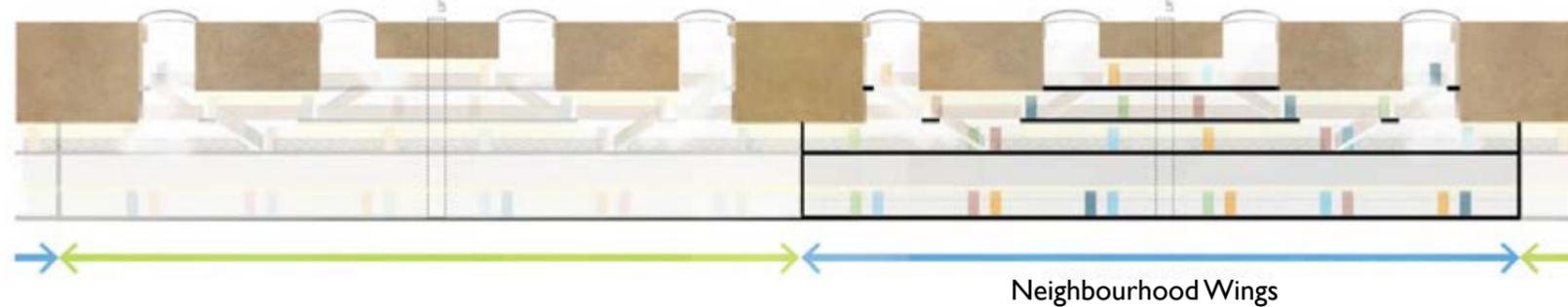
Option 1: Communal Walkways

- Entrance shared with 120 homes
- Most homes to have access to more than one lift



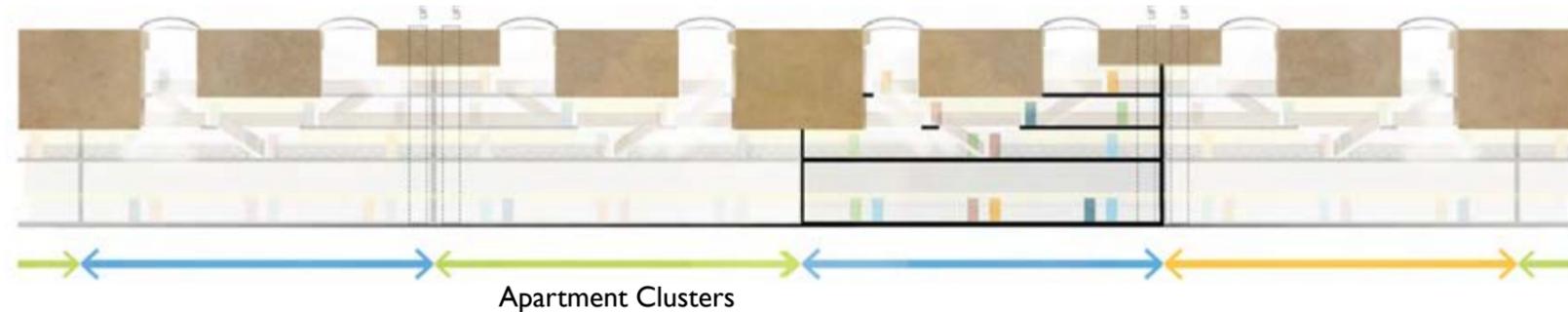
Option 2: Neighbourhood Wings

- Entrance shared with 30 homes
- Most homes to have access to one lift



Option 3: Apartment Clusters

- Entrance shared with 15 homes
- Most (maybe all) homes to have access to one lift



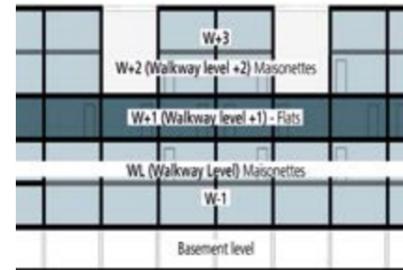
Concerns and ideas: In detail

➤ Early Ideas: Options for Lift Locations

The introduction of lifts to the Walkways has been highlighted as a priority by the residents we have spoken to. The complex circulation in the Walkways around the light wells makes it difficult to reach all homes via a lift. We have explored options as to where the lifts could be located to reach the maximum number of homes, without needing to remove any homes from the building.

Option 1: Lifts in stair areas

- Lifts reach 55% of homes
- Lifts run to Walkway +1 (Second Floor) & reach all homes in these floors
- Lifts easily incorporated into existing stair areas
- 11 no. lifts needed



Option 2: Lifts in Walkways

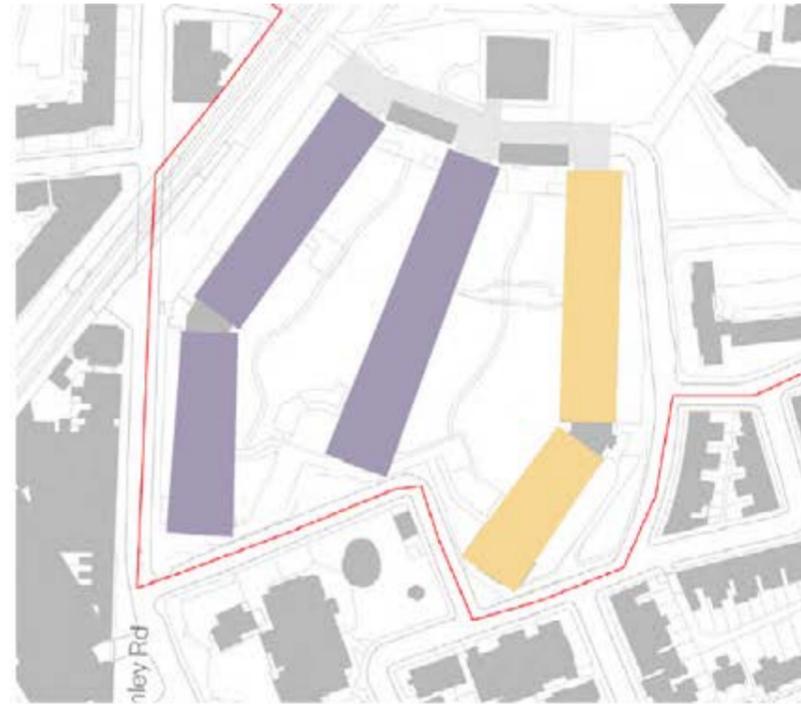
- Lifts reach 78% of homes
- Lifts reach all home on Walkway & Walkway +1 (second floor) and many homes on Walkway +2 (third floor)
- Lifts in central corridors with impact on Walkway circulation and daylight
- 12 no. lifts needed



Early Ideas: Utilising the basement spaces

The basement under Hurstway and Testerton Walk is currently being used for car parking (although this is currently inaccessible), with the basement under Barandon Walk used for Baseline Studios. The existing basement uses could be kept as they are, reinstated as before to car parking, or new uses found by improving / extending the basement and providing new access from street level.

The possible uses for the basement include new shops / offices, new homes (provided for people within the existing estate) or community uses. Another option is that the existing ground floor homes could be extended down into the basement level.



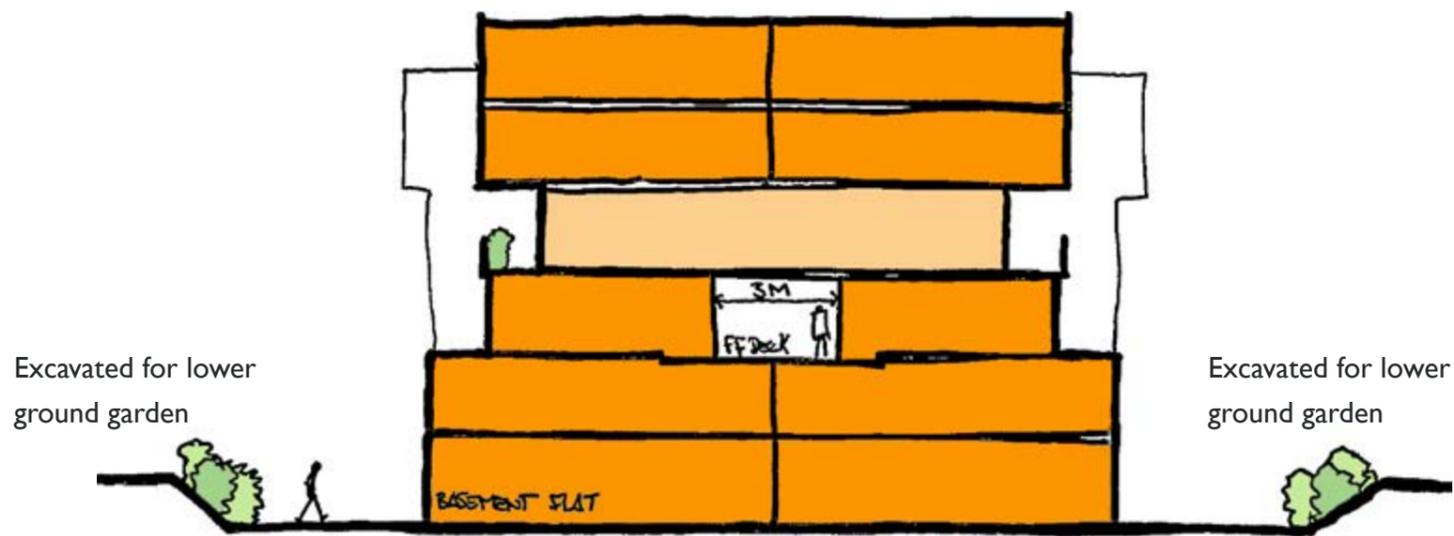
Parking
Existing Offices

Existing

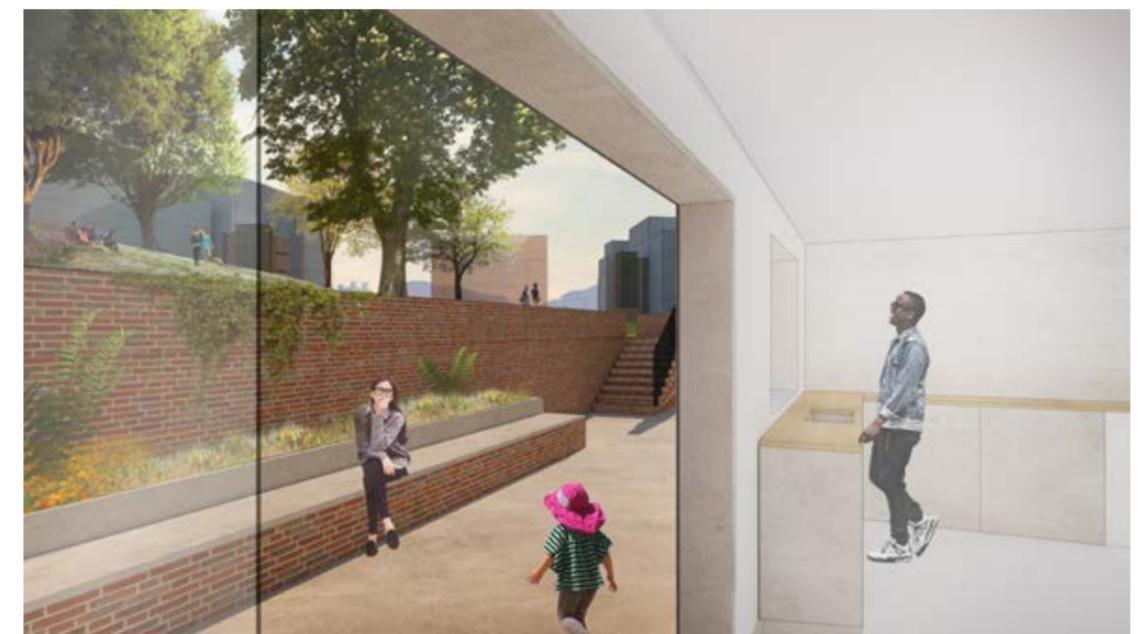


New Shops / Offices
Existing Offices
New Residential and Community
Plant
Main Entrances
Secondary Entrances

Possible ideas for alternative uses



Section showing possible basement use for homes / community uses, with excavation of the ground either side.



Existing homes could be extended down to basement level, or new homes provided. Light-wells could be formed to bring in light and ventilation.

Concerns and ideas: In detail

➤ Early ideas: Possible Basement Uses

Below are some possible community uses of the basement spaces, as an alternative to car parking:



Community centre / boxing club



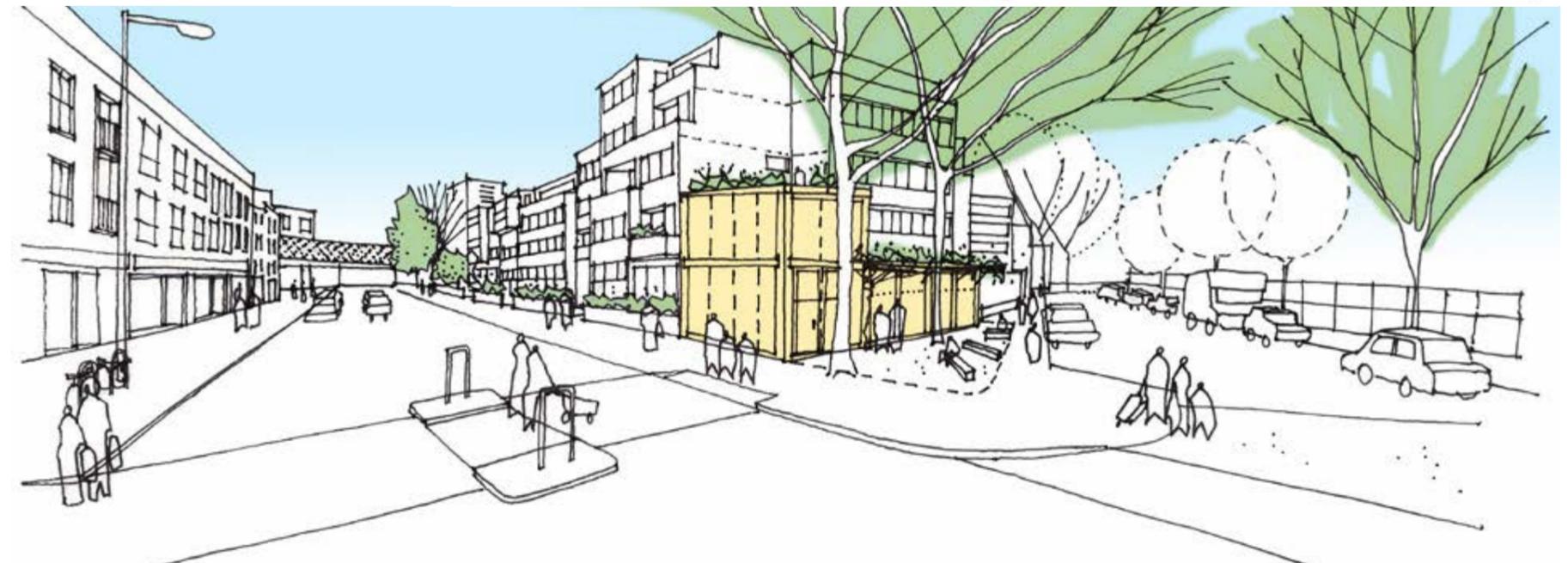
Galleries / Artist studios



Crèche / Nursery

Lancaster West Estate Refurbishment

To the right are some options for how the basement extensions could be formed and options for access and uses.



The corner of Bramley Road and Whitchurch Road could be a good location for shops or community uses?

Outside the building

➤ Ramped entrances

Some residents see the ramps as barriers to the communal gardens, and they do not feel safe around the ramps at night. Residents have told us the lighting on the ramps needs to be improved, and the floor surface needs to be replaced.



➤ External services

There are many services running externally on the building. These need to be removed and re-routed internally. Residents have commented that these services are ugly, and they have safety concerns over the installation.



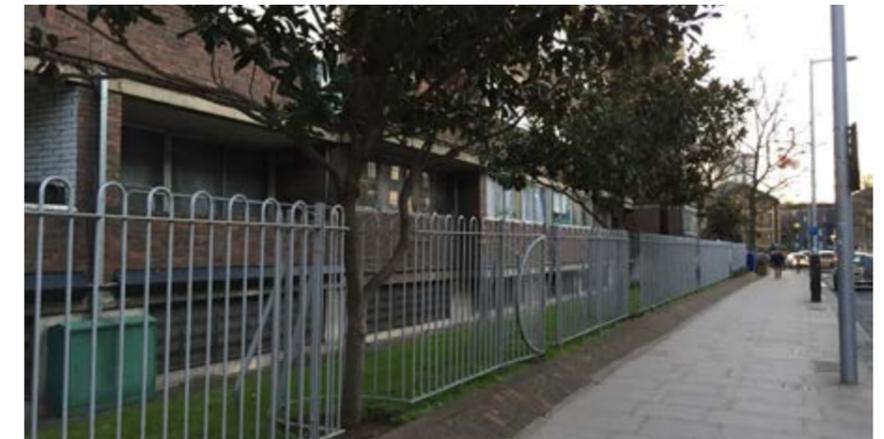
➤ Use of communal gardens

Residents have told us the communal gardens are not well used, and they would like more benches and better communal facilities, e.g. an outdoor gym & improved play spaces. Residents would like to retain the existing trees during the refurbishment. Where trees need to be removed, they must be replaced with new trees.



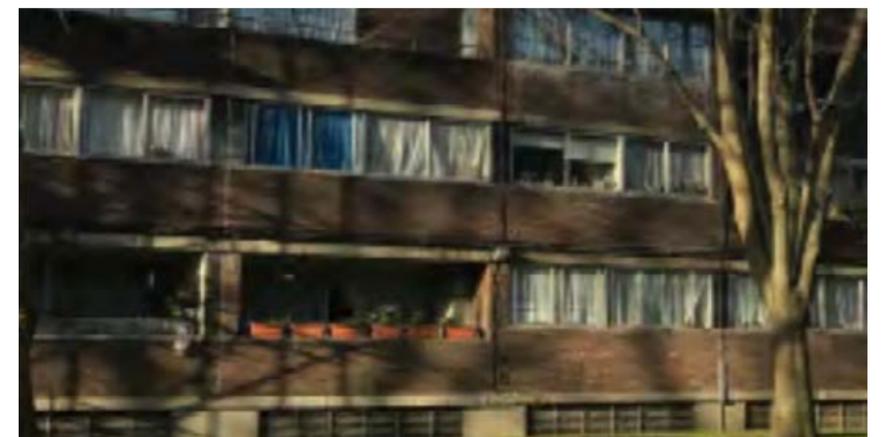
➤ Railings

Residents have told us the railings around the estate feel institutional and prevent resident access into the green spaces around the buildings. They would like to find better uses for these spaces, and remove the barriers where suitable.



➤ Connection to communal gardens

There is not connection from the ground floor homes to the gardens, and access to the gardens is only through the central stairwells. Residents we have met would like better connections from their homes into the gardens.



Concerns and ideas: In detail

➤ Use of basement

The basement under Hurstway and Testerton Walk is currently being used for car parking (although this is currently inaccessible), with the basement under Barandon Walk used for Baseline Studios. Some residents would like to see these basement spaces better utilised for the community.



➤ Landscaping: paving & levels

The landscaping around the buildings has been poorly maintained; the surfaces need to be replaced as residents have concerns there are many trip hazards with loose paving. The existing level changes around the building make access difficult.



➤ Growing

There are some growing spaces within the communal gardens. The residents we have met would like more opportunities for growing and gardening within the communal gardens.



➤ Difficult Access from Street

The railings and level changes make access from the street to the entrances of the Walkways difficult. This is complicated by the location of the temporary boiler adjacent to Testerton Walk.



➤ Signage

Residents have told us the signage around the estate is confusing, and they have problems with visitors, deliveries and emergency services finding the correct entrances. This is especially a problem since the entrances to the 300s have been blocked.



➤ Early Ideas: Would it be better to remove the ramps and enter at ground floor level?

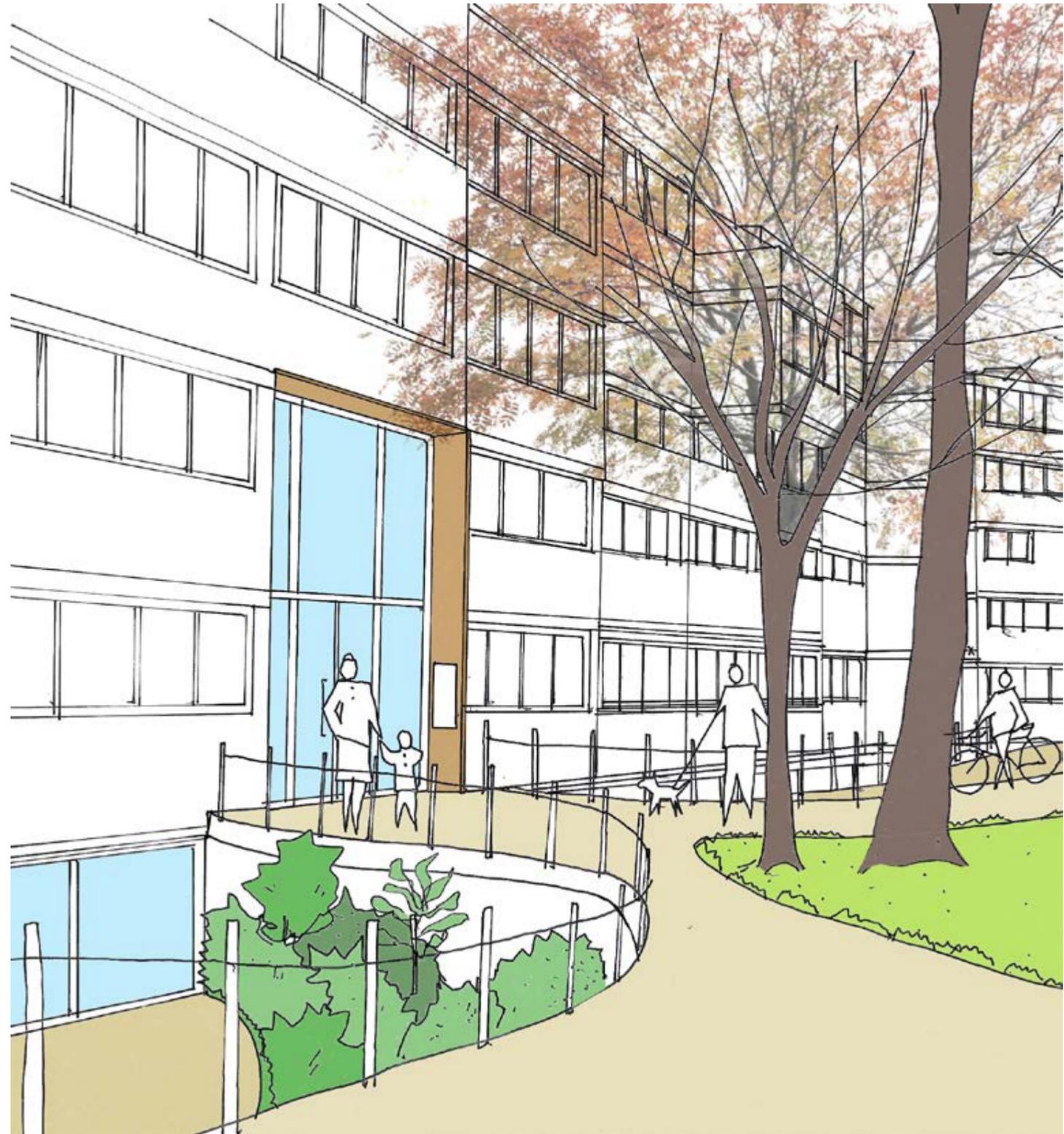
One idea is to remove the ramps and enter the building at ground floor level. Inside the building new stairs and lifts would be provided to allow for level access into the building.



Existing ramped entrances within courtyards



Existing ramped entrances within courtyards could be removed



New entrances to stairwells and lifts could be formed at ground (courtyard) level

Concerns and ideas: In detail

Early Ideas: Options for communal gardens

The use of the courtyard spaces between buildings and how the buildings are accessed could be improved. Courtyards could be for use by residents only or open for all to use. Below are three options for the communal gardens:



Public | Residents use Entrance (stairs, lifts)

A - Mixed Access (as existing)

Currently the ramps act as barriers to the communal gardens, so although public access to the communal gardens is possible, they have a semi-private feel, and get more private as you move away from Whitchurch Street.



Residents only use Entrance (stairs, lifts)
Public | Residents use

B - Public Access

The ramps could be removed, and the gardens made public, with entrances to the buildings through the gardens.



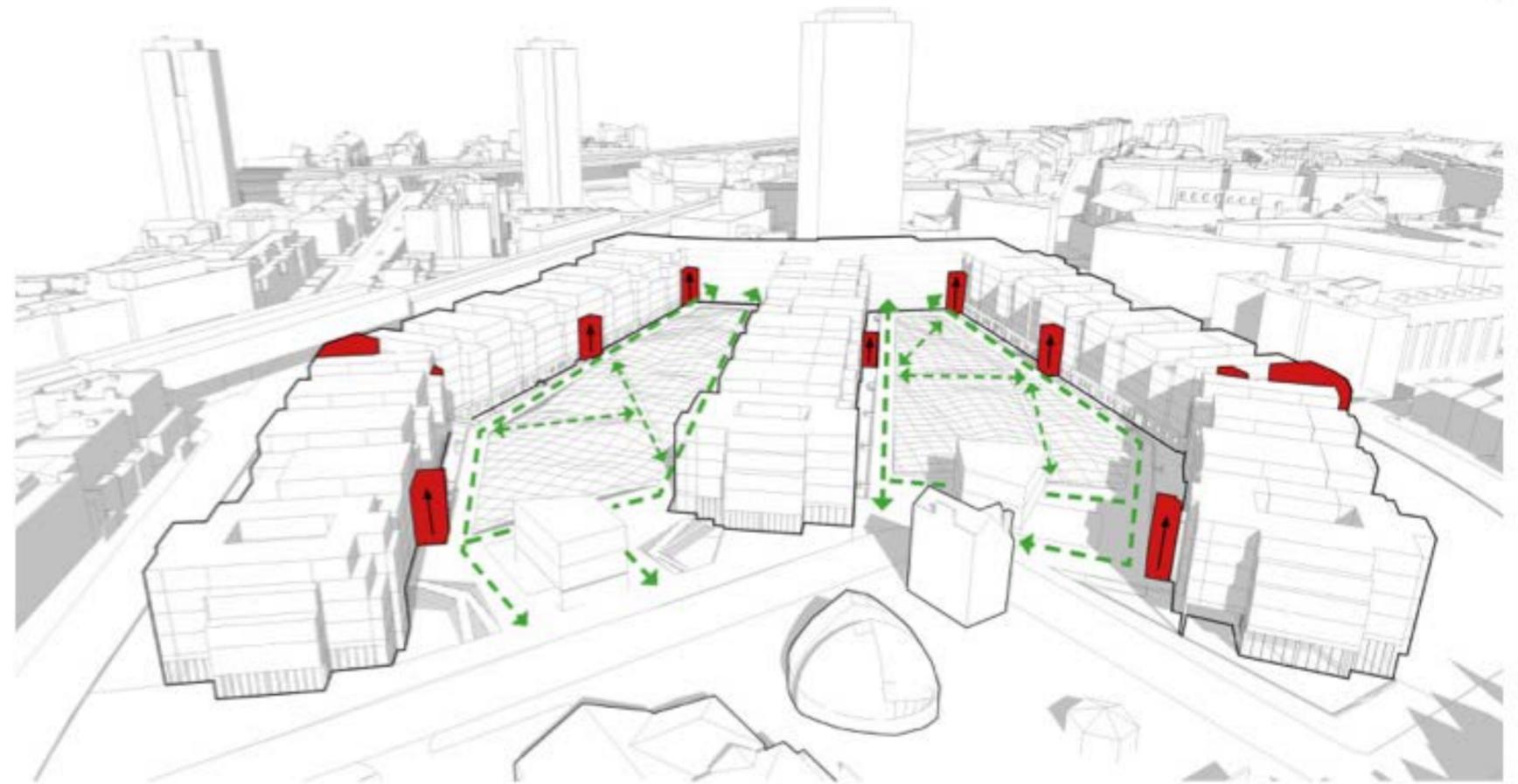
Residents only use Entrance (stairs, lifts)
Public | Residents use Possible new entrance

C - Residents-only Access

The gardens could be closed off so only residents of the Walkways can access them. All entrances to the building could be on the outside of the gardens.

➤ Early Ideas: Access to flats mainly through gardens?

If the communal gardens become public, then access to the flats could be mainly through the gardens. New circulation towers could be added to the inside of the courtyard, providing new stairs and lift access to the blocks.



■ Proposed Circulation Towers
↔ Proposed Routes to Connect Towers



Plan view of possible circulation towers



Possible view across communal garden to circulation towers



Examples of circulation towers



Possible views out from the circulation towers

Concerns and ideas: In detail

Early Ideas: Resident-only access to gardens?

If the gardens become for resident-use only, then the circulation cores (stairs and lifts) would be moved to the outside of the building. All circulation could be on the street-side, creating active street frontages, with quieter communal gardens in the centre.



➤ Early Ideas: Introducing stairs into gardens?

Stairs could be added between the ground floor balconies and the communal gardens. This would help create better connection to the gardens from homes, and would provide residents with an area of the garden to take ownership of.



Existing balconies have no connection into the gardens



Example of well designed steps to link lower flats to courtyard spaces

➤ Early Ideas: Improved lighting

Lighting in the communal garden and to the entrances needs to be improved. One way to do this is to integrate lighting into the landscape, to create clear paths at night for residents to follow.



Example of well designed external lighting

➤ Early Ideas: Bin Stores

Bin stores should be clean, spacious, organised and attractive from the outside. New bin stores could be provided in the blocks, including designated spaces for recycling and disposal of larger items.

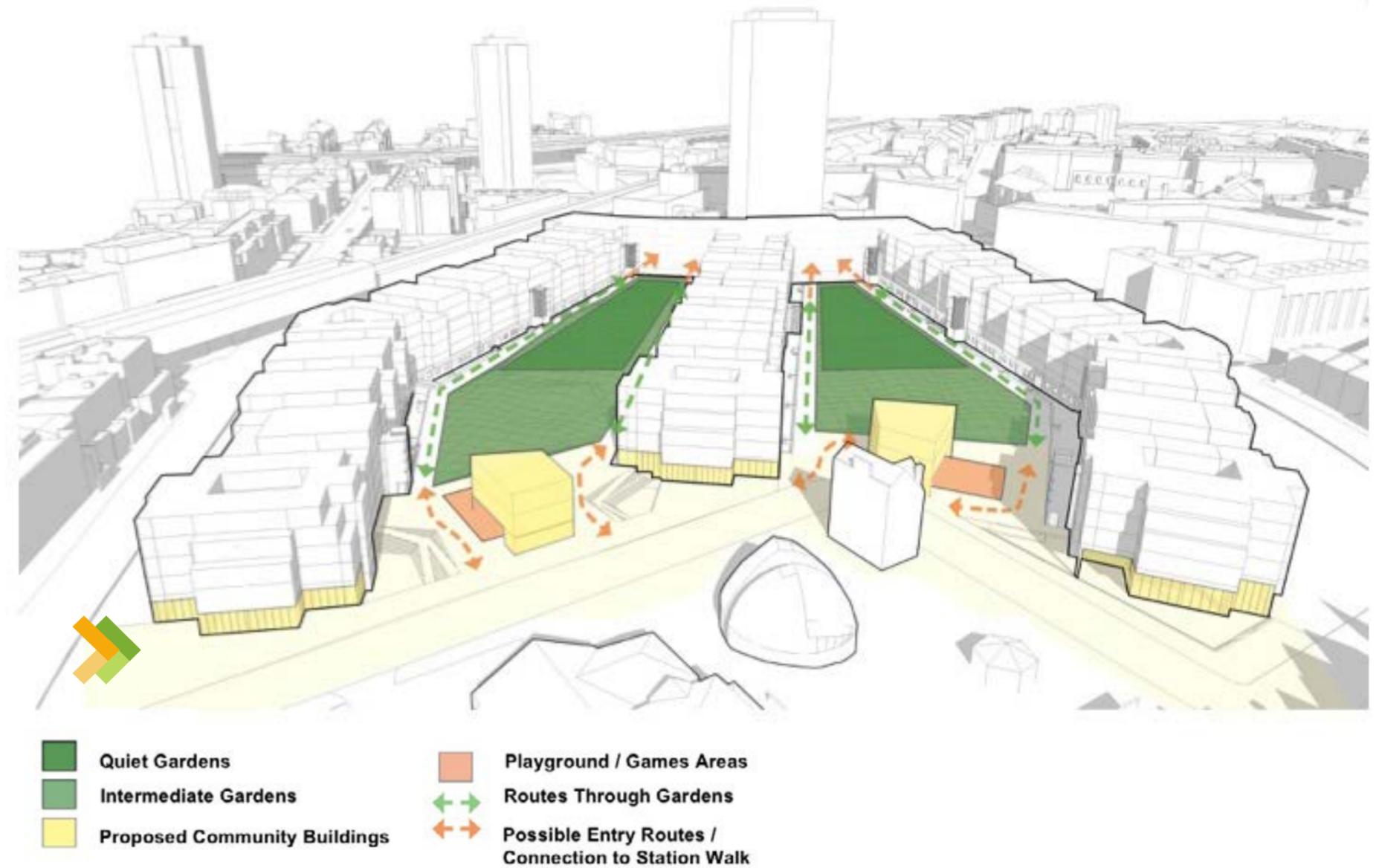


Example of well designed external bin stores

Concerns and ideas: In detail

Early Ideas: Option for community uses along Whitchurch Street?

There could be an option for new community buildings along Whitchurch Street, for example in the areas shown in yellow in the diagram opposite. The gardens adjacent to these buildings could be more public, with uses such as a community centre, nursery or basket ball court, with more private gardens as you move away from Whitchurch Street towards Grenfell Walk.



Possible views to new community space and building along Whitchurch Street



Possible basketball court, with gardens beyond



Possible community uses in the basement spaces at the ends of the Walks

➤ Early Ideas: Option for community uses along Whitchurch Street?



Possible view of the communal gardens as public spaces, with the option of new community buildings along Whitchurch Street

Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
1.	Chronic neglect of management & repairs.	Residents agree maintenance is poor, and there is no response to repairs.	Implement an effective Repairs and Maintenance Strategy.	Residents would like urgent repairs to their homes prioritised.	✓
2.	Fire safety: including fire engine access to the block.	Concern over fire engine access to Testerton Walk. Would like better communication on the existing fire strategy.	Audit and re-affirm the Fire Safety Strategies for all blocks, in both the short and long term.	This must be a priority.	✓
3.	Difficult access, with no lifts.	This is a particular problem for older residents and those with young children.	Removing ramps and creating new ground floor entrances, with new stairs and lifts.	Like the introduction of the lift, but mixed views on removing the ramps. Concerns raised that if the lift is out of action, removing the ramp would mean there is no level access. Residents need access to more than one lift. Residents in upper storeys were concerned the proposals are not showing a lift reaching their homes. Residents suggested the access and lifts should be on the street-side.	
4.	Leaks, damp & draughts	Draughts between balcony and living spaces. Damp and mould inside the flats.	Adding insulation to the outside of the building (new insulated skin - brick or similar).	Residents agree this would be a good solution, but have raised concerns as to the level of disruption to their lives during construction. There were mixed views expressed on the external finish of the building, some residents like the existing brick, others felt the building looks dated and would like a radical change (lighter / more colourful). There was also a suggestion that PV (solar) tiles could be explored as an option.	
5.	Condensation on windows due to single glazing.	Problems with condensation and mould inside homes, concerns about the health risks.	Provide high performance double glazing, and provide more opening windows.	Residents support this idea, providing the windows do not get any smaller.	
6.	Rubbish: small rubbish chutes, with no space for disposal of larger items or recycling.	There is nowhere to recycle. Rubbish is left outside people's homes. The rubbish chute needs to be more secure.	Provide new spacious, organised, clean and secure areas for rubbish and recycling bins.	Supported by residents we met.	✓

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
7.	Individual flat bathrooms & kitchens in need of upgrading, poor ventilation to kitchens and bathrooms.	Upgrades that have already been completed have had poor workmanship. Residents would like a choice of fixtures and fittings (including leaseholders).	Provide options for refurbished kitchens and bathrooms. Introduce extract ventilation.	Supported by residents we met. Some residents suggested changing the internal flat layouts to move the kitchen adjacent to the windows.	
8.	Confusing signage	Hard for visitors and deliveries to find the correct entrances.	Provide new, improved signage across the Lancaster West Estate.	Supported by residents we met. There has been some work already completed by residents on signage design, and this needs to be considered.	✓
9.	Intercom	No intercom to 300s. No video intercom, and intercom is often out of order as it is easily tampered with.	Provide new, robust intercom system, including video entry.	Supported by residents we met. Residents in the 300s need a temporary solution to letting in visitors and accepting deliveries.	✓
10.	Asbestos	Residents have raised concerns regarding the presence of asbestos in the blocks.	Check for and deal with asbestos.	This is a priority for residents.	✓
11.	Antisocial behaviour in the central staircase, and around the ramps.	Some residents do not feel safe using the staircases, and do not feel safe walking around the Walkways at night.	Remove the ramp and existing staircases. Replace with new enclosed staircases with ground floor entry. Ensure there is visibility into the staircases to improve security.	Mixed views on removing the ramps, but generally positive feedback on replacing the existing stairs with new enclosed stairs with lifts.	
12.	Lack of play space for children.	The Lancaster Green play space adjacent to Grenfell Tower has been lost. An improved play space is needed in the communal gardens. There were also 4 green pitches where the Academy is now located, these were a key community asset for younger residents of the estate.	Improved landscaping to the communal gardens to include improved play spaces for children and young people.	Supported by residents we met.	✓
13.	Water Pressure	Difficult to have a shower. Bath is very slow to fill.	Water pressure to be improved. To be investigated as a possible early project.	Supported by residents we met. Some residents have already installed a local pump.	✓
14.	Heating Control	Residents would like more control of their own heating.	Individual control via air-exhaust heat pump in each home.	Supported by residents we met, although there was some concern local control would result in increased bills.	

Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
15.	Interior design of Walkways	Residents have told us they think the interior of the Walkways is outdated (some said 'prison-like'), and would like to see the interior refurbished.	Refurbishment of the internal communal spaces, to include: improved lighting, re-painting, new unified flooring and spaces for personalisation.	Supported by residents we met. Residents do not like the existing tiles. Some residents would like the Walkways to still have some character, and not become too neutral / generic through the refurbishment. Residents generally supported the idea of having white / lighter surfaces to reflect light. Some residents suggested the porches by front doors are removed.	
16.	Skylights are broken	There is water pooling on the floor, as the skylights are letting in water when it rains. This is a safety hazard.	Replacing the skylight with a more slender design which will let more light down into the Walkways.	Supported by residents we met. There should be an early project to fix the current skylights.	✓
17.	Poor access to communal gardens	Residents would like easier access to the communal gardens.	Option to provide steps from balconies to communal gardens.	Residents generally supported the idea of steps down into the gardens. Some residents would like the steps to go down into small private gardens, keeping a communal garden in-between the private gardens. Other residents would rather the communal gardens were kept communal, to be used by everyone in the Walkways.	
18.	Railings around gardens on Bramley Road and Grenfell Road	The railings around the gardens create a no-man's land between the building and the pavement.	Create access to the strip of garden between the pavement and the building.	Some residents on Barandon Walk and Hurstway Walk would like private gardens on Grenfell Road / Bramley Road.	
19.	Nature of communal gardens & edge to Whitchurch Street	Residents would like the communal gardens to be just for resident-use, not for public use.	<p>1. There could be a gradient of more public space around Whitchurch Street, with new community facilities, and more private residents-only gardens in-between the buildings towards Grenfell Walk.</p> <p>2. There could be new buildings by Whitchurch Street, either for community use or for housing for residents of Lancaster West Estate.</p>	<p>1. Residents generally supported the idea, but would like the majority of the garden for use only by residents of the Walkways. Some residents suggested access to the garden could be via fob access. Residents generally did not like the idea of the communal garden being made more public, with access to their homes through the gardens, they would prefer a street entrance.</p> <p>2. Some residents supported the idea for buildings by Whitchurch Street as they help define the street edge, and protect the gardens. This is not seen as a priority for the residents.</p>	

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
20.	Not enough benching or areas for growing in the gardens.	There should be more benching provided in the gardens, and nice places to sit. There should be more areas for growing (plants, flowers and vegetables).	The garden should be re-landscaped to provide more benching, areas for growing and improved lighting.	Residents supported this idea. One resident suggested an outdoor gym could be provided.	
21.	No secure bicycle storage / lack of storage space within the home.	There is nowhere to store bicycles or larger items in the home such as push chairs. Residents we spoke to would like space for an additional shower if possible in 2 bedroom maisonette flats.	<ol style="list-style-type: none"> Option to extend into the Walkways to provide space for storage adjacent to front doors. Option to extend the ground floor homes into the basement to provide additional storage space / space for additional WC / shower room. 	<ol style="list-style-type: none"> Mixed feedback on this idea. Some residents liked the idea of additional storage space in their homes (especially if they could fit an additional WC / shower). Others were not sure the amount of additional space you would gain from the extension would be worthwhile. Some residents feel they do not require additional space, while others like the Walkway being straight and open, and would worry this idea could block views down the Walkway. Residents generally supported this idea in principle, but would like to see how much space could be gained internally. Some residents on the upper floors would like to explore the option of extending their homes at roof level to utilise areas of unused roof space. 	
22.	There are not enough spaces for young people to hang out.	There should be more spaces for young people (particularly 13-18 year olds).	One option is to have community facilities at the Whitchurch Road end of the community gardens, for example a basketball court.	Residents agreed in principle, but there are some concerns as to the noise from these facilities. The facilities should be for residents.	

Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
23.	The basements are under utilised.	The basements could be put to better use for the residents. The car parking under Hurstway Walk and Testerton Walk is not currently accessible.	Suggested uses include new homes for residents of the estate, extending existing homes down into the basement. Retail / commercial use under Hurstway Walk on Bramley Road. Possible community uses along Whitchurch Street.	Residents generally agreed the basements could be put to better use, but the immediate repair needs of their homes should be prioritised over basement development. Any new homes should be for existing residents of the Lancaster West Estate. Some residents were concerned the estate infrastructure would not be able to accommodate additional people. There were mixed feelings about retail use along Hurstway Walk, some residents felt that this would not be necessary, and may cause noise disturbance. Others thought a corner shop or a Tesco Express would be useful. There was more support for a community use of the basement, such as relocating the nursery, a community hall, gallery, elderly facility / care home, storage or delivery lockers. Some residents would like to retain the existing function of the garages, and suggested the garages are too wide, and could be further divided.	
24.	Dividing Walls	Some residents would like the dividing walls between the Walkways removed, and the organisation of the Walkways to be improved.	Three options were explored: 1. Communal Walkways - removing dividing walls and opening up Walkways to around 100 homes. 2. Neighbourhood Wings - keeping the divisions how they are currently to around 30 homes. 3. Apartment Clusters - further subdividing the Walkways to smaller groups, around 15 homes.	Residents had mixed views on this. Some residents agreed the Walkways should be opened up, and remembered enjoying the Walkways open when they were children. Other residents would like to keep the divisions as they are currently, as they feel there are now communities formed in each section of the Walkways (300s, 400s, 500s etc.). Generally residents were not as keen on the idea of apartment clusters, as this could break up existing neighbours.	

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
25.	Security of balconies, and lack of cover on upper storey balconies. Some flats do not have balconies.	Residents have highlighted there needs to be improvements to the security of the balconies, particularly on the upper stories, where the balconies interconnect and sometimes do not have dividers. Many balconies on the upper stories are uncovered, and the homes have problems with overheating in the summer.	Extending the flats into the balcony spaces, and providing new individual balconies for residents. Where individual balconies are not possible ensuring there are secure dividers between balconies. Ensuring there are options for balconies to be covered for solar shading / rain protection.	Residents generally support the idea. Some residents have already constructed roofs to their balconies, or erected gazebos. An early project could be to ensure all the existing balconies have secure dividers. Some residents in studio apartments without existing balconies would like external balconies added to their homes.	✓
26.	Step into flats	The step is a trip hazard, and residents would like it remove.	Remove the step and replace the internal doors.	Residents generally support this idea.	✓
27.	Pest Control	Residents have reported problems with mice, flies and cockroaches.	Pest control will need to be addressed as part of the rapid repairs and maintenance strategy.	There is strong support for addressing this issue.	✓
28.	Daylight into homes	Residents have suggested glazed panels could be reinstated above doors, which would help to get daylight into their flats.	Introduce glazed panels above internal doors where appropriate.	Residents generally support this idea.	
29.	Poor acoustics	Residents have highlighted sound travels between flats and sound echos in the Walkways.	Improved sound insulation between homes, and to the communal areas. Introduce measures to help soften sound in the Walkways as part of the refurbishment.	Unanimous support for better sound insulation.	

Additional concerns

- **Disruption:** Residents are very concerned about the disruption that the refurbishment may cause to their lives. Some residents would therefore prefer options that involve the minimum amount of work to the buildings and homes.

Improvements to your neighbourhood

Wider neighbourhood ideas:

Key ideas, developed together with local residents, consider safety and security, the quality of open spaces and local streets, architectural identity and the provision of community spaces. As part of the refurbishment of the wider estate, the design and location(s) of nursery and other childcare provision for the estate would be reviewed with residents and service providers with a view to enhancing the current provision.

For more details please refer to the 'Wider Neighbourhood' book which details key concerns, key ideas and possible early projects.

The Walkways:

Key strategic ideas relating to the wider neighbourhood include the incorporation of community uses along Bramley Road thereby contributing to the local high street.

A number of residents have also highlighted Whitchurch road as feeling unsafe, in part due to a lack of pavement on the north side of the road. There is the potential to better consider public realm along this road, particularly where Baseline, St. Clement Church and St. Francis of Assisi Primary School meet.

The feeling of safety and activity along Whitchurch Road could also be improved through incorporating community uses at the ends of the walkways thereby providing frontage onto the road.



Key

- ←-→ Improved local pedestrian and bicycle routes
- ▧ Improved surrounding street environment
- Enhancing entrance points
- Improving surveillance and eyes on the street

Landscape ideas:

Key ideas developed together with local residents consider trees and greenspaces, pedestrian routes, fronts and back gardens, courtyards, playspace and local streets. Outdoor spaces for residents to meet and gather were seen as positive improvements with an emphasis on high quality accessible spaces for practical use.

For more details please refer to the 'Wider Neighbourhood' book which details key concerns, key ideas and possible early projects.

The Walkways:

Ideas include improving access to the existing greenspaces as well as their quality and the amenity that they offer all residents. Landscape improvements should consider low maintenance approaches as well as strategies for fire access and building maintenance. The removal of significant walkway structures would improve sight lines and access into the courtyards, with the potential for ground level garden or defensive spaces should stepped access to ground floor homes be considered. Existing trees would be retained wherever possible with new play provision in well considered locations.

Landscape improvements should reduce noise and anti-social behaviour as well as lifting the general appearance of outdoor spaces across this part of the estate.



Key

- | | | | | | |
|---|--------------------|---|----------------------|---|-----------------|
| ① | Walkway courtyards | ④ | Lower Clarendon Walk | ⑦ | Camelford Court |
| ② | Whitchurch Road | ⑤ | Camelford Walk | ⑧ | Camborne Mews |
| ③ | Clarendon Walk | ⑥ | Verity Close | ⑨ | Treadgold House |

Energy and sustainability

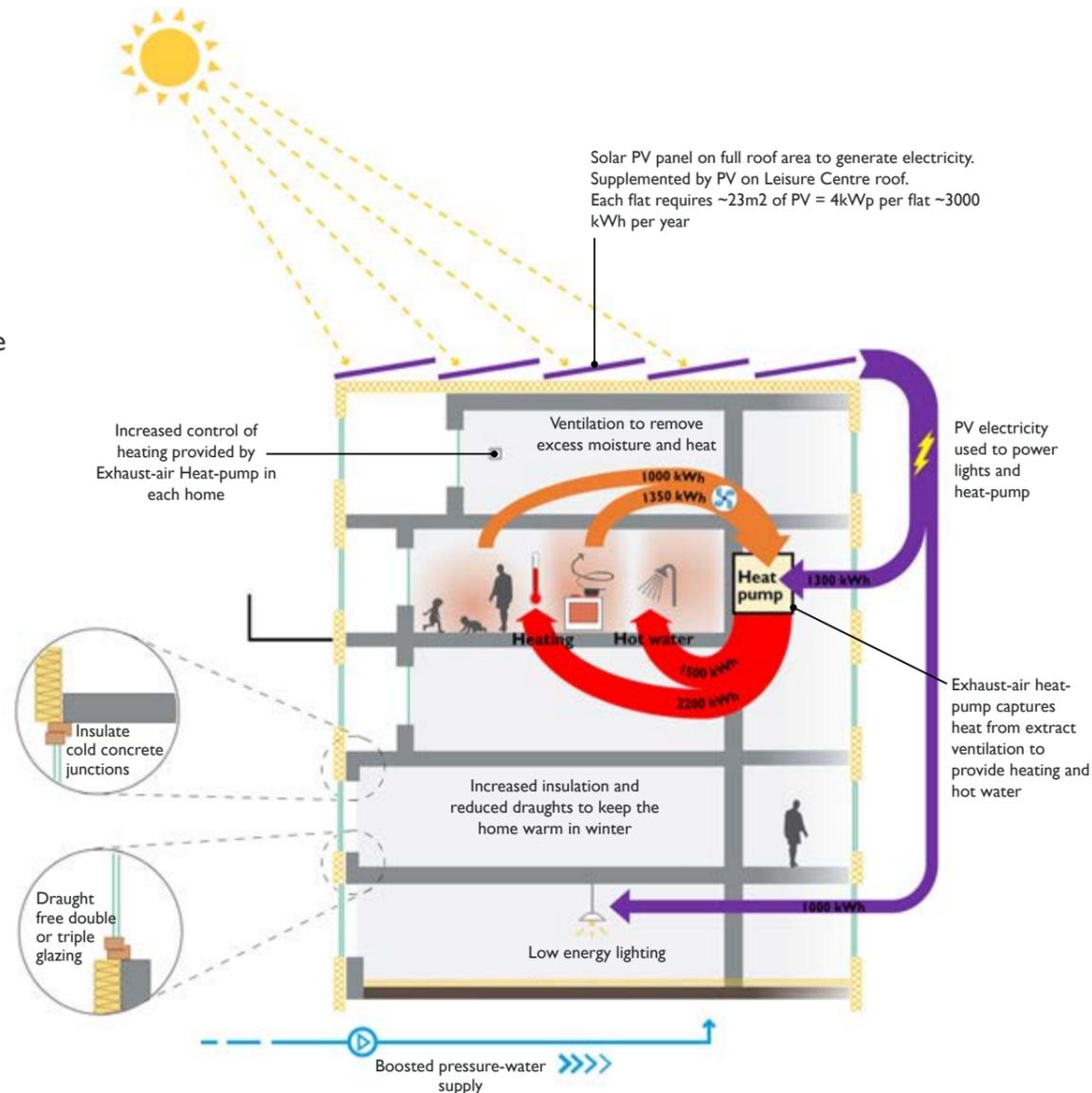
Residents' concerns include condensation, water leaks, draughts, lack of heating system control, insufficient water pressure, summer overheating, energy bills, as well as rodent infestation along pipe routes, exposed gas pipe concerns and poor-quality services installations.

In response, and to make these homes fit for the next thirty years, the proposed idea is to take the opportunity offered by improving the building envelope, to substantially improve the indoor environment and replace many of the aging water and energy systems. New high-performance windows, draught proofing, thermal insulation and waterproofing, together with a choice of external brick or other finishes and solar PV renewable energy generating roofs are proposed. This approach draws on best practice retrofit from around the world, particularly the Dutch 'Energiesprong' where they aim to upgrade each home in a matter of days, with the focus on achieving whole life cost neutrality.

In heating system terms, this offers the opportunity to recycle the waste heat given off by residents, appliances and cooking within each home using individual exhaust-air heat-pumps to deliver both heat and pressurised hot water, as per Danish best practice (see Option 1). By additionally using renewable PV electricity from the roofs, the homes could become zero carbon. Total individual control would be provided, and would avoid the need for fossil fuel gas-fired boilers and distribution pipework. This system removes the indoor generated moisture which otherwise has created condensation issues on the estate when new windows have been installed. In summer the proposed exhaust-air heat-pumps would also cool the ventilation as it creates hot water.

Suitable for :

- Treadgold House
- Camelford Walk
- Camborne Mews 13-36
- The Walkways
- Clarendon Walk
- Talbot Walk
- Camelford Court



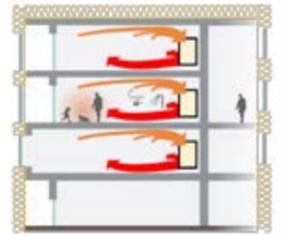
Heating System

The type of suitable heating system is dependent on the level of thermal insulation. Higher levels of insulation and better glazing mean that waste heat from residents, appliances and cooking could become a sufficient heat source to meet the home space heating and hot water needs, reducing energy needs and residents' bills as shown in Option 1 (above, top right).

If insulation levels are lower, or parts of the building envelope are not insulated, then extra heating would be needed. This could come from

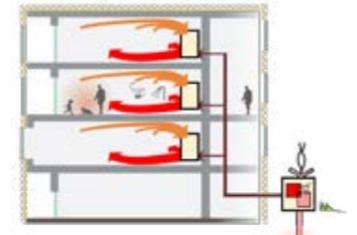
Option 1 Recommended option: each home has an exhaust-air heat-pump:

- ☺ Recycles waste heat
- ☺ High insulation needed
- ☺ Lower energy bills
- ☺ Individual control
- ☹ Low maintenance costs
- ☺ Electricity powered
- ☺ Enables on-site Zero Carbon



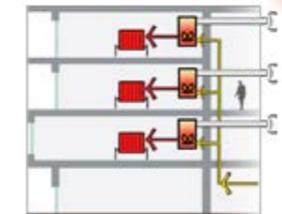
Option 2 Exhaust-air heat-pumps+communal ground-source heat-pump:

- ☹ If less insulation installed
- ☹ Higher energy bills
- ☺ Individual control
- ☹ Higher maintenance costs
- ☺ Electricity powered
- ☹ Zero Carbon needs additional off-site renewable energy



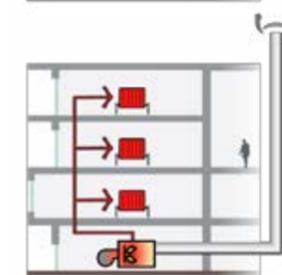
Option 3 Gas boiler in each flat:

- ☹ If least insulation installed
- ☹ Higher energy bills
- ☹ Individual control
- ☹ Higher maintenance costs
- ☹ Fossil fuel gas use
- ☹ Not Zero Carbon
- ☹ Flue discharges near windows



Option 4 Upgrade Communal boilers:

- ☹ If least insulation installed
- ☹ Higher energy bills
- ☹ Individual control
- ☹ Highest maintenance costs
- ☹ Highest fossil fuel gas use
- ☹ Not Zero Carbon



a communal ground-source heat-pump as per Option 2. If this extra needed heat is relatively small, then the community heat-pump would only need to run during peak winter.

Where the insulation levels are lower, for example if windows are double glazed only, then significantly more energy needs to be delivered. This would normally be provided by fossil fuel gas, either to serve individual gas boilers in each home (as Option 3), or for renewal of the community heating system (Option 4).

Community energy ideas

Buildings become 'Power Stations'

The largest urban renewable energy resource is our roof area. It is ideal for mounting PV solar electric panels, even for roofs that do not face directly south or have a slope. As PV panels can be a significant money earner during their life, current best practice is to set up Community Energy Co's so the local community can directly benefit from this. The new London Plan puts particular emphasis on this approach and there are now grants and financial support for setting up Community Energy Co's.

For the Lancaster West Estate we would aim to significantly upgrade the building envelope and replace the heating and water systems. This would create an opportunity to reduce home energy demand sufficiently to allow each home to be powered by roof PV and hence tap into this financial benefit.

The Community Energy Co. could potentially also mount PV panels across most of the currently unused large roof area of the Leisure Centre to supplement the estate buildings that fall short of the sufficient roof area needed to deliver enough PV power for their homes.



External insulation and prefabricated building elements

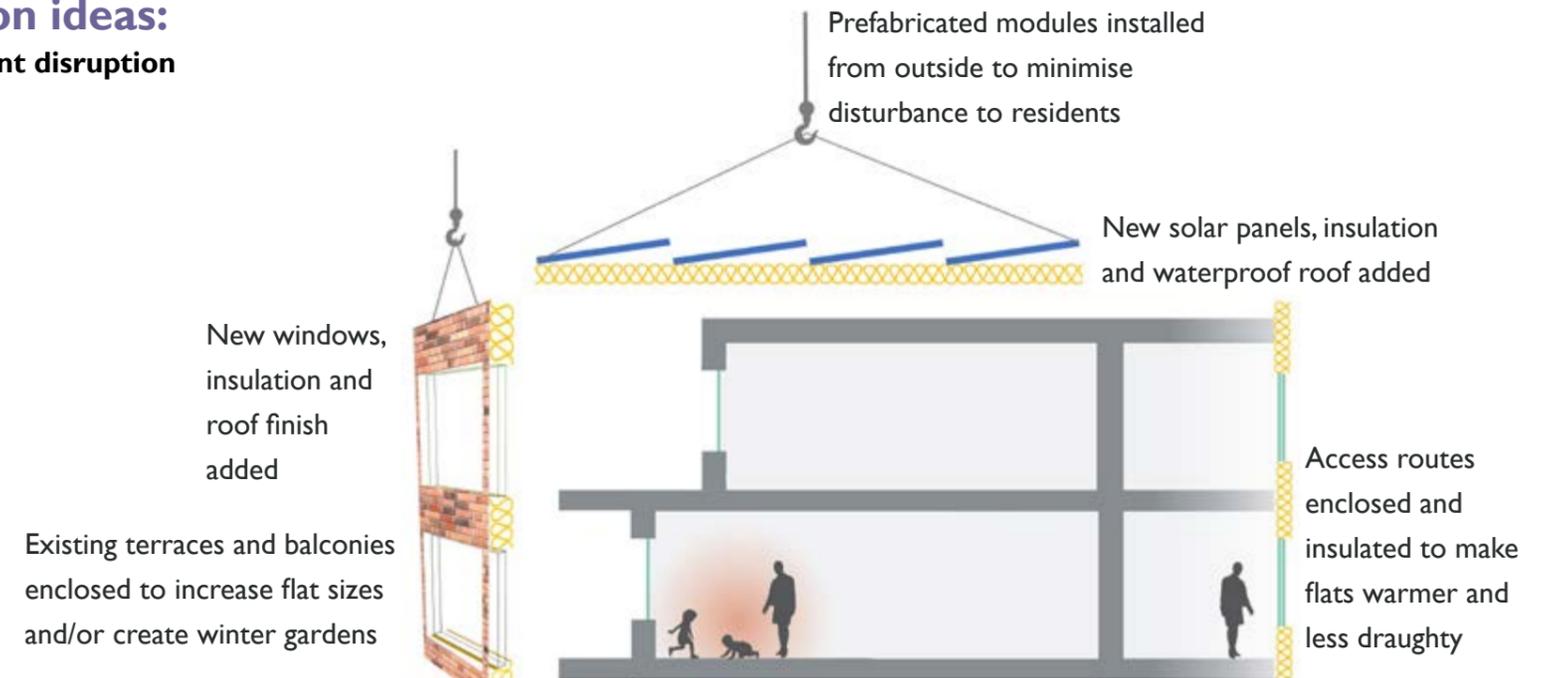


Prefabricated elements to reduce disruption and improve performance



Solar panels

Construction ideas: Reducing occupant disruption



Buildings as 'Power Stations' - adding solar panels to existing roofs

Appendix

Engagement boards: Your homes

The Walkways (Barandon Walk, Hurstway Walk, Testerton Walk)

Your homes

Have your say...

We were told by some residents that they like the size of their flats, and the amount of daylight in the rooms. Do you agree?

Is your flat warm enough in the winter & cool enough during the summer months? Would you like more local control over the heating in your flat?

Do you think the balconies are well used? Some residents have suggested the balconies could be glazed in or covered. Do you agree?

How are the acoustics in your flat? Can you hear noise from the walkway or your neighbours?

The residents we spoke to have highlighted problems with condensation in their flats, and would like double glazing. Do you agree? Do you feel you need more opening windows?

Does your flat feel cramped? Would an "open plan" living arrangement make your home feel more spacious?

Some residents have told us they would like a choice of front door, and would like to see the inside of the walkways redecorated. Do you agree?

Is your home in good repair? Do you think that you need to upgrade your kitchen or bathroom? Some residents we met would like high pressure showers & more storage space in their kitchens.

Existing homes



Internal corridors



Stairwell entrances



Walkway divider



Main stairs



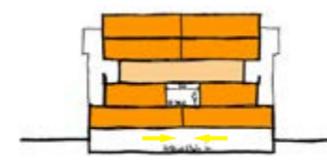
Front doors



Main walkway level

Early ideas: Bigger Homes

Growing Inwards

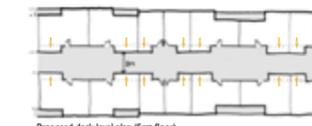


Proposed Walkways Section

Ground floor and first floor flats growing in to provide additional floor space. Additional space provided at the back of the flats can be used for storage or additional bathrooms if required.



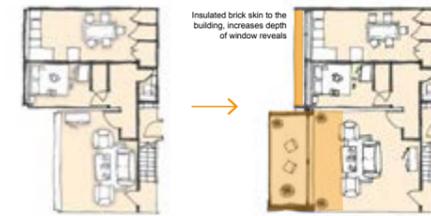
Existing deck level plan (first floor)



Proposed deck level plan (first floor)

Existing homes could be extended inwards into the existing circulation spaces to create more storage or space to store bikes.

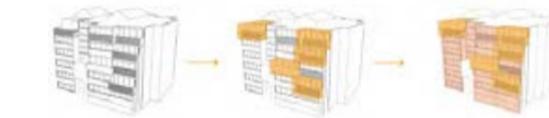
Growing Outwards



Typical Floor Plan - Existing

Typical Floor Plan - Proposed

More usable space could be created within homes by extending balcony areas



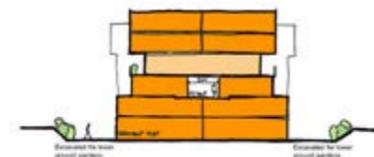
Larger homes formed by extending outwards to form wintergardens over some or all of the elevation



Example of a well designed balcony / wintergarden extension

Existing homes could be extended outwards by infilling balconies or creating new wintergardens on the outside of the buildings.

Growing Downwards



Proposed Walkways Section

Basement could be utilised for basement flats.



Existing homes could be extended down to basement level and new lightwells formed to bring in light and ventilation

What are your thoughts...



Example comments from residents: Your homes

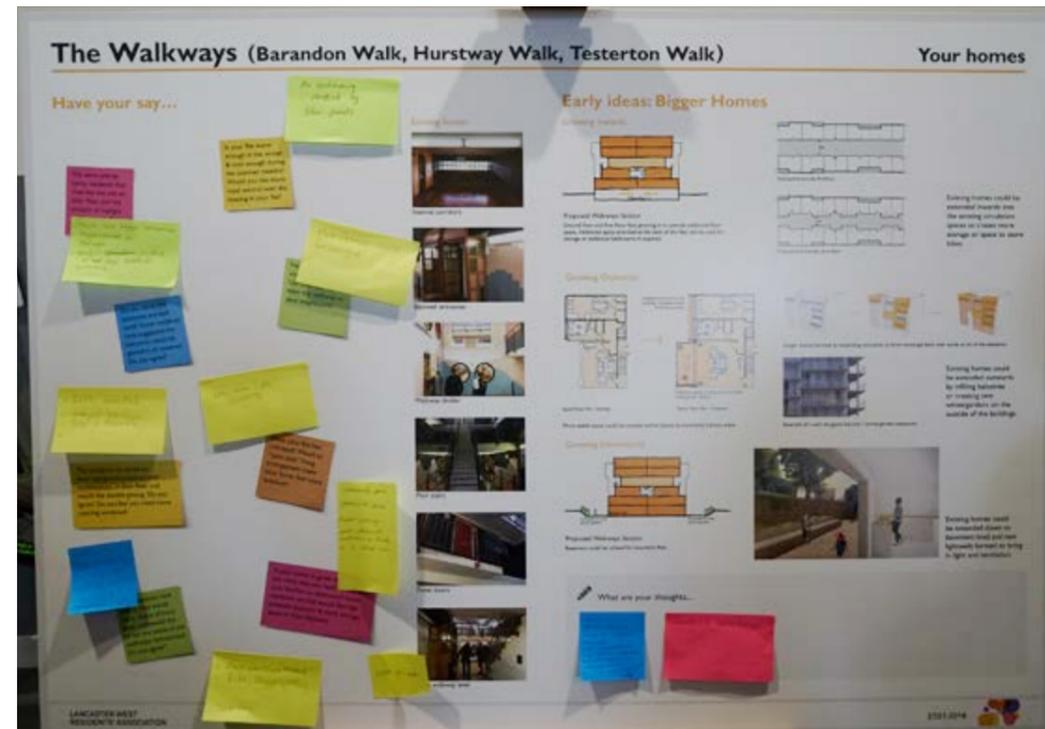
Change internal doors.
New paint finish.
Maintenance very poor. No response to repairs.

Mice problem since Grenfell. Holes created by previous installation. No checking quality of repairs.

- Electrics are a bit dated.
- Kitchen is outdated and cupboards are falling apart.
- Walk-in showers are needed for some residents.

Windows are ancient - need double glazing. Frame is filthy, draughty & noisy.

Balcony requires awning for privacy and to keep rain away. Also to keep cool in summer.



- Flat needs repainting, as does hallway.
- Plasterboard walls and very thin and keep cracking the paintwork and some of my walls move.
- Would like modern skirting boards and internal furniture like doors and banisters. Modern fixtures and fittings inc door handles. Spot lights under cabinets.

- Sound insulation needs improving.
- The block needs redecorating & needs a lift.
- Intercom is always breaking. Modern intercom system, maybe video ones for security.
- Ramp needs repairing.

Bad water pressure. Sink and bath drains keep clogging. Bath only fills about a quarter of the way when you use the hot tap.

Nice area. Like the internal layout of flats. Like the neighbours. Like wall to wall windows which let in lots of light.

Totally new kitchen needed its in a bad condition. Would have liked a choice as a leaseholder to choose kind of kitchen

Hot water is intermittent on and off. Local control essential.

Engagement boards: Your buildings

The Walkways (Barandon Walk, Hurstway Walk, Testerton Walk)

Your buildings

Give us your opinion...

The residents we met said they like the sense of community in the estate and their homes are in a great location. How could this be improved?

Some residents said they would like secure bicycle storage near their homes & more space for recycling. Do you agree?

We were told by residents we met that external lighting needs to be improved around the buildings, and there should be more benches and places to garden. Do you agree?

Some residents told us the signage is confusing and it is hard for visitors to find the right entrances to the building. Do you agree?

Some residents we met would like easier access to the gardens. Do you think the communal gardens are well used? Do you think the gardens should be open to everyone?

Some residents would like to see the intercom for the building upgraded and lifts introduced into the building. Do you agree this should be a priority?

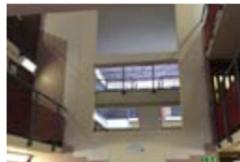
Do you think there are sufficient playgrounds, or spaces for young people to play?

We noticed the ramps are blocking access & views into the communal gardens, and some residents have suggested that they are removed to create easier access to the buildings. Do you agree the ramps should be removed?

Existing buildings



Glazed rooflights



Daylighting to corridors



External services



Communal gardens



Ramped entrances



Railings to Bramley Road

Early ideas: Improving Access

Use of the Garden Spaces



Public | Residents use Entrance (stairs, lifts)



Residents only use Entrance (stairs, lifts)



Residents only use Entrance (stairs, lifts)
Public | Residents use Possible new entrance
Garden access

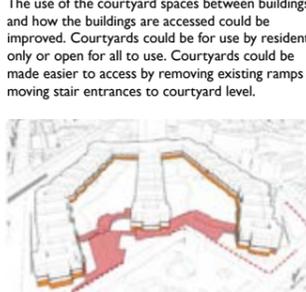
Communal Entrances



Existing ramped entrances within courtyards



New entrances to stairwells could be formed at courtyard level



Removing existing ramps within courtyards

The use of the courtyard spaces between buildings and how the buildings are accessed could be improved. Courtyards could be for use by residents only or open for all to use. Courtyards could be made easier to access by removing existing ramps and moving stair entrances to courtyard level.

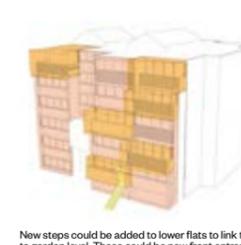
Private Entrances



Existing separation of flats from the courtyard



Example of well designed steps to link lower flats to courtyard spaces



New steps could be added to lower flats to link them to garden level. These could be new front entrances or access to new private gardens for flats formed within the courtyards.

What are your thoughts...



Example comments from residents: Your buildings

Kids can't play here since closed in Dec to noise. Kids play outside and the can't be watched by parents - safety issue.

- Rubbish bin should be bigger so a standard black bag can fit. Chutes taped up and being untapped by residents smoking.
- Pipes in communal area and wires should be removed.

Buzzer should be connected to 300s. Entry point on stairs needs repairing and block needs signage.

- Flats and hallway needs repainting.
- Plasterboard walls and very thin and keep cracking the paintwork and some of my walls move.
- Would like modern skirting boards and internal furniture like doors and banisters. Modern fixtures and fittings including door handles. Spot lights under cabinets.

It looks like a prison. Tiles need replacing. Change the tiles on stairs as they are slippery when wet.



Access is complicated and difficult especially for people with disabilities, elderly or people with small children. Too many stairs. Need lifts.

- A lift is needed as some residents have difficulties walking due to age.
- Hard to find by delivery vans.
- Take away the ramp.
- Roof windows don't work.
- Criminal gangs intimidating residents.
- Loss of play space by Grenfell. More facilities for young people needed.

Access very difficult as residents have to approach from Whitchurch Road. Long distance. No access from basement.

No CCTV. Encourages anti-social behaviour. Put a fob key between the 500's and the 400's.

- Wall separating 400s and 300s should be removed.
- Cold inside block.
- Externally the building looks dated needs to be modernised (but no cladding): landscaping, new entrances, better rubbish disposal, community centre/hub for Estate.

Engagement boards: Your buildings

The Walkways (Barandon Walk, Hurstway Walk, Testerton Walk)

Your buildings

Early ideas: Improving Circulation Spaces

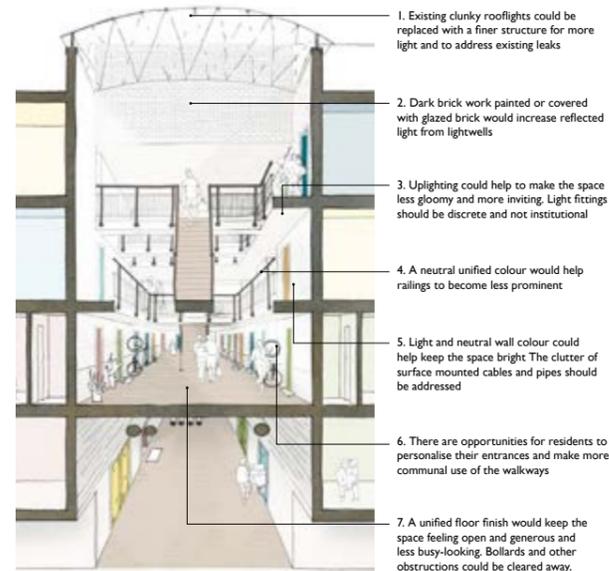
Existing Circulation Spaces



Examples of Good Design



Changes could be made to improve existing circulation spaces without the need to change individual homes.



- Existing clunky rooflights could be replaced with a finer structure for more light and to address existing leaks
- Dark brick work painted or covered with glazed brick would increase reflected light from lightwells
- Uplighting could help to make the space less gloomy and more inviting. Light fittings should be discrete and not institutional
- A neutral unified colour would help railings to become less prominent
- Light and neutral wall colour could help keep the space bright. The clutter of surface mounted cables and pipes should be addressed
- There are opportunities for residents to personalise their entrances and make more communal use of the walkways
- A unified floor finish would keep the space feeling open and generous and less busy-looking. Bollards and other obstructions could be cleared away.

The Route to Your Home



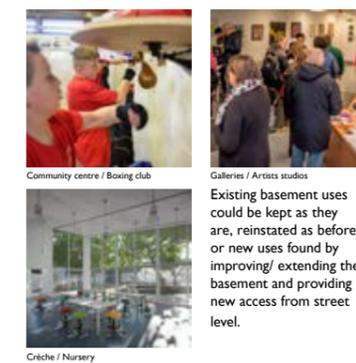
Bigger changes could also be considered to break up the existing circulation so that smaller numbers of homes share circulation space.

This diagram shows the walkways divided into smaller clusters of homes around the atrium spaces. Additional entrances from the street would be introduced to reduce the number of homes in each cluster. Do you think this is a good idea? Moving all entrances to the street-side would make the communal gardens more private. Do you agree with this?

What are your thoughts...

Early ideas: Basement Uses

Options for New Uses



Existing basement uses could be kept as they are, reinstated as before or new uses found by improving/ extending the basement and providing new access from street level.

New Access / Extensions



Key Corners



The end of Hurstway Walk could be converted into a large shop or community facility to mark the corner and provide overlooking along Whitchurch Walk

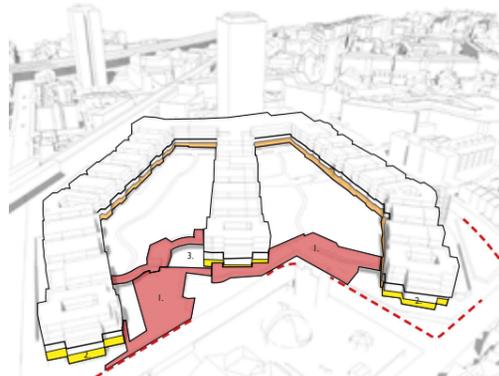
What are your thoughts...



Engagement boards: Your public space

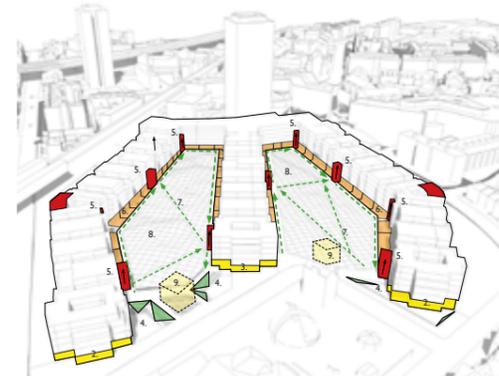
The Walkways (Barandon Walk, Hurstway Walk, Testerton Walk)

Early ideas: Improving your Public Space



Existing condition

- 1. What do think of removing all the ramps and level changes to the entrances ? This can help create a more open relationship with the street.
- 2. How do you feel about improving the street frontage by placing community facilities at the ends of the walkways?
- 3. How do you feel about relocating the nursery to one of these new community facility locations?



Proposed ideas

- 1. What do think of removing all the ramps and level changes to the entrances ? This can help create a more open relationship with the street.
- 2. How do you feel about improving the street frontage by placing community facilities at the ends of the walkways?
- 4. We can ramp down to new community squares at the fronts of the community centers, how do you feel about this?
- 5. New stair towers can then be used to take you to 3 out of the 4 levels. How do you feel about introducing lift access to these new towers?
- 6. We could introduce new homes to the basement level, this could help increase activity in the park. How would you feel about new homes at basement level?
- 7. The entrance towers could be connected by new pedestrian routes which can help light up the park. How would you like your park used?
- 8. We can introduce new playgrounds and sports facilities to the park, what would you like to see there?
- 9. How would you feel about new buildings with community facilities being introduced? This can help frame and enclose the parks.



Early ideas of how your communal spaces could work better.

Early ideas...



Would you like to see a new community building? What facilities would you like to have there?



What if we opened up the walkways to the street front? Would new community squares be a good idea?



Would you like to see the green spaces more connected? Do you like the idea of connecting new pedestrian routes to new stair/lift towers?



Examples of how park lighting can improve the quality of the parks at night.



How flats on the basement level could work. Do you like the idea of creating new homes at the basement level?



How the internal spaces can be reimagined. What do you think about opening up the internal walkways to the basement?

 What are your thoughts...



Engagement boards: Promise to residents and FAQs

Promise to residents

Refurbishing Lancaster West

The council has promised to refurbish our estate. The promise is to do this “sensitively”, collaboratively” and to create a “model for social housing in the 21st century”. The council have set out 10 principles describing what this programme aims to achieve and how the council will work with residents, they are:

- **The refurbishment will be resident led**
- **All refurbishment work will be done sensitively and in co-operation with residents**
- **There will be no demolition work of people's homes on the Lancaster West Estate**
- **We will create a model estate where the community can be proud to live and that the council can be proud to own**
- **We will make sure residents can make real choices on the refurbishment**
- **We will listen to all age groups and communities on what improvements they want to see**
- **The refurbishment will aim to provide local jobs and skills training for local people**
- **The refurbishment will improve local services so they are of a high quality**
- **The refurbishment will create a sustainable estate that can be maintained to a high standard**
- **There will be transparent decision-making and feedback provided by the council at each step**

Reassurances

The improvements to the Lancaster West Estate will be designed to last for the foreseeable future. Residents will be consulted on any future work after the delivery of the programme.

The refurbishments will not result in rents rising above the going housing rates payable in the rest of the borough.

We aim to make your home safe, comfortable and warm. Where we can do this through the reduction of gas and electricity use we will pass on the savings in service charges directly to residents.

Grenfell Site

Work continues on the Grenfell Site. It is conducted by the independent Grenfell Site team, who provide updates to the Council and community. It is estimated that the Tower will be fully wrapped in June. The police expect the site to remain a crime scene until the summer, as they complete their thorough investigation within the Tower.

The bereaved, survivors and the wider community will be at the heart of the decision making regarding the future of the site, working in accordance with a set of principles that they have agreed with the Council and the Ministry of Housing, Community and Local Government (MHCLG). These principles were published on 1st March.

Frequently Asked Questions

Questions and answers about the Lancaster West Co-design Process

What is today's event about?

The 'Lancaster West Ideas Day' is part of a series of activities that will develop a refurbishment plan for the estate. The meeting is co-organised by the Lancaster West Residents' Association and the Council. Today features top architects who will listen to residents and use their ideas to generate plans for the estate. The plans will be co-designed by residents, this means the council and residents will work together to produce designs for the new estate and refurbishment works

Who is organising today?

This co-design process is resident-led and supported by the council. NewmanFrancis and Fluid are independent advisers working for the residents, they are also helping to arrange it.

I cannot stay long today - how can I provide ideas?

There will be a website set up to capture people's ideas at www.lancwestrefurb.com. Alternatively, if you prefer please email the Lancaster West estate neighbourhood director steve.jacobs@rbkc.gov.uk or drop by the Estate Office at Unit 2, Baseline Studios, Whitchurch Road.

Who can take part? Who is the refurbishment for?

Residents from Hurstway Walk, Testerton Walk, Barandon Walk, Treadgold House, Verity Close, Camelford Walk, Upper Camelford Walk, Clarendon Walk, Upper Clarendon Walk,

Lower Clarendon Walk, Talbot Walk, Upper Talbot Walk, Camelford Court, Talbot Grove House, Morland House, Camborne Mews and from Grenfell Tower & Grenfell Walk can all take part.

What about my current repair issue

The Council's neighbourhood team are happy to help. Representatives are attending today. You can also reach them at the Estate Office, at Unit 2, Baseline Studios, Whitchurch Road. If you prefer to call them, please call 07710053437 or 07710053431. Their office opening hours are currently Monday – Friday 9am to 5pm.

Is Bramley House part of this process?

The council are currently talking to Bramley House residents on their own refurbishment process.

What is the aim of the process?

Following the Grenfell Tower tragedy, there was clear recognition of the need to make real improvements around the estate. With that in mind, both local and central Government have committed funding to support an ambitious and resident-led refurbishment of the estate. The council has said that it aims to create a model estate for the 21st Century and that this work will be carried out collaboratively and sensitively.

Will there be any demolition?

There will be no demolition work of people's homes on the Lancaster West Estate.

What happens after today?

At the end of this stage of the consultation process each block will have an Ideas Book of design ideas, resident feedback and proposals for early projects. In stage 2 of the refurbishment programme, residents will work with staff to select block and estate architects. Once selected architects will work with block or cluster groups and the proposed Resident Steering Group to develop viable, detailed and costed proposals.

Will leaseholders be expected to pay for this refurbishment work?

Leaseholders will not be expected to pay for improvement work to the common parts of the estate. At this early stage of the co-design work we are still determining what works residents would like to see on the Lancaster West Estate.

This co-design process involves all residents on the estate. The council is already listening to the concerns of leaseholders and the council will keep them informed as this work progresses.

Who made the decision regarding appointing the consultants involved in the process?

The Ministry of Housing, Communities and Local Government (MHCLG) identified a range of architects based on their relevant skills and experience. The Residents' Association agreed the architects and added others with local knowledge. The selection was done this way to ensure that the process could get underway quickly with the right specialist support. Residents will be involved in the selection of consultants for future stages of the refurbishment.

Engagement boards: Way forward - indicative timeline



Further information:

Website: www.lancwestrefurb.com

This document is available to read in other languages. To request a translated copy of this book or for more information please contact NewmanFrancis on:

Freephone: 0800 644 6040 (free from landlines)

Office: 020 8536 1436

Email: lancasterwest@newmanfrancis.org

A hard copy of this book can be found at Baseline Studios and with your block representative. Please use the contact information above to find out who your block representatives are.

To contact Kensington and Chelsea Council on any issues related to the Estate, please:

Email: LancasterWestOffice@rbkc.gov.uk

Or visit them at: Unit 2, Baseline Studios, Whitchurch Road.

Version number: 1

Created on: 09/04/2018

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.