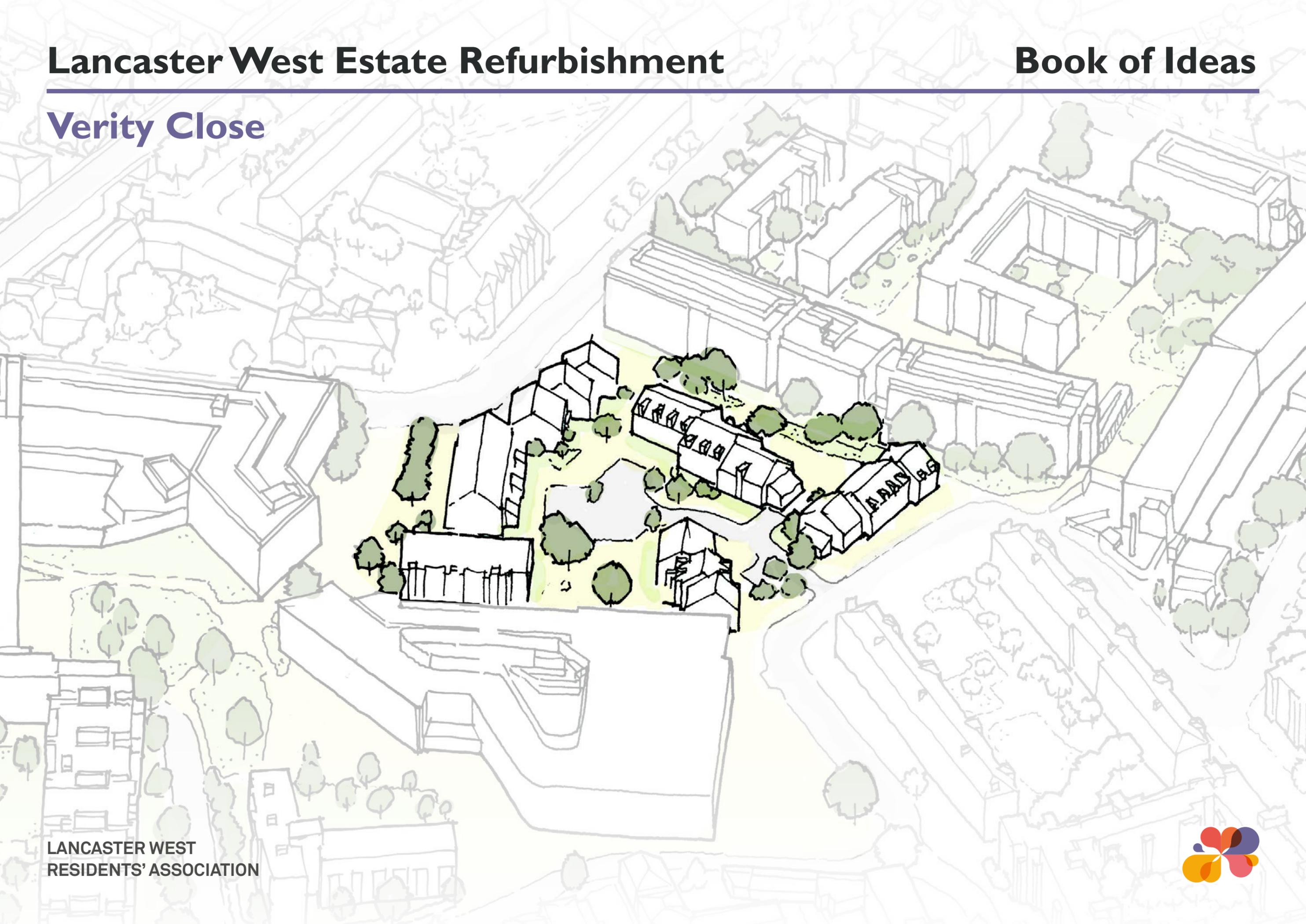


## Verity Close



# Foreword

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## Further information:

Website: [www.lancwestrefurb.com](http://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](mailto: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](mailto: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

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## 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 Verity Close.

### 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 Close

Verity Close was completed in 1979. The Close is made up of 36 flats in two blocks with gated communal front and rear gardens, and 32 terrace houses in four blocks, with private rear gardens. Although residents are generally happy living in their homes within a relatively quiet setting, they consider the car dominated Close depressing to look at, and have ongoing issues with condensation, pest control issues, poor maintenance, security and privacy. The Playground and the Clarendon Walk passage attract anti-social behaviour.

## 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 Verity Close to collect resident comments on the current conditions and discuss possible ideas for new refurbishment works:

- Resident Ideas Day, Kensington Leisure Centre, 27.01.2018
- Block Meeting at the Methodist Church on 07.02.2018
- Individual resident consultations: Two 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



Verity Close entrance to car park



Verity Close terrace houses fronting Clarendon Walk passage

## Your concerns:

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

- Poor performance of existing and replacement windows.
- Individual bathrooms and kitchens need upgrading.
- Noise issue between floors.
- Inadequate repair and maintenance.
- Apartment block entrances and bin stores are unattractive and not secure enough.
- Accessibility issues with parking provision, rear communal gardens, etc.
- Privacy and security compromised by overlooking and anti-social behaviour.
- Car parking dominates use and views of the Close.
- Anti-social behaviour/activities, especially beside the Playground and Clarendon Walk passage.
- Community facility to support social activities.
- Poor lighting and signage around the estate.

## 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.

- Reconfigure window openings to provide ground floor patio doors (to access communal garden) and private balconies on upper floors.
- Upgrade block communal stair and entrance areas to make them more welcoming.
- Create private threshold space to improve ground floor security and privacy.
- Upgrade roof with photo-voltaic panels or tiles to improve insulation and help reduce energy bills.
- Create a green central space with clear boundaries, defined routes and improved recycling and cycle storage provision.
- Use high quality, attractive materials and appropriate street furniture and trees to improve the environment of the Close.
- Improve lighting for safety and signage.
- Re-landscape Clarendon Walk passage to prioritise pedestrian safety, taking into consideration the needs of residents of the Close and Clarendon Walk, and the Nursery.

## 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.

- Improve communal bin stores by adding locks to prevent misuse, and make provision for garden refuse.
- Ensure residents of the apartment blocks have key access to their respective communal gardens.
- Clean and repair roof gutters.
- Improve car parking management for the needs of Verity Close residents.

## 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



Double glazed UPVC window



Mould at base of bedroom wall

## Poor Window Performance & Insulation

Some homes retain the original single glazed aluminium framed windows - condensation occurs on the cold frames and glass (particularly with the dormer windows, in unheated bedrooms and uninsulated loft space used to sleep or work in). In summer, rooms (especially on top floor with dormer windows) over-heat. A flat with its windows replaced with double glazed UPVC units and the external wall cavity filled with insulation is warmer but now has mould growth on its internal bedroom partition (with the unheated communal stair on other side) due to inadequate ventilation, especially in winter when windows are kept shut.

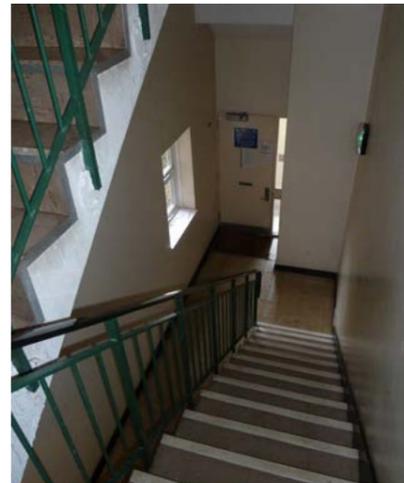
## Noise issues

Residents find the Close generally quiet to live in. However, within their homes, residents reported that noise transfer was more of an issue between floors than between properties/rooms on the same floor. One resident of a house with single glazed windows, could hear certain sounds, e.g. a kettle being switched on, from adjacent houses.



## Lack of Maintenance & Repair

The apartment block communal stair areas were last refurbished more than 15 years ago - walls are marked/cracked and damp (on ground floor) and the floor covering is lifting off. The intercom system though adequate, is outdated. The internal lighting had been upgraded to energy-saving photo-cell lights which are too bright



Block 2 communal stairwell



Damp at base of walls

The outside of apartment block entrances look shabby. When there had been instances requiring rapid repair for safety, e.g. a broken front entrance door, external lighting not working, they had not been dealt with promptly. Roof gutters need cleaning and repair.



Apartment block front entrances with refuse stores

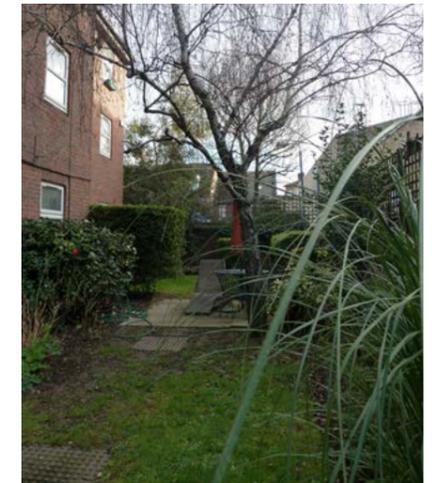


## Accessibility Issues

Access to flats is limited to ground floor as retrofitting lifts is not possible because of the apartment blocks' layouts. Although the block communal gardens are well maintained, they are under-used - some residents do not have keys for the padlock; residents with mobility issues find it difficult to access the gardens.



Padlocked gate to rear garden



Garden with uneven surfaces

The allocated spaces for the disabled parking are frequently used by maintenance contractors. These spaces are not located conveniently for disabled residents to use safely or easily, as well as having to negotiate the pavements and street clutter of bollards, etc.



Disabled parking space at entrance of Close



View of Close with car parking, hard surfaces and walls

### ➤ Poor Landscape Views & Provisions

Residents generally think that the Close is ugly and depressing to look at - they feel embarrassed when people visit them. The Close is essentially a parking lot dominated by tarmac, hard surfaces and walls, and cluttered with bollards, bins, barriers, etc.

There is a one recycling bin located on the pavement beside some parking spaces. No cycle parking is provided.

The materials used are of low quality. Lighting is poor and inadequate.



Block paving on paths between Close and Clarendon Walk

### ➤ Safety & Privacy

The Close is relatively open with paths which are used as short-cuts. Ground floor windows and front doors of accessible homes do not have 'defensible' thresholds, making these areas vulnerable to anti-social behaviour, e.g. dog faeces, misuse by vagrants. Strangers peer over gardens walls and gates, disturbing privacy.



Accessible home vulnerable without 'defensible' thresholds

Clarendon Walk passage feels unsafe especially at night - there is poor sightline from both ends of the passage. Cyclists and moped riders speed along the passage and the paths connecting to the Close.



Poor sightline from Dulford St



Way-finding is a problem



Playground tucked to one side of Close

### ➤ Playground & Open Space

As an open space, the Playground is restricted for young children's enjoyment only. It is perceived to be under-used. When used, it is mainly in the summer and by some children from outside the Close. There is no seating for parents to supervise children. With only a few houses overlooking it, there is little natural surveillance for safety. The Playground in its tucked away location is misused by people hanging around smoking weed, drug dealing and loitering late at night, disturbing the residents living close by.

The Close lacks good quality green and open space that can be used effectively and enjoyed by residents of all ages and capabilities, and as a community. Space is wasted on circulation paths which are too wide and planting which is ineffective and obstructive in some areas.

# Concerns and ideas: In detail



Modern palette of materials and colour



Wider dormer window to enable more usable space inside

## ➤ A more welcoming block entrance & communal stair

Refurbish the block entrance and communal stair using a modern palette of high quality materials which are durable and easy to maintain, and colours which are warm and welcoming. To improve security, the intercom system should be upgraded and more robust front doors installed. Individual post boxes should be considered with the residents.

## ➤ High performance windows for insulation & ventilation

Replace original single glazed aluminium windows with high performance windows with double/triple glazing for improved insulation, with appropriate ventilation provision. Consider upgrading dormer windows to include increasing their width/size to enable more usable space internally. Roof/loft insulation and cavity and external wall cavity insulation should be carried out in parallel to improve overall building envelop performance.



## Upgrade roof with photo-voltaic panels or tiles

Refurbish roof to improve insulation and to install photo-voltaic panels or tiles to reduce energy bills.



PV panels on roof



## Create 'defensible' thresholds to improve privacy and security

Create a defensible threshold, e.g. using appropriate planting, to improve security and privacy to ground floor windows and front entrances which are located next to circulation routes.



Use of appropriate planting to provide a defensible threshold



Patio door access & threshold to communal garden



## Improved access to block communal gardens

Provide keys to all residents for access to rear gardens. Reconfigure windows of ground floor flats to provide patio doors to directly access gardens (particularly for residents with mobility issues), with a private threshold whilst still providing a green amenity for upper floor residents. Adding a projecting or Juliette balcony should be considered for upper floor flats.



Juliette balcony on upper floor to overlook garden



Diagram showing relocating car parking to current Playground area and creating a central green open space

➤ Create a central green space

Relocate car parking to Playground area and re-landscape/re-design the central space as the communal green hub for residents of all ages to enjoy, and enhance experience and views of the Close



Sketch of central green space overlooked from private rear gardens of houses



Sketch of Clarendon Walk passage with a better defined route and greening of open space towards Methodist Church

➤ Re-landscape Clarendon Walk passage and the paths for improved safety

Re-landscape Clarendon Walk passage as the main link between Dulford Street and Lancaster Road to improve safety and wayfinding, and define clearly boundaries for routes through the Close.



Create opportunities in open spaces for community activities like kitchen gardening



Use of good quality materials, lighting and planting for the public realm

➤ High quality design with good materials & lighting

Any re-landscaping of the open spaces should be designed to a high quality, using good quality materials which are durable, easy to maintain, and attractive to look at.



Good quality 'shared surface' paving used for the Academy open space which could be replicated in the Close

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
1.	Poor performance windows causing condensation and cold in winter, and overheating in summer	<p>A resident of a freehold house with original single glazed aluminium (dormer) windows experiences bad condensation on window frames in master bedroom left unheated by preference at night in winter, mould on rim of bath, and overheating in summer.</p> <p>A leaseholder of a flat found that the condensation issue had worsened since the replacement double glazed UPVC windows and cavity insulation - he has to regularly clean off the mould growth at base of partition wall of bedroom with unheated stairwell.</p> <p>Flats are quite cold.</p> <p>Dormer windows are main cause of damp/leaks.</p>	<p>Consider replacing original single glazed windows with good quality double glazed windows with improved insulation and ventilation provision.</p> <p>Consider installing insulation into external walls of properties with cavity voids, and in roof/loft space.</p> <p>Upgrade dormer windows.</p> <p>Residents to be aware of and manage drying of washed laundry inside homes to avoid condensation problems.</p>	Supported by residents we consulted with. Condensation problem is mitigated by opening windows temporarily to ventilate room despite some heat loss in winter.	
2.	Inadequate ventilation inside homes	One resident has no ventilation extract in the recessed kitchen area.	Investigate if it is a block-wide issue and consider options for improved ventilation.	Supported by residents we consulted with.	
3.	Poor sound insulation between floors	A resident reported no noise issue with next door flat on same floor but could hear the TV on in flat downstairs.	Investigate options to improve sound proofing between floors.	Supported by residents we consulted with. It was noted that there are noise issues even with the replacement double glazed windows.	
4.	Internal layouts are unsatisfactory for current and future needs of residents	<p>A wheelchair using resident found the kitchen layout inefficient.</p> <p>Two leaseholders want to insulate and convert their loft space.</p>	<p>Upgrade kitchens and bathrooms</p> <p>Consider loft extensions and upgrading dormer windows to create more usable space.</p>	Supported by some residents we consulted with. Residents are however wary about impact of internal refurbishment, e.g. disruption, temporary moving out	
5.	Boiler is inconveniently located in corner of living room of flat of council tenant.	The resident questioned the safety with boiler location in the living room.	Investigate if it is a block-wide issue; consider options to relocate boiler.	Supported by the affected resident	
6.	Mice/rat/rodent infestation outside and inside properties	It seemed to have worsened with the construction works nearby and Grenfell fire.	Create an estate-wide pest control action plan as soon as possible for health and well-being of residents.	Supported by residents we consulted with.	

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
7.	Poorly maintained communal stair and entrance areas	Damp at base of ground floor internal walls adjacent to meter cupboard in Block 2. Communal areas in Block 2 was last renovated in 2001 - walls are marked and floor covering is peeling off. The front entrance door is not secure.	Investigate into possible leaks within walls and floors in communal areas Refurbish communal areas to include upgrade of intercom system and entrance for improved security and robustness, and individual post box.	Supported by residents we consulted with. Leaseholders had previously paid a charge to refurbish the stair area but then had to be refunded because work was never carried out.	
8.	Poor access for meter reading in apartment block	Meters are located in a locked cupboard on ground floor underneath the stair - since there is no longer an on-site caretaker, it is a problem having to arrange access to read meter.	Consider individual meter or smart metering in flats.	Supported by some residents we consulted with.	
9.	Anxiety about fire safety	There are no fire extinguishers or sprinklers in the flats or communal areas.	An estate-wide Fire Safety Strategy is needed which covers every block.	Supported by residents we consulted with.	
10.	Buildings look shabby and old.	Residents feel embarrassed to bring visitors to their homes.	Upgrade building fabric and frontages: - Investigate possibility of installing photovoltaic panels or tiles to roof - Consider creating projecting or Juliette balconies for upper floor flats to improve access to light, air and views	Supported by residents we consulted with. Residents were enthusiastic about PVs on roofs, with the possibility of community energy generation and benefit.	
11.	Block communal rear gardens are not used well.	Block 2's rear garden is generally well maintained and used by some residents who plant bulbs, etc. Block 3's rear garden appear to be less well used - it has drainage issues and some residents have no key for the padlock.	Ensure that all residents of flats have access to rear gardens. Investigate improving access to rear gardens by providing patio doors to living room of ground floor flats. Investigate ground drainage issue in Block 3's rear communal garden. Reconfigure block communal front gardens to improve use.	Supported by residents we consulted with. Tenants of two ground floor flats strongly voiced support for patio doors to enable direct access to the communal garden and enhance daylight in and views out.	

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
12.	General lack of regular maintenance and poor workmanship of maintenance work	Residents generally did not know who to ask about maintenance to the Close. Roof gutters urgently need repair and cleaning out.	An estate-wide Rapid Repairs and Maintenance Strategy is needed which covers every block. Residents should form a Verity Close group to pursue and monitor the standard and progress of maintenance works, and identify a Block Champion to liaise regularly with the LWRA.	Supported by residents we consulted with, with one person volunteering to be the Verity Close champion.	✓
13.	Fly-tipping	Large items are left in areas with wider pavements (e.g. at entrance of Close). Rubbish bags, etc are left inside or outside the communal refuse stores by non-residents. Communal refuse stores should be lockable.	Create an estate-wide provision for refuse management and disposal of larger items. Install locks (e.g. keypad) to communal refuse stores to limit use for residents of flats only.	Supported by residents we consulted with.	✓
14.	Poor parking offer, e.g. lack of parking nearby for tradesmen	Maintenance contractors use the parking in the Close which is for permit holders only. The entrance car barrier is not currently operated. Car vandalised when parked close to road entrance. Entrance to Close is used as drop-off/pick-up for the Nursery on Clarendon Walk.	Improve car park management of Close to prioritise needs of its residents. Operate car barrier to control parking in Close. Improve parking access for residents with mobility issues.	Supported by residents we consulted with. Some thought that there are many disabled parking spaces which always seem unused. The disabled parking provision in the Close should be reviewed.	✓

	<b>Concerns:</b>	<b>Resident Comments:</b>	<b>Ideas:</b>	<b>Resident Feedback:</b>	<b>Possible early projects:</b>
15.	Anti-social behaviour and activities	<p>Drug dealing late at night on Clarendon Walk passage, stashing drugs in bushes. Moppets speed along Clarendon Walk passage. Cyclists cut across Close, speeding along path fronted by Block 6 terrace, endangering residents outside their front doors.</p> <p>Kids play football in Close and climb into residents' gardens to retrieve ball - garden walls are too low.</p> <p>Kids play on passage to Methodist Church.</p> <p>Dogs are let to defecate/pee outside houses, garden walls, paths, etc.</p> <p>Strangers peer over garden walls.</p> <p>Accessible house: people hang outside ground floor bedroom window; insecure front door alcove used by vagrants to sleep, change or pee.</p> <p>No point with existing CCTV system in Close as it does not appear to be recording. Some flats (in Block 3) are used for airbnb or short rentals causing constant turnover of strangers in the building, lots of mail which are never collected, etc</p>	<p>Investigate options to re-landscape or re-design Clarendon Walk passage and paths:</p> <ul style="list-style-type: none"> <li>- improve sightlines, lighting, way-finding</li> <li>- establish clear boundaries to define routes e.g. possibly part gating certain areas with residents access only</li> <li>- improve garden walls for privacy and security</li> <li>- create protective threshold to front doors and windows on ground floor of accessible houses which are especially exposed</li> </ul>	<p>Supported by residents we consulted with. The Clarendon Walk passage should become the main short cut from Dulford Street to Lancaster Road instead of through the Close. The needs of the Nursery should be considered.</p>	
16.	Hard surfaces and clutter of low quality street furniture (e.g. bollards, cycle barriers, lamp posts, bins, etc) dominate the appearance of the Close.	<p>The Close is ugly and depressing to look at. Block paving on Clarendon Walk passage is uneven and has subsided in some places, making the paths unsafe to walk on.</p> <p>Bollards are ineffective in discouraging cyclist and moped riders to use the Close as a short-cut.</p>	<p>Investigate options to re-landscape/re-design the Close:</p> <ul style="list-style-type: none"> <li>- with high quality materials as a shared surface for car parking and an communal open space</li> <li>- careful de-cluttering without compromising pedestrian use of routes</li> </ul>	<p>Supported by residents we consulted with. They liked the idea of a central, all age friendly green space, but wished to control access as rest of Estate might see this green as an amenity and want to use it too - they thought that gates could work well.</p>	

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
17.	The Playground is open for use by the whole estate but appears to be under-used - it is gated and limited to use by young children only.	20 years ago, residents of the Close regularly used the Playground with their young children and socialised with neighbours. Now that these children are grown up, it is mostly used by some children from outside the Close; no seating for parents to supervise children at play. People hang around the Playground smoking weed and drug dealing.	Investigate current level of use of Playground to understand possibility of re-provision elsewhere on Estate or nearby. Swap Playground area with car parking to enable more inclusive use (e.g. for all ages) as a communal green space with more passive surveillance and improve views of the Close. Consider re-using Playground area to provide a small number of exemplar low energy accessible homes for aging residents in the estate.	Residents are generally very positive about the idea of creating a central green space. However, there was concern that people would exercise their dogs here and not clean up after them, and abuse by non-residents using the Close as a thoroughfare. The Playground is used in summer and should remain as it is rather than relocating it centrally to avoid kids hanging outside blocks. Residents disagreed with idea to create new homes in the Close.	
18.	Poor recycling facility	Recycling should be relocated from its current position in a better place.	Include recycling and garden refuse disposal provision as part of re-landscape/re-design of Close.	Supported by residents we consulted with.	
19.	No cycle parking	Residents had discussed this matter in the past without any outcome; secure cycle parking should be considered.	Include cycle parking provision as part of re-landscape/re-design of Close.	Supported by residents we consulted with.	
20.	Poor and not maintained external lighting	Paths and front entrances are poorly lit. Some lights outside the blocks have not been working.	Design a lighting scheme to improve experience and views of Close, safety without compromising privacy, and quality of fittings, etc, to minimise energy use and maintenance.	Supported by residents we consulted with.	
21.	Routes through the Close	The Close is used as a short cut - it only shuts during the Carnival. The Close is fine as it is.	Consider re-opening the link to the Academy for residents' access only, e.g. with swipe card/keypad lock.	Supported by some residents we consulted with. The open access through the Close is not fine as it is - it should be for its residents only.	
22.	Inadequate opportunities for community activities	Residents know their immediate neighbours. There is a strong sense of community within the Close; residents used to do bulb planting/kitchen garden together. A community allotment would be welcomed.	Investigate options for community activities as part of the re-landscape/re-design of the Close and Clarendon Walk passage.	Supported by residents we consulted with.	



# Improvements to your neighbourhood

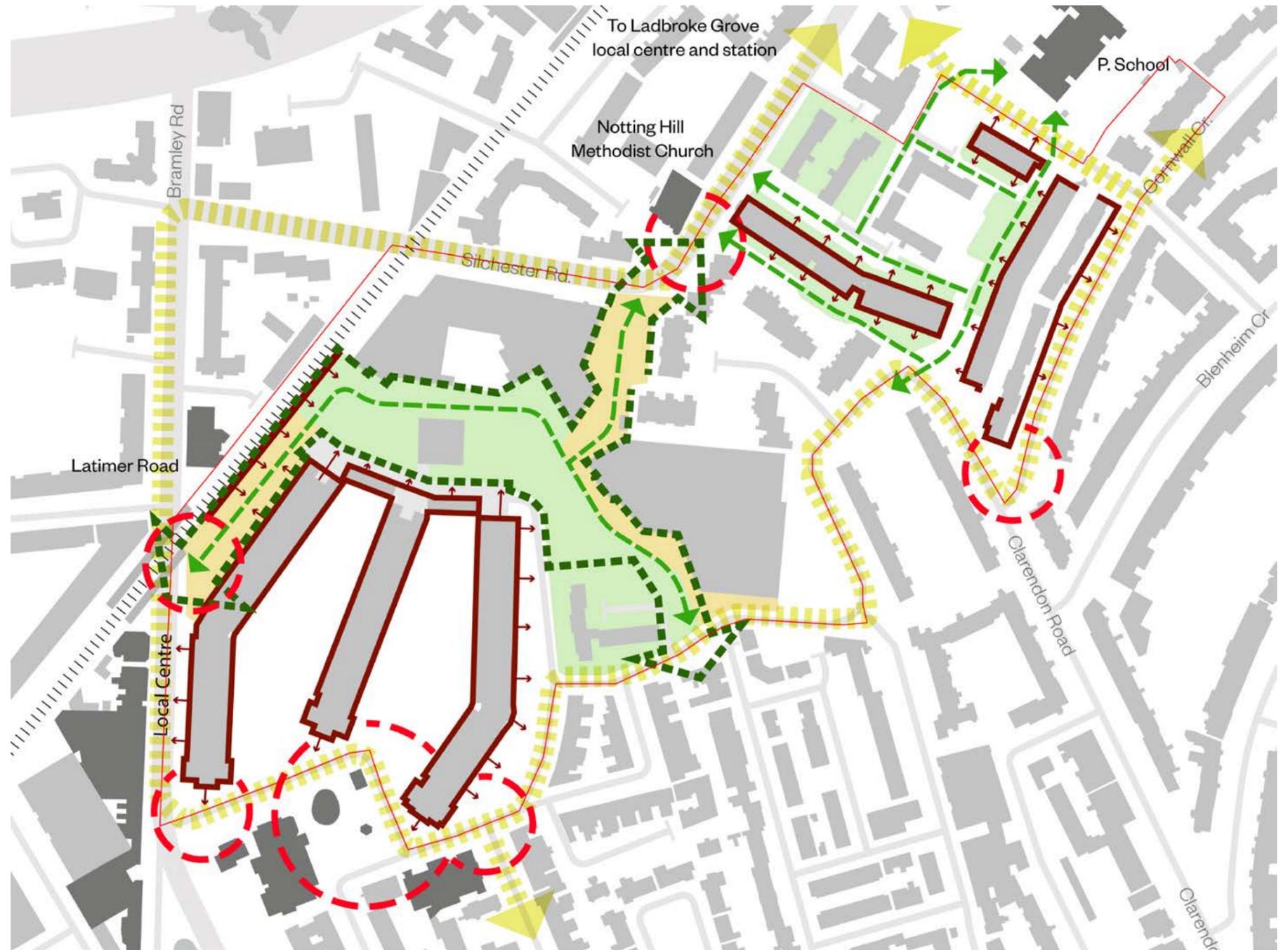
## Wider neighbourhood ideas:

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.

## Verity Close:

Strategic opportunity to reinforce Clarendon Walk passage as the main link between Dulford Street, Lancaster Road and Notting Hill Methodist Church to improve safety, wayfinding and quality of landscape whilst clearly defining boundaries for routes through the Close.



### 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.

## Verity Close:

One of the key ideas is to flip over the existing parking and greenspace to place a new communal openspace at the heart of the community. Ideas include further greening and tree planting in appropriate locations with the creation of more unified boundary treatments and the introduction of defensive space against public routes. A more defined character to the community is suggested, with a new hard landscape treatment to differentiate it from Dulford Street. Other ideas include improved lighting and design which considers low-maintenance approaches and the reduction of anti-social behaviour. The alleyway north of Verity Close should be straightened, with improved lighting, lower planting heights and a stronger separation from front doors to homes.



### 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

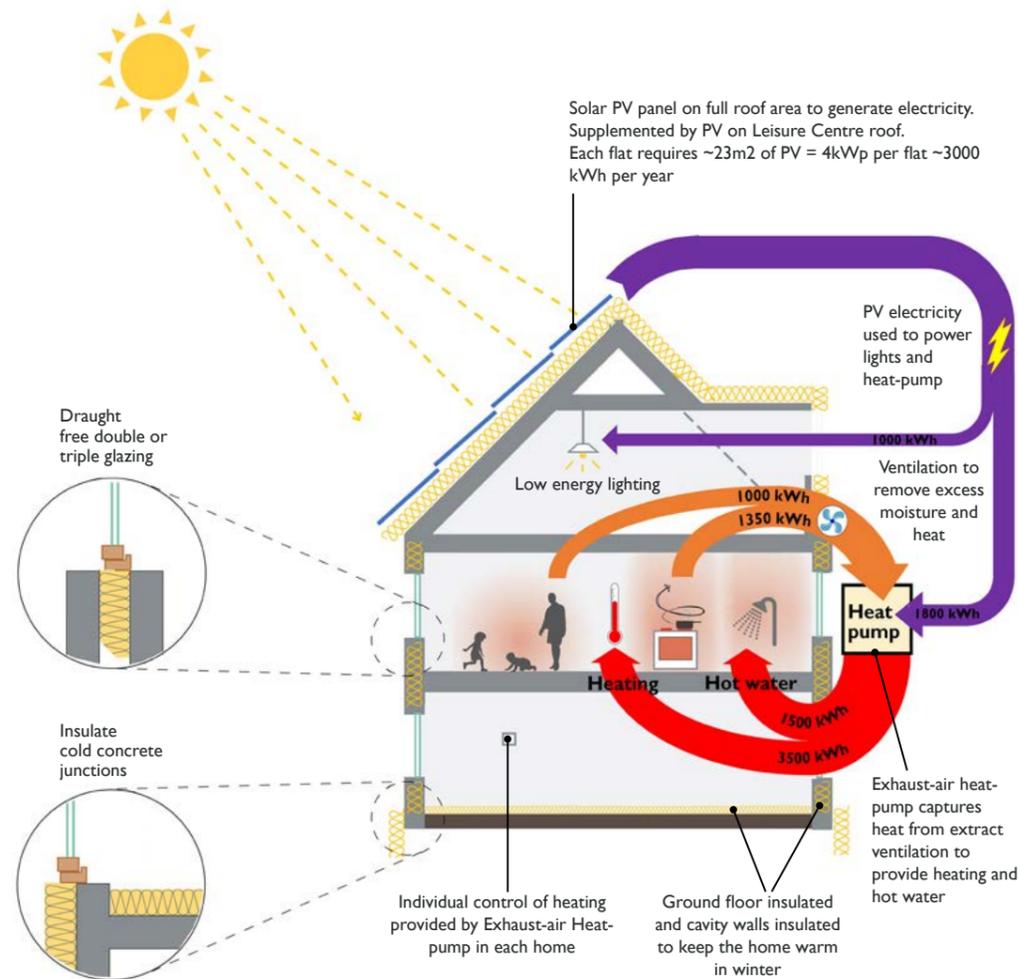
Residents' concerns include condensation, water leaks, draughts, lack of heating system control, insufficient water pressure, summer overheating, energy bills, as well as rodent infestation along pipe routes, exposed gas pipe concerns and poor-quality services installations.

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 :

- Verity Close
- Camborne Mews 1-12



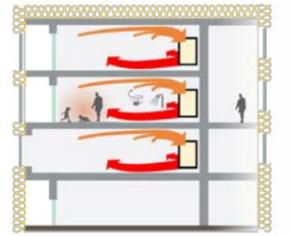
## Heating System

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

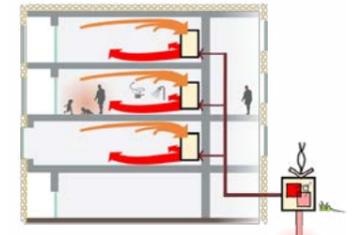
### Option 1 Recommended option: each home has an exhaust-air heat-pump:

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



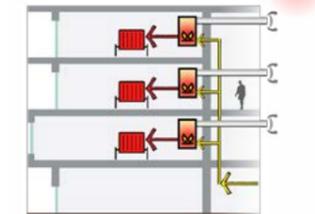
### Option 2 Exhaust-air heat-pumps+communal ground-source heat-pump:

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



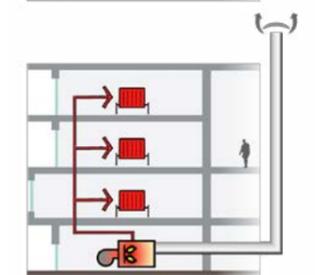
### Option 3 Gas boiler in each flat:

- ☹ 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

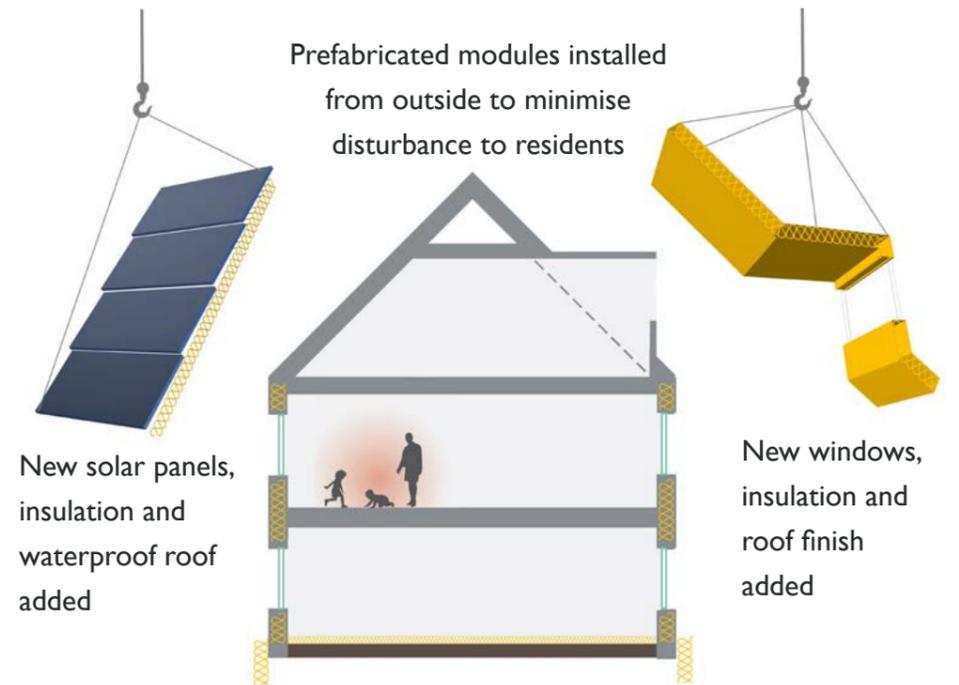
## Buildings become 'Power Stations'

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.

## Construction ideas: Reducing occupant disruption



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



External insulation and prefabricated building elements



Prefabricated elements to reduce disruption and improve performance



Solar panels



# Appendix

# Engagement boards: Your homes and buildings

## Verity Close

## Your homes and buildings

### Have your say...

Do you think that your home is in good repair with sufficient light and ventilation?

Do you experience any noise issue with your neighbours?

We have been told that the shared gardens are well maintained. Do you make use of the gardens?

Is your home warm enough in summer and cool enough in winter? Are your electricity and heating bills reasonable?

Do you think that you need to upgrade your kitchen or bathroom? How would you like to improve them?

A resident said that mould has appeared on his bedroom internal wall since the window upgrade and wall cavity insulation works. Do you have similar issues?

We noticed that there is no secure cycle store and limited recycling facility. Would you like better provisions for these?

Do you feel secure in your home? If not, could you explain why?

### Photos of your Close:



Traditional residential building type



Apartment block front entrance



Apartment block rear garden

### Some existing conditions:



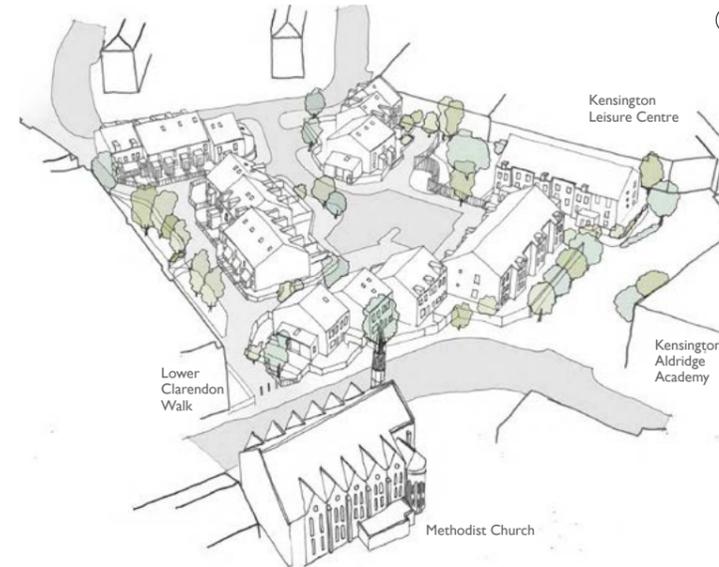
Block 2 communal stairwell



Mould in corner at base of bedroom wall of flat with communal stairwell

### Early ideas

#### Aerial sketch view of Verity Close from north:



#### Some recent feedback from your neighbours...

- improve bathroom
- remodel kitchen layout
- add patio doors to shared garden
- provide individual metering

- improve refuse disposal provision
- more green and trees
- more options for meeting people

- spruce up common areas - new intercom; better lighting
- provide sprinklers

#### Examples of good design:



Front threshold: more welcoming entrance



Rear patio door access to shared garden



PV solar panels on roof: reduce energy bills



Dormer window upgrade: more usable space



'Clean' palette of materials & lighting: more welcoming stairwell

What are your thoughts...



# Example comments from residents: Your homes and buildings

Poor quality maintenance in communal corridors and stairwells.

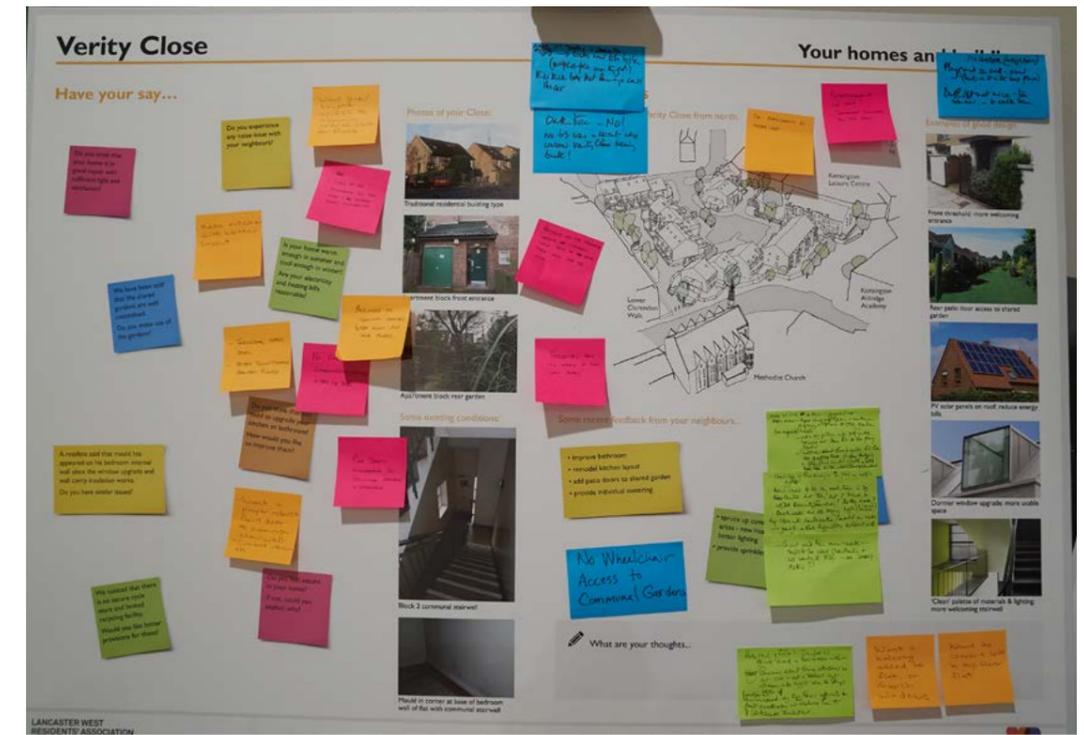
Would like individual letter boxes in communal entrance lobby, and better sound proofing between floors.

Gutters need to be cleaned and maintained more regularly.

Would like refurbishment of the roof, increasing insulation to the loft.

Like the idea of adding a balcony or french door to flat.

Feels a sense of community living in the close.  
Block's communal rear garden is well maintained; sometimes I garden in it. I like to look out at it from my flat above.



Bought house over 20 years ago - likes it! Enjoys rear garden and views out. Loves location. Knows neighbours in terrace who are generally considerate. Youths hang around at particular spots in close eg. entrance, playground

Meters currently in locked cupboard under communal stair on ground floor - consider individual smart meters in flats.

No wheelchair access to communal garden.

Rear garden wall and gate not high enough. Don't feel secure or private enough to enjoy garden properly.

Redecoration of communal stairwell long overdue!

# Engagement boards: Your Close

## Verity Close

Give us your opinion...

Is privacy from your immediate neighbours as important as privacy from passers-by?

Bins and recycling are left out on the Close - should there be a central store instead?

Would the Verity Close neighbours be happy to share a garden, in addition to their private gardens?

Verity Close has high garden walls, fences & closed doors. Do you think it could be more welcoming?

How important is parking in the Close for you? Could it go elsewhere?

At Verity Close, we sense that the low density and generally quiet, tidy public areas makes this a pleasant place to live. Does it feel like a community to you?

You have told us that the play area is like a prison. Who should have use of this courtyard area - the Verity Close community or the whole estate?

It is not easy to find your way through the Close. Would lighting and clear sightlines help? Should it really be a shortcut?

### Photos of your Close



Front garden of 'cottages'



Rear garden with established planting



Quiet and tidy

### Some existing conditions



Road/hard surfaces dominate the Close



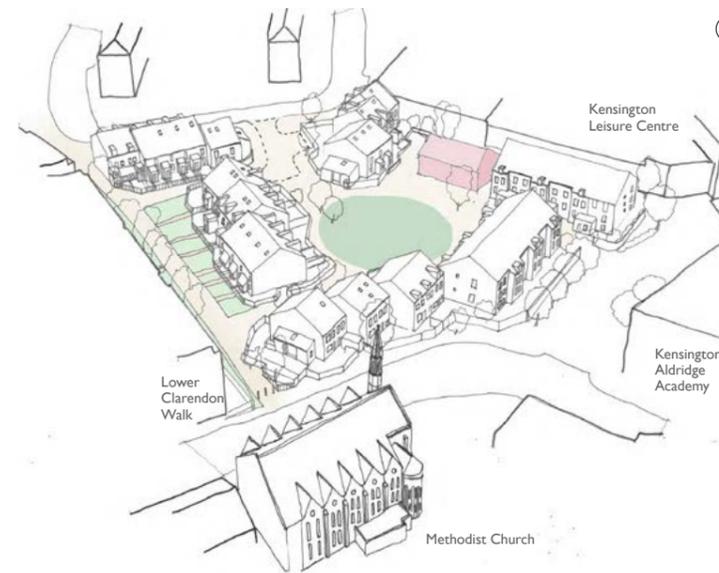
Play area tucked away and underused



Poor sightline from Dulford Street to Methodist Church

## Early ideas

Aerial sketch view of Verity Close from north:



### Proposal 1

Consider reducing road and hard surface areas to improve landscape of the Close



### Proposal 2

Consider providing a few new low energy accessible homes to front onto the Close



### Proposal 3

Consider swapping play area with parking to create shared garden; reinforce green route to church



### Examples of good design:



A shared garden for all ages



A safe place to play freely



Edible garden for residents



Good quality street lighting & paving



A green oasis - the heart of the Close

What are your thoughts...



# Example comments from residents: Your Close

The playground is under-used

The playground is well used!

Fly-tipping a problem at entrance to close

Tradesmen have to park a long way away

No to suggestion of adding new homes in the close

Improvements to the route on Clarendon Walk combined with gating the close would prevent people using the close as a short cut

Verity Close  
Give us your opinion...  
Early ideas  
Your Close

Residents of the properties opposite Clarendon Walk tend to access their home off the close

Car park is ugly and depressing! Improve visually what residents look out to

A big yes to suggestion of a central green space

Locate recycling in a better place, and provide secure cycle parking

Mixing kids playing football in a central green space with cars coming through could be problematic

# 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](http://www.lancwestrefurb.com). Alternatively, if you prefer please email the Lancaster West estate neighbourhood director [steve.jacobs@rbkc.gov.uk](mailto: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](http://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](mailto: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](mailto:LancasterWestOffice@rbkc.gov.uk)

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

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## English

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## 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

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## 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.