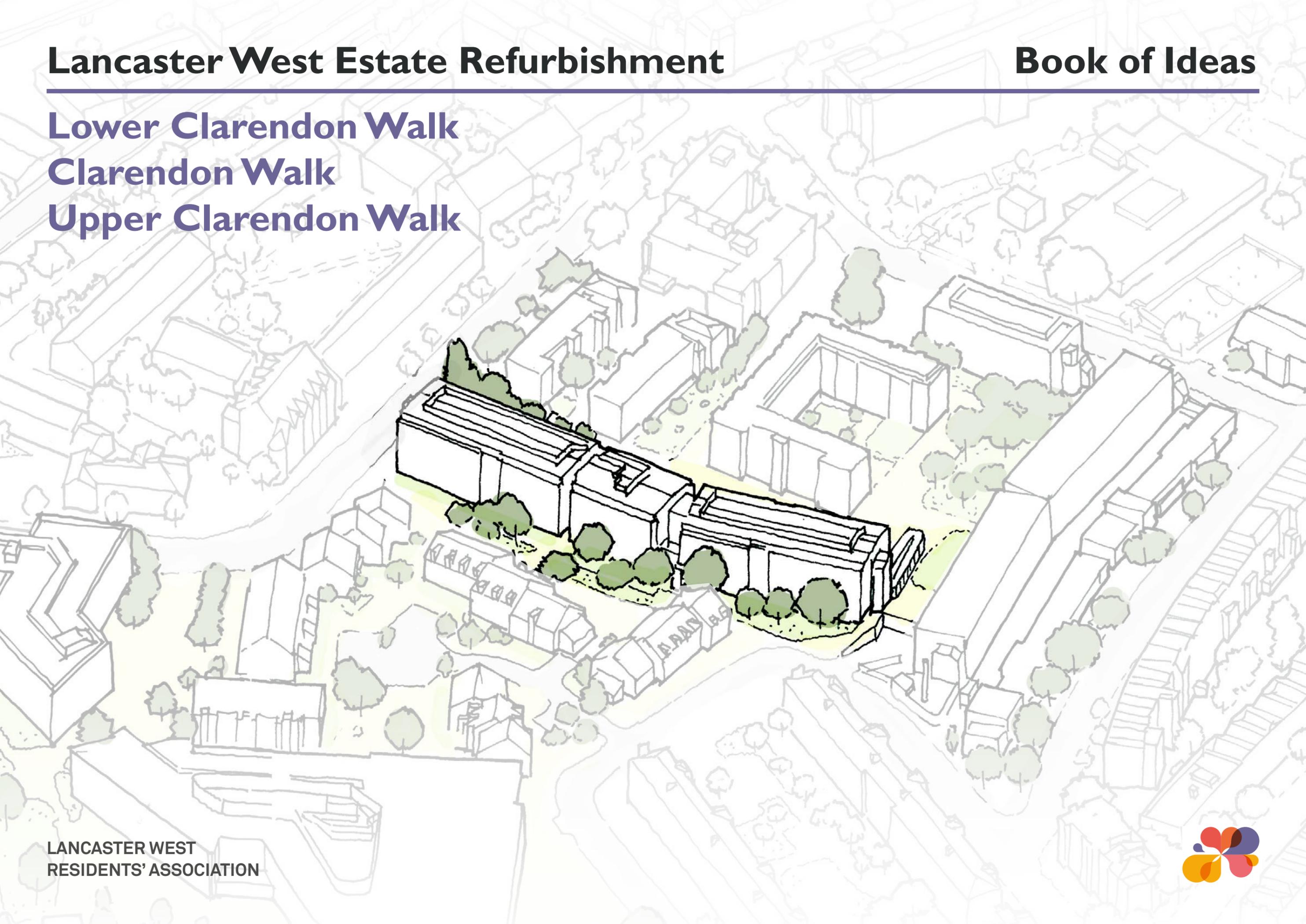


**Lower Clarendon Walk**  
**Clarendon Walk**  
**Upper Clarendon Walk**



# 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 own 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 Lower Clarendon Walk, Clarendon Walk and Upper Clarendon Walk.

### 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 building

Clarendon Walk was constructed in the 1970s and designed by Kensington and Chelsea's in-house architects as part of Phase 2 of the Lancaster West Estate development. There are 104 homes in the block and it is divided into 3 walks:

**Lower Clarendon Walk:** Which features 8 three-bedroom homes with direct access through front gardens from the pedestrian passage leading from Lancaster Road to Verity Close.

**Clarendon Walk:** Which contains 43 two-bedroom homes, 4 one-bedroom homes and 8 studios. The block has second floor deck access.

**Upper Clarendon Walk:** Which has 36 two-bedroom homes & 4 one-bedroom homes. There is fourth floor deck access.

The building has 4 communal staircases: a staircase at each end which provide the means of entry for residents of Clarendon Walk and Upper Clarendon Walk, and 2 central staircases, which are currently used for exit only. There is ramped access to Clarendon Walk from Dulford Street, however this is only accessible to half of the residents as the block is divided into two sections through the introduction of new walls in the corridors in the 1980s.

Originally there was car parking underneath the southern block, and a children's centre on the ground and first floor in the central block. In September 2017 the children's centre was changed to St Michael's Youth Hostel. The basement is now partly used by Ilys Booker Nursery, and partly used as a facility for the council's refuse collectors.

## 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 Lower Clarendon Walk, Clarendon Walk and Upper Clarendon Walk 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 1, Latymer Centre, 06.02.2018
- Individual resident consultations: 7no. 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



Lower Clarendon Walk, Clarendon Walk and Upper Clarendon Walk

## Your concerns:

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

- Consistent neglect of management & repairs.
- 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 with no lifts. Particularly a problem for elderly or disabled residents living in Clarendon Walk or Upper Clarendon Walk, or those with young children. Ramp access is possible to half of Clarendon Walk currently.
- Safety & 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.
- Bathrooms and kitchens in need of upgrading, poor ventilation to kitchens and bathrooms.
- Flooring badly maintained, and creaking.
- Lack of play space for children.
- Confusing signage and issues with the post code.

## 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
- Create new, secure & clearly identifiable main entrances for each block: including lifts and enclosed staircases
- Provide an insulated brick skin to the building
- Provide external balconies: incorporating existing balcony into the flat to provide additional living space
- Provide new heating and ventilation system: utilising renewable energy
- Better use of the basement space; options for Early Years Provision use
- Remove existing ramps and fencing where possible to improve connectability across the Estate.
- Develop options for the communal gardens to include public, private or semi-private use.
- Make the communal courtyard and gardens more accessible to residents.
- Provide front gardens to residents at the south end of Clarendon Walk.

## 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.

- Remove threshold upstand to front doors.
- Resolve postcode issues in Clarendon Walk.
- Improve door security and ensure the doors in communal areas cannot be jammed open.
- Improve balcony security and add awnings where appropriate, eg. Upper Clarendon Walk.

## 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 & 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 & acoustics

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: New insulated brick skin

A new insulated skin could cover the exposed concrete slab and add a barrier between homes and the outside and improve the temperature and climate inside homes. The general consensus from residents seems to be they do not like the look of the existing buildings, and would like to see a different colour brick used or options for different materials explored. Some residents have suggested that a lighter brick would be preferable.

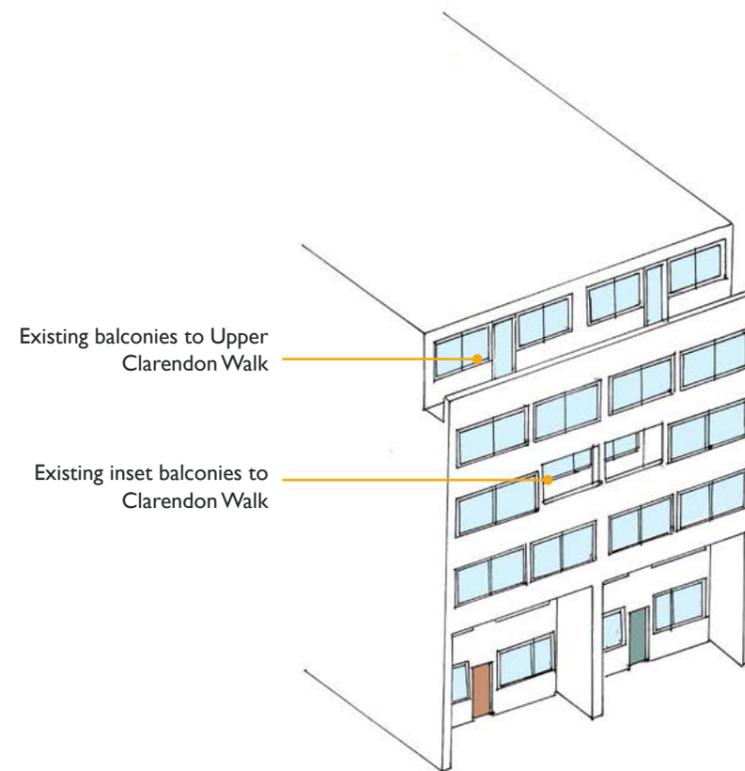
## Early Ideas: Balconies to Clarendon Walk & Upper Clarendon Walk

The existing balconies from the living spaces are dark, and underused. If an insulated brick skin will be added to the building, then it makes sense to enclose these balconies, and make them part of the living space. The plans on the next few pages show how this would create a larger living space.

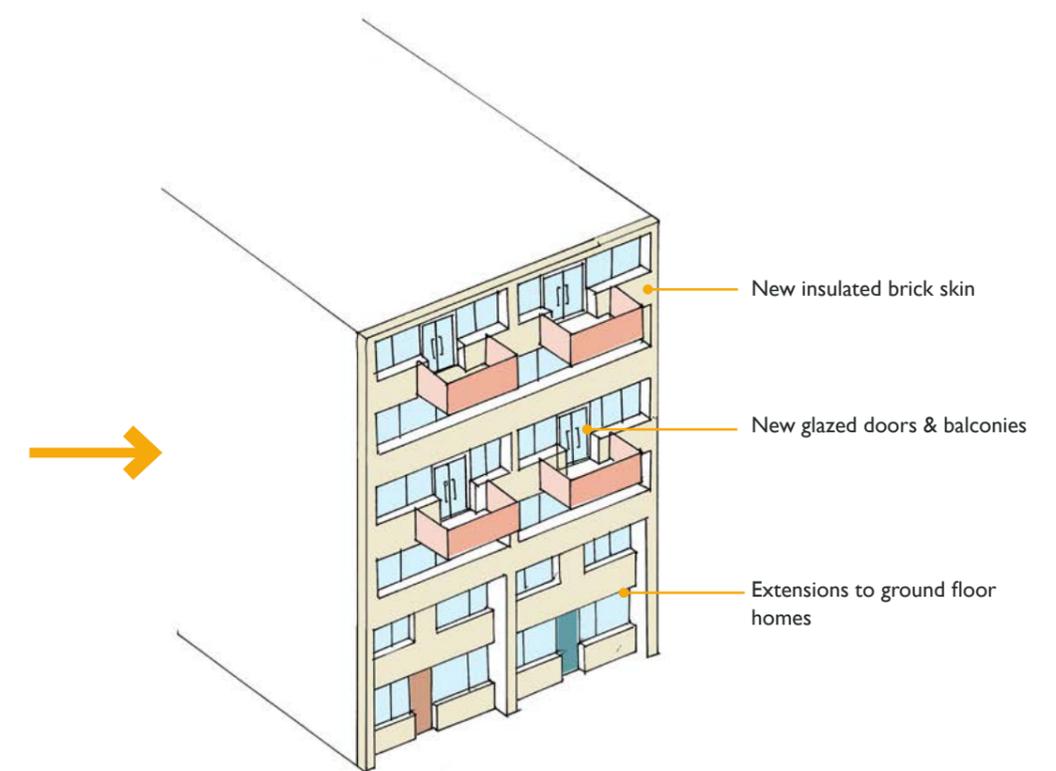
There are existing escape balconies from the bedrooms, which are not accessible at the moment. These could also become part of the bedroom space.

External balconies can be added to the building to replace the existing balcony spaces which are lost, creating a balcony both on the living room side and the bedroom side.

The residents we have spoken to were keen to keep the balconies covered if possible to keep out the rain. In the next stage of design the options for the balcony design can be explored further if this is something the residents are in favour of, although it must be noted that adding a cover will reduce the amount of daylight into the home.



Existing building



Early Idea to add an insulated brick skin to the buildings, as well as new glazed doors & projecting balconies.



Example of adding a new insulated facade



Example of a balconies with a cover for solar shading



Example of timber balconies



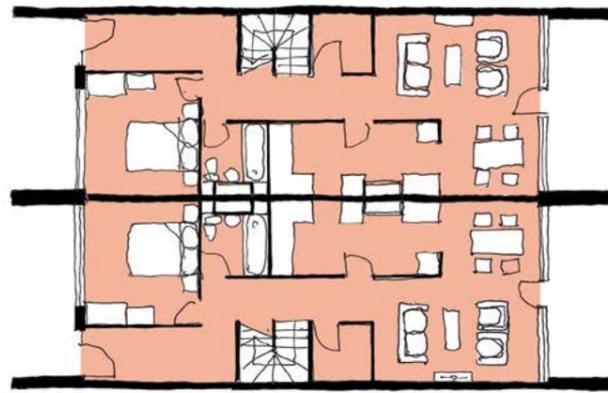
Example of winter garden



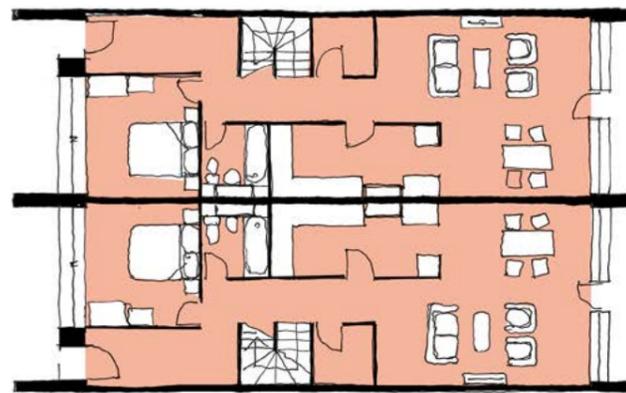
### Lower Clarendon Walk & Clarendon Walk

#### Typical 3 bedroom home & studio flat - Options for reconfiguring your home

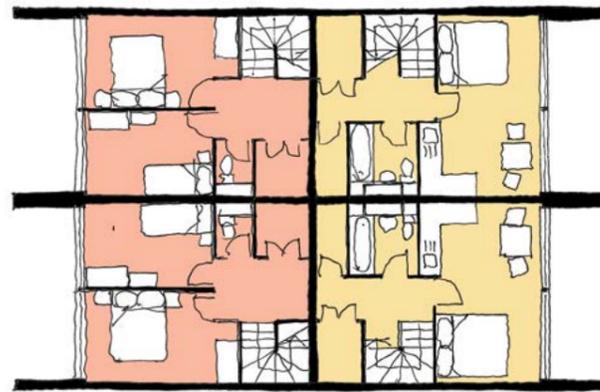
The plans below show an option to extend out the 3 bedrooms houses in Lower Clarendon Walk and the studio flats in Clarendon Walk. This option could provide increased living space for both homes, and allow more light into the studio flats by decreasing the overhang from the homes above.



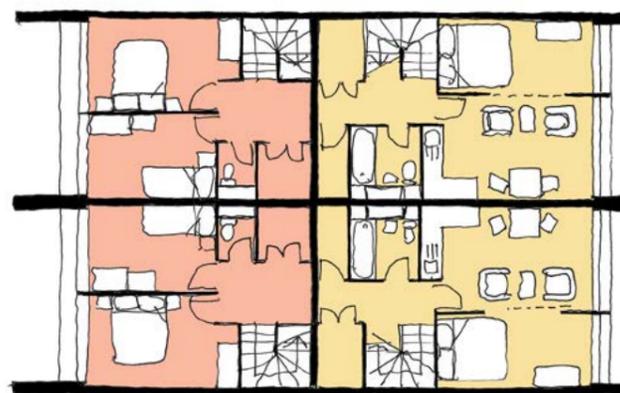
Existing Ground Floor Plan



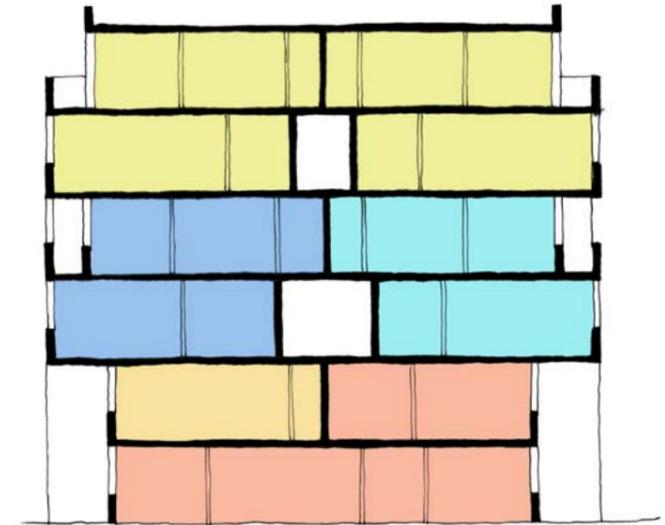
Possible Ground Floor Plan - addition of insulated skin + extension to ground floor living space



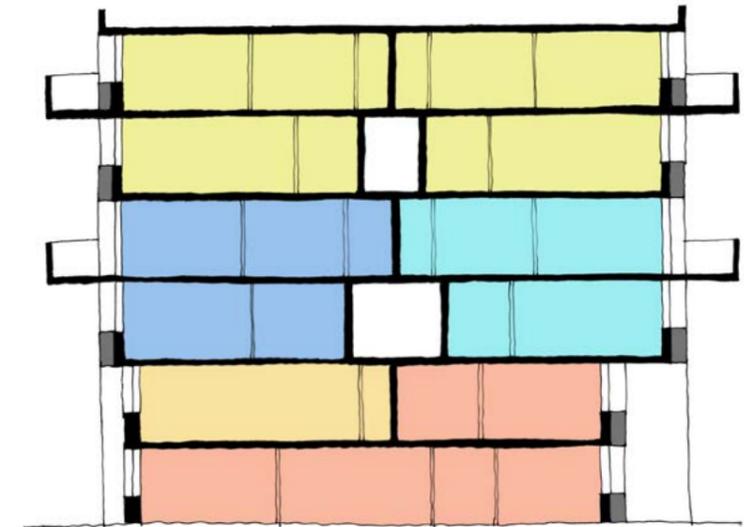
Existing First Floor Plan



Possible First Floor Plan - addition of insulated skin + extension to studio flat



Existing Section of Clarendon Walk (North)



Possible Section of Clarendon Walk (North)

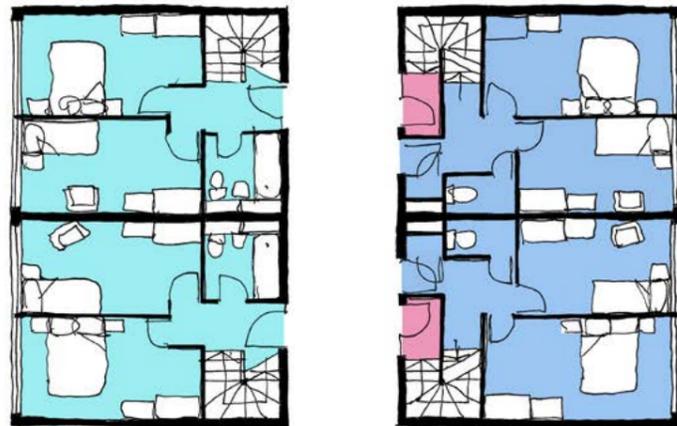
# Concerns and ideas: In detail



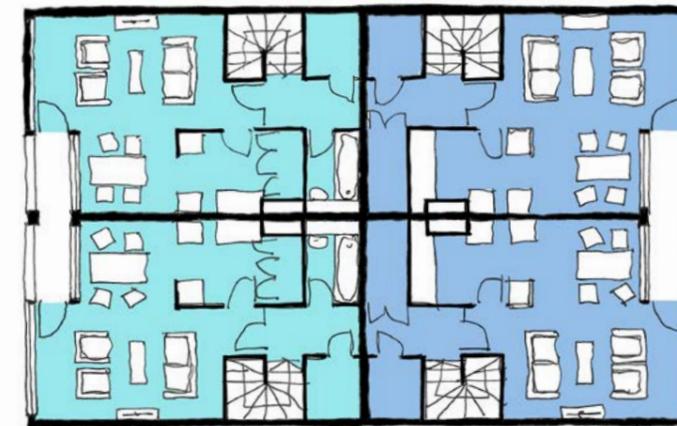
## Clarendon Walk

### Typical 2 bedroom maisonettes - Options for reconfiguring your home

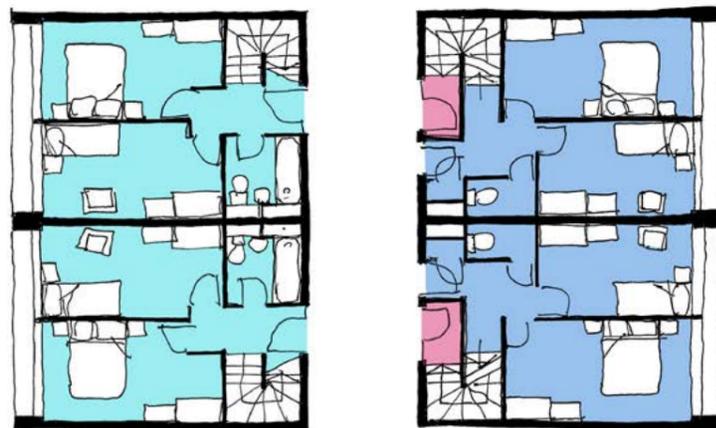
The plans below show an option to extend the 2 bedroom maisonettes on Clarendon Walk. If a new insulated brick skin is to be added to the building, it makes sense to convert the existing inset balconies into extra space in the living room. An external projecting balcony could be added to the outside 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.



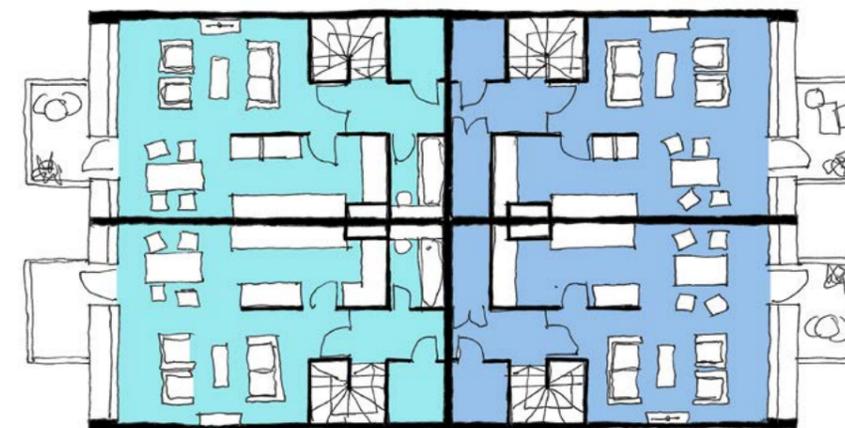
Existing Second Floor Plan



Existing Third Floor Plan



Possible Second Floor Plan - addition of insulated skin



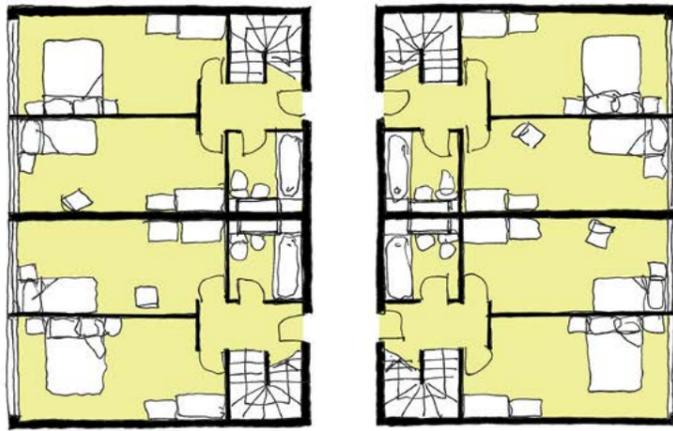
Possible Third Floor Plan - addition of insulated skin, living space extended + external projecting balconies



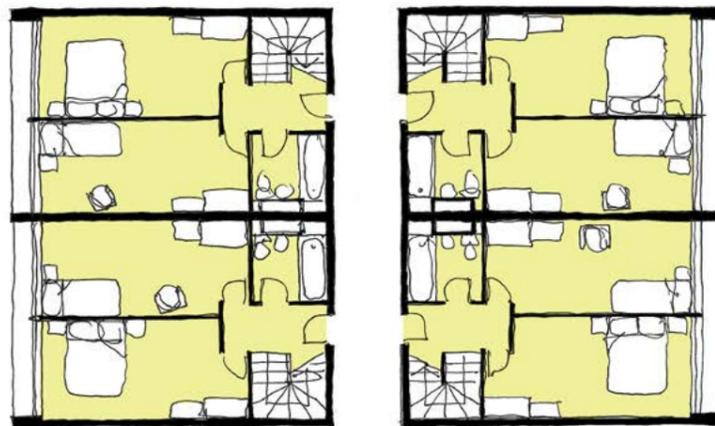
## Upper Clarendon Walk

### Typical 2 bedroom maisonettes - Options for reconfiguring your home

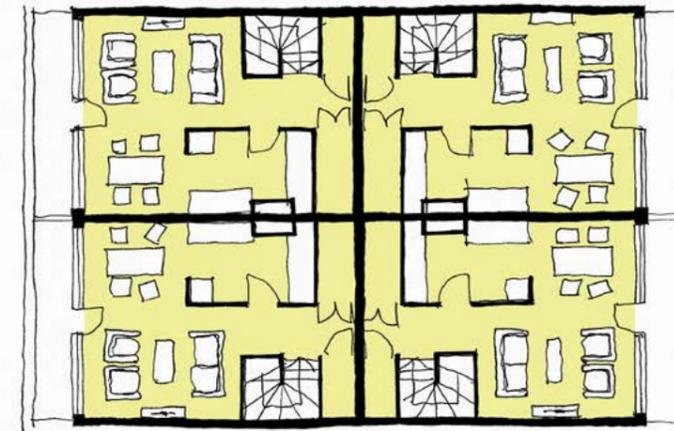
The plans below show an option to extend the 2 bedroom maisonettes on Upper Clarendon Walk. If a new insulated brick skin is to be added to the building, it makes sense to convert the existing inset balconies into extra space in the living room. An external projecting balcony could be added to the outside 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.



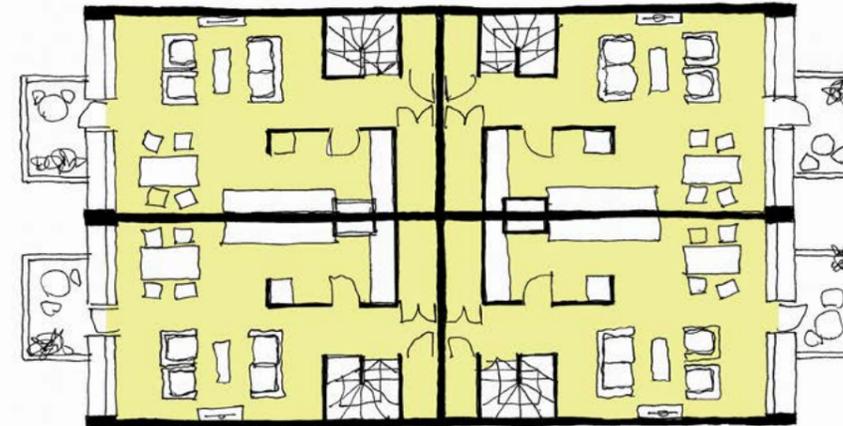
Existing Fourth Floor Plan



Possible Fourth Floor Plan - addition of insulated skin



Existing Fifth Floor Plan



Possible Fifth Floor Plan - addition of insulated skin, living space extended + external projecting balconies

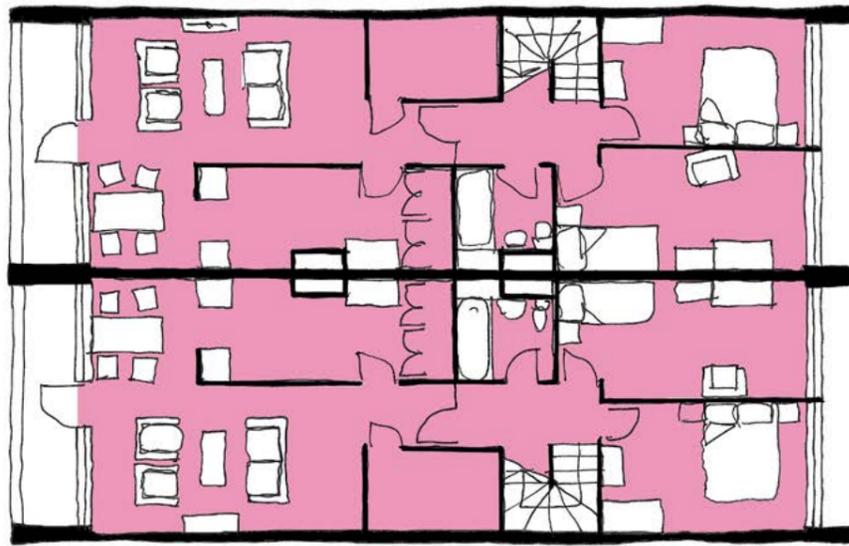
# Concerns and ideas: In detail



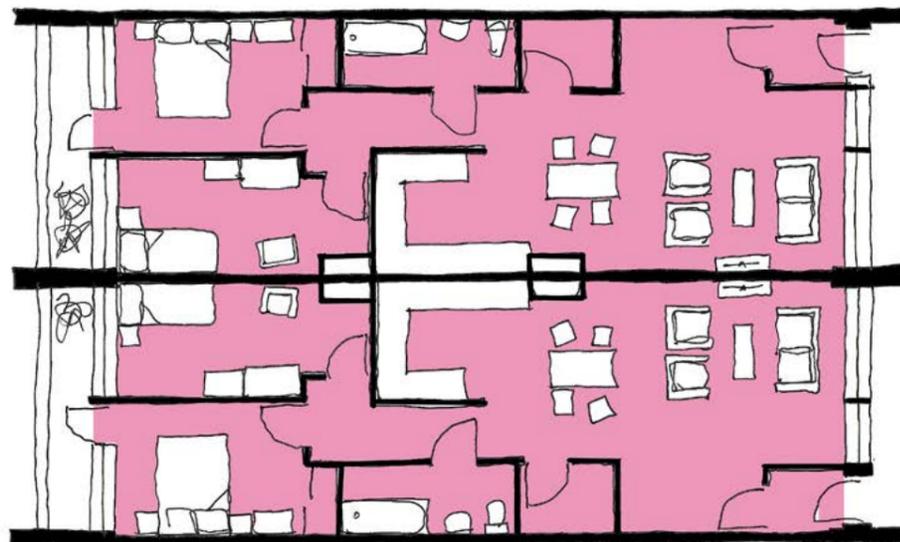
## Clarendon Walk

### Typical 2 bedroom flat - Options for reconfiguring your home

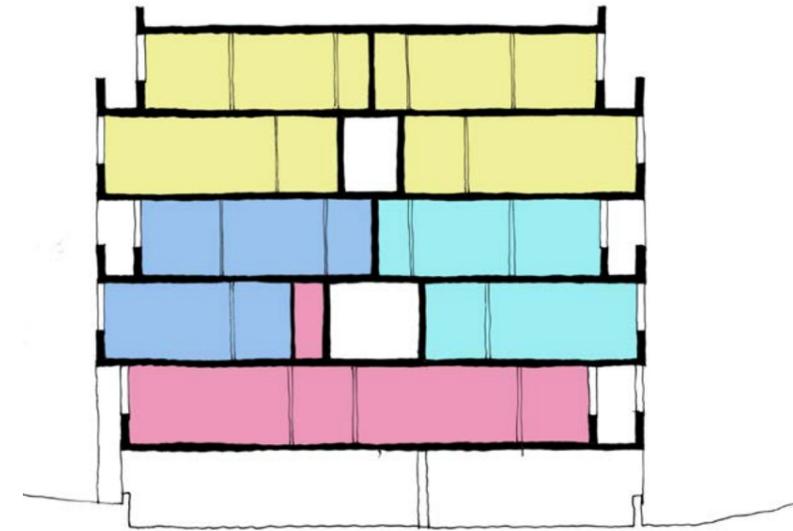
The plans below show an option to reconfigure the 2 bedroom flats at the south end of Clarendon Walk. The flats could be reconfigured to have a access through a front door from a private front garden, rather than deck level access via the staircase from Clarendon Walk. The flat could be extended to provide additional space for the living area, and the staircase can be removed to form additional storage space for the flat.



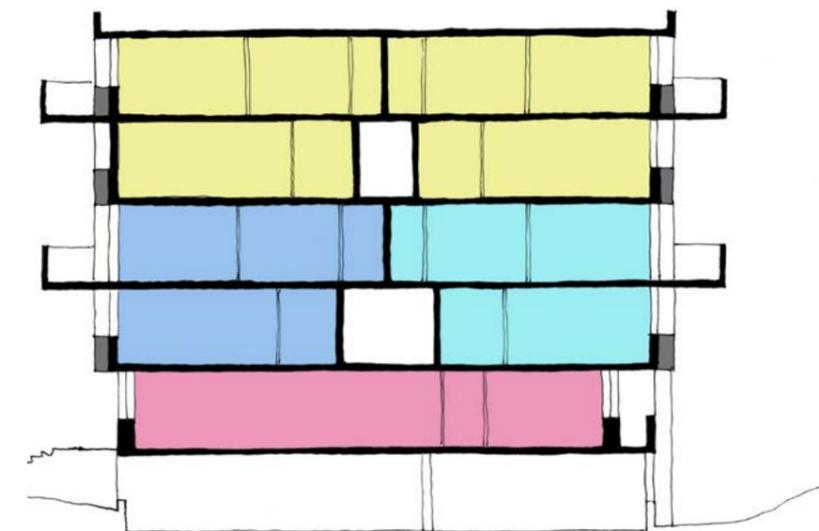
Existing First Floor Plan



Possible First Floor Plan - addition of insulated skin. Flat reconfigured to provide front door access.



Existing Section of Clarendon Walk (South)



Possible Section of Clarendon Walk (South)

## Communal Areas

### ➤ Corridors

There is a general consensus that the corridors need refurbishment. They were redecorated in the 1980s, and are outdated and unhomey. The lighting is institutional, and the lights are always on. The ceiling height is low, and further lowered by the central bulkhead containing the services running down the corridor.



Clarendon Walk



Upper Clarendon Walk

### ➤ 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.



### ➤ Rubbish chutes

The rubbish chutes are small, and there is no dedicated space for recycling or larger item disposal. A dedicated space is needed for larger items so they are not left on the street outside the stairwell.



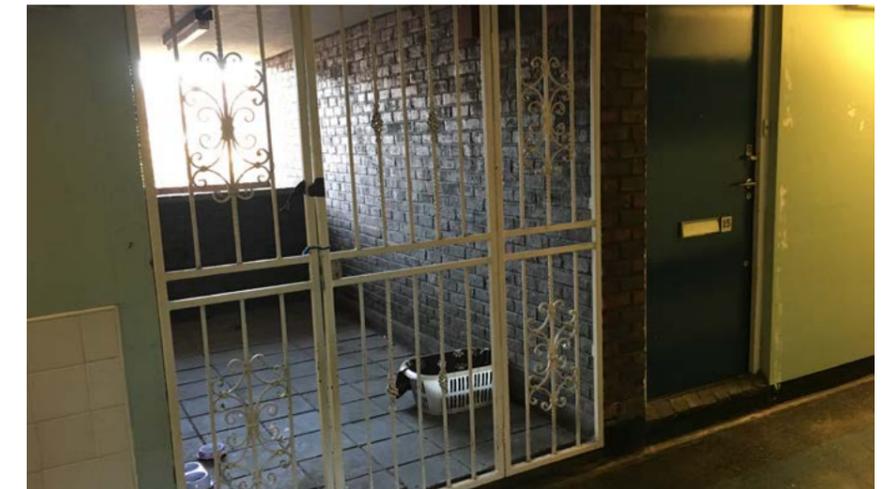
### ➤ Walls across corridor

The walls across the corridors were introduced in the 1980s to prevent access all the way through the building. Some residents would like these walls removed. We have been told the doors between the two sections of the corridors are often jammed open.



### ➤ Communal spaces

There are some communal spaces along the corridors, which let some light into the corridor. Some residents would like to see these spaces put to better use, for example communal cycle storage.



Lower Clarendon Walk, Clarendon Walk & Upper Clarendon Walk

# Concerns and ideas: In detail

## Early Ideas: Corridors

The general consensus among residents is that the corridors are in need of refurbishment. At the moment the corridors and the staircases are open to the elements, and there are problems with water making the staircases and corridors slippery. We would suggest the corridors and staircases should become indoor spaces, and have a more homely feel. Through consultation with the residents we would suggest the following:

- Replace the lighting with softer wall-washing down lighting.
- Redecorating the corridor with muted, warm tones to give a more homely, light feel.
- New front doors, with a choice of colour for residents and no distinction between leaseholders and tenants.
- Remove the steps into flats, ensuring there is level access.
- New robust flooring material in the corridors (non-slip).
- Option for introducing timber door surrounds, with new numbering. Timber surrounds will help visually break up the long corridors, creating a defined entrance to each home.
- Investigate the services running along the corridor, and if possible increase ceiling height.



## Examples of good design



Example of a light corridor with welcoming entrances



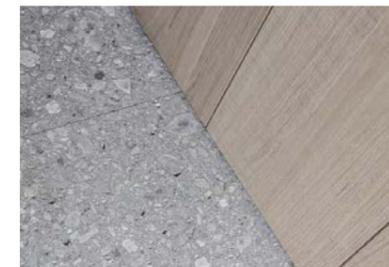
Example of timber front doors



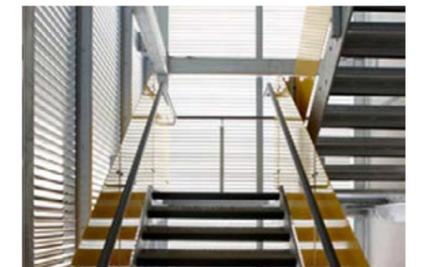
Example of a corridor with feature down-lighting



Example of material palette



Terrazzo floor & timber doors



Example of light enclosed staircase



Example of refurbished flat



Example of glass doors onto new balconies

## Outside the building

### ➤ Ramps

Residents have told us they do not feel safe walking down the ramp, and this is an area where antisocial behaviour occurs. The ramp acts as a barrier to the communal gardens and playground in the centre of the estate.



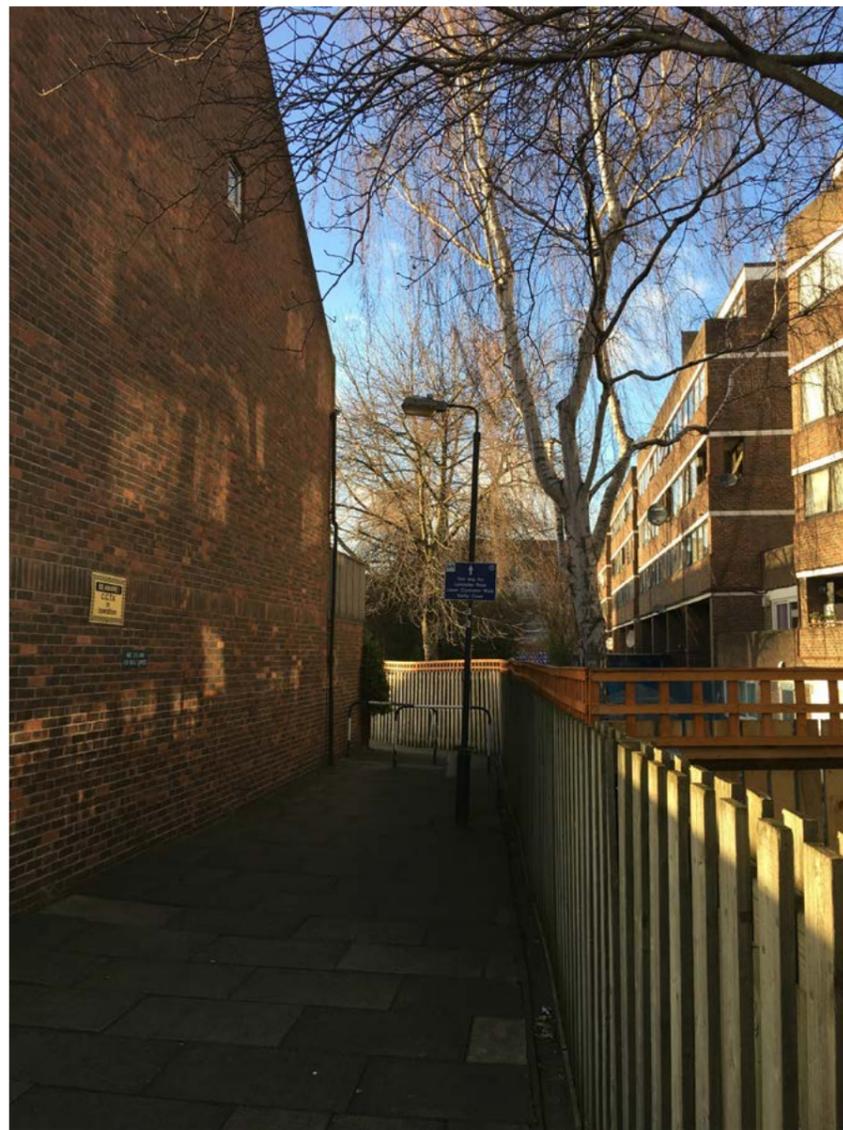
### ➤ Early Years Provision

Ilys Booker Nursery is located in the basement to the south end of the building. The nursery was previously in Grenfell Tower, and moved to this location after the fire. Immediate work needs to be done to the landscaping around the nursery if it is to remain here.



### ➤ Passage between Dulford Street and Lancaster Road

Residents have told us they do not feel safe at night walking along the passage adjacent to the Lower Clarendon Walk. Residents have described the current route as 'maze-like' and have highlighted this as a key route that needs improvement. This passage could be widened and straightened, with improved lighting, to improve the feeling of security when walking here.



### ➤ St Michael's Hostel

St Michael's Hostel is located in the central block on the ground and first floor. The hostel was created here in September 2017, after the Children's Home was closed. The hostel needs to be considered in the refurbishment.



### ➤ Cycling storage

The existing cycling storage is not secure and is not well used. We would suggest covered, secure cycle storage is included in the refurbishment.



Lower Clarendon Walk, Clarendon Walk & Upper Clarendon Walk

# Concerns and ideas: In detail

## Playground

Residents have told us the playground is not well used, and that they would like more play equipment. There are steps around the playground, making it hard to access with a pushchair. Residents have told us the playground is used more as a gathering space for young people in the evening, rather than for young children to play.



## Gardens accessibility

The gardens are maintained, but we have been told by residents they are not well used / not accessible. Some residents would like more usable green park space, but only open to residents.



Lancaster West Estate Refurbishment

## 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. The postcodes in Clarendon Walk do not lead you to the correct entrance, and this is something the residents would like investigated in the shorter term.



## Intercom

The current intercom system does not have video screen display, and we have been informed by residents it is unreliable and easily tampered with. It needs to be replaced with a more robust and user-friendly system.



## Trees and green spaces fences

The trees and green spaces are fenced in. One idea is to remove the fences and barriers to the green spaces. The blue colour to the fences is seen as institutional, so any new fences would be made to fit in more with the fences in the surrounding streets.

## Landscape Option I

The sketch to the right shows an option for the future of the landscaping around Lower Clarendon Walk, Clarendon Walk and Upper Clarendon Walk.

The route between Clarendon Road and St Mark's Road could be straightened, with the demolition of the existing ramp to access Clarendon Walk. This would allow views through from Clarendon Road and St Mark's Road, with the aim to increase safety and security for pedestrians along this route. This route would need to be sufficient width for emergency services access.

New front gardens could be provided along Camelford Walk, Talbot Walk and to the southern end of Lower Clarendon Walk (the north end already has front and back gardens). Adding front gardens would help to create a more traditional street feel to the pedestrian routes through the estate.

The alleyway between Lancaster Road and Clarendon Road (adjacent to Verity Close), could also be straightened, to improve views along the route and help improve security.

A central park and new play space could be provided adjacent to Talbot Grove, which would be for use by the community.

The Early Years Provision could take up more space within the basement of Clarendon Walk, having more of a street presence on Clarendon Road.

St Michael's Hostel could have improvements to their garden spaces, changing their entrance to the same side as the Early Years Provision.



**Possible landscaping - Option I**

# Concerns and ideas: In detail

## Landscape Option 2

The sketch to the right shows a second option for the future of the landscaping around Lower Clarendon Walk, Clarendon Walk and Upper Clarendon Walk.

In this option the Early Years Provision, which is currently located in the basement of Clarendon Walk, could utilise the communal garden space adjacent to the southern end of Clarendon Walk for supervised drop-in play. The nursery could then expand the play space it has currently to the unused green space on the corner of Dulford Street / Clarendon Road. There may be an option for the drop-in play gardens to be shared by the residents and the drop-in centre, with the residents being able to access the gardens in the evenings / weekends.



Unused green space could be utilised by the Early Years Provision.



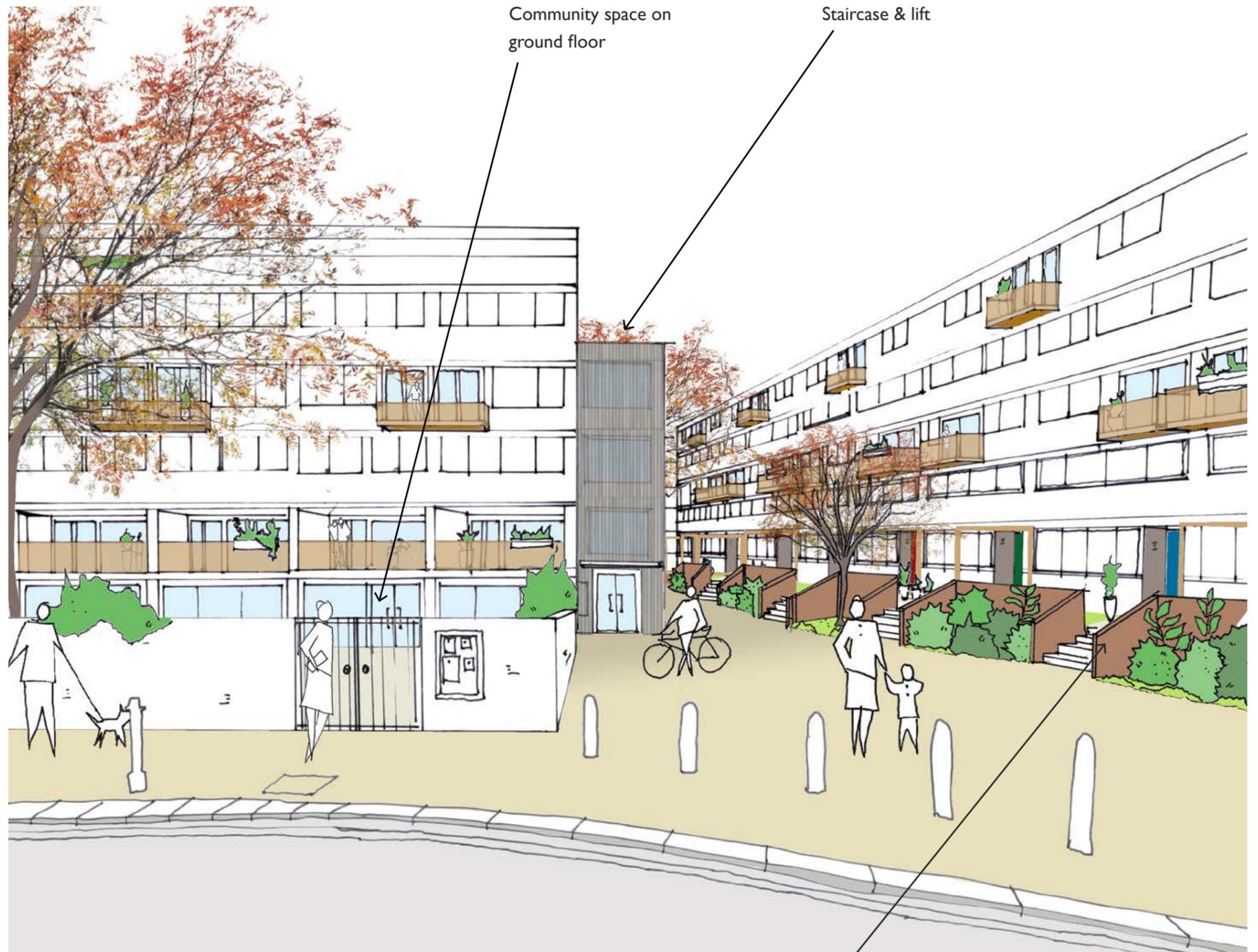
Possible landscaping - Option 2



## ➤ Early Ideas: Buildings & Landscape Options

The image to the right shows how the entrance to Clarendon Walk from Dulford Street could look following the refurbishment. The key design ideas are:

- Remove the ramps & provide new enclosed staircase & lifts serving all levels.
- Introduce new private front gardens and front doors to Lower Camelford Walk
- Straighten and widen pedestrian route through from Dulford Street to St Mark's Street (ensuring this is wide enough for emergency vehicle access)
- Utilise the basement of Clarendon Walk for community space, such as the Early Years Provision.
- Addition of external projecting balconies to the buildings (existing inset balconies become part of the living room).



View from Dulford Street

Private front gardens and front doors changed to this side

# Concerns and ideas: In detail

## Landscape Option 3

The sketch to the right shows a third option for the future of the landscaping around Lower Clarendon Walk, Clarendon Walk and Upper Clarendon Walk, which was developed following resident feedback in the block meetings and Ideas Days.

In this option the spaces between the blocks are made private and landscaped for primarily resident-only use. Gated entrances are shown from Lancaster Road, Clarendon Road and St Marks Road, these gates could have fob access. The gate from Clarendon Road would need to be wide enough for fire engine access to Camelford Walk and Clarendon Walk, with a straightened route through from St Marks Road to Clarendon Road. The central community gardens and improved playground would only be accessible for residents.

An alternative option (shown below) could be to keep the new route between Clarendon Walk & St Marks Road open to the public, but keep the community gardens and the areas around Clarendon Walk gated, just for residents.



Lancaster West Estate Refurbishment



Possible landscaping - Option 3



## ➤ Early Ideas: Landscaping Options

The image to the right shows a concept of how the route between Clarendon Walk and Talbot Grove House could look following the refurbishment. The key design ideas are:

- Well-defined, straightened pedestrian routes
- Introduce new private front gardens and front doors to Lower Clarendon Walk at the southern end of the building
- Remove barriers to green spaces and trees
- Improve signage & external lighting



Example of stairs down from flats into gardens



Well defined pedestrian routes, with private gardens and communal green spaces

# 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. 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. Clarendon Walk can be accessed via the ramp on Clarendon Road, but as the block is subdivided, only half the residents can use the ramped access.	Removing ramps and creating new ground floor entrances, with new stairs and lifts.	Like the introduction of the lift, but some 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.	
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 brick skin).	Residents agree this would be a good solution, but have raised concerns as to the level of disruption to their lives during construction.	
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.	✓
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 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.	

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
10.	Asbestos	Residents have raised concerns regarding the presence of asbestos in the block.	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 ramp 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 existing play space has very little play equipment and is not well used. Older children / teenagers gather in the play space in the evenings.	Improved landscaping to the communal gardens to include improved play spaces for children with improved access & equipment.	Supported by residents we met. Could be a possible early project.	✓
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.	
15.	Interior design of communal areas	Residents have told us they think the interior of the building is outdated, and would like to see the communal spaces redecorated.	Refurbishment of the internal communal spaces, to include: improved lighting, re-painting, new flooring and new front doors.	Supported by residents we met. Residents do not like the existing tiles.	
16.	Postcode issues	The postcodes in Clarendon Walk do not lead you to the correct entrances when typed in GPS. This makes it difficult for deliveries, visitors or emergency services to find the correct entrances.	This needs to be reviewed and resolved.	Supported by residents we met.	✓

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
17.	Poor access to communal gardens and railings around gardens	Residents would like access to the communal gardens, and the fences around the estate to be removed.	Remove railings / barriers to green spaces where possible. Option to have front gardens to properties to the southern end of Clarendon Walk by reconfiguring the flat layouts.	Mixed feedback on removing the barriers to the green spaces. Residents generally agreed there are too many fences, but they would like the communal gardens to be well-maintained and be accessible only for residents of Clarendon Walk / Camelford Walk / Talbot Walk, not for the general public. Concern was raised that the private front gardens would take away communal green space, and may not be well maintained. There was also concern there may be noise pollution in the summer from residents using the front gardens for parties etc. Residents would like to explore the option of making the courtyard / gardens between Clarendon Walk, Camelford Walk and Talbot Walk gated, for resident-use only.	
18.	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.	
19.	No secure bicycle storage, or storage space within the home.	There is nowhere to store bicycles or larger items in the home such as push chairs.	There could be an option to include bicycle storage in the new building entrances. There could also be an option to utilise the communal spaces along the corridor for bicycle storage.	Residents supported the idea of secure bicycle storage. Some of the spaces along the corridor are now private (used by individual properties), and the residents who live in those properties would like to keep these spaces private.	

	<b>Concerns:</b>	<b>Resident Comments:</b>	<b>Ideas:</b>	<b>Resident Feedback:</b>	<b>Possible early projects:</b>
20.	There are not enough spaces for young people to hang out, or the community to come together.	There should be more spaces for young people (particularly 13-18 year olds).The existing basketball court is locked most of the time.	One option is to have a small community building in the communal garden, for example in the Talbot Grove garden.This could hold community facilities such as a youth club, or space for the residents association to meet / residents to rent out.	There were mixed views on this idea. Some residents were concerned this would bring more people from outside the estate into the communal gardens, and they would like the gardens to be for residents-use only. Most residents agreed a new community building should not be a priority in the refurbishment. Residents agreed the basketball court should be open for resident's use, but would like evening use controlled as it could become a noise disturbance.	
21.	The basement could be put to better use.	The basement is currently used partly by the Early Years Provision, and partly as a welfare facility for the borough's refuse collectors.	The Early Years Provision could expand into the basement, providing them with much needed additional space.	There was mixed feedback on this idea. Some residents supported the nursery taking over the basement space, and were happy with the idea of the drop-in centre using the community gardens, provided they still had access to them in the evenings / weekends. Other residents would rather the basement is used for additional housing to help solve issues of overcrowding in the building, and provide homes with ground floor access for those with disabilities / access needs. Some residents suggested the basement could be use for resident storage / bicycle storage. Residents were not in favour of the idea to have a shop in the basement of Clarendon Walk.	
22.	Dividing walls	Some residents would like the dividing walls between the corridors removed.The walls block the ramped access to the northern end of Clarendon Walk.	The corridors could be opened up again, with the dividing walls removed.	Residents generally supported this idea.	

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
23.	Corridor doors	The corridor doors are on electromagnetic locks and be pushed open easily. They are also often jammed open.	Replacing the corridor doors with more secure doors and a more robust locking system.	Residents supported this idea, and would like this to be an early project, as they do not currently feel secure.	✓
24.	Security of balconies, and lack of cover on upper storey balconies	Residents have highlighted there needs to be improvements to the security of the balconies, particularly on Upper Clarendon, where the balconies interconnect. 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 projecting balconies for residents. Ensuring there are options for balconies to be covered for solar shading / rain protection.	Residents generally support the idea (provided leaseholders will not have to pay for the balconies). Residents in Lower Clarendon are concerned the balconies will project over their gardens, and may cause littering into their gardens and have an effect on their day lighting.	
25.	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. Some residents have already removed the step.	✓
26.	Underfloor Heating	Keep the existing underfloor heating in Lower Clarendon Walk.	Reprovide underfloor heating as part of the refurbishment works.	Residents supported this idea, and were generally in favour of underfloor heating throughout the block.	

## 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. Residents on the lower two floors at the northern end of Clarendon walk are particularly concerned about the prospect of scaffolding being erected in their gardens.
- **Demolition:** A few residents said the option to demolish and replace their block should be explored, providing all existing homes are re-provided in the new development. Residents have highlighted that assurances would need to be in place to ensure all tenants have a right to return on existing terms when the building work is complete.



# 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.

## Lower Clarendon Walk, Clarendon Walk and Upper Clarendon Walk:

The route from Dulford Street to Lancaster Road is an important route through the estate as it connects the Methodist church with the estate and the wider residential neighbourhood to the south. Local residents have described this street as feeling narrow, unsafe and 'maze-like'.

Improvements could be made through widening and straightening this route, incorporating better landscaping and lighting, and through giving greater presence to the Early Years Provision.

Additionally, adding front gardens at the southern end of Clarendon Walk will help in creating a more traditional street feel to this important route.

Alternatively, this garden space could be utilised by the Early Years Provision.



### 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.

## Lower Clarendon Walk, Clarendon Walk and Upper Clarendon Walk:

Ideas include improving the quality of open spaces to ensure better pedestrian use, reduced dominance of cars and a generally safer feel for footpath routes. The creation of front and back gardens to provide amenity space for ground floor homes is suggested, giving further over-looking key footpaths used by local people.

Design solutions should consider low maintenance approaches with new bicycle storage and areas for shared community use. 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

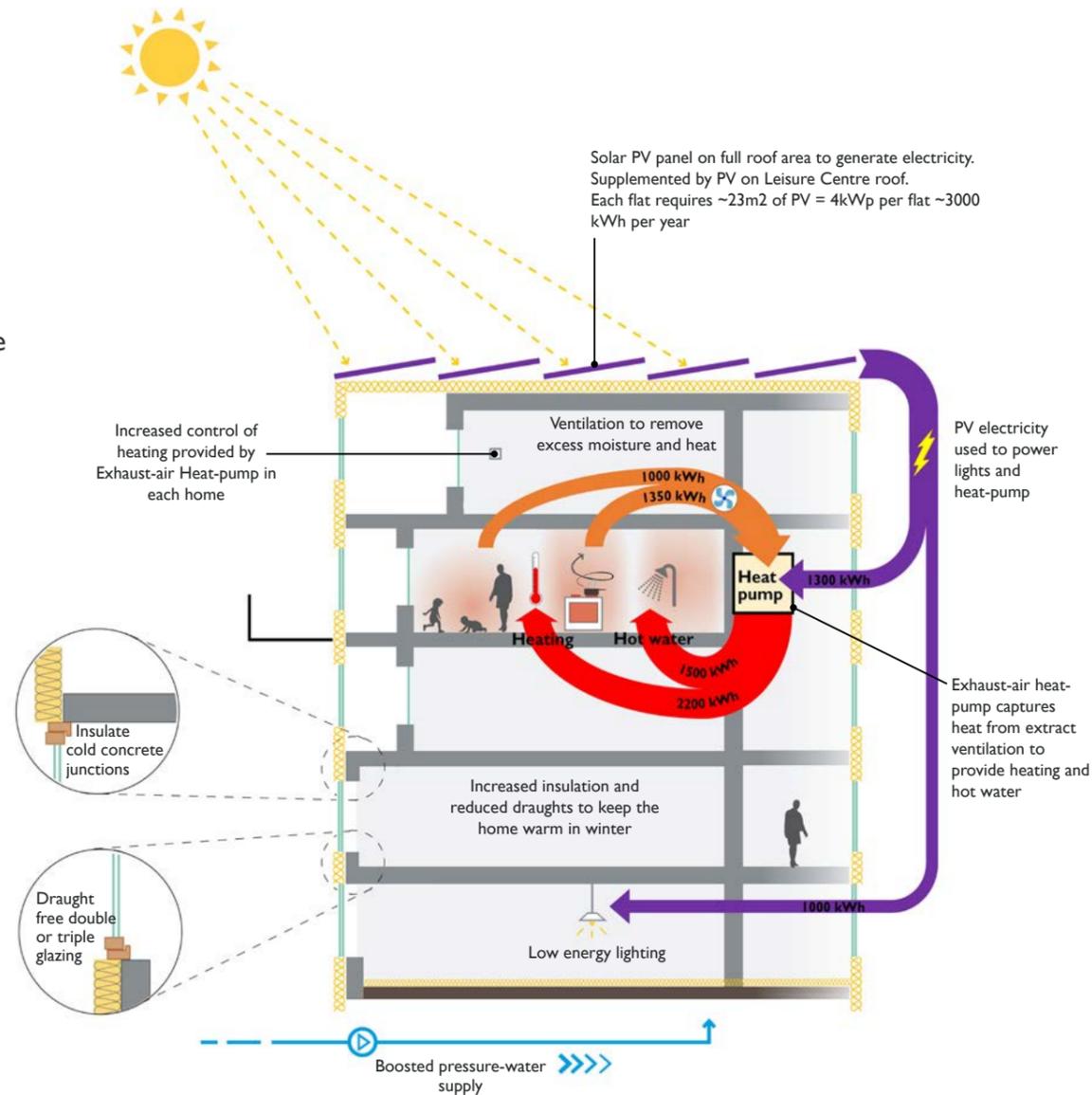
Residents' concerns include condensation, water leaks, draughts, lack of heating system control, insufficient water pressure, summer overheating, energy bills, as well as rodent infestation along pipe routes, exposed gas pipe concerns and poor-quality services installations.

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



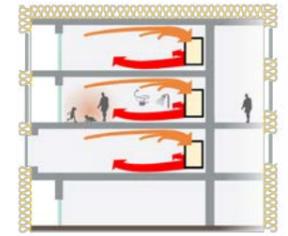
## Heating System

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

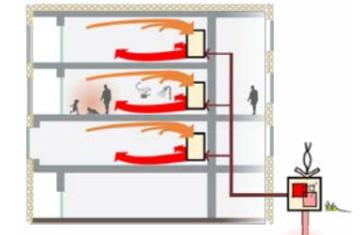
### Option 1 Recommended option: each home has an exhaust-air heat-pump:

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



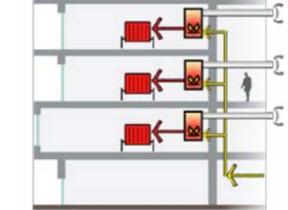
### Option 2 Exhaust-air heat-pumps+communal ground-source heat-pump:

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



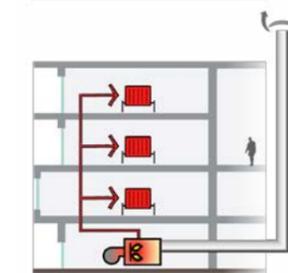
### Option 3 Gas boiler in each flat:

- 😊 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

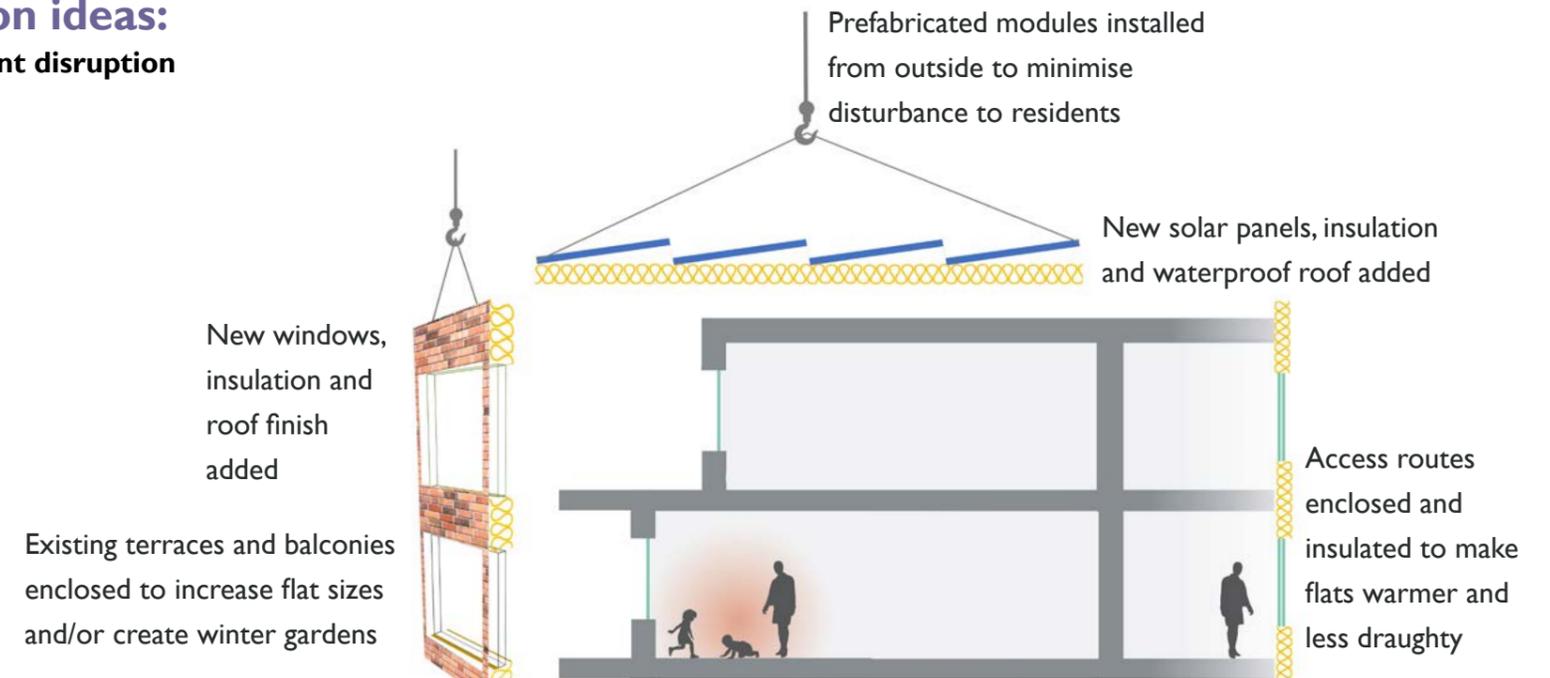


Prefabricated elements to reduce disruption and improve performance



Solar panels

## Construction ideas: Reducing occupant disruption



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



# Appendix

# Engagement boards: Your homes

## Upper and Lower Camelford Walk, Lower Clarendon Walk, Clarendon Walk, Upper Clarendon Walk, Upper and Lower Talbot Walk

## Your homes

### Have your say...

Do you think your home is light enough? Do you have enough opening windows? Would you like better ventilation?

Some residents have told us they would like more control over the heating of their flats, and that their homes overheat in the summer. Do you agree?

Do you think your home is in good repair? How would you like it redecorated?

Not all the homes in the block have balconies. Would having some private external space be important to you?

How are the acoustics in your flat? Can you hear noise from your neighbours and from the corridor?

Do you think you need to upgrade your kitchen or bathroom? Some residents we met would like high pressure showers and additional storage space in the kitchen.

Some of the residents we met do not like the step into their flats, and would like this to be removed. Do you agree?

Do you have any problems with condensation? Some residents have reported problems with leaking pipes in their homes & the corridors.

### Photos of your blocks:



Corridors look stark and un-homely.



Step into flats.



Rubbish chutes don't work for current needs.

### Examples of good design:



Example of a light corridor with welcoming entrances



Example of a corridor with feature down-lighting



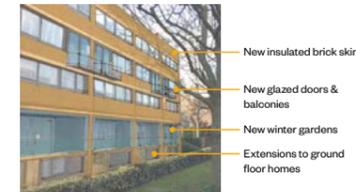
Terrazzo floor & timber doors

### Early ideas



Design ideas for the corridors

- Wall-washing down-lighting in the corridor to provide a softer light
- Timber doorframes help to visually break up the long corridor, and create a defined entrance to each home
- Corridor redecorated in natural, warm tones to give a more homely feel
- New front doors, with choice of colours
- Remove step into flats and create a space for doormats
- New flooring



Design ideas for new insulated brick skin to the buildings



Example of winter garden spaces

Example of adding a new brick skin

### Examples of good design:



Example of glass doors onto new balconies.



Example of timber front doors



Example of refurbished flat



Example of material palette



Example of inside timber staircase

### How do you think the corridor spaces could be improved?



Lower Talbot Walk and Lower Camelford Walk - Typical 4 bedroom home - Options for reconfiguring your home

Would you like an entrance from the street through a front door? Would you prefer your bedrooms upstairs? Would you like an external glazed balcony space?



Upper Talbot Walk and Upper Camelford Walk - Typical 2 bedroom home - Options for reconfiguring your home

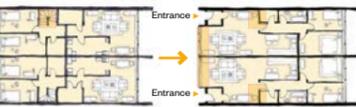
Would you like external balconies? These would provide additional floor space inside the flat as existing balconies can become part of the living space. Would you prefer an open plan interior layout?

### How do you think the exterior of the building can be improved?



Clarendon Walk and Upper Camelford Walk - Typical 2 bedroom home - Options for reconfiguring your home

Would you like external balconies? These would provide additional floor space inside the flat as existing balconies can become part of the living space. Would you prefer an open plan interior layout?



Lower Clarendon Walk - Typical ground floor 2 bedroom home - Options for reconfiguring your home

Would you like an entrance from the street through a front door? Would you like a private external space?

What are your thoughts...



# Example comments from residents: Your homes

I like the community.  
I know everyone. I  
feel safe, sense of  
belonging.  
Very convenient to get  
everywhere.

Bathroom needs  
replacing. Enamel on  
bath eroding. Tap is  
dripping. Water not  
draining away.  
Damp under the Lino.

- The living room gets  
very hot - need a canopy  
over the balcony.  
- Poor sound insulation.  
- No internal fire doors.

- Condensation in  
the bathroom. Needs  
replacing. Leaks and  
asbestos.  
- Bath takes very long to  
refill.

Heating is controlled  
centrally and is on for 9  
out of 12 months in a year  
irrespective of how warm  
it is, need to have more  
control over it in individual  
flats.

- Floors are creaky.  
- Internal doors are rotten.  
- Drain on balcony blocked.  
- Can't get electric read because residents  
don't have keys to the area



- Single glazed windows let in and out heat.  
- Windows don't close properly. Draughty, No  
locks, Wood is rotten.  
- Windows are very dirty and impossible to  
clean. Would like tilt and turn windows.

Water penetration  
through threshold /  
sill of balcony door  
leading to leaks  
through bedroom  
ceilings.

Mould on kitchen ceiling.  
No ventilation. Units need  
replacing.  
Floor needs replacing.  
Not enough cupboard  
space. Cupboard edges  
sharp and dangerous.

Low water pressure.  
Can't have a bath.  
Only one person can  
have a shower in the  
morning. Water  
gets cold very quickly

- Handles on cupboards and doors need  
replacing.  
- Wall paper is bubbling and peeling.  
- Floor boards are creaky. Feels like there  
are holes in the floor.

# Engagement boards: Your buildings

## Upper and Lower Camelford Walk, Lower Clarendon Walk, Clarendon Walk, Upper Clarendon Walk, Upper and Lower Talbot Walk

## Your buildings

### Give us your opinion...

Some residents told us the signage is confusing and it is hard for visitors to find the right entrance. How could we make it better?

Are the communal gardens well used? Do you think access to the gardens could be improved? Some residents would like the fences around the gardens removed, do you agree?

The residents we met said they like the sense of community in the estate & love the location. How could we improve this?

The residents we met believe that adding a lift to the block should be the number one priority. Do you agree?

Would you use an allotment? Do you think there should be a new community space or shops in the estate?

We were told by some residents the existing playgrounds are not well used, and the estate needs more places for young people. Do you think there is enough play space in the area?

Some residents would like space for bicycle storage, and more space for refuse storage, particularly for larger items & recycling. Do you agree?

We were told by residents the basketball court is locked, should this be accessible to everyone? What other facilities should be introduced to the estate?

### Photos of your blocks:



The ramps are barrier to movement around the estate.



Existing cycle storage is not secure.



Playground is not well used.



Trees and green spaces are fenced in.



Recycling is located too far away.



Gardens are not accessible.

### Early ideas



**Clarendon Walk**  
Proposed design ideas  
Well defined, straight & green pedestrian routes through the estate. Private front gardens and front doors for ground floor homes.



**Talbot Walk**  
Proposed design ideas  
New clearly defined entrance building with internal stairs & lift. Private front gardens and front doors for ground floor homes.



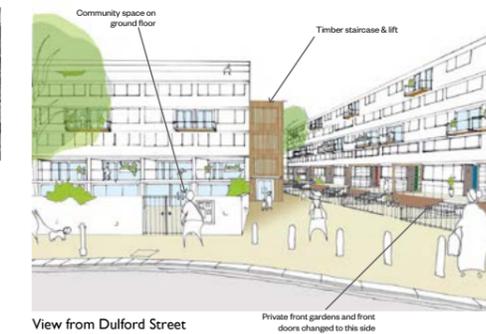
**Clarendon Walk & Camelford Walk**  
Proposed design ideas  
Removal of ramps & community use to basement level (drop-in centre, nursery). Private front gardens and front doors for ground floor homes.



Proposed landscape plan



View from St. Marks Road



View from Dulford Street



Well-defined pedestrian routes, with private gardens and communal green spaces

### Examples of good design:



Example of stairs down from flats into gardens



Example of wintergarden spaces



Example of planting of balconies



Example of timber stair

What are your thoughts...



# Example comments from residents: Your buildings

I have 3 entrances but can only use one because I do not have a key for all. It's difficult to go between blocks.

Staircases get wet when it rains. Exit security door should allow entrance with a fob key. Lift needed. Deliveries are difficult and some companies refuse to deliver to the block.

- CCTV outside St Michaels is facing away from the block and is not working.  
- Groups come in block and smoke weed

- Ramps leading to the park are dark, have cobwebs.  
- The building looks like a prison from the outside.  
- Block needs decorating.

- Lighting in the corridor looks tacky.  
- No lights in park between Camelford and Upper Clarendon.  
- Area between SafeStore (Camelford) and ramp to Clarendon is very dark.

- Access door is being jammed open.  
- Entry door can be opened when yanked.  
- Stairwells should be enclosed. Children playing on them. Young people get into the block and hang around and smoke. Rain gets into the stairs and then they are unsafe. Need a lift.



- Corridor needs redecorating.  
- Don't need tiles in the corridor. They are never repaired properly. Corridors should be all white.  
- The stair well needs painting  
- Need bigger rubbish chutes so the bags can fit.

Door entry system not working properly. Difficult to press exit / emergency button and push open the door at the same time.

Proliferation of satellite dishes is unsightly. Want achievable, sustainable and durable improvements that are easy to maintain.

Sometime entry doors are left open. People are congregating on the stairwells. Once a vagrant got into the block and was sleeping in the stairwell..

Park area is very dark. Better play areas for toddlers and 12-13 years needed. More equipment needed. Green areas are neglected. 5 trees have been removed from around the block and not replaced.

# 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

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.