



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

LANCASTER WEST REFURBISHMENT PROGRAMME BOARD

3rd October 2019

5:30-7pm

Minutes and actions from meeting

Attendees

Doug Goldring	Director of Housing Management (RBKC)
Cllr Kim Taylor-Smith	Deputy Leader -Lead Member for Grenfell & Housing
Cllr Judith Blakeman	Notting Dale Ward
Susan Al Safadi	LWRA nominee
Abbas Dadou	LWRA nominee
David O'Connell	LWRA nominee
David Ward	LWRA nominee
Fiona Doherty	LWRA coordinator

Laura Williams	MHCLG
James Caspell	Neighbourhood Director (LWNT)
Stephen Jacobs	Governance and Scrutiny Lead (LWNT)
Monika Lee	Head of Property Services (LWNT)
Elpida Andreou	Programme Manager (LWNT)
Shaun Haden	Head of Service Improvement (LWNT)
Iman Adaci	Community Development Officer (LWNT)
Alejandra Castillo	Project Support Officer(LWNT)

Apologies:

Steve Mellor	Group Finance Manager (RBKC)
Cllr Robert Atkinson	Notting Dale Ward
Cllr Marwan Elnaghi	Notting Dale Ward

1.0 INTRODUCTION

1.1 Cllr Kim Taylor-Smith, Chair, led on the introductions and apologies.

2.0 MINUTES & ACTIONS

2.1 The minutes of the last meeting were agreed as accurate and a correct record of discussion (Appendix A).

2.2 Elpida Andreou confirmed that all actions from the previous minutes were completed.

3.0 PROGRAMME UPDATE

3.1 Elpida Andreou gave an overview of the programme (Appendix B) and asked it be noted that it did not reflect the live position brought about by recent changes in the procurement strategy. The programme will be updated and re-circulated by the next meeting. Doug Goldring suggested that an 'actuals' date column be added to track any slippage and reasons for these recorded against the programme. **(Action: Elpida Andreou)**

3.2 Kim Taylor Smith asked how residents are being updated on the programme. James Caspell stated that residents were sent information via a variety of means including, regular newsletters, noticeboards, various WhatsApp groups, the LWNT Instagram page, ongoing workshops and the newly appointed Resident Engagement Leads. Abbas Dadou confirmed that indeed residents are being kept informed. Susan Al Safadi added that though information is useful we are close to suffering from information fatigue. James Caspell advised that moving forwards we were looking to become more sophisticated in how we communicate in line with resident's preferences.

3.3 Kim Taylor Smith stated that the works planned are going to be extensive and disruptive so will works be phased. James Caspell confirmed that once the work of the technical teams is concluded we will be in a better position to plan projects that could include smaller, medium and larger contracts to be delivered over a number of years. A strong focus on welfare and respite will be important.

4.0 PROCUREMENT UPDATE

4.1 Elpida Andreou presented a summary of the immediate actions around procurement of Type 4 FRA surveys and the other Technical Teams. (Appendix C). Elpida Andreou stated that Statutory Leaseholder Consultation Section 20 Notice of Intent, for engagement of the Technical Teams, expires on the 16th October 2019. Allowing for any late queries and the expiration of the Prior Information Notice (PIN), to be submitted by Corporate Procurement, we should be in a position to seek tenders for the Technical Team (Designers, Principal Designer, M& E, Fire Consultant/ Engineer) in November 19.

4.2 EA advised that quotes are currently being sought for Type 4 Surveys and are due back on the 4th November 2019. These will be evaluated with residents and subject to satisfactory receipt of tenders, we should be in a position to award a contract by early December 19.

4.3 Susan Al Safadi asked if anyone had considered the impact of Brexit in terms of construction costs, labour costs etc. Doug Goldring stated that no one could really advise or fully anticipate the impact of Brexit on the UK and the construction industry. With the uncertainty, it is likely that contractors will price-in risk resulting in higher costs.

5.0 MAYORS ENERGY EFFICIENCY FUND

5.1 James Caspell presented the potential opportunity for funding through the Mayors Efficiency Fund, up to £19m of lending (Appendix D). This offers lower interest rates on borrowing over than the Public Works Loan Board, and would increase the value of properties whilst reducing costs of heating, hot water and carbon emissions. Some of the funding is from the EU and amidst the uncertainty any committed funds will be underwritten by central government. James Caspell and Shaun Haden will explore further. **(ACTION: James Caspell/Shawn Haden)**

5.2 Kim Taylor-Smith stated that RBKC has made a declaration that the borough will go Carbon Neutral in the future. This could include exploring combined heat and power solutions for across the estate to include the leisure centre and Kensington Aldridge Academy.

6.0 REFURBISHMENT OF EMPTY HOMES AND LOCAL LETTINGS PLAN

6.1 James Caspell presented the various dashboards and before and after photographs (Appendices E, F & G). Doug queried the length of time these were taking to refurbish for letting. Monika Lee explained that the various contractors engaged along the way have not performed to a satisfactory standard leading to stopping and starting of works. Due to this poor experience, an in-house team of operatives has been created, and growing, delivering the refurbishment of the voids alongside one external well performing contractor. Monika advised that the turnaround time including asbestos removal we are aiming for is 8 weeks.

6.2 Doug Goldring raised concerns over the number of voids and time taken to let them. And asked how long voids will be held under the Local Lettings Policy before released to the wider Housing Needs Register. James Caspell stated that generally, voids are generally held for 4 weeks and if there is no interest, move on to the wider housing register. One to two properties are advertised each week, as they are completed or nearing completion. Abas Dadou suggested that consideration should be given to open up the opportunity for all LWE residents to move within the estate and not restricted to only those with housing needs. This would help with the internal refurbishment programme as works could be planned around residents moving in and out of properties lessening the need for temporary moves. James Caspell to prepare cost/ benefit analysis for consideration. **(ACTION: James Caspell)**

6.3 James Caspell advised that residents in Temporary Accommodation are being supported by LWE team and are being offered a lifetime secure tenancy with any move they are agreeable to make through the LLP.

7.0 OPEN HOUSE FEEDBACK

7.1 James Caspell stated that the open house days at Verity Close, Barandon Walk and Treadgold were well attended with positive feedback on the products and standard of finishes throughout the properties. . (Appendices H & I).

8.0 PRIORITISATION WORKSHOPS & CO DESIGN OF BLOCK LEVEL PROGRAMMES

8.1 James Caspell presented the timetable for the up and coming workshops and the summary from the very successful and well-attended Verity Close workshop. (Appendices J & K) The attendance at the second workshop at Camelford Court was over 12% of all residents. It is hoped that attendance will increase at future workshops with more direct contact from the newly appointed Residents Engagement Leads.

9.0 WINDOW PILOTS

9.1 Elpida Andreou tabled the windows pilot reports for information (Appendices L & LI). In summary, pilot installations are to be carried out to three properties utilising different manufacturers and installers for a variety of window styles. Carrying out pilots will help gauge feedback from residents with windows in use, and aid in identifying any issues to consider when specifying the works on the larger programme. A display of six style of windows is also being prepared, at Baseline Studios, for further consultation purposes. Residents will be able to view and operate the windows at supervised sessions. The board was happy with the approach but not clear on how the final choices will be made if there are differing opinions from residents. James Caspell stated that a methodology similar to the prioritisation workshops will be used to determine the final installed products. **(ACTION: Elpida Andreou/ James Caspell)**

9.2 Kim Taylor-Smith asked that as well as all the listed criteria that are important to residents should be robustness especially of working parts and a reduced maintenance requirement. Elpida Andreou confirmed that reduced maintenance through use of newer materials has been raised with and by residents. Alternative powder coated aluminium for the sash windows were viewed at a presentation by SAPA at the Design Centre, and were well received by residents.

9.3 Doug Goldring asked if Planning had been consulted on the proposed window renewal. Elpida Andreou advised that Planning had attended a site visit and were agreeable to configuration changes on the larger blocks to accommodate mechanical ventilation and to comply with current building Regulations. In terms of the Georgian-style window block's they would expect retention of the style and colour. Planners re-confirmed that there are no listed buildings on the LWE and none fall within a conservation area or are of historical interest. Planning Applications are required for the replacement of windows to all blocks and will be submitted by the Technical Teams.

10. HOT WATER AND HEATING REPORT

10.1 Monika Lee presented a comparison table of the different heating systems piloted across some empty properties (Appendix M). Doug Goldring expressed concern in that some figures appeared too low, particularly in regards to running costs of individual gas boilers. This was because the data so far had been based on one or two properties, including two studios. Monika to review running costs. **(ACTION: Monika Lee)**

10.2 Doug Goldring asked if the use of HIUs would require booster pumps particularly as residents are reporting low pressure in the properties and utility companies keep pressure at the boundaries low. James Caspell stated that a comprehensive study will be undertaken when the M & E consultants are on board and this pilot was to help identify potential longer-term solutions from a resident perspective.

10.3 Doug Goldring remarked that going all electric would help us achieve zero-carbon but the current cost of electricity would need to be cost effective for residents.

11.0 COMMUNITY ENGAGEMENT

11.1 Iman Adaci presented the Community Dashboard and included a breakdown showing the diversity of staff within LWE Neighbourhood Team (Appendix N). Iman Adaci added that there are up to 18 languages spoken in the team all willing to translate when required.

11.2 Iman Adaci stated that the team has been working directly with residents on a 1 to 1 basis helping them with repairs, direct debit rental payments, work experience and employment and apprenticeship opportunities. The progress made in this areas was well received by the Board.

12.0 AOB

12.1 The board congratulated the team on all the excellent work they achieved to date and saw the LWE Neighbourhood team as a beacon for RBKC.

12.0 ACTION SUMMARY

ITEM REF	ACTION	OWNER	TARGET DATE
3.1	Update overall programme ensuring actual dates are including	Elpida Andreou	November 2019
5.1	Mayors Efficiency Fund - Explore opportunity and feasibility	James Caspell / Shaun Haden	January 2020

6.2	Cost Benefit Analysis for potential transfers of properties to minimise TA costs and speed up benefit of refurb to LWE residents	James Caspell	January 2020
9.1	Methodology for resident consultation on window selection.	James Caspell / Elpida Andreou / RELS	January 2020
10.1	Review running cost for heating & hot water to be reviewed	Monika Lee	January 2020

13.0 Next Meeting: Next meeting will be in mid January 2020, dates to be confirmed.