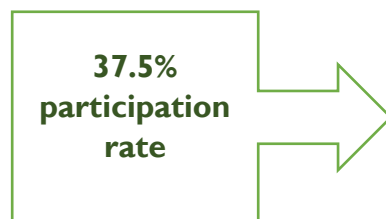


**Design sessions were held with  
The Walkways through  
November to January, led by the  
Resident Engagement Team.**

**These were to establish each residents  
priorities for the refurbishment  
programme from the items available.**



**96 of you took part in these activities.**

**We calculated the outcomes and here  
are the Top 10 results for your block**



## Walkway's Top 10

1. Windows

2. Heating & hot water

3. Bathroom

4. Kitchen

5. Door entry system

6. CCTV

7. Refuse storage

8. Communal  
electrics & lighting

9. Roof repair/renewal

10. Lifts



## How we let you know about the workshop?

- To ensure you got the invite, we sent:
- A letter to every walkway address
  - An email and/or text was sent to residents who have provided their contact details
  - Posters were placed on notice boards, main entrances areas and internal communal doors
  - A pdf was circulated on WhatsApp
  - Arabic, Farsi and Somali invitations were posted on Instagram

You can follow us on Instagram

: [@lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)

On the day of the workshop we sent a reminder

E-mail, SMS and WhatsApp and a round of door knocking also helped increase attendance.

## The walkways' prioritisation workshop

Held at the Kensington Leisure Centre on the 9<sup>th</sup> November 2019, the Resident Engagement Team organised a separate session for each walkway to enable more focused discussions per block

- Barandon Walk, was from 12:00 to 13:30 and 8 households attended
- Testerton Walk, was from 14:30 to 16:00 and 4 households attended
- Hurstway Walk, was from 16:30 to 18:00 and 11 households attended

James Caspell, the neighbourhood director, gave an introductory presentation and a Resident Engagement Lead then ran through the activity.

Each resident received a menu of costed items, created from the issues that emerged from the idea's days.

Residents were asked to shortlist their Top 10 priorities and then rank them in order of importance using a points system, where the priority number one would get 10 points, second priority 9 points, third priority 8 points and so on, was used, until they got to their 10<sup>th</sup> priority, which scored 1 point.

The individual's priorities were then combined to reveal each walkway's collective Top 10

## The big reveal (Workshop outcomes)

<b>Barandon Walk</b>	<b>Testerton Walk</b>	<b>Hurstway Walk</b>
<b>Top 10 Refurb Priorities</b>	<b>Top 10 Refurb Priorities</b>	<b>Top 10 Refurb Priorities</b>
<b>1 Windows</b>	<b>1 Windows</b>	<b>1 Windows</b>
<b>2 Heating &amp; hot water replacement</b>	<b>2 Bathrooms</b>	<b>2 Kitchens</b>
<b>3 Communal electrics &amp; Lighting</b>	<b>3 Heating &amp; hot water replacement</b>	<b>3 Bathrooms</b>
<b>4 Door entry system</b>	<b>4 Kitchens</b>	<b>4 Heating &amp; hot water replacement</b>
<b>5 Bathrooms</b>	<b>5 Door entry system</b>	<b>5 Pest control</b>
<b>6 Refuse storage</b>	<b>6 Communal electrics &amp; Lighting</b>	<b>6 Roof repair/renewal</b>
<b>7 New communal entrance door &amp; Lighting</b>	<b>7 CCTV</b>	<b>7 Door entry system</b>
<b>8 Kitchens</b>	<b>8 Refuse storage</b>	<b>8 New communal entrance door &amp; Lighting</b>
<b>9 Pest control</b>	<b>9 Roof repair/renewal</b>	<b>9 Refuse storage</b>
<b>10 Communal/External decorations (floor, walks and bannisters/handrails)</b>	<b>10 Pest control</b>	<b>10 CCTV</b>

## What happened next?

The walkways have a total of 367 properties. There are many categories of properties including, but not limited to social housing tenant, private rented tenant, lease holder and void property.

Void properties as well as, non-resident leaseholder's properties, were excluded leaving 256 resident leaseholders and social housing tenants.

A total of 23 walkways households attended the workshop (8.9%) which was not representative enough, so further engagement followed.

Residents who were unable to attend the workshop were contacted by door knocking, email, and appointments were made available. Appointments could be at home, in Baseline Studio's or at the Kensington Leisure Centre. Residents could also drop into Unit 22 in Baseline Studio's between 10am and 4pm, Monday to Friday.

A link, to an online version of the prioritisation activity was sent by E-mail and text message.

## Engagement stats



## Final outcomes

The Top 10 resulting from all the engagement, for each walkway, is recorded in the tables below. From there we combined the final outcomes per walkway to reveal the Top 10 refurb priorities for the Walkways'.

## Barandon Walk

The number across the top are the number of points each item will get each time it is recorded in that column. For example, 9 households stated that windows were their number 1 priority, so 9 multiplied by 10 equals 90 points. 4 households recorded windows as their second priority, so 9 multiplied by 4 to equals 36 points. Having done this for each item all the way down, the total was added together with the highest scoring item listed as the number 1 priority.

Barandon Walk Item	10	9	8	7	6	5	4	3	2	1	TOTAL	Barandon Walk Top 10
Windows & scaffolding	90	36	24	28	12	5		12	4		211	1 Windows & scaffolding
Heating & hot water replacement	30	45	48	28	18	15	8	3			195	2 Heating & hot water replacement
Kitchen, asbestos removal & internal wiring	50	63	16	14		20	8	3	6		180	3 Kitchen, asbestos removal & internal wiring
Door entry system	20	36	40	28	30	20	4		2		180	4 Door entry system
Bathrooms, asbestos removal & internal wiring	70	54	24	7	6		8	6	2	2	179	5 Bathrooms, asbestos removal & internal wiring
CCTV – New installation (Say 20 cameras)	20	18	24	28	12	20		12	4		138	6 CCTV – New installation (Say 20 cameras)
New communal entrance door & Lighting	20	18	24	28		10	20	9	2	1	132	7 New communal entrance door & Lighting
Pest control	10	18	8	14	24	20	12	6	10	4	126	8 Pest control
Refuse storage			16	21	30	10	20	6	6		109	9 Refuse storage
Communal electrics & Lighting		9	16		24	10	24	9		4	96	10 Communal electrics & Lighting
Lifts (per lift)	10		16	28	6	10	4		2	4	80	
Roof repair/renewal	10				18	10	4	6	10	3	61	

## Testerton Walk

The number across the top are the number of points each item will get each time it is recorded in that column. For example, 9 households stated that windows were their number 1 priority, so 9 multiplied by 10 equals 90 points. 4 households recorded windows as their second priority, so 9 multiplied by 4 to equals 36 points. Having done this for each item all the way down, the total was added together with the highest scoring item listed as the number 1 priority.

Testerton Walk Item	10	9	8	7	6	5	4	3	2	1	TOTAL	Testerton Walk Top 10	
Windows & scaffolding	110	9	48	14			4				185	1	Windows & scaffolding
Heating & hot water replacement	50	27	40	21	30	5					173	2	Heating & hot water replacement
Door entry system		63	16	42	6	15	12	6	2		162	3	Door entry system
Bathrooms, asbestos removal & internal wiring	50	54	16	7	18	5				2	152	4	Bathrooms, asbestos removal & internal wiring
Kitchen, asbestos removal & internal wiring	20	54	32	14	6	10	4	3			143	5	Kitchen, asbestos removal & internal wiring
CCTV – New installation (Say 20 cameras)	20	9	24	35	24	15	4			2	133	6	CCTV – New installation (Say 20 cameras)
Refuse storage	10	18	16	14	30	5	4	3	8	2	110	7	Refuse storage
Communal electrics & Lighting	10		16	7	12	10	8	6	4	1	74	8	Communal electrics & Lighting
New communal entrance door & Lighting		9		21	6	15	12	6	2	1	72	9	New communal entrance door & Lighting
Pest control		18	8		6	10	4	9	6	2	63	10	Pest control
Roof repair/renewal			16	7	6	10	4	6			49		
Lifts (per lift)	20			7			12			2	41		

## Hurstway Walk

The number across the top are the number of points each item will get each time it is recorded in that column. For example, 9 households stated that windows were their number 1 priority, so 9 multiplied by 10 equals 90 points. 4 households recorded windows as their second priority, so 9 multiplied by 4 to equals 36 points. Having done this for each item all the way down, the total was added together with the highest scoring item listed as the number 1 priority.

Hurstway Walk Item	10	9	8	7	6	5	4	3	2	1	TOTAL	Hurstway Walk Top 10
Windows & scaffolding	230	18	32	21			4			1	306	1 Windows & scaffolding
Heating & hot water replacement	20	99	56	28	6	5				2	216	2 Heating & hot water replacement
Bathrooms, asbestos removal & internal wiring		81	48	28	18	5					180	3 Bathrooms, asbestos removal & internal wiring
Kitchen, asbestos removal & internal wiring	60	36	24	28	24			6	2		180	4 Kitchen, asbestos removal & internal wiring
Door entry system	20	18	40	28	36	5	12	6			165	5 Door entry system
CCTV – New installation (Say 20 cameras)	10	18		21	12	30	16	6		2	115	6 CCTV – New installation (Say 20 cameras)
Refuse storage		18	8	21	24	10	8	9	4	3	105	7 Refuse storage
Communal electrics & Lighting			32	14	6	20	12	6	6	1	97	8 Communal electrics & Lighting
Roof repair/renewal		18	8	7	24	20	8	6	2	3	96	9 Roof repair/renewal
Lifts (per lift)	10		8	14	6	15	12	15	10	6	96	10 Lifts (per lift)
New communal entrance door & Lighting		9		14	6	20	16	9	4		78	
Pest control			16		18	10	16	6	8	2	76	



## The 3 walkway's combined TOP 10

Item	BW	TW	HW	TOTAL	Walkways' TOP 10
Windows & scaffolding	211	185	306	702	1 Windows & scaffolding
Heating & hot water replacement	195	173	216	584	2 Heating & hot water replacement
Bathrooms, asbestos removal & internal wiring	180	162	180	522	3 Bathrooms, asbestos removal & internal wiring
Kitchen, asbestos removal & internal wiring	180	152	180	512	4 Kitchen, asbestos removal & internal wiring
Door entry system	179	143	165	487	5 Door entry system
CCTV – New installation (Say 20 cameras)	138	133	115	386	6 CCTV – New installation (Say 20 cameras)
Refuse storage	132	110	105	347	7 Refuse storage
Communal electrics & Lighting	126	74	97	297	8 Communal electrics & Lighting
Roof repair/renewal	109	72	96	277	9 Roof repair/renewal
Lifts (per lift)	96	63	96	255	10 Lifts (per lift)
New communal entrance door & Lighting	80	49	78	207	
Pest control	61	41	76	178	

## Additional Refurb Comments

The menu for the priorities workshop came from the ideas day's books. To allow for additional comments and to prevent people's voices getting lost within frameworks, efforts were made to ensure they were reflected in the priorities.

An illustration of how this is that a significant number of Barandon walk residents, in the workshop, raised refurb items focusing on the internal communal decorations and not only within peoples' homes, and this was reflected in the big reveal.

Below is the full list of additional comments raised across the three walkways, for consideration.

Tenant	Lifts; Communal Areas - Tiles removed, new flooring
Tenant	New Balcony door and roof is internal ceiling
Tenant	internal decoration/ceiling
Tenant	Internal Decorating - (doors/plastering)
Tenant	Should be able to open door from hallway
Leaseholder	Brickwall (external); Balcony (redesign); Internal flooring (wooden); Internal lighting; Communal garden)
Leaseholder	Communal decorations (floor, walls and banisters and hand rail) - Brickwork outside falling apart - Remove all asbestos
Tenant	External Appearance; heat pumps; Pveccls
Tenant	Internal doors and children's play area
Leaseholder	Terrace Floor (2nd Priority in our conversation); Storage in communal area
Tenant	Communal decorating and flooring
Tenant	I want to engage more but work and have a child
Tenant	1) Deliveries and visitors cannot find flat (post code issue); 2) Gas pipes are exposed and pose security issue - need them covered; 3) The noise from daily clearing of bins - due to chute being too small and residents throwing their bags over the wall; 4) Water pressure
Tenant	Lose the communal boiler and replace with renewable heating system; there is no temperature regulation: Internal lights, doors and skirting
Tenant	The current refuse system is smelly; if we get lifts, we should use a fob system to stop peeing; the communal lighting should be changed for energy saving purposes
Tenant	Refurb Noise scared teenage boy; respite summer house: Internal Walls; internal fixtures and fittings - doors and skirting etc.

Tenant	Internal wiring and asbestos removal
Tenant	Balcony
Tenant	Rubbish shoot is a dangerous hand trap - wife with arthritis
Tenant	Bath and sinks take long too empty
Tenant	1) Is scaffolding the only access option? - Suggest it should only be used where absolutely necessary. Other options I think may also be cost effective = moveable towers and scissor lifts etc. 2) Do the doors really need to be replaced? - They are not too bad but are never properly maintained or repaired - could they be refurbished? 3) Refurbish exterior of building; Acoustic improvement
Tenant	Smoke alarm close to kitchen can be problematic when cooking
Tenant	Studio layouts could be improved
Tenant	Water pressure is poor in the bathroom
Tenant	Damp and condensation issues in the wall next to windows
Tenant	Studio flats are very hot in summer and very cold in winter
Tenant	More information on asbestos per property would be useful
Leaseholder	Expansion joint repair; Repair existing ventilation system in bathroom
Leaseholder	Shoots could be bigger; Hot water too hot; Deter rather than CCTV
Tenant	Communal internal design decorations
Tenant	Signage
Leaseholder	Is CCTV Retrospective or Real-time?
Tenant	Cable- internet/TV - bulk purchase RBKC / sewage and drainage need to be looked at/
Tenant	Can you please install a normal balcony door instead of the current one which takes up half of the wall
Tenant	Lighting on ramp up 300's
Tenant	Internal Lighting
Tenant	Foot space in the property; Higher ceilings in the Bathroom; Storage internal/external
Tenant	Asbestos removal; drainage
Tenant	Noise during refurbishment work
Tenant	I think all the residents that remained living in the block under horrendous conditions and have asked for nothing extra from the council, should have their flats improved and refurbished.
Tenant	Dog park with closing gate
Tenant	Ventilation
Tenant	Drainage AND Strongly opposes lifts
Tenant	Water pressure for shower in Bathroom. This is ridiculously low. Fits with priority 2.

Tenant	Internal Communal Decoration - floor and tiles and kitchen cupboards to be sealed at back
Tenant	Why are we doing things Z-A? Operatives are noisy early/late
Tenant	Exposed gas pipe in communal area is a concern; Drainage
Tenant	I want my bathroom knocking into my toilet
Leaseholder	Drains; Recycling; Ventilation; issue with condensation
Tenant	Having the same standard levels for repairs/refurbishment for every resident!
Tenant	Heating replacements should include radiators and pipework
Tenant	Tenants handbook should include more information about waste and recycling
Tenant	Will the internet providers be reviewed as the coverage is poor and tenants are expecting a new system?
Tenant	Can we have more weekend meetings as they are easier to get too
Tenant	Garage doors need to be looked at

## What was learnt?

Even though the outcomes for each walkway varied slightly in terms of where the items were ranked, the overall Top 10 refurb Priorities across the walkways were largely, the same.

The additional comments point to a broad scope of concerns and ideas ranging from individual properties to external spaces. Many concerns are already being looked at as part of the refurbishment such as ventilation and condensation, water pressure and waste management, to name a few.

It has become clear that we need to do more to inform residents of the work that is being done for the estate.

The comments raised that had not been considered before, will now be looked at and they remind us how valuable it is to have residents participate in the refurbishment.

## ***“Thank you to all the participants”***

There will be many more opportunities to get involved so keep an eye on the notice boards, your post, your inboxes and get talking to your neighbours to ensure you don't miss out!