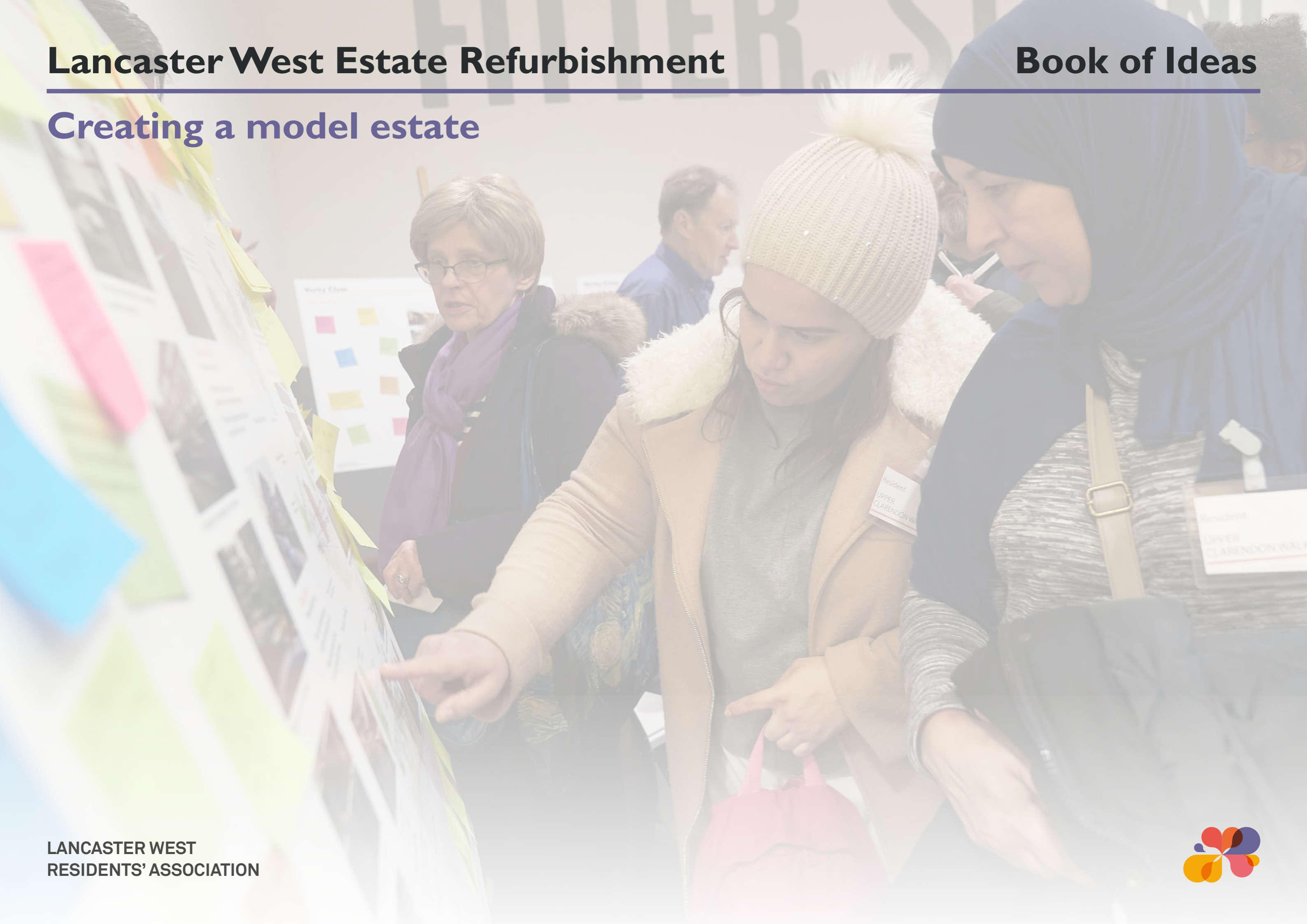


## Creating a model estate



# Creating a model estate

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.

At the start of this commission the design team was briefed to:

**“Work with residents to develop ideas for the longer-term improvements to Lancaster West to make it a ‘model 21st Century social housing estate’”.**

From discussions with residents we believe an exemplar process should involve the following key aspects.

## 1. A Resident led process

Residents should play a key role in making decisions about the scope, design, procurement and construction of their homes and ensure the process involves real social value benefits such as local employment. In more detail this means residents should play a key role in making decisions about:

- The design of their homes and neighbourhood.
- What works are prioritised.
- How, when and where the works will happen.
- Who will design and carry out the refurbishment.



## 2. Safety First

Estate improvements should ensure that the Health and Safety are a priority, which includes:

- Fire safety issues being kept under review for both the short and longer term and communicated to residents.
- Security inside and outside the home being brought up to current best practice standards. This includes wider crime prevention measures such as access control.
- The safety of streets and spaces around the estate is reviewed and enhanced to meet best practice guidelines. This includes street lighting and CCTV.

## 3. Design for the Future

The improvements to the estate, the buildings and the individual homes should be long lasting, have environmental sustainability at their heart, promote healthy living and be affordable to maintain. This should all be informed by lifetime costing, and involve:

- The building services being renewed for the long term, with residents in mind.
- The building envelope and its environmental performance being improved.
- All homes having access to good quality amenity space, such as a balcony, garden, terrace or where not possible a shared space.
- Energy use and running costs minimised for residents.
- Service charges associated with any improvements being affordable and consulted upon at design stage.
- Lift access being reviewed and wherever feasible, viable and affordable, with homes becoming fully accessible to residents and visitors.
- Improving building entrances and so that they are clearly distinguishable and accessible for residents & visitors.
- Improving estate wide wayfinding and signage.





## 4. Public Realm

To ensure that the overall estate is a place where residents are proud to live, and where visitors feel welcome, the design will ensure that the public streets and spaces are refurbished to a high standard and usable by residents reflecting the variety of needs. The design will ensure that:

- Streets are well lit at night and easy to navigate.
- There is a good variety of amenity space throughout the estate and that it is clearly defined as: private, shared (communal) or public.
- Play spaces are upgrade or enhanced to suit needs.
- Amenity spaces for residents and the wider area are enhanced, and made secure and accessible.
- Overlooking of communal open space is improved.
- A high quality, low maintenance planting scheme is implemented.

## 5. Neighbourhood needs

To ensure that the whole estate supports the community over time, adequate community facilities for a variety of functions should be included as part of the refurbishment:

- The existing facilities, such as the nursery, will be improved as needed.
- New facilities will be added where there is identified need and space – these may include shops or community spaces.
- Community facilities will have clear, sustainable funding and management structures agreed with residents beforehand.
- Lettings policies will be kept under review, so residents can access the homes that best fulfil their needs.



## 6. Quality of Work

To ensure a quality refurbishment is achieved, the refurbishment should be led by a competent design team that designs and oversees the work from start to finish, as well as:

- An appropriate level of supervision and inspection of the building works to ensure they are carried out satisfactorily.
- Undertaking pilot projects so that residents can visit examples of proposed work, and comment before the works are rolled out across a block / estate.
- A contractor selection process that gives an emphasis on quality as a priority.
- Setting minimum design and building standards to benchmark the quality of the refurbishment.
- Considers resident disruption as a key factor alongside design and cost when establishing the scope of the works.

## 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.

Version number: 1

Created on: 09/04/2018

## English

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

## French

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

## Portuguese

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

## Somali

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

## Spanish

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

## Arabic

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

## Farsi

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