



Lancaster West Estate Refurbishment

Appendices

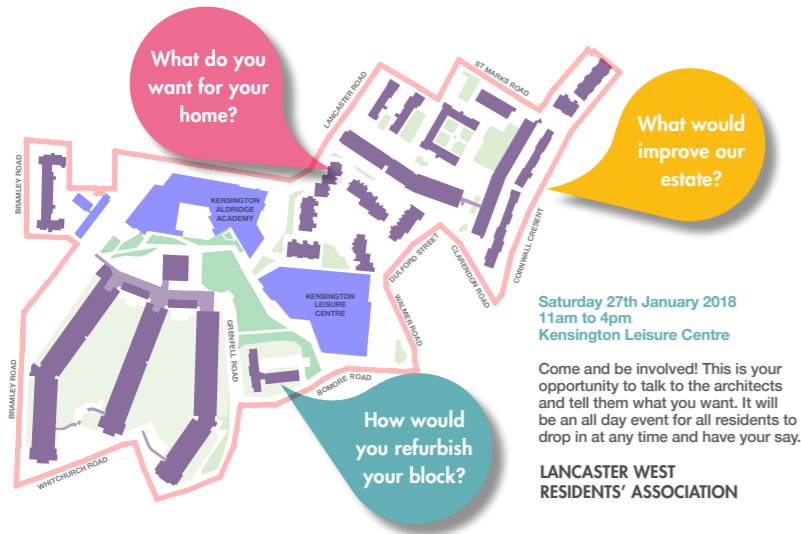
A record of all key public events,
communications, engagement
material and summaries

LANCASTER WEST
RESIDENTS' ASSOCIATION



Calling Card - January 2018

LANCASTER WEST IDEAS DAY



What do you want for your home?

What would improve our estate?

How would you refurbish your block?

LANCASTER WEST RESIDENTS' ASSOCIATION

Saturday 27th January 2018
11am to 4pm
Kensington Leisure Centre

Come and be involved! This is your opportunity to talk to the architects and tell them what you want. It will be an all day event for all residents to drop in at any time and have your say.

Ideas Day Poster - January 2018

Refurbishing Lancaster West

LANCASTER WEST IDEAS DAY

Come & be involved!
This is your opportunity to talk to the architects and tell them what you want. It will be an all day event for all residents to drop in at any time and have your say.

Saturday 27th Jan 2018
Kensington Leisure Centre
11am to 4pm

Free Food
Delicious food will be available on the day from 12.30pm onwards

Free Swim
Come along & enjoy the pool
11am-1pm
1pm-3.30pm

Free Gym
Come and use the adult & Junior gym
12pm-2pm

Children's Entertainment
Face painting throughout the day

Free Basketball
Live out your hoop dreams
1pm-4pm

For more information, or if you would like to arrange a visit or phone call at a time convenient for you, please contact us on:

Freephone: 0800 644 6040 (free from landlines)
Office: 020 8536 1436
Email: lancasterwest@newmanfrancis.org

LANCASTER WEST RESIDENTS' ASSOCIATION

LANCASTER WEST IDEAS DAY

The Ideas Day door-knocking team visited you today to talk to you about the Lancaster West Ideas Day event and carry out a survey but nobody was at home.

What was the visit about?

NewmanFrancis (the Independent Advisers) and the door-knocking team are talking to residents about what changes you would like to see and talk about the ideas for the event which will be held on the 27th January 2018.

For more information, or if you would like to arrange a visit or phone call at a time convenient for you, please contact us on:

Freephone: 0800 644 6040 (free from landlines)
Office: 020 8536 1436
Email: lancasterwest@newmanfrancis.org

If you would prefer to complete the survey online, please visit the following website:

<https://www.surveymonkey.com/r/LancWest1>

Ideas Day Agenda - January 2018

LANCASTER WEST IDEAS DAY

AGENDA

Kensington Leisure Centre
27th January 2018, 11am - 4pm

Session 1: 11am - 12:30pm

- Opening by Lancaster West Residents' Association
- Drop-in exhibition: where you can meet the architects for your block and discuss any ideas or concerns for your home, block and Lancaster West Estate as a whole. This will continue throughout the day

Session 2: 12:30 - 2:30pm

- Lunch: Free food and special dishes by a local chef
- Walk and talk: an opportunity to show the project team any issues that you might have with your home, block or estate
- Drop-in exhibition

Session 3: 2:30 - 4pm

- Kensington Aldridge Academy choir will be performing at the Leisure Centre
- Drop-in exhibition

Please note that there will be Farsi and Arabic translators on the day.

Activities Schedule - January 2018

LANCASTER WEST IDEAS DAY

Saturday 27th January 2018
Kensington Leisure Centre
11am to 4pm

Come & be involved! There will be lots of free activities for Lancaster West residents on the day. There's no need to book - just come along!

TIME	ACTIVITY	AGE	PRICE	LOCATION
11am - 1pm	Table Tennis	ALL	FREE	Sports Ha
11am - 3.30pm	Swimming*	ALL	FREE	All pools
11am - 2pm	Spa Experience Chair Massage	16+	FREE	Receptio
11am - 4pm	10% discount on all cafe items	ALL	-	Cafe
11am - 4pm	30% discount on spa products & spa gift cards	16+	-	Spa
11am - 4pm	Cardiowall games	ALL	FREE	1st Floor
11am - 12pm	Boxing Coaching (with Dean Richardson)	ALL	FREE	Sports Ha
12pm - 1pm	Boxing Coaching (with Dean Richardson)	ALL	FREE	Sports Ha
12pm - 2pm	Junior Gym**	11-15	FREE	Gym
12pm - 2pm	Gym**	16+	FREE	Gym
1pm - 4pm	Basketball	ALL	FREE	Sports Ha
1pm - 4pm	Badminton	ALL	FREE	Sports Ha
2.30pm - 3pm	Extreme Interval Fitness***	16+	FREE	Studio 1
3pm - 3.30pm	Core Stability***	16+	FREE	Studio 1

*Under 8's and non swimmers must be accompanied in the water by an adult. One adult can supervise maximum of 2 under 8's or non swimmers.
**Gym requires health check and induction with fitness instructor to be completed first, and juniors will require signed parental consent on the day.
***Classes have set capacities so spaces available on a first come first served basis.

LANCASTER WEST RESIDENTS' ASSOCIATION

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What's Next Flyer - January 2018

REFURBISHING LANCASTER WEST ESTATE

The Council has promised to refurbish our estate. They promise to do this 'sensitively', 'collaboratively' and to create a 'model for social housing in the 21st century'. This is the opportunity for all residents to say how we want our homes and the estate as a whole to be refurbished.

We would like to invite you to be a part of 'Refurbishing Lancaster West'. If you would like to be involved and let us know your key priorities for your home, block and wider estate pop by one of our events on the following dates or contact us for further information (see contact details below).

Drop-in event – Baseline Studios

Opportunity for residents unable to attend the first drop-in event to talk to the architects.

Date: Every Monday
Time: 12pm—2pm

Block Workshops

The architects will hold workshops with each block to test the emerging proposals. The block meetings across the Lancaster West Estate will be held on the 6, 7 and 8 February. We will be writing to residents shortly to let them know the full programme of events.

2nd Drop-In Event Kensington Leisure Centre

The architects will come back to present us with their ideas and proposals based on what we have told them.

Date: Late February or early March - Date to be confirmed
Time: 11am—4pm

Contact us

🌐 www.lancwestrefurb.com
✉ lancasterwest@newmanfrancis.org
☎ 0800 6446040 (free from landlines)
☎ 020 8536 1436

Calling Card - March 2018

LANCASTER WEST IDEAS DAY



What do you want for your home?

What would improve our estate?

How would you refurbish your block?

Saturday 10th March 2018
11am to 4pm
Kensington Leisure Centre

Come and be involved! This is your opportunity to talk to the architects and tell them what you want. It will be an all day event for all residents to drop in at any time and have your say.

LANCASTER WEST RESIDENTS' ASSOCIATION

LANCASTER WEST IDEAS DAY

What was the visit about?

NewmanFrancis, the Independent Advisers visited you today to talk to residents about changes you would like to see on Lancaster West and about the ideas event which will be held on the 10th March 2018.

For more information, or if you would like to arrange a visit or phone call at a time convenient for you, please contact us on:

- ☎ Freephone: 0800 644 6040 (free from landlines)
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You can also find more information about the Lancaster West Refurbishment at www.lancwestrefurb.com

Ideas Day Poster - March 2018

Refurbishing Lancaster West

LANCASTER WEST IDEAS DAY

Come & be involved!
This is your opportunity to talk to the architects and tell them what you want. It will be an all day event for all residents to drop in at any time and have your say.

Saturday 10th March 2018
Kensington Leisure Centre
11am to 4pm

- Free Food**
Delicious food will be available throughout the day
- Free Swim**
Come along & enjoy the pool
11am-1pm
1pm-3.30pm
- Free Gym**
Come and use the adult & junior gym
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- Children's Entertainment**
Face painting throughout the day
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LANCASTER WEST RESIDENTS' ASSOCIATION

Ideas Day Agenda - March 2018

LANCASTER WEST IDEAS DAY

AGENDA

Kensington Leisure Centre
10th March 2018 - 11am to 4pm

Session One: 11 am - 12:30pm

- Opening by Lancaster West Residents' Association
- Drop-in exhibition: where you can meet the architects for your block and discuss any ideas or concerns for your home, block and Lancaster West Estate as a whole. The drop-in exhibition will continue throughout the day
- Focus session: There will be the opportunity for residents to discuss with the architects the draft Ideas Book for your block. Refer to the attached timetable for your block sessions.

Session Two: 12:30 - 2:30pm

- Lunch: Free food will be available throughout the day
- Drop-in exhibition
- Focus session

Session Three: 2:30 - 4pm

- Entertainment
- Drop-in exhibition
- Focus session

Please note that there will be Farsi and Arabic translators on the day.

Activities Schedule - March 2018

LANCASTER WEST IDEAS DAY

Saturday 10th March 2018
Kensington Leisure Centre
11am to 4pm

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*Under 8's and non swimmers must be accompanied in the water by an adult. One adult can supervise maximum of 2 under 8's or non swimmers.
 **Gym requires health check and induction with fitness instructor to be completed first, and juniors will require signed parental consent on the day.
 ***Classes have set capacities so spaces available on a first come first served basis.

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Focus Session Schedule - March 2018

LANCASTER WEST IDEAS DAY

Saturday 10th March 2018

Focus Session : 1

TIME	BLOCK	LOCATION
11:00am - 11:25pm	Upper and Lower Camelford Walk Upper and Lower Talbot Walk	Meeting Room
11:30am - 11:55pm	Lower Clarendon Walk Clarendon Walk Upper Clarendon Walk	Meeting Room
12:00pm - 12:25pm	The Walkways (Barandon, Hurstway, Testerton)	Meeting Room
12:30pm - 12:55pm	Morland House Talbot Grove House	Meeting Room
1:00pm - 1:25pm	Camelford Court Camborne Mews	Meeting Room
1:00pm - 1:25pm	Verity Close	Studio 2
1:30pm - 2:25pm	Youth Engagement	Meeting Room
1:30pm - 1:55pm	Treadgold House	Studio 2

Focus Session : 2

TIME	BLOCK	LOCATION
2:00pm - 2:25pm	The Walkways (Barandon, Hurstway, Testerton)	Studio 2
2:30pm - 2:55pm	Morland House Talbot Grove House	Studio 2
2:30pm - 2:55pm	Upper and Lower Camelford Walk Upper and Lower Talbot Walk	Meeting Room
3:00pm - 3:25pm	Camelford Court Camborne Mews	Studio 2
3:00pm - 3:25pm	Lower Clarendon Walk Clarendon Walk Upper Clarendon Walk	Meeting Room
3:30pm - 3:55pm	Verity Close	Meeting Room
3:30pm - 3:55pm	Treadgold House	Studio 2

Block workshop flyers and schedule



REFURBISHING LANCASTER WEST ESTATE

Contact us
www.lancwestrefurb.com
lancasterwest@newmanfrancis.org
 0800 6446040 (free from landlines)
 020 8536 1436

**Refurbishing Lancaster West
More opportunities to have your say!**

Block & Cluster Meetings | 6 to 15 February 2018
 A huge thanks to all of you who came along to the Ideas Day on Saturday. More than 300 residents came to have their say and we really value all your views and comments. For those of you who were unable to attend, the block meetings next week will provide an opportunity for you to find out what others have said and add your views.

TUESDAY 6 FEBRUARY 2018

7.00pm Camborne Mews / Camelford Court	Location: Methodist Church	Architect: Adjaye Associates
7.00pm Camelford Walk / Lower Clarendon Clarendon Walk Upper Clarendon Walk	Location: Latymer Christian Church	Architect: Penoyre & Prasad
7.00pm Treadgold House	Location: Clement James Centre	Architect: Maccreanor Lavington

WEDNESDAY 7 FEBRUARY 2018

7.00pm Verity Close	Location: Methodist Church	Architect: Cullinan Studio
7.15 pm Morland House / Talbot Grove House	Location: Latymer Christian Church	Architect: Levitt Bernstein
7.00pm Talbot Walk / Upper Talbot Walk	Location: Clement James Centre	Architect: Penoyre & Prasad

THURSDAY 15 FEBRUARY 2018

7.00pm Walkways / Barandon Hurstway Testerton	Location: Methodist Church	Architect: All Architects for meeting
7.15pm Upper Camelford & Lower Camelford	Location: Latymer Christian Church	Architect: Penoyre & Prasad

We hope to see you there. You can also check out the website www.lancwestrefurb.com, or visit Baseline Studios to view the boards and leave your comments.

Block workshop flyers - new dates

REFURBISHING LANCASTER WEST
More Opportunities To Have Your Say!

Camelford Walk & Upper Camelford Walk

Block Meeting - Change of Date!

The Camelford Walk and Upper Camelford Walk block meeting will now be held on Tuesday 20 February at the Notting Hill Methodist Church, 240 Lancaster Road.

A huge thanks to all of you who came along to the Ideas Day in January. More than 300 residents came to have their say and we really value all your views and comments. For those of you who were unable to attend, the block meeting will provide an opportunity for you to find out what others have said and add your views.

TUESDAY 20 FEBRUARY 2018

7.00pm Camelford Walk & Upper Camelford Walk	Location: Methodist Church	Architect: Penoyre & Prasad
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We hope to see you there. You can also check out the website www.lancwestrefurb.com, or visit Baseline Studios to view the boards and leave your comments.

REFURBISHING LANCASTER WEST
More Opportunities To Have Your Say!

**The Walkways
(Barandon, Hurstway & Testerton Walk)**

Block Meeting - Change of Date!

The Walkways block meeting will now be held on Wednesday 21 February at the Notting Hill Methodist Church, 240 Lancaster Road.

A huge thanks to all of you who came along to the Ideas Day in January. More than 300 residents came to have their say and we really value all your views and comments. For those of you who were unable to attend, the block meeting will provide an opportunity for you to find out what others have said and add your views.

WEDNESDAY 21 FEBRUARY

7.00pm Walkways (Barandon, Hurstway & Testerton)	Location: Methodist Church	Architect: All Architects
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We hope to see you there. You can also check out the website www.lancwestrefurb.com, or visit Baseline Studios to view the boards and leave your comments.



Exhibition Boards: Ideas Day - January 2018

Welcome

Refurbishing Lancaster West

About the refurbishment

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.

To ensure these improvements reflect the needs of the community, Kensington and Chelsea Council is working in partnership with local residents, through the Lancaster West Residents' Association (LWRA), supported by the Department of Communities and Local Government, to 'co-design' the renewal of the estate. This means the council will work with residents and be guided by them in designs for the new estate and refurbishment works.

Lancaster West Ideas Day

The aim of this event is for the residents of Lancaster West Estate to meet with the architects who have been appointed to refurbish each block, and share their ideas, concerns and priorities for their homes, blocks and wider neighbourhood.

Members of the architectural teams, as well as Newman Francis (independent residents adviser) and Fluid (who are facilitating the event) will be on hand to answer any questions you may have throughout the day.

There are also a number of other events and activities taking place today which you are welcome to take part in. Please ask a team member for a programme.

What is happening today?

There are three sessions running today, but you don't need to attend each one!

> Session One - 11am - 12:30pm

- Opening by Lancaster West Residents' Association
- Drop-in exhibition: where you can meet the architects for your block and discuss any ideas or concerns for your home, block and Lancaster West Estate as a whole. This will continue throughout the day

> Session Two - 12:30pm - 2:30pm

- Lunch: Free food and special dishes by a local chef
- Walk and talk: an opportunity to show the project team any issues that you might have with your home, block or estate
- Drop-in exhibition

> Session Three - 2:30pm - 4pm

- Kensington Aldridge Academy choir will be performing at the Leisure Centre
- Drop-in exhibition



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

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 by 30th May. The police expect the site to remain a crime scene until July, as they complete their painstaking investigation into the Grenfell tragedy. The site team have previously been clear the future of the site will be determined in consultation with the local community and no decisions have been made.

FAQs

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. Newman Francis 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. Alternatively, if you prefer please email the Lancaster West estate neighbourhood director steve.jacobs@rbkc.gov.uk or drop by the Estate Office at Unit 2, Baseline Studios, Whitechurch Road.

Issues to be addressed immediately

The council are aware that there are important issues that need to be addressed immediately. Some of the important issues include:

- Water pressure
- Drainage
- Windows - draughts, rotten frames, catches and locks not working
- Pest control

- Repairs - lack of responsiveness and quality
- Anti-social behaviour e.g. young people smoking and hanging around in stairwells
- Leaking balconies
- Squeaky floors (Upper Clarendon Walk)

We are aware of these on-going issues and the local housing team are working hard to find better and more effective ways of getting the work done.

Who can take part? Who is the refurbishment for?

Residents from Hurstway Walk, Testerton Walk, Barandon Walk, Treadgold House, Verity Close, Camelford Walk, Camelford Close, Camelford House, 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, Whitechurch 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?

There will be follow up events in March 2018 when the architects will come back to present to you their ideas based on what you have told them. Details of these dates will be published in due course.

Will leaseholders be expected to pay for this refurbishment work?

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. 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.

Who made the decision regarding appointing the consultants involved in the process?

The Ministry of Housing, Communities and Local Government (MHCLG) made the initial selection of architects and facilitator who were selected for their relevant experience and skills. MHCLG picked a number of architects who would be prepared to work collaboratively and consulted with the Residents Association who added some architects to the list. It was done this way to get initial ideas quickly. Residents will be involved in the selection of consultants for future stages of the refurbishment.



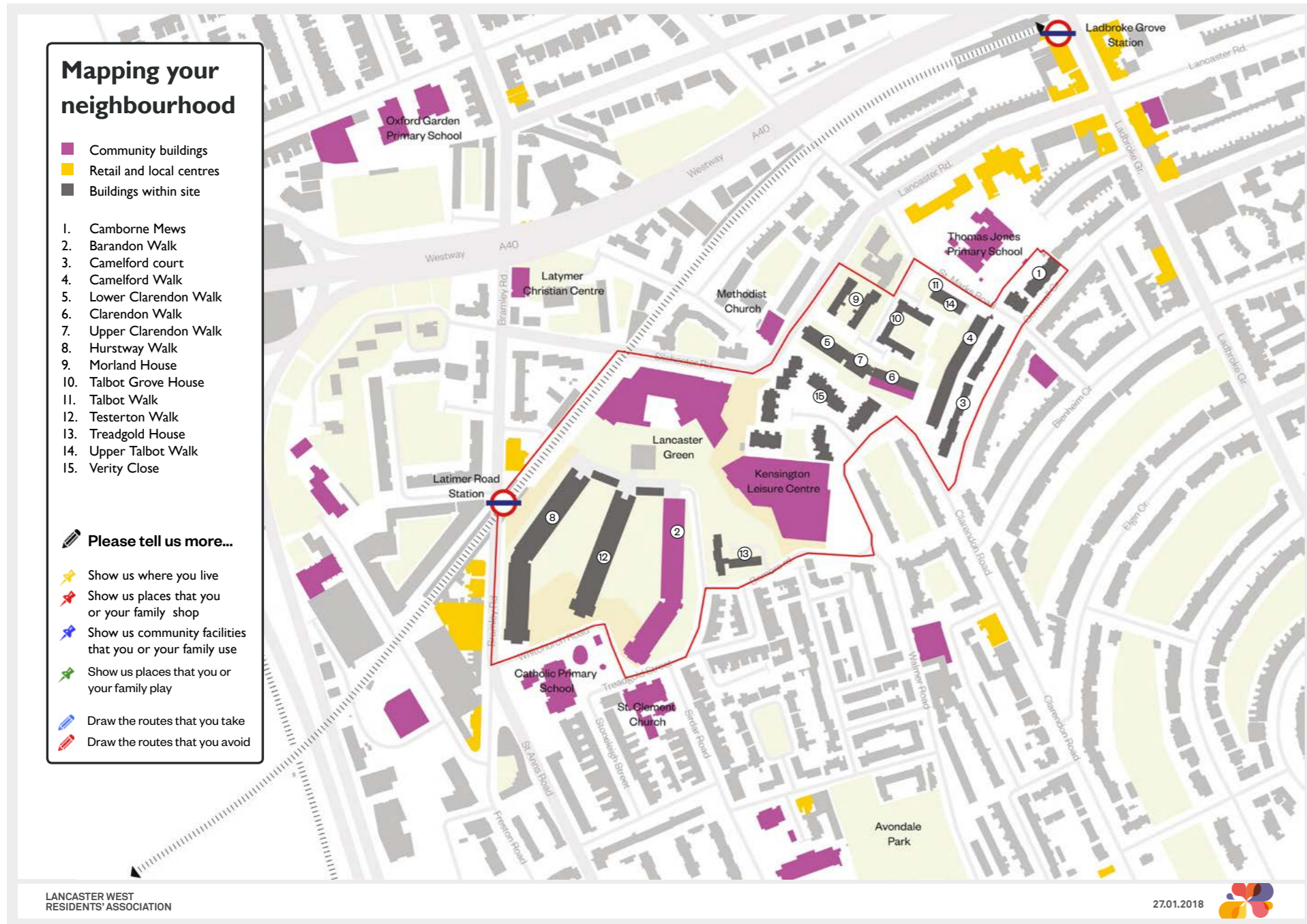
Way forward - likely timeline

Refurbishing Lancaster West





Exhibition Boards: Ideas Day - January 2018



The team

Refurbishing Lancaster West

This board tells you about the design team appointed to work with residents to generate ideas for the future refurbishment of the Lancaster West Estate. The Ministry of Housing Communities and Local Government made the initial selection and consulted with the Residents' Association, who added some practices to the list.

We were selected for our relevant experience and skills and because we work collaboratively with residents as part of a co-design process. The joint experience and expertise of our architectural team covers housing, community and public buildings, landscape design, and most importantly for this project, community engagement.

We see ourselves as facilitators to help residents create a design vision for the refurbishment and improvement of their homes and the wider estate. Residents will also be involved in the selection of architects for future stages of the refurbishment.

Team members are available to talk to you about your home, your building and the wider area, but the architects below have looked more closely at the following blocks should you wish to discuss your needs in more detail.

Adjaye Associates:
Camborne Mews
Camelford Court

Cullinan Studio:
Verity Close

Levitt Bernstein:
Morland House
Talbot Grove House

Maccreeor Lavington:
Treadgold House

Penoyre & Prasad:
Upper and Lower Camelford Walk
Lower Clarendon Walk
Clarendon Walk
Upper Clarendon Walk
Upper and Lower Talbot Walk

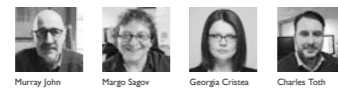
Covered by all architects:
The Walkways: Barandon Walk, Hurstway Walk, Testerton Walk

Adjaye Associates



Adjaye Associates believes that architecture presents opportunities for transformation – materially, conceptually and sociologically. Driven by the desire to enrich and improve daily life, the practice's buildings are designed to meet the diverse needs of the communities they serve. Inspiration is drawn from many influences, locally and globally, and the work articulates this enthusiasm for issues of place and identity.

Murray John Architects



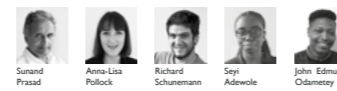
Murray John Architects work in conservation, historic and contemporary. Locally, we have looked after St Clements, Sirdar Road, St James, St James's Gardens, St Francis, Dalgarno; Wesley Square; shops on the Harrow Road and many flats and houses. We are currently restoring frontages along Electric Avenue in Brixton for Lambeth, Zagros for the City of Westminster and Sir Thomas More's gardens in the King's Road. We have several domestic interior and church projects in progress.

Cullinan Studio



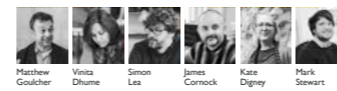
Cullinan Studio is a well-established architectural practice based in Islington. As a co-operative, we believe that architecture is a social act. We listen to and work collaboratively with communities to understand their needs - from individual homes to whole neighbourhoods. We aim to create direct benefits for people from the carefully considered and beautiful buildings and places that we design. We challenge you to be aspirational.

Penoyre & Prasad



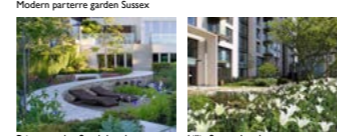
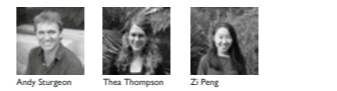
Penoyre Prasad co-design homes, neighbourhoods, health centres, schools, colleges, performance venues, and workplaces working with clients, residents and other building users. For 30 years our mission has been to create inspiring architecture focused on people and places and the possibilities opened up by evolution in technology. We champion and practice healthy, sustainable, low waste design that learns from the past, adapts to change and stands the test of time.

Levitt Bernstein



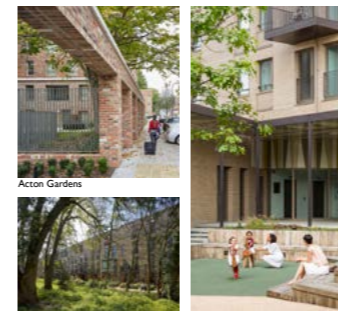
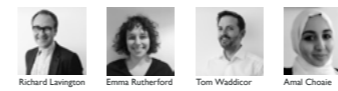
Levitt Bernstein is an architecture, landscape architecture and urban design practice. We are based in Dalston and we have a small studio in Manchester. We specialise in designing housing but we also work in the education, health, arts and commercial sectors. We have a lot of experience collaborating with local communities on housing estates all over London.

Andy Sturgeon Design



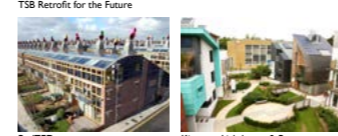
Andy Sturgeon Design is a Garden Design and Landscape Architecture practice. The majority of our work is in private garden design and public realm projects. We are based in central Brighton. Commissions range from private roof gardens to interesting and iconic commercial projects including public spaces and country estates all over the UK with international projects in Russia, Hong Kong, Rwanda, Europe and the Middle East. East.

Maccreeor Lavington



Maccreeor Lavington are architects and urban designers based in Clerkenwell, London and Rotterdam in the Netherlands. We work extensively on housing and community projects across London. We are passionate about designing buildings that will stand the test of time and age well. We like working with building users to understand their needs and aim to create high quality buildings that people enjoy using.

Twinn Sustainability Innovation

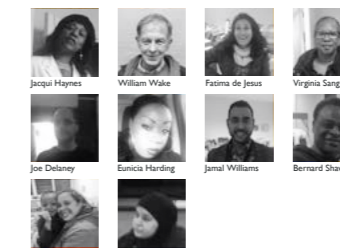


Twinn Sustainability Innovation is a sustainability engineering consultancy practice. Based in London, we have worked on many exemplar retrofit and new-build projects worldwide. Our aim is to bring the very best thinking and widest experience to your project. In a world of increasingly constrained resources, buildings should deliver the social amenity we need using less natural resources and at less cost.

The team

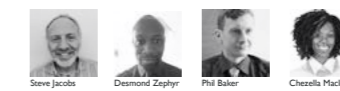
Refurbishing Lancaster West

Lancaster West Residents' Association



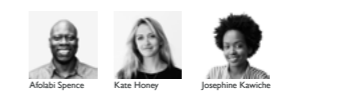
Lancaster West Estate Residents' Association are an independent body whose sole purpose is to serve and protect the interests of residents on Lancaster West Estate. Our aim is to work closely with all our residents to effect lasting change.

The Royal Borough of Kensington and Chelsea



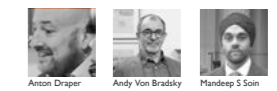
The Lancaster West Estate Neighbourhood Team is here to help everyone on the whole estate with their housing issues, work with residents on the refurbishment of the Estate and link residents up to other services that are available. We are keen to hear from you about the future of the Estate and what we can achieve together.

Fluid



Fluid has been appointed to ensure this is a model approach to resident engagement and participation with the principles of co-design running throughout. This means building equal collaboration and ensuring that residents are central to the design process.

Ministry of Housing, Communities & Local Government



Anton, Andy and Mandeeep are from the Ministry of Housing, Communities and Local Government (MHCLG). They have worked closely with the Lancaster West Neighbourhood Team and local residents to support and advise the community in co-designing the Lancaster West refurbishments. They have provided advice on estate renewal (Anton); specialist architectural advice (Andy) and project management support (Mandeeep).

MHCLG is the central government department responsible for Housing, Communities and Local Government.

Newman Francis



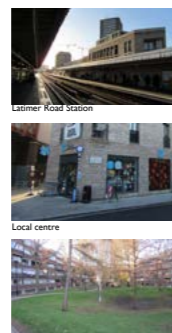
Newman Francis is the Independent Advisor supporting residents to engage in the upgrade and redesign of the estate, and to be involved in decisions about its future management. They are working for, and on behalf of the Lancaster West Residents' Association.

LANCASTER WEST RESIDENTS' ASSOCIATION

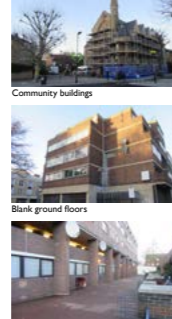


Your wider neighbourhood

What works?



What doesn't work?

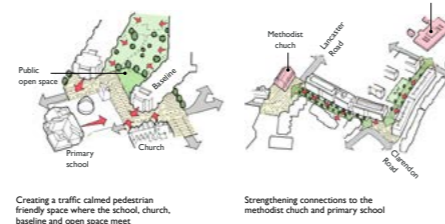


What are your thoughts...

Early ideas - site strategy



Local strategies



What are your thoughts...

Energy and sustainability

Give us your opinion...



What are the issues?

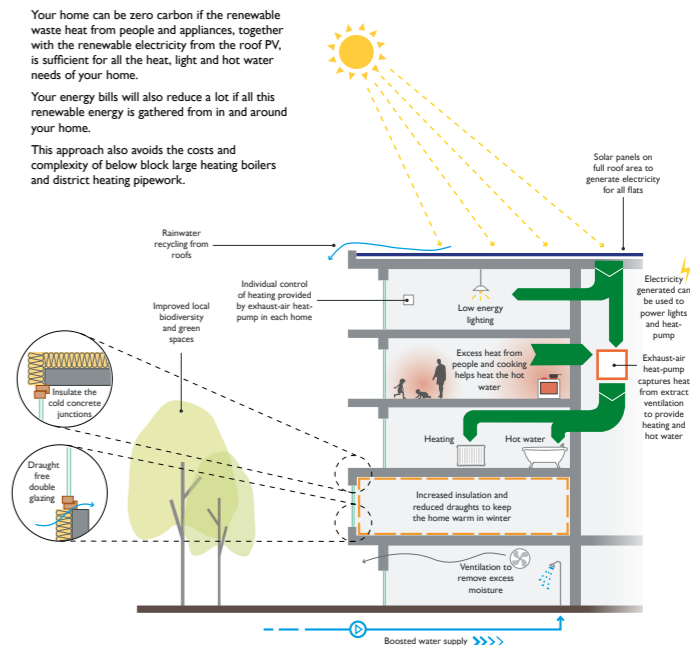


Early ideas

Your home can be zero carbon if the renewable waste heat from people and appliances, together with the renewable electricity from the roof PV, is sufficient for all the heat, light and hot water needs of your home.

Your energy bills will also reduce a lot if all this renewable energy is gathered from in and around your home.

This approach also avoids the costs and complexity of below block large heating boilers and district heating pipework.



What are your thoughts...

Learning from History 1

1900 Victorian Streets

"Cities have the capability of providing something for everybody, only because, and only when, they are really 'everybody's'..." Jane Jacobs *The Death and Life of Great American Cities* (1961)

Around a hundred years ago the whole area comprised densely packed streets. Squashed together, both on green fields. Houses faced each other across the street. Everyone could observe and oversee the public realm and interact with neighbours. People were more likely to work close to their homes. However, the houses hid into multi-occupancy were tenanted alone. Reformers wanted to do something about it (Fig 01 & 02)



Fig 01: The streets in 1910



Fig 02: Lancaster Court



1900's

Many 17th streets were lost after the war. They are easy to recognise - neighbours can easily keep a friendly eye, to help improve security. There is good community identification - the concept of a street being a semi defined personality. Against this, they are not "sketchy homes" - difficult to edge if a wheelchair user or someone with special requirements needs their home to be altered. They have poor energy efficiency and the spaces are not compatible with our expectations of modern living. They need to be extended or modified with enlarged kitchens and living spaces.

1931 to 1946 The Mansion Block

Merland House 1931; Talbot Grove House 1932; Bramley House 1935

The Housing Act of 1930 encouraged mass alien clearance and councils set out to demolish poor quality housing to replace with new build. The first of the new types of houses was terraced or garden blocks, featuring shared entrances and balcony access at each level. With a degree of public responsibility, these were set out on a grid system. The likes of Octavia Hill and local councils guaranteed that there was no overcrowding. Some councilors kept an eye on conditions in the properties. A few were compact and warm. However, such blocks displaced the pavement on many levels (Fig 03 & 04)



Fig 03: Merland House

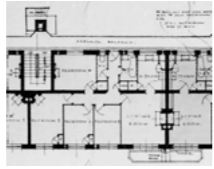


Fig 04: Bramley House Plan



1930's

Compact properties, flats that were designed for economic use of materials, unglazed facades and insulating. They have lower energy efficiency and tend to hold in heat well, making them cosy. There tends to be good relations between neighbours, as the entrances lead off open communal walkways and individual addresses are relatively easily identified for deliveries.

Against this, they have a poor relationship with the exterior - overlooking the garden from the balcony makes a feel disconnected. Shared bins and access routes, smells and noise building up and poor acoustic performance become operating if they aren't managed. The communal walkways are open to communal access. Residents would like accessible meeting and seating areas and more landscaped areas inside.

1960 Bomora House - now Treadgold House

In plan, similar to the 30s blocks, though this is of more modern construction. Bomora house was warmer, brighter and more spacious than the blocks of the 1930s. It also embraced the flat roof, and use of low cost construction - only partially brick.

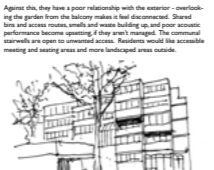
"...the architect must have seen on a fairly consistently both to add to the number of effective eyes on the street and to reduce the possible no buildings along the street to watch the sidewalks in sufficient numbers. Heavily screened buildings set on a wrong street... Large numbers of people restrict themselves, off and on, by watching street activity" Jane Jacobs, *The Death and Life of Great American Cities* (1961)



Fig 06: Bomora House



Fig 07: The Walkways



1960's

Rooms are generous and bright compared to today's standards. Communal green space - the remnants of properties oversee generous communal gardens enjoyed by all. The buildings are ending.

Against this, the acoustic, signage, delineation and identification is poor, offering a general sense of being lost. Rooms are often dark and cold. Common areas look dated "pink atmosphere" - general sense of being lost. The communal areas, lighting is poor and decoration tired. The external context and this (now rarely filled) walk led to construction.

1940s and 70s. The Big Plan

Greenfield, The Walkways, Talbot House, Camelford Court and The Talbot Walks

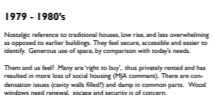
The borough initiated Clifford Preece's drawings to make a master plan (Fig 09) - to look some time to get permission partly because Kensington with Clifton Borough Council was formed in 1965 and eventually purchasing the Victorian houses was done.



Fig 09: Master Plan 1968



Fig 10: 1910 streets overlaid onto the 2018 map



1970 - 1980's

Nostalgic reference to traditional houses, low rise, and less overbearing as opposed to earlier buildings. They had secure, accessible and easy to identify. Generous use of space by comparison with today's needs.

Then and as well? Many are "right to buy", thus primarily rented and has resulted in more loss of social housing (1980s context). There are over-derivation issues (empty walls filled) and damp in common parts. Wood window need repair, signage and security is of concern.

Late 70s and 1980s Pitched roofs return

These lower density housing schemes were built as a reaction to the concrete culture of the 60s and 70s. They reflected a more suburban feeling than the streets. They are popular with right to buy tenants. They represent a return to traditional house forms with parking close by and gardens and parks (Fig 10)

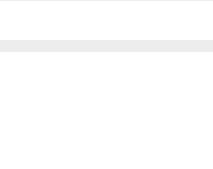


Fig 10: Talbot Walk

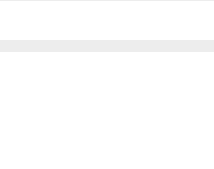


Fig 11: Verity Close

Your homes



Fig 09: 1910 streets overlaid onto the 2018 map

Our Questions

"Was this deterioration of the Victorian streets the fault of the houses themselves, or were there economic pressures outside the control of the tenants?"

"Does the mansion block type of home with shared facilities work, and does the design discourage people interacting with each other?"

"Could one not take down some of the perimeter walls and open up the estate - keeping security close to the homes, at least to where the entrances are visible and overlooked by others?"

"Do the residents really need to lose security if one improves inclusion?"

"Would sharing the gardens - provided they are open and visible - improve a sense of a greater community throughout Notting Dale?"

"Do residents appreciate that today fewer people use cars? What effect would the loss of car parking close to the houses have on their lives? Does the estate need as many underground car-parks as it did thirty years ago?"

Your Opinions

"The views are lovely" "I wish it was easier to get to the gardens" "...but please don't forget, it has to be beautiful." "I've taken years to get a garage and I keep all my stuff there. I would hate to lose it" (Walkways)

"Flats - it's always boiling and we have to open the windows all the time. We can't control it" (Walkways)

"I hope they don't change the windows - would have to lose right - (those plastic ones on (putting to another block) are really ugly" (Walkways)

"I know all about the history of around here - I'd love to tell you about it." "After the fire I went away for two weeks but I came back because I missed my home." (Walkways Resident)

"Neighbours are noisy - it drives me mad in the summer" "I have never had any trouble with the TMO." "I missed the trees. They chopped them down - I don't know why, lovely big trees that came up to the fourth floor. They said that if I don't come back but I don't know what they're taking forever to grow up here again."

"Since the fire, we've had so many people knocking on the door wanting this and that - I wish they'd just leave us alone." "The heating went off just when we were having a freeze just after the summer - I couldn't believe it. It took ages to come back."

"Faster - it's always boiling and we have to open the windows all the time. We can't control it." "It's really awkward to get to the garden." (Walkways)

Learning from History 2

Your estate

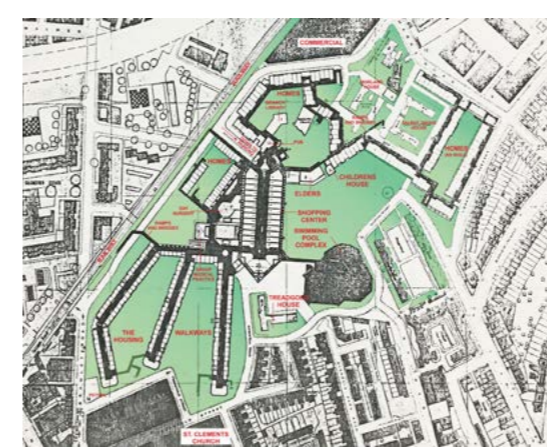


Fig 10: Master Plan 1968

So - What has changed?



Fig 14: Newscaster 1976

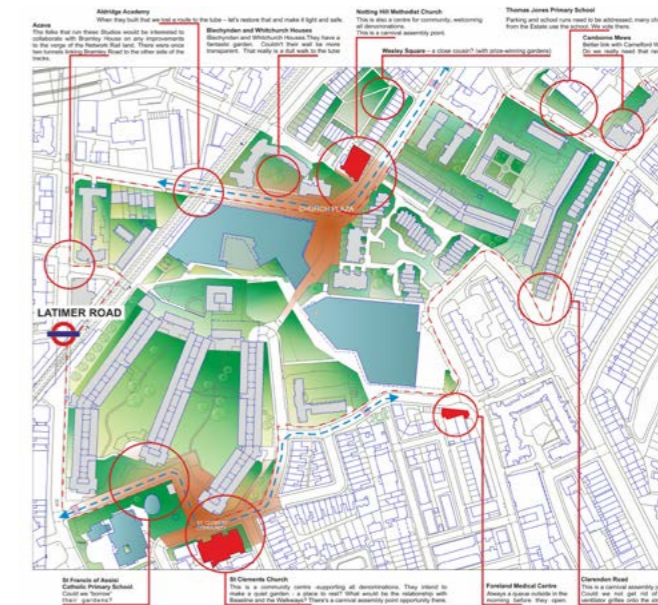


Fig 15: Early ideas - Whole Estate

Taking concepts from the Master Plan of 1968, this drawing overlays our ideas on what has actually been built - much of which was unplanned and random. It reproduces water pathways, routes and connections throughout Notting Dale.

The intention is to better marry the estate with its neighbouring streets, by opening up links with key communities and resources on the perimeter, and dissolving differences. It reproduces water pathways, routes and connections throughout Notting Dale.

This may be achieved by means of uniting the gardens visually, creating sensitive landscaping, forming clearer public/private realms, introducing radical cabling and maintaining safe sightlines.

What are your thoughts...

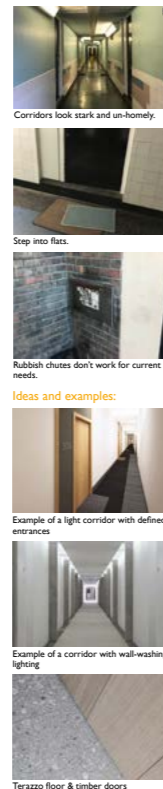
Camelford Walk, Lower Clarendon Walk, Clarendon Walk, Upper Clarendon Walk, Talbot Walk, Upper Talbot Walk

Your homes

Have your say...

- Do you think your home is light enough? Do you have enough opening windows? Some residents would like improved 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? Does it require refurbishing?
- 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 neighbour's 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 way their flats are laid out. Would you 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 block:



Early ideas

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 neutral, 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

New insulated brick skin

New glazed doors & balconies

New wintergardens

Extensions to ground floor homes

Design ideas for new insulated brick skin to the buildings

Example of winter garden spaces

Example of adding a new brick skin

How do you think the corridor spaces could be improved?

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

Examples of refurbishment and design ideas for flats, including floor plans and material palettes.

What are your thoughts...

Ideas and examples:



Camelford Walk, Lower Clarendon Walk, Clarendon Walk, Upper Clarendon Walk, Talbot Walk, Upper 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. Do you agree?
- 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.
- Do you think there is enough play space in the area? We were told by some residents the existing playgrounds are not well used, and the estate needs more places for young people.
- Some residents would like space for bicycle storage and more space for refuse storage, particularly for large items & recycling. 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 residents the basketball court is locked, should this be accessible to everyone? What other facilities should be introduced to the estate?

Photos of your block:



Early ideas

Clarendon Walk Proposed design ideas

Talbot Walk Proposed design ideas

Clarendon Walk & Camelford Walk Proposed design ideas

Proposed landscape plan

View from St. Marks Road

View from Dufford Street

Examples of good design:

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

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...

Morland House, Talbot Grove House

Your homes

Give us your opinion...

- Does your home here have a good view over a well-kept communal garden or courtyard?
- We were told by some residents that their water tanks were rusted & that their plumbing or electrical installations were badly in need of replacement. Is your home in a similar condition?
- Do you think that your home is in good repair, with sufficient light & ventilation?
- Is your flat warm in the winter & cool during the summer months? Would you like more local control over the heating in your flat?
- Do you think that you need to upgrade your kitchen or bathroom?
- Do you feel secure in your home? If you live on the ground floor does your flat feel overlooked or vulnerable from the street?
- We noticed that some homes had no private balcony or garden. Would you like an individual private external area of some kind?
- Do you like the layout of your home? Would an "open plan" living arrangement make your home feel more spacious?

Ideas and examples:



Photos of your home:



Early ideas

Typical Flat Layout

Open Plan Layout

Proposed private balcony to create more overlooking area shared communal gardens.

Proposed back garden with direct access onto shared communal gardens.

Would you like a kitchen or bathroom upgrade?

Opportunity for open plan living

Would an open plan make your home feel more spacious?

Would you like a private balcony or garden?

Example of a "bolt-on" balcony

Talbot Grove

Proposed sections

Where could we place a private balcony or garden?

Proposed sections

Existing front garden at Talbot Grove

Good example: Whitmore Estate

Key

- Vulnerable from facade without garden.
- Rear facade without access.
- Fencing or brick wall barrier.
- Main block entrance.
- Individual entry point to home.
- Locked entry point.
- Play area.
- Block communal garden or courtyard.
- Block communal landscaping.
- Controlled service road.
- Communal bin storage.
- Communal recycling bins.
- Bicycle storage.
- Predominant area only.
- Insecure area.
- Dog walking zone.

Constrains & Opportunities

What are your thoughts...



Morland House, Talbot Grove House

Your buildings

Give us your opinion...

- Some residents said there was insufficient space for bicycle storage and recycling bins. Do you agree?
- Some residents told us that they liked the "historical character" of their building. Do you agree?
- We were told by some residents that there were too many fences that impeded movement across the Estate. What do you think?
- Do you think that the communal gardens are under used? Are you able to use these areas easily? Would you like better access?
- We were told by a few residents that they would like to see some kind of communal facility near their block. What do you think?
- Do you like the refuse chutes & the bin storage areas next to the main entrance or would you prefer a centralised collection point further away from your building?
- We noticed that main entrances areas are difficult to find. Would you like a more clearly defined entrance with a sign?
- Some Moreland House residents liked their internal courtyard, but felt that its design & access made this area insecure. Do you agree?

Photos of your block:



Early ideas

Would you like a well lit communal garden?

Would you like a more secure area across the Estate due to the removal of fences & other barriers?

Would you like to see more accessibility across your estate?

Do you feel safe walking around the Estate? - Boundary Studies

New gardens & balconies at Moreland House.

Secure gateway to communal area

Example of a community room.

New lift & defined main entrance.

Key

- Low metal ceiling.
- Main block entrance.
- Individual entry point to home.
- Proposed access to rear garden.
- Locked entry point controlled by residents.
- Possibility for further controlled access points.
- Good views over communal space.
- Private garden.
- Possibility for new lift & main entrance.
- Secure entry gateway for Moreland House.
- Block communal garden or courtyard.
- Establish communal landscaping.
- Proposed shared surface.
- Play area.
- Communal bin storage.
- New communal recycling bin storage.
- Proposed bicycle storage area.
- Sign to courtyard strengthened with possible use as a building to house community multi-functional services & bicycle storage.
- Provide new secure gateway entry point from Moreland House internal courtyard.

Would you like a community facility near your home?

What are your thoughts...

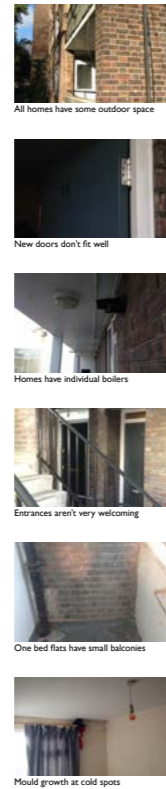


Treadgold House

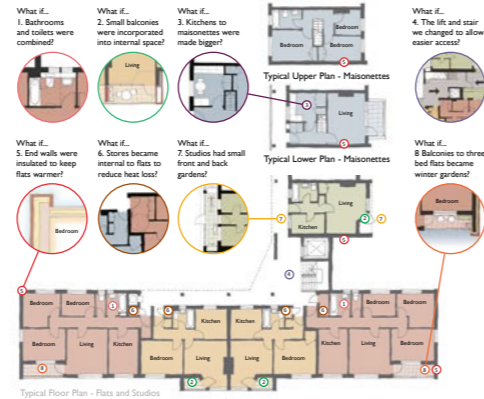
Have your say...

- Residents we met thought these homes were bright and sunny.
- Some residents have told us that the flats can be too cold or too hot. What is your home like in different times of the year?
- We've been told the rooms are a good size and are well laid out. How does your home work for you?
- Do you think your home is in a good state of repair? Is there anything that doesn't seem to work as it should?
- Replacement front doors and new windows fit poorly and are draughty.
- There is no private outdoor space for studios on ground floor.
- The balconies are very small, especially on the one bedroom flats. They are too small to sit out.
- There are damp patches inside some flats - some from leaks some from condensation.

Photos of your home:

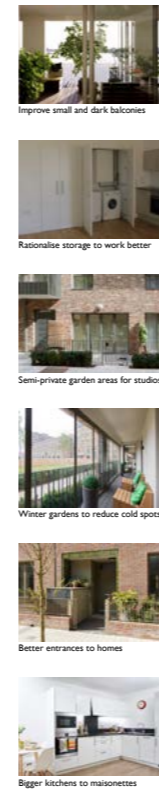


Early ideas



Your homes

Ideas and examples:



What are your thoughts...



Treadgold House

Have your say...

- "It's a close community - people look out for one another."
- People we spoke to said they like that Treadgold House is a small block. What do you think is good about your block?
- Residents told us they enjoy being able to talk to each other from the decks.
- Original signs are part of the building's history. Do you think they should be kept or is it time for a change?
- It doesn't feel secure - the entrance is hidden from view so you can't see who's coming and going. The gate is often broken.
- The lift is unreliable - it makes people nervous and they often avoid using it.
- Staining on the outside of the building including green panels and pigeon problem. It needs a clean.
- Outside space is not working well - no play area, tight parking and no bin storage make it hard to use.

Photos of your block:



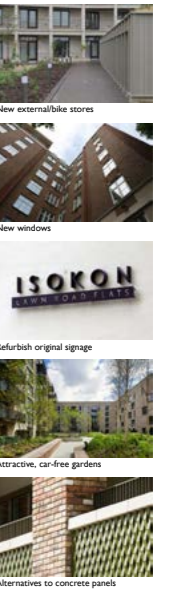
Early ideas



What are your thoughts...

Your buildings

Ideas and examples:



Camborne Mews

Camelford Court

Your homes and buildings

Have your say...

- Do you think your home is in a good state of repair? Is there anything that doesn't seem to work as it should?
- How do you feel about your back garden space? Do you use it regularly? If not then why not?
- A lot of residents have said that the entrance on St. Marks road is dark and there have been reports of antisocial behaviour, would you agree?
- Some residents have said that poor lighting and hidden entrances make the public path feel unsafe and uncomfortable, how do you feel?
- Who do you think should have access to the pedestrian street, only Camelford Court residents or the whole estate?
- How do you feel about the aesthetics of the pedestrian street? Some residents mentioned they would like to see resurfaced, drainage improved and improved lighting and planting introduced.
- Residents have mentioned very bad acoustics and creaking floors within the houses? Do you have this issue?
- The kitchen and bathrooms need redone. The water pressure is too low and so the showers do not work at all. There are bad plumbing issues and have caused the ceilings to break through. What is your experience?

Ideas and examples:



A typical back garden in use



Front Entrances



Ventilation wall blocks all the street.



Walkway constantly floods



Underpass promotes antisocial behavior



Steep narrow access. Designated area for large rubbish collection.

Early ideas



What do you think of making your street more private? We can resurface the street, introduce better lighting, and planting.



Examples of how your sunken back gardens could work.



How we can extend your homes whilst improving structural and maintenance issues.

What are your thoughts...

Camborne Mews

Your homes and buildings

Give us your opinion...

- Residents generally like their homes and their flat layouts. What are your thoughts?
- Some residents have said that they like the mews being private and secured from the street. What do you think?
- Do you enjoy using the communal planting and gardens?
- What are the conditions of your kitchens and bedrooms?
- Access is poor with no level or ramped access into the mews itself. Additionally there is a large step into the communal lifts. Within the flats there is a big step to get into your garden. This is unsuitable for wheelchair users of which there is one.
- Do you have any issues with your windows, and what are they?
- There are individual boilers in the living rooms of some apartments which are not enclosed and look untidy.
- Is there enough space for your refuse collection and recycling space?

Ideas and examples:



Typical living room



Planters protect views from the school



Well kept front gardens



Stepped entrances to flats



Exposed gas pipes



No level access into the Mews

Early ideas



How we could create more gardens and level entrances to your homes



How we could rearrange the car parking to create more gardens

What are your thoughts...

Verity Close

Have your say...

- Do you think that your home is in good repair with sufficient light and ventilation?
- Do you experience any noise issues with your neighbours?
- Is your home warm enough in summer and cool enough in winter? Are your electricity and heating bills reasonable?
- We have had cold that the shared gardens are well maintained. Do you make use of the garden?
- Do you think that you need to upgrade your kitchen or bathroom?
- A resident said that mould has appeared on his bedroom internal wall since the window upgrade and wall cavity insulation work. Do you have similar issues?
- We noticed that there is no secure cycle store and limited recycling facility. Would you like better provisions for these?
- Do you feel secure in your home?

Photos of your Close:



Traditional residential building type



Apartment block front entrance



Apartment block rear garden

Some existing conditions:



Block 2 communal stairwell



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

Early ideas

Aerial sketch view of Verity Close from north:



Ideas and examples:



Front threshold: more welcoming entrance



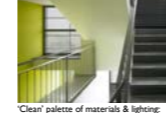
Rear patio door access to shared garden



PV solar panels on roof: reduce energy bills



Dormer window upgrade: more usable space



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

Some recent feedback from your neighbours...

- improve bathroom
- remodel kitchen layout
- add patio doors to shared garden
- provide individual metering
- spruce up common areas - new intercom, better lighting
- provide sprinklers
- improve refuse disposal provision
- more green and trees
- more options for meeting people

What are your thoughts...

Your homes and buildings

Verity Close

Give us your opinion...

- Is privacy from your immediate neighbours as important as privacy from passers-by?
- Bins and recycling are left out on the Close - should there be a central store instead?
- Would the Verity Close neighbours be happy to share a garden, in addition to their private garden?
- Verity Close has high garden walls, fences & closed doors. Do you think it could be more welcoming?
- The cluster of bins and bollards surrounded by hard surfaces is ok for parking. Is parking really the priority here?
- At Verity Close, we sense that the low density and generally quiet, tidy public areas makes this a pleasant place to live. Does it feel like a community to you?
- You have told us that the play area is like a prison. Who should have use of this courtyard area - the Verity Close community or the whole estate?
- It is not easy to find your way through the Close. Would lighting and clear sightlines help? Should it really be a shortcut?

Photos of your Close:



Front garden of 'cottages'



Rear garden with established planting



Quiet and tidy

Some existing conditions:



Road/hard surfaces dominate the Close



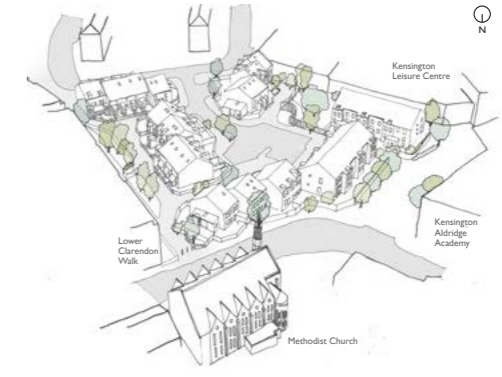
Play area tucked away and underused



Poor sightline from Dullford Street to Methodist Church

Early ideas

Aerial sketch view of Verity Close from north:



Ideas and examples:



A shared garden for all ages



A safe place to play freely



Kitchen gardening by residents



Good quality street lighting & paving



A green oasis as the heart of the Close

Proposal 1

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



Proposal 2

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



Proposal 3

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



What are your thoughts...

What are your thoughts...

Urban

Streets



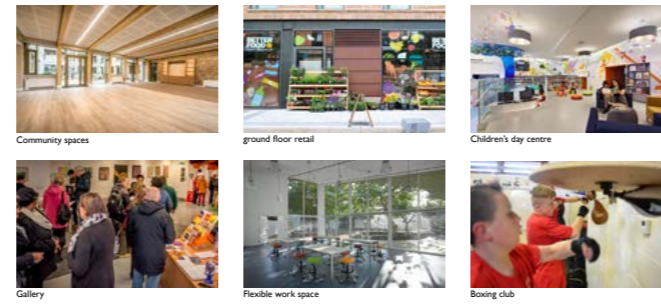
Wayfinding strategies

Miles Watson - local artist and resident

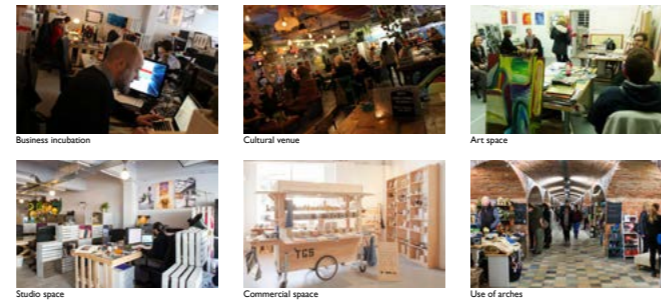


What are your thoughts...

Possible community, non-residential uses



Meanwhile uses



What are your thoughts...



Landscape strategy

Early ideas



Key landscape strategies:

- ① Walkway Courtyards
- ③ Clarendon Walk
- ⑤ Camelford Walk
- ⑦ Camelford Walk
- ② Whitchurch Road
- ④ Lower Clarendon Walk
- ⑥ Verity Close

What are your thoughts...

Open spaces



What are your thoughts...



What are your thoughts...



What are your thoughts...





Welcome

Refurbishing Lancaster West

About the refurbishment

Following the Grenfell Tower tragedy, there was clear recognition of the need to make real improvements around the estate and the need to have the residents lead the process. With that in mind, both local and central Government have committed funding to support an ambitious and resident-led refurbishment of the estate. Kensington and Chelsea Council is working in partnership with local residents to ensure these improvements reflect the needs of the community. They are supported by the Ministry of Housing, Communities and Local Government (MHCLG) to 'co-design' the renewal of the estate. This means that the Council will work with residents and be guided by them in designs for the refurbishment.

Lancaster West Ideas Day

A huge thanks to all of you who came along to the Ideas Day in January. More than 300 residents came to have their say and we really value all your views and comments.

Kensington and Chelsea Council is working in partnership with local residents to ensure these improvements reflect the needs of the community. They are supported by the Ministry of Housing, Communities and Local Government (MHCLG) to 'co-design' the renewal of the estate. This means that the Council will work with residents and be guided by them in designs for the refurbishment. Each block will have a Book of Ideas summarising concerns raised by residents, potential ideas for refurbishment and proposals for early projects. The book will serve as a starting point for detailed design work to start later in 2018.

The Team will be on hand to answer any questions you may have throughout the day. See 'The Team' board to find out who is in the team and their various roles.

What is happening today?

There are three sessions running today, but you don't need to attend each one! In addition to the drop-in exhibition there will be dedicated block focus sessions running throughout the day and a 'Question and Answer' session for young people to meet with the architects. Please ask a member of the team for a copy of the timetable for the focus sessions.

Session One - 11am - 12:30pm

- Drop-in exhibition: where you can meet the architects for your block and discuss any ideas or concerns for your home, block and Lancaster West Estate as a whole. The drop-in will continue throughout the day.
- Block focus sessions: dedicated 'Question and Answer' slots scheduled throughout the day for each block where residents will be introduced to the draft Book of Ideas for their block.

Session Two - 12:30pm - 2:30pm

- Lunch: Free food will be available throughout the day
- Drop-in exhibition
- Block focus sessions

Session Three - 2:30pm - 4pm

- Drop-in exhibition
- Block focus sessions



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.

Frequently Asked Questions

Questions and answers about the refurbishment of Lancaster West Estate

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. Alternatively, if you prefer please email the Lancaster West estate neighbourhood director 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,

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, Communities and Local Government (MHCLG). These principles were published on 1st March.

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.



Next steps

Refurbishing Lancaster West

How we have consulted

We have spoken to lots of residents at different events and in various ways. This has included Ideas Days, 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.

Residents were door-knocked twice before the first Ideas Day. We spoke to 268 residents on their doorstep and completed 147 surveys. A further 32 surveys were completed at events and by talking to residents at hotels and in temporary accommodation. Over 300 residents attended the first Ideas Day and more than 1,000 comments were gathered. This was followed by 10 block/cluster meetings where residents and architects discussed and further developed ideas for the refurbishment.

Next stage

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 / cluster groups and the proposed Resident Steering Group to develop viable, detailed and costed proposals. This process will also identify:

- If and how the proposals might impact service charges,
- How they might affect energy bills; and
- What the future maintenance costs might be

Emerging ideas will be tested through estate wide events, door-knocking, home visits and attendance at events to develop a consensus on the proposals to take forward. Where differences can't be reconciled this way, tests of opinion and ballots will be used to identify the way forward.

The following actions will also be undertaken.

Build a team

We will ensure that we have the right people in place for the long-term refurbishment programme. This will include:

- A professional project management, cost consultancy and programming team
- A multi-disciplinary professional consultancy team for engineering, architectural, landscape and building surveying services
- Contractors to carry out repairs, maintenance and refurbishment works
- A Construction Design Management (CDM) advisor for health and safety risk assessments

Immediate repairs and maintenance

To address immediate repairs and maintenance issues, we will:

- Appoint an interim electrical, heating and plumbing engineer to review heating and ventilation services by block
- Make interim appointments to lead and implement the carrying out of essential and immediate works and services
- Appoint interim contracting services for repairs and maintenance

Obtain further information

To support the improvements and refurbishment programme, we will:

- Continue to carry out surveys and gather information
- Assess legal constraints, land ownership, adoption of roads, freehold/leasehold and commercial leases



Future management

Future Housing Management Arrangements

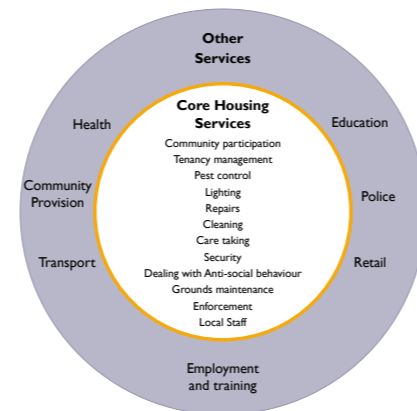
Alongside the development of detailed proposals, the Residents' Association will be looking at both current and future housing management.

The Residents' Association will set up a joint Neighbourhood Management Group with the local staff team to:

- Monitor and improve local housing management performance;
- Develop a local repairs service and local lettings policy;
- Develop local training and employment opportunities; and
- Explore how other local services and facilities can be improved to benefit residents.

They will also be exploring options for the future. A programme is currently being developed to look at different management options and this will include block/cluster meetings, estate wide events, study visits, and invited speakers.

Estate based management



Future Management Models

Here are some models for housing that residents might like to consider for the future.

Community Land Trusts

Community Land Trusts are community-led organisations managing and developing housing. A key feature of the Community Land Trusts is their commitment to making housing genuinely affordable for local people, now and in the future. Walerton and Elgin Community Housing is a local example of a Community Land Trust where residents both own and manage their housing and have full control over all the services delivered.

www.communitylandtrusts.org.uk/what-is-a-clt
wech.co.uk

Resident Management Boards

Council tenants have the Right to Manage and can enter into a Management Agreement with their council to deliver a range of services, including tenancy management, repairs, cleaning, caretaking, and grounds maintenance. Leathermarket Joint Management Board (JMB) is a resident-led organisation in Southwark. Its Board of Resident Directors manage the housing service, employ staff, manage a programme of improvements and build new housing in their area.

www.leathermarketjmb.org.uk

Residents' Panels

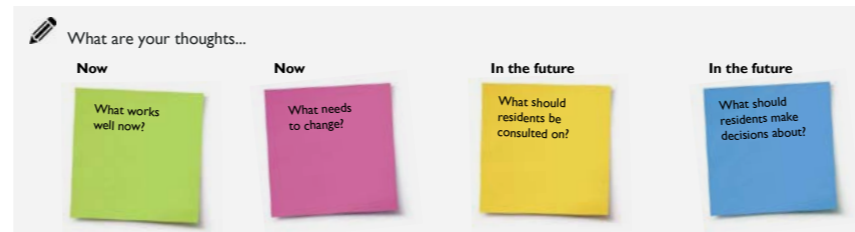
A residents' panel offers residents an opportunity to meet regularly with housing staff, monitor housing services. Residents ensure that the services are delivered effectively and meet local needs. It is not decision-making but can make recommendations for improving housing services.

www.islington.gov.uk/housing/housing-offices-and-community-centres/council-tenant-and-homeowner-involvement/tenants-and-residents-panels

Local Management Agreements

Residents may choose to manage one or two services locally. They receive a budget and can decide how they wish to deliver the service. They may choose to employ staff, enter into a contract or deliver using volunteers. A number of residents' associations in Westminster have chosen to develop local management agreements.

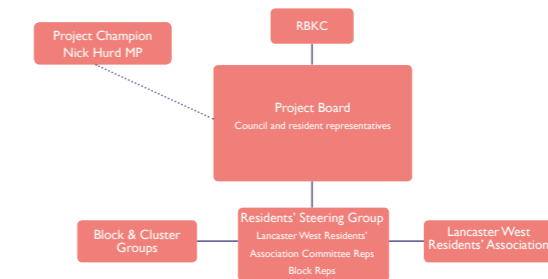
www.cwh.org.uk/your-community/get-involved/local-management-agreements



Decision making

How will decisions be made about the refurbishment?

Residents will be involved at each stage of the refurbishment, and at all levels: from block meetings to the Project Board. Once ideas have been tested for feasibility and costed, residents will decide on the proposals to be taken forward. This will be by consensus where this can be achieved, and through tests of opinion and ballots where it cannot.



Lancaster West Estate Refurbishment Governance Structure

The Project Board

- The role of the Project Board is to:
- Develop and manage the project programme in collaboration with residents
 - Ensure the programme is delivered to time and budget
 - Ensure that the programme is resident-led
 - Secure funding
 - Oversee the work of contractors and consultants
 - Identify and manage risks

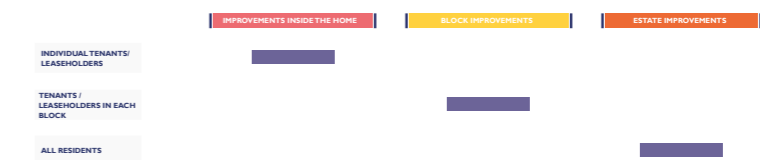
The Resident Steering Group

- The role of the Resident Steering Group is to:
- Ensure that there is a resident led approach to the planning and delivery of the refurbishment programme
 - Provide an independent check, scrutiny and if required, challenge to the delivery of the refurbishment programme
 - Represent the wider resident community and ensure that residents can engage effectively in the refurbishment programme

Decision making process



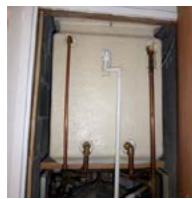
Who decides what?



Early projects

Refurbishing Lancaster West

You have told us about a number of urgent estate wide jobs. The team is working hard to fix these as soon as we can. Some of them will need more investigation and consultation. This is what we are doing:



1. Investigating heating and ventilation options

We have appointed a heating expert to advise us on options for improving the heating and ventilation across the estate (see Energy and sustainability board). Alongside this, plans are in progress to carry out energy audit of individual homes. We will be working with the residents groups to discuss how we do this.



2. Community safety

With residents we are looking at community safety across the estate and installing CCTV and improving lighting where necessary. We will be carrying out repairs to existing door entry systems including replacing them if necessary to ensure that residents are able to identify visitors.



3. Surveys (incl. structure, services, drains, water and sewage)

Before we start large scale refurbishments we will have to make sure that:

- > The blocks are structurally sound
- > We look into the current conditions of drains and sewage
- > Examine how well your homes are supplied with gas, electricity and water
- > We look at ways in which we can improve the insulation of your home
- > We have established if there is asbestos and where it is

By investigating empty properties, we can also establish how best to adapt and improve them as part of the refurbishment works. This work will start within 3 months.



4. Improvements to waste and recycling

We will be improving rubbish collection throughout the estate and particularly putting back into use the rubbish chutes in the covered walkways. Before doing this, we will have to make sure that existing rubbish bins at the bottom of chutes are fire safe.



5. Improved signage

The current signage needs to be updated to make it more helpful and attractive. We are working with residents groups to discuss how to do this.



6. A new lettings policy to meet local needs

We are aware that many residents are living in properties that are either overcrowded or too large for them. We will therefore, be introducing a local lettings policy to give you a better and clearer opportunity to move within the estate, based on your needs.

What are your thoughts...

You have also told us about some additional urgent work needed in each block. This includes:

- > Investigating problems with doors in the communal areas of Camelford Walk, Upper Camelford Walk, Clarendon Walk, Upper Clarendon Walk, Upper and Lower Talbot Walk.
- > Clearing out the block guttering in Verity Close, Morland House and Talbot Grove House to prevent further flooding.
- > Working with residents to replace temporary front doors with high quality fire doors in Treadgold House.
- > Investigating and fixing leaks within Camelford Court properties.
- > Exploring options for fixing roof lights and improving balcony security and weatherproofing in the Walkways.
- > Investigating and resolving pest control issues.

We will use our newsletter to report on progress with all of these urgent works.



Fire safety

Refurbishing Lancaster West

Following the Grenfell tragedy, the Council knows it needs to rebuild residents' trust in its approach to fire safety.

1 Refurbishment plans

Any refurbishment plans will aim to meet the highest standards of fire safety and meet the requirements of London Fire Brigade. The work will reflect the needs of all residents

4 Urgent works

Some urgent works have already been identified, these are in the process of being completed including installing new fire doors and fire safety curtains. This work is also scheduled to be finished by May 2018 as we work with residents to find the best times to access their properties.

2 Fire Risk Assessments

Currently a new programme of Fire Risk Assessments (FRA) is being undertaken for all blocks, updating the existing FRAs. Fire Risk Assessments (FRAs) are a routine process that checks the fire safety of buildings and analyses their fire risks.

5 Fire wardens

Where necessary interim measures have been put in place. For example, fire wardens are patrolling the covered Walkways until the ongoing fire safety work is completed.

3 Fire Risk Assessments

The work around the FRAs will be completed and published by May 2018. When this work is completed the information will be shared with residents alongside plans to solve any issues identified.

6 Responding to your concerns

We will investigate any concerns raised today or if they were raised in the recent block meetings.

What are your thoughts...





Exhibition Boards: Ideas Day - March 2018

Learning from history

Have your say...

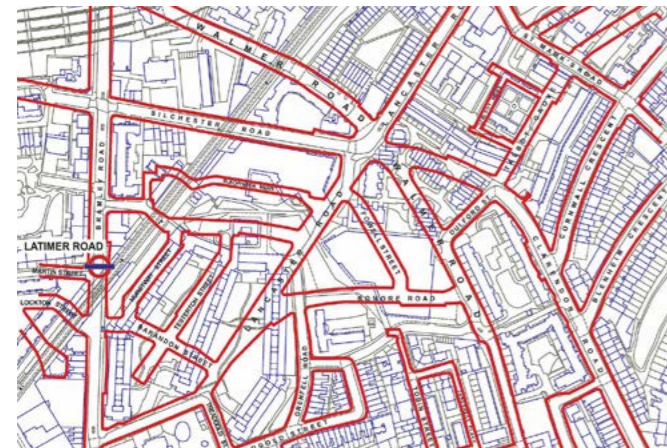
Mansion Blocks - do you like living in them? What would you like to see changed or improved?

Are the privateer walls a problem? Do they make you feel safe or provide places for people to hide behind?

Would you like more or less shared garden space? Would more shared gardens or community spaces perhaps?

Do you own a car? Would you want a parking space or prefer to use existing parking areas for other uses, gardens or community spaces perhaps?

The 1910 map overlaid onto a map of the current area. What did your home used to be like?



Your neighbourhood

How the area has developed over time

1900 Victorian Streets



Fig 01: 1910 Map showing Baradon Street

Baradon is a narrow street in the middle of the area. It was a typical Victorian street. The houses were built on both sides of the street. The street was very narrow and the houses were very close together. The houses were built in the 19th century and were made of brick. The houses were built on a hillside and the street was very steep. The houses were built on a hillside and the street was very steep. The houses were built on a hillside and the street was very steep.



Fig 02: Lancaster Circus



1931 to 1960 Mansion Blocks Morland House 1931; Talbot Grove House 1932; Bramley House 1935

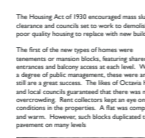


Fig 03: Morland House



Fig 04: Bramley House Plan

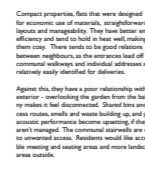


Fig 05: Talbot Walk



1960s and 70s. The Big Plan Grenfell, The Walkways, Talbot House, Carniford Court and Walk and The Clarendon Walks and The Talbot Walks



Fig 06: Winky Close

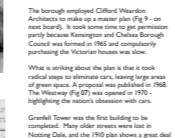


Fig 07: The Westway



Fig 08: The Walkways Gardens

Late 70s and 1980s Pitched roofs return Winky Close 1979; Craybourne Mews 1980



Fig 09: Original Masterplan for the estate 1968

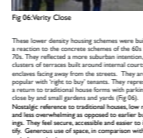


Fig 10: Talbot Walk



Fig 11: Talbot Walk



Fig 12: Talbot Walk



Learning from history

The 1960s vision for the estate

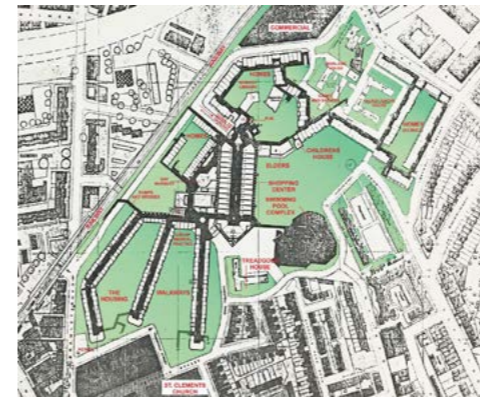


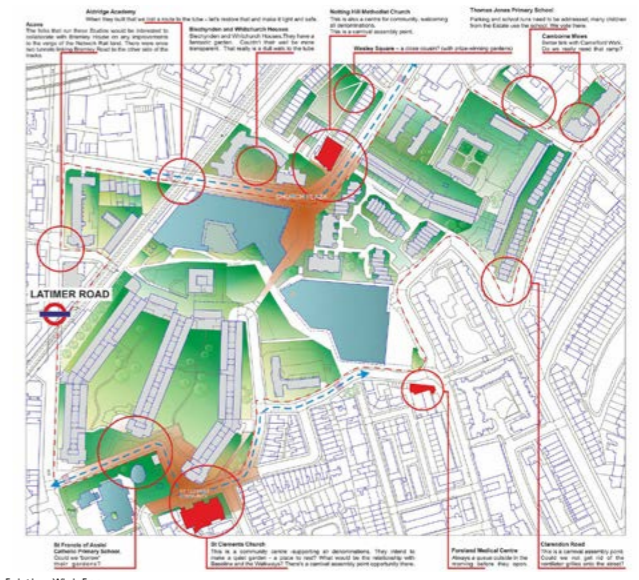
Fig 9: Original Masterplan for the estate 1968

What has changed?



Your neighbourhood

Early ideas



Early ideas - Whole Estate
Taking concepts from the Master Plan of 1968, this drawing overlays our ideas on what has actually been built - much of which was unplanned and random. It reintroduces earlier pathways, routes and connections throughout Nesting Dale.

The intention is to better marry the estate with its neighbouring streets. By opening up links with key communities and resources on the perimeter, and dissolving differences. This may be achieved by means of uniting the gardens visually, creating sensitive landscaping, forming clearer public-private realms, introducing radical traffic calming and maintaining safe sightlines.

What are your thoughts...





Exhibition Boards: Ideas Day - March 2018

Lower Clarendon Walk, Clarendon Walk, Upper Clarendon Walk

Early ideas

Your Homes

1 Design ideas for the corridors
How do you think the corridor spaces could be improved?

3 Lower Clarendon Walk & Clarendon Walk
Typical 2 bedroom homes & wider flat - Options for reconfiguring your home. Would you like additional living space?

4 Upper Clarendon Walk
Typical 2 bedroom re-arrangement - Options for reconfiguring your home. Would you like external balconies? These would provide additional floor space.

4 Clarendon Walk
Typical 2 bedroom re-arrangement - Options for reconfiguring your home. Would you like external balconies? These would provide additional floor space.

8 Clarendon Walk
Typical 2 bedroom flat - Options for reconfiguring your home. Would you like an entrance from the street through a front door? Would you like a private external space?

Your Buildings

Examples of good design:
Example of adding a new insulated brick skin.
Example of glass doors onto new balconies.
Example of timber front doors.
Example of refurbished flat.
Example of material palette.

Clarendon Walk Early design ideas
Would you like well defined, straight & green pedestrian routes through the estate?
Would you like private front gardens and front doors for ground floor homes?
Early ideas to add an insulated brick skin to the building, as well as new glass doors & projecting balconies.
Could unused green space (could be utilised by the Early Years Provision).
The route between Lancaster Road & Clarendon Road could be improved to make the path feel more safe.

Clarendon Walk Early design ideas
Would you like the ramps to be removed & the basement to be used for the community (for the Early Years Provision (step-in centre, nursery)?
Would you like private front gardens and front doors for ground floor homes?
Possible private front gardens and front doors changed to this side.

Possible Landscaping Option 1
7 8
Private front gardens and front doors on St Mark's Road.
Well-defined pedestrian routes, with private gardens and communal green spaces.
Demarcation of routes?

Possible Landscaping Option 2
6
Private front gardens and front doors on St Mark's Road.
Possible an asphalted pedestrian route between Varsity Close & Lower Clarendon Walk.
Demarcation of routes?

Possible view from Dufford Street
2 4 6
Community spaces on ground floor?
Enclosed staircases & lift.
Possible private front gardens and front doors changed to this side.

What are your thoughts...

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?

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 think your home is in good repair? Does it require redecorating?

What are your thoughts...

Some residents told us the signage is confusing and it is hard for visitors to find the right entrance. Do you agree?

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

Are the communal gardens well used? Do you think access to the gardens could be improved?

Lower Clarendon Walk, Clarendon Walk, Upper Clarendon Walk

Summary of findings

Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate. Ideas for possible works to address these issues are included to the right.

Photos of your buildings and homes

Consistent neglect of management and 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.

Safety and security concerns that the doors in the communal areas are not secure.

Leak, damp, moulds and condensations.

Anti-social behaviour in the central staircase, and around the ramps.

Flooding badly maintained, and creaking.

Rubbish: small rubbish chutes, with no space for disposal of larger items or recycling.

Confusing signage and issues with the post code.

Bathrooms and kitchens in need of upgrading poor ventilation to kitchens and bathrooms.

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.

1 refers to illustrations on the neighbouring Early Ideas board.

Ideas	Your feedback
1 Refurbishing the communal areas	Supported by residents we met. Residents do not like the existing site.
2 Create new, secure & clearly identifiable main entrances for each block including lifts and enclosed staircases	Support for the introduction of a lift and enclosed staircases. Mixed views on removing the ramps. Any new lifts must be well maintained and residents will need access to more than one lift.
3 Providing an insulated brick skin to the building, with new double glazed windows throughout	General agreement this would be a good solution. Some concern raised as to the level of disruption to residents.
4 Providing external balconies: incorporating existing balcony into the flat to provide additional living space	Residents generally support the idea, and would like the additional living space. Residents in Lower Clarendon are concerned that balconies will project over their gardens.
5 Providing new heating and ventilation system: utilising renewable energy	Supported by the residents we met. Strong local control over heating is a priority.
6 Better utilising the basement space: options for Early Years Provision use	Idea generally supported by residents.
7 Make the communal courtyard & gardens more accessible to residents.	Residents generally agreed, and would like the gardens to be for resident use only.
8 Providing front gardens to residents at the south end of Clarendon Walk.	Some concerns were raised that the private front gardens could take away communal green space, and may not be as well maintained. Alternatively Early Years Provision could benefit from this space.

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 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.

- Community safety improvements through; additional and better 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, heating, plumbing and water pressure.
- Introduce a local lettings policy to meet local needs.
- Secure bike storage, and improved play spaces could be provided.
- Improvements to nursery facilities, and options for future location.

Suggested Pilot Schemes
Various localised works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.

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.
- Postcode issues in Clarendon Walk to be resolved.
- Improve door security: doors in communal areas are easily jammed open.
- Improve balcony security and add awnings where appropriate (Upper Clarendon Walk).

Morland House, Talbot Grove House

Your Homes

1 Would an open plan make your home feel more spacious?

2 Would you like a private balcony or garden?

Example of a "bolt-on" balcony

Where could we place a private balcony or garden?

Proposed sections

Existing front garden at Talbot Grove

Good example: Whitmore Estate

Key

- Vulnerable from facade without garden
- Rear facade without access
- Fencing or brick wall barrier
- Main block entrance
- Individual entry point to home
- Locked entry point
- Play area
- Block communal garden or courtyard
- Secure communal landscaping
- Controlled service road
- Communal bin storage
- Communal recycling bin
- Inaccessible area
- Bicycle storage
- Pedestrian area only
- Insurance area
- Dog walking area

What are your thoughts...

Do you like the layouts of your home? Do they feel cramped? Would an "open plan" living arrangement make your home feel more spacious?

We noticed that some homes had no private balcony or garden. Would you like your own private external area of some kind?

Early ideas

Your Buildings

Examples of good design:

Storage areas for bicycles

What could a community pavilion look like?

An example of a community room

7 Could we remove the barriers to shared areas?

8 Would you like to see more accessibility across your estate?

9 Do you feel safe walking around the Estate? - Boundary Studies

10 Would you like a community facility near your home?

11 New lift and defined main entrance

12 Secure gateway to communal area

13 Help to extend strength with possible one store building to house community multi-functional services & bicycle storage

Key

- Low metal bridge
- Main block entrance
- Individual entry point to home
- Proposed access to rear garden
- Locked entry point controlled by residents
- Possibility for further controlled access points
- Good views over communal area
- Private gardens
- Possibility for rear lift & main entrance
- Secure entry gateway for Morland House
- Proposed Community Pavilion
- Block communal garden or courtyard
- Secure communal landscaping
- Play area
- Proposed shared surface
- Proposed new secure general entry garden with shared rear communal courtyard
- Communal bin storage
- Rear communal recycling bin storage
- Proposed bicycle storage area

What are your thoughts...

We were told by a few residents that they would like to see some kind of communal facility near their block. What do you think?

Do you like the refuse chutes & the bin storage areas next to the main entrance or would you prefer a centralised collection point further away from your building?

Morland House, Talbot Grove House

Summary of findings

Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate. Ideas for possible works to address these issues are included to the right.

Photos of your buildings and homes

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.

1 refers to illustrations on the neighbouring Early Ideas board.

Ideas	Your feedback
1 Develop flexible "open plan" layout options to increase the feeling of spaciousness inside your homes.	Generally supported. We need to be agreed on a home by home basis. A pilot home would be helpful to see how this could be done.
2 Create a private balcony, roof terrace or patio for each dwelling.	Very popular with most residents of both blocks.
3 Make the communal exterior courtyards and gardens more accessible to residents.	Generally supported. Morland House residents would be interested in being involved with the design.
4 Create new, secure and clearly identifiable main entrances for each block.	Strongly supported by the majority of residents of both blocks.
5 Install lifts to existing blocks to improve the accessibility for disabled or elderly residents and to facilitate deliveries.	Generally supported but issues of noise, blocking light raised by residents.
6 Safer access to Morland House's internal courtyard by re-landscaping and creating a better and safer entry from the street.	Strongly supported by residents of Morland House.
7 Remove barriers and fencing where possible to improve connectivity across the estate.	This was generally supported by residents living on the ground floor of both blocks.
8 Create a small community pavilion to serve the east of Lancaster West Estate.	Enthusiastically supported by Talbot Grove House residents, but some concerns raised over noise and management.

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 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.

- Community safety improvements through additional and better 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, heating, plumbing and water pressure.
- Introduce a local lettings policy to meet local needs.
- Secure bike storage, and improved play spaces could be provided.
- Improvements to nursery facilities, and options for future location.

Suggested Pilot Schemes

Various localised works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.

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.

- Blocked guttering to be repaired to prevent further internal flooding.
- A community building could be created along the edge of Talbot Grove courtyard.
- Security to Morland House could be made better by remodeling the internal court and improving visibility.

Treadgold House

Early ideas

Your Homes

What if... 1. Bathrooms and toilets were combined?

What if... 2. Small balconies were incorporated into internal space?

What if... 3. Kitchens to maisonettes were made bigger?

What if... 4. The lift and stair we changed to allow easier access?

What if... 5. Balconies to three bed flats became winter gardens?

What if... 6. Stores became internal to flats to reduce heat loss?

What if... 7. Studios had small front and back gardens?

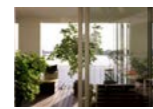
What if... 8. End walls were insulated to keep flats warmer?

Typical Upper Plan - Maisonettes

Typical Lower Plan - Maisonettes

Typical Floor Plan - Flats and Studios

Examples of good design:



Your Buildings

Road layout 1963

1 Current garden and parking layout

What if... A new pedestrian gate was added on Burnore Road and ground floor flats had small gardens?

Road layout today

What if... A new pedestrian entrance was added from the north and cars were moved away from homes?

What if... Parking, gardens and a play area each had a defined space?

4 Create a friendly welcome, addressing storage issues and improving the communal gardens

5 Refurbish original signage

6 Alternatives to concrete panels

8 Alternatives to concrete panels

What are your thoughts...

There are damp patches inside some flats - some from leaks some from condensation. Do you have these issues?

Some residents have told us that the flats can be too cold or too hot. What is your home like at different times of the year?

People we spoke to said they like that Treadgold House is a small block. What do you think is good about your block?

Some residents would like more space for refuse storage, parking and play areas. Do you agree?

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

Residents told us they enjoy being able to talk to each other from the decks. How could we improve the sense of community?



Treadgold House

Summary of findings

Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate. Ideas for possible works to address these issues are included to the right.

Photos of your buildings and homes

Compromised security and access with broken gates, inadequate lighting and limited overlooking.

The building and its entrances are hard to find.

Balconies are small and of limited use.

Regularly broken and noisy lift causing access issues for residents and general inconvenience.

Condensation and mould in homes caused by current thermal performance.

Roosting pigeons are leaving the use of balconies and causing mess on the building.

Underperforming external space. Issues with parking, storage and play.

Concerns about the general lack of maintenance.

Home layouts do not reflect current patterns of living.

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. 1 refers to illustrations on the neighbouring Early Ideas board.

Ideas	Your feedback
1 Reconfigured access and entrances for better safety.	There is strong support for this and it is a resident priority.
2 New lift and secure doors to improve circulation.	There is over-whelming support for this. This is a resident priority.
3 New insulation and ventilation strategy to improve the temperature and air quality in homes.	There is overwhelming support for this and residents are interested in exploring this further.
4 A more usable external space with new entrances, rationalised parking, improved storage lockers, bin storage and an improved garden and playspace.	There is overwhelming support for this. Play equipment to suit age of children in block should be explored.
5 New building perimeter with recognisable gates and signage.	There is strong support for this, there should be clear and recognizable signage.
6 A lighting strategy for the building and outside space.	There is strong support for this as it is a priority.
7 Options for homes that maximise available space with a focus on kitchens and bathrooms and usable balcony or garden space.	There is strong support for this and early options have been discussed for each type of home.
8 Ensure that designs will stand the test of time, age well and consider future maintenance.	There is overwhelming support for this. This is a resident priority - the same mistakes should not happen again.

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 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.
- Community safety improvements through; additional and better 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, heating, plumbing and water pressure.
 - Introduce a local lettings policy to meet local needs.
 - Secure bike storage, and improved play spaces could be provided.
 - Improvements to nursery facilities, and options for future location.

Suggested Pilot Schemes

- Various localised works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.
- 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.
- Replacement of temporary front doors and repair broken kerbs by entrance.
 - Pigeon management and deterrents.
 - Potential temporary playground.
 - Explore possibility of additional toilet in three bedroom maisonettes.





Camelford Court & Camborne Mews

Early ideas

Camelford Court



What do you think of making your street more private? We can resurface the street, introduce better lighting, and planting.



Examples of how your sunken back gardens could work.



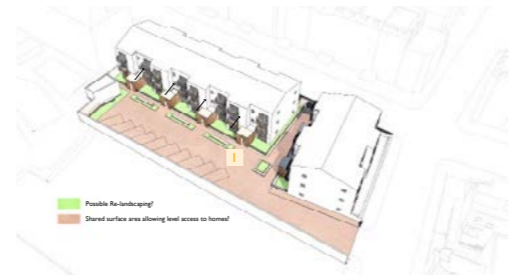
How we can extend your homes whilst improving structural and maintenance issues.

What are your thoughts...

Who do you think should have access to the pedestrian street, only Camelford Court residents or the whole estate?

A lot of residents have said that the entrance on St. Marks road is dark and there have been reports of antisocial behavior, would you agree? How could we stop it?

Camborne Mews



We could create more gardens and level entrances to your homes



We could re-arrange the car parking to create more gardens

What are your thoughts...

What are the conditions of your kitchens and bathrooms? Would you like them improved?

Is there enough space for your refuse collection and recycling space?

Examples of good design:



Shared surface with level access to homes



Camelford Court & Camborne Mews

Summary of findings

Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate. Ideas for possible works to address these issues are included to the right.

Photos of your buildings and homes



- There is no level access into the homes from the street.
- The entrances to the pedestrian street are badly designed and feel unsafe.
- Exposed boilers sit in the living room and are loud and unsightly.
- Poor ventilation has led to recurring mold.
- The quality of the windows is poor and there is regular condensation.
- There could be more communal facilities in the area, including children's facilities within proximity of the block.
- The homes require redecorating, this includes new kitchens, bathrooms and repainting.
- There are problems with pest control.
- The walkway is constantly flooding due to poor drainage.
- The acoustics within homes are poor with constantly creaking floorboards.
- The pedestrian route requires attention in terms of resurfacing, landscaping and lighting.
- Water pressure and internal leaks are a major concern.

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.

1 refers to illustrations on the neighbouring Early ideas board.

Ideas	Your feedback
1 Create level access to all apartments in Camborne Mews.	There are wheelchair users which have become reliant on help to leave their homes. This is a welcomed suggestion.
2 Improve ventilation in homes and upgrade all windows.	This is a priority maintenance requirement.
3 Addition of balconies to top floors in Camborne Mews.	This was well received by residents who have become house bound.
4 Redesign the entrances to Camelford Court to be more open and visible to the street.	Residents generally identified the entrances as an important issue, and a number expressed the idea of changing them to allow direct access from the street.
5 Improve pedestrian street with landscaping and benches for neighbours. Resurfacing of the street to soften the landscape whilst addressing drainage failures and flooding.	Drainage is a high issue and the walkway needs to be resurfaced.
6 There should be a full internal refurbishment to deal with issues raised by residents. This can include sound insulation within the homes and structural works can be carried out to address noise issues.	Residents showed strong support for internal refurbishment of their homes.
7 Plumbing needs to be fixed or upgraded.	This is a priority maintenance requirement.
8 Threshold spaces can be designed in front of the bedroom windows of Camelford Walk to allow privacy.	A number of residents felt this would be a good idea, and raised improving security generally around their block as a key concern.

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 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.
- Community safety improvements through; additional and better 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, heating, plumbing and water pressure.
 - Introduce a local lettings policy to meet local needs.
 - Secure bike storage, and improved play spaces could be provided.
 - Improvements to nursery facilities, and options for future location.

Suggested Pilot Schemes

- Various localised works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.
- 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.
- Temporary ramps at Camborne Mews into the communal spaces providing access until the refurbishment works begin.
 - Resolving occupancy issues with an estate wide social audit. In the case of Camborne Mews this should focus on potential accessibility issues.
 - Addressing leaks within the properties at Camelford Court.
 - Providing communal facilities for children within close proximity of Camelford Court.





Verity Close

Your Homes and Buildings

Aerial sketch view of Verity Close from north:



Examples of good design:



Your Close

Aerial sketch view of Verity Close from north:



Examples of good design:



Proposal 1: Consider reducing road and hard surface areas to improve landscape of the Close.

Proposal 2: Consider swapping play area with car parking to create central shared garden, reinforce Clarendon Walk link from Dufford Street to Methodist Church.



What are your thoughts...

- A resident said that mould has appeared on his bedroom internal wall since the window upgrade and wall cavity insulation works. Do you have similar issues?
- Is your home warm enough in winter and cool enough in winter? Are your electricity and heating bills reasonable?

What are your thoughts...

- It is not easy to find your way through the Close. Would lighting and clear sightlines help? Should it really be a short cut?
- At Verity Close, we sense that the low density and generally quiet public areas makes this a pleasant place to live. Does it feel like a community to you?

Early ideas

Verity Close

Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate. Ideas for possible works to address these issues are included to the right.

Photos of your buildings and homes

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.

1 refers to illustrations on the neighbouring Early Ideas board.

Ideas	Your feedback
1 Create private threshold space to improve ground floor security and privacy.	Residents were receptive to this idea, including wanting to raise the height of their rear garden walls.
2 Reconfigure window openings to provide ground floor patio doors (to access communal garden) and private/juliette balcony on upper floors.	Residents of the flats were very enthusiastic about the prospect of patio doors and balconies improving access to outside.
3 Upgrade roof with photo-voltaic panels/tiles to improve insulation and help reduce energy bills.	The response to this was generally positive, to help make homes warmer and more energy efficient.
4 Upgrade block communal stair and entrance areas to make them more welcoming.	Residents were very keen for this work to take place as it is long overdue.
5 Create a green central space with clear boundaries, defined routes, improved recycling and cycle storage provision.	Residents were very interested in the idea of a central green space in the main focus of the Close but expressed some concerns about potential issues.
6 Improve lighting for safety and wayfinding.	Residents approved of this idea, they were very keen on measures to reduce anti-social behaviour in and around the Close.
7 Improve access/use of the block's communal gardens.	Residents currently without keys would like equal access to the gardens.
8 Re-landscape Clarendon Walk passage to prioritise pedestrian safety, taking into consideration the needs of residents of the Close, Clarendon Walk and Nursery.	As the passage is a hotspot for anti-social behaviour, residents were very supportive of this idea.

Summary of findings

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:

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 - Secure bike storage, and improved play spaces could be provided.
 - Improvements to nursery facilities, and options for future location.

Suggested Pilot Schemes

- Various localised works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.
- Works to your block or home**
These are possible projects specific to your home or block that could start before the main refurbishment work begins.
- Improve communal bin stores - make lockable to prevent misuse, provide for garden refuse, etc.
 - Ensure residents of the blocks have key access to their respective communal gardens.
 - Clean roof gutters.
 - Improve car parking management.



The Walkways (Barandon Walk, Hurstway Walk, Testerton Walk)

Early ideas

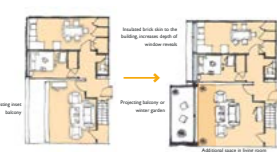
Bigger Homes

Growing Inwards



4 Proposed Walkways Section
Ground floor and first floor flats growing in to provide additional floor space. Additional space provided at the back of the flats can be used for storage or additional bathrooms if required.

Growing Outwards

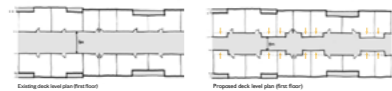


4 More usable space could be created within homes by extending balcony areas

Growing Downwards



6 Proposed Walkways Section
Basement could be utilised for basement flats.



4 Existing homes could be extended inwards into the existing circulation spaces to create more storage or space to store bikes.



3 Existing homes could be extended outwards by adding balconies or creating new wintergardens on the outside of the buildings.



6 Existing homes could be extended down to basement level and new lightwells formed to bring in light and ventilation

Improving Access

7 Use of the Garden Spaces



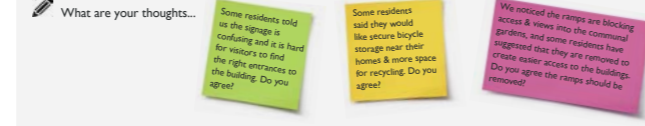
2 Communal Entrances
The use of the courtyard spaces between buildings and how the buildings are accessed could be improved. Courtyards could be for use by residents only or open for all to use. Courtyards could be made easier to access by removing existing ramps and moving stair entrances to courtyard level.



7 Private Entrances
New steps could be added to lower flats to link them to garden level. These could be new front entrances or access to new private gardens for flats formed within the courtyard.



7 Existing separation of flats from the courtyard



7 Existing ramped entrances within courtyards

What are your thoughts...

- Is your flat warm enough in the winter & cool enough during the summer months? Would you like more local control over the heating in your flat?
- How are the courtyards in your flat? Can you hear noise from the walkway or your neighbours?
- Is your home in good repair? Do you think that you need to upgrade your kitchen or bathroom? Some residents we met would like high pressure showers & more storage space in their kitchens.

What are your thoughts...

- Some residents said the signage is confusing and it is hard for visitors to find the right entrances to the building. Do you agree?
- Some residents said they would like secure bicycle storage near their homes & more space for recycling. Do you agree?
- We noticed the ramps are blocking access & views into the communal gardens, and some residents have suggested that they are removed to create easier access to the buildings. Do you agree the ramps should be removed?

The Walkways (Barandon Walk, Hurstway Walk, Testerton Walk)

Early ideas

Improving Circulation Spaces

1 Existing Circulation Spaces



1 Existing cluttered rooflights could be replaced with a floor structure for more light and to address existing leaks



2 Dark brick work painted or covered with glass brick would increase reflected light from lightwells



3 Lightings could help to make the space less gloomy and more inviting. Light fittings should be discreet and not institutional



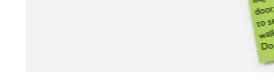
4 A neutral unified colour would help ratings to become less prominent



5 Light and neutral wall colour could help keep the space bright. The cluster of surface mounted cables and pipes should be addressed



6 There are opportunities for residents to personalise their entrances and make more communal use of the walkways



7 A unified floor finish would keep the space feeling open and generous and look less cluttered. Bulbosa and other obstructions could be cleared away

Changes could be made to improve existing circulation spaces without the need to change individual homes.

2 The Route to Your Home



2 Bigger changes could also be considered to break up the existing circulation so that smaller numbers of homes share circulation space.



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2 Bigger changes could also be considered to break up the existing circulation so that smaller numbers of homes share circulation space.

What are your thoughts...

Some residents have said they would like a choice of front door, and would like to see the inside of the walkways redecorated. Do you agree?

Some residents would like to see the entrance to the building upgraded and the building introduced into the building. Do you agree this should be a priority?

Basement Uses

6 Options for New Uses



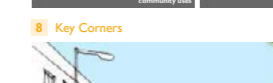
6 Existing basement uses could be kept as they are, reinstated as before or new uses found by improving/ extending the basement and providing new access from street level.



6 Existing basement uses could be kept as they are, reinstated as before or new uses found by improving/ extending the basement and providing new access from street level.



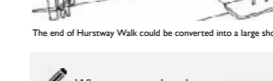
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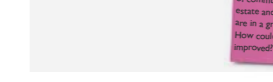
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6 Existing basement uses could be kept as they are, reinstated as before or new uses found by improving/ extending the basement and providing new access from street level.

What are your thoughts...

The residents we met said they like the sense of community in the estate and their homes are in a great location. How could this be improved?

Do you think there are sufficient playgrounds, or spaces for young people to play?

Some residents we met would like easier access to the garden. Do you think the communal gardens are well used? Do you think the gardens should be open to everyone?



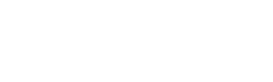
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What are your thoughts...

The residents we met said they like the sense of community in the estate and their homes are in a great location. How could this be improved?

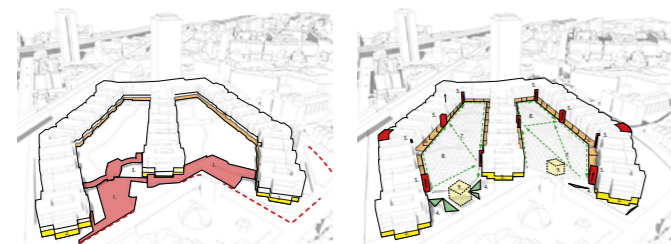
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Some residents we met would like easier access to the garden. Do you think the communal gardens are well used? Do you think the gardens should be open to everyone?

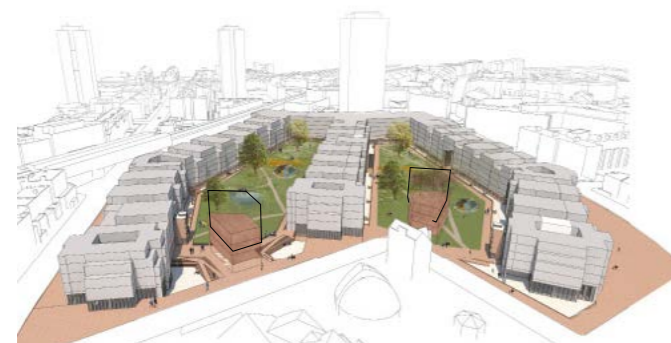
The Walkways (Barandon Walk, Hurstway Walk, Testerton Walk)

Early ideas

Improving your Public Space



- 2 Existing condition**
- 1. What do you think of removing all the ramps and level changes to the entrances? This can help create a more open relationship with the street.
 - 2. How do you feel about improving the street frontage by placing community facilities at the ends of the walkways?
 - 3. How do you feel about relocating the nursery to one of these new community facility locations?
- 2 Proposed ideas**
- 1. What do you think of removing all the ramps and level changes to the entrances? This can help create a more open relationship with the street.
 - 2. How do you feel about improving the street frontage by placing community facilities at the ends of the walkways?
 - 3. How do you feel about relocating the nursery to one of these new community facility locations?
 - 4. We can ramp down to new community squares at the fronts of the community centers, how do you feel about that?
 - 5. How can we ensure that they can be used on days you go to 2 out of the 4 levels. How do you feel about introducing lift access to these new towers?
 - 6. We could introduce new homes to the basement level, this could help increase activity in the park. How would you feel about new homes at basement level?
 - 7. The entrance towers could be connected by new pedestrian routes which can help light up the park. How would you like your park used?
 - 8. We can introduce new playgrounds and sports facilities to the park, what would you like to see there?
 - 9. How would you feel about new buildings with community facilities being introduced? This can help frame and enclose the parks.



Early ideas of how your communal spaces could work better.



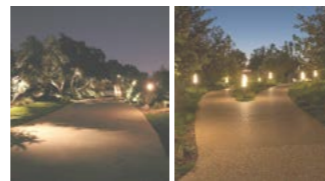
8. Would you like to see a new community building? What facilities would you like to have there?



8. What if we opened up the walkways to the street front? Would new community squares be a good idea?



7. Would you like to see the green spaces more connected? Do you like the idea of connecting new pedestrian routes to new stair/lift towers?



7. Examples of how park lighting can improve the quality of the parks at night.



6. How flats on the basement level could work. Do you like the idea of creating new homes at the basement level?



1. How the internal spaces can be reimagined. What do you think about opening up the internal walkways to the basement?

What are your thoughts...



The Walkways (Barandon Walk, Hurstway Walk, Testerton Walk)

Summary of findings

Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate. Ideas for possible works to address these issues are included to the right.

Photos of your buildings and homes

- Communal neglect of maintenance and repairs.
- Fire safety, including fire engine access to the block.
- Accessibility is difficult as there are no lifts.
- Asbestos: residents have raised concerns regarding the presence of asbestos in the block.
- Safety and security: concerns that the doors in the communal areas are not secure.
- Leaks, damp, draughts and condensation.
- Anti-social behaviour in the central staircase, and around the ramps.
- Flooring badly maintained and creaking.
- Rubbish: small rubbish chutes, with no space for disposal of larger items or recycling. Problems with pest control.
- Confusing signage: No intercom to 300s.
- Bathrooms and kitchens in need of upgrading, poor ventilation to kitchens and bathrooms.

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.

1 refers to illustrations on the neighbouring Early Ideas board.

Ideas	Your feedback
1 Refurbishing the communal areas.	Supported by residents we met. Residents do not like the existing tiles, and think the interior looks dated.
2 Create new, secure & clearly identifiable main entrances for each block: including lifts and enclosed staircases.	Support for the introduction of a lift and enclosed staircases. Mixed views on removing the ramps - see this must be well maintained and residents need access to more than one lift.
3 Providing an insulated brick skin to the building, with new double glazed windows throughout.	General agreement this would be a good solution. Some concern raised as to the level of disruption to residents.
4 Providing external balconies: incorporating existing balcony into the flat to provide additional living space. Providing additional storage space.	Residents generally support these ideas. Security of existing balconies needs to be improved.
5 Providing new heating and ventilation system: utilising renewable energy.	Supported by the residents we met. Having local control over heating is a priority.
6 Better utilising the basement spaces; options for residential, community or commercial use.	Residents generally supported this, the basements should be put to better use, but the immediate repair needs of their homes should be prioritised over basement development.
7 Make the communal courtyard and gardens more accessible to residents. Providing stairs to connect ground floor balconies to the communal gardens.	Residents generally agreed, and would like the gardens to be for resident-use only.
8 Option for introducing new community buildings / uses along Whitchurch Street.	Residents agreed Whitchurch Street should be improved, but had mixed views on potential uses. Residents in general agree any facilities should be for resident-use only.

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 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.

- Community safety improvements through; additional and better 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, heating, plumbing and water pressure.
- Introduce a local lettings policy to meet local needs.
- Secure bike storage, and improved play spaces could be provided.
- Improvements to nursery facilities, and options for future location.

Suggested Pilot Schemes

Various localised works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.

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.

- Fix roof lights.
- Remove threshold upstand at front doors.
- Improve balcony security & add awnings where appropriate.
- Install temporary intercom (Grenfell-Walk end) and improve security.
- Provide meanwhile uses.
- Appropriate protection and covering for gas pipes.



Upper and Lower Camelford Walk, Upper and Lower Talbot Walk

Early ideas

Your Homes

1 Design ideas for the corridors
How do you think the corridor spaces could be improved?

4 Lower Talbot Walk
Typical 4 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?

4 Lower Camelford Walk
Typical 2 bedroom maisonette - Options for reconfiguring your home
Would you like an external balcony? These would provide additional floor space.

6 Upper Camelford Walk & Upper Talbot Walk
Typical 2 bedroom maisonette - Options for reconfiguring your home
Would you like an external balcony? These would provide additional floor space.

Your Buildings

Landscaping
Early design ideas
Would you like well defined, straight & green pedestrian routes through the estate? Would you like green 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.

Camelford Walk
Early design ideas
Would you like the ramps to be removed & the balconies to be used for the community? For the Early Years Provision (0-5 years, nursery)? Would you like private front gardens and front doors for ground floor homes?

What are your thoughts...

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?

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 think your home is in good repair? Does it require redecorating?

What are your thoughts...

Some residents told us the signage is confusing and it is hard for visitors to find the right entrance. Do you agree?

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

Are the communal gardens well used? Do you think access to the gardens could be improved?

Upper and Lower Camelford Walk, Upper and Lower Talbot Walk

Summary of findings

Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate. Ideas for possible works to address these issues are included to the right.

Photos of your buildings and homes

Consistent neglect of management and repairs.

Fire safety, including fire engine access to the block.

Accessibility is difficult with no lifts.

Asbestos: residents have raised concerns regarding the presence of asbestos in the block.

Safety & security: concerns that the doors in the communal areas are not secure.

Leaks, damp, draughts & condensation.

Anti-social behaviour in the central staircase, and around the ramps.

Flooring badly maintained, and creaking.

Rubbish: small rubbish chutes, with no space for disposal of larger items or recycling.

Confusing signage. Intercom needs updating.

Bathrooms & kitchens in need of upgrading, poor ventilation to kitchens and bathrooms.

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.

1 refers to illustrations on the neighbouring Early Ideas board.

Ideas	Your feedback
1 Refurbishing the communal areas	Supported by residents we met. Residents do not like the existing site.
2 Create new, secure & clearly identifiable main entrances for each block including lifts and enclosed staircases	Support for the introduction of the lift & enclosed staircases. New lifts must be well maintained and residents need access to more than one lift.
3 Providing an insulated brick skin to the building, with new double glazed windows throughout	General agreement this would be a good solution. Concern raised as to the level of disruption to residents.
4 Providing front gardens to residents in Lower Camelford Walk & Lower Talbot Walk	Ideas generally supported by residents.
5 Providing new heating and ventilation system: utilising renewable energy	Supported by the residents we met. Having local control over heating is a priority.
6 Providing external balconies: incorporating existing balcony into the flat to provide additional living space	Residents generally support the idea (provided leaseholders will not have to pay for the balconies).
7 Make the communal courtyard & gardens more accessible to residents.	Residents generally agreed, and would like the gardens to be for resident use only.
8 Improving the water pressure	Residents generally agreed this is a priority.

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.

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These are possible projects that apply to most homes, blocks and external spaces across the estate, and could start before the main refurbishment begins.
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 - 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, heating, plumbing and water pressure.
 - Introduce a local lettings policy to meet local needs.
 - Secure bike storage, and improved play spaces could be provided.
 - Improvements to nursery facilities, and options for future location.

Suggested Pilot Schemes

Various localised works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.

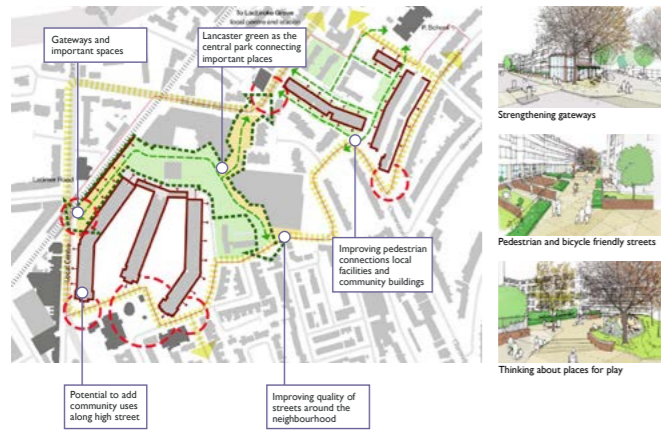
Works to your block or home

- 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.
 - Improve door security; doors in communal areas are easily jammed open.
 - Improved play space for children.

Improving your neighbourhood

Early ideas

Site Strategy



Landscape Strategy



- Key landscape strategies:
- 1 Walkway Courtyards
 - 2 Whitchurch Road
 - 3 Clarendon Walk
 - 4 Lower Clarendon Walk
 - 5 Camelford Walk
 - 6 Verity Close
 - 7 Camelford Walk

Open Spaces



What are your thoughts...

Streets



What are your thoughts...

Energy and sustainability

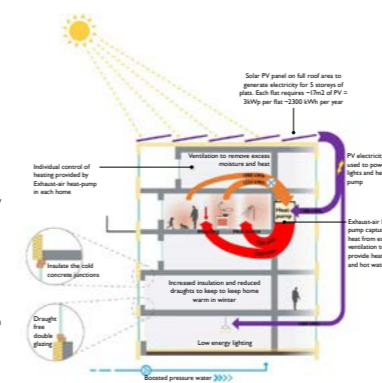
Early ideas

Heating and zero carbon

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

New waterproofing and thermal insulation
In response, and to make these homes fit for the next thirty years, the idea is to envelop the buildings with new waterproofing and thermal insulation with a choice of external brick or other finishes. New high-performance windows, draught proofing and solar PV renewable energy generating roofs are included. This approach draws on best practice retrofit from around the world - particularly the Dutch 'Energiesprong' where each home is upgraded in a matter of days.

Heating and cooling
For heating, recycling the waste heat from people, appliances and cooking within each home, using individual exhaust-air heat-pumps, delivers both heat and pressurised hot water - drawing on Danish best practice (see Option 1). By using renewable PV electricity from the roofs, the homes can become zero carbon. Total individual control is provided, as well as avoiding the need for fossil fuel gas-fired boilers and distribution pipework. In summer the same exhaust-air heat-pumps cool the ventilation as it creates hot water.

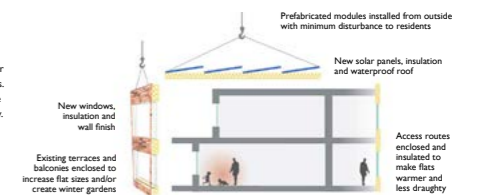


Heating options

<p>Option 1 (if high levels of insulation can be provided)</p> <p>Exhaust-air Heat-pumps</p> <ul style="list-style-type: none"> Recycles waste heat Lower energy bills Individual control Maintenance costs Electricity powered Allows zero carbon 	<p>Option 2 (if limited insulation can be provided)</p> <p>Exhaust-air heat-pump + Communal heat-pumps</p> <ul style="list-style-type: none"> Recycles some waste heat Energy bills Individual control Maintenance costs Electricity powered Zero carbon needs additional off-site renewable energy 	<p>Option 3</p> <p>Boiler in each flat:</p> <ul style="list-style-type: none"> Energy bills Individual control Maintenance costs Gas fuelled Not zero carbon Flues near windows 	<p>Option 4</p> <p>Communal boilers:</p> <ul style="list-style-type: none"> Energy bills Individual control Maintenance costs Gas fuelled Not zero carbon
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Community energy

Buildings become 'Power Stations'
Solar panels are proposed on all roofs to produce renewable electricity to power flats. The community could operate and own the solar panels and use the income to reduce energy bills. Solar panels could also be added to empty space on the Leisure Centre roof for additional energy.



Buildings as 'Power Stations' - solar panels on all roofs



REFURBISHING LANCASTER WEST ESTATE

Lancaster West Estate is changing.
Please tell us your priorities for your
home, your block and the wider estate.

Fluid
148 Curtain Road
London
EC2A 3AT
020 7729 0770
kate@fluidoffice.com

Name
Address
Postcode
Email
Telephone
Are you part of a community group or local organisation? <input type="checkbox"/> Yes <input type="checkbox"/> No
Name: <input type="checkbox"/> The following information will help us to better understand your needs and aspirations. All of the information you give us is confidential and will only be used under the strict control of the General Data Protection Regulation. The information you provide will be held on a Fluid database and used solely in support of the refurbishment. Please note that leaving your details is entirely optional. Parent / guardian signature (if under 18 years):
How did you hear about the event today? <input type="checkbox"/> Newsletter <input type="checkbox"/> Friend/family <input type="checkbox"/> Flyer/poster <input type="checkbox"/> Website <input type="checkbox"/> LWRA <input type="checkbox"/> Other Please state
01 Tell us about your home What's unique / special?
What improvements would you like to see?

02 Tell us about your block What's unique / special?
What improvements would you like to see?
03 Tell us about your estate What's unique / special?
What improvements would you like to see?
04 What three words or phrases describe how you feel about Lancaster West today?
05 What three words or phrases describe your perfect picture for Lancaster West in the future?

Thank you for taking the time to complete this canvass card.
Please hand it back to a member of the Fluid or NewmanFrancis team.

Ideas Day Summaries - January 2018

REFURBISHING LANCASTER WEST IDEAS DAY FEEDBACK 5 FEBRUARY 2018

OVERVIEW

Total number of comments for each board

1. Your Neighbourhood - 72
2. Energy & Sustainability - 48
3. Urban - 42
4. Landscape Strategy - 186
5. Treadgold House - Your buildings - 27
6. Treadgold House - Your homes - 51
7. Camborne Mews – Your homes and buildings - 2
8. The Walkways – Barandon Walk, Hurstway Walk, Testerton Walk - 35
9. The Walkways - Barandon Walk, Hurstway Walk, Testerton Walk – Your homes - 82
10. The Walkways – Barandon Walk, Hurstway Walk, Testerton Walk – Your buildings (01) - 119
11. The Walkways – Barandon Walk, Hurstway Walk, Testerton Walk – Your buildings (02) - 78
12. Upper and Lower Camelford Walk, Lower Clarendon Walk, Clarendon Walk, Upper Clarendon Walk, Talbot Walk, Upper Talbot Walk – Your homes - 101
13. Upper and Lower Camelford Walk, Lower Clarendon Walk, Clarendon Walk, Upper Clarendon Walk, Talbot Walk, Upper Talbot Walk – Your buildings - 154
14. Camelford Court – Your homes and buildings - 14
15. Verity Close – Your homes and buildings - 34
16. Verity Close – Your close - 24
17. Morland House, Talbot Grove House – Your homes - 46
18. Morland House, Talbot Grove House – Your buildings - 42

Total number of comments (all boards) - 1157

Total number of comments databased to date - 1157

Total number of representation comments (e.g. letters etc.) received to date - 5

Total number of feedback forms - 60

REFURBISHING LANCASTER WEST IDEAS DAY FEEDBACK 5 FEBRUARY 2018

YOUR NEIGHBOURHOOD

WHAT WORKS AND WHAT DOESN'T?

Support for existing neighbourhood

Good location
Some well used open spaces
Ramps for accessibility
General neighbourhood is safe

Concerns about existing neighbourhood

Poor accessibility
Poorly maintained
Few communal spaces
Low living standards
Badly designed flat layouts
Not safe
Poor wayfinding
Poor quality bathrooms
Poor quality kitchens
Not enough gardens, or badly maintained
Bad plumbing throughout
Not enough secure parking

Suggestions

More outdoor spaces
Improved accessibility from house to station
A strong overall architectural identity
More green, more trees
New work spaces
Improved internal accessibility
Better lighting
Enhanced maintenance
New community facilities
Build creative spaces
Insert street furniture
Create private garden spaces
Build new, accessible sports facilities
More internal storage

EARLY IDEAS / SITE STRATEGY

To consider

Safety and security needs improvement
Poor accessibility
Poor high street offer
Poor wayfinding
General concern about site layout

Suggestions

Improved living standards
Better general environment
Improved layout
Improved external, green spaces
Increased safety and security
Tackling antisocial behaviour
New communal facilities
Sensitivity to privacy
Increased storage
More greenery, trees etc.
More outdoor communal spaces

REFURBISHING LANCASTER WEST IDEAS DAY FEEDBACK 5 FEBRUARY 2018

ENERGY AND SUSTAINABILITY

YOUR OPINION, EARLY IDEAS AND THOUGHTS

Concerns about energy and sustainability

Temperature is difficult to control year round
Poor waste management, little to no recycling
Not enough parking for bikes
High cost of bills
General plumbing issues
Poor quality windows
General electric issues
Poor pest control

Suggestions

Improved waste management/ recycling
Better quality electrics
Walkway improvements
Efficient, working lifts
Ensure the energy provider is local
Better quality windows to keep in heat and stop condensation
Ability to control temperature
Create employment opportunities to teach people about energy and sustainability in buildings

LANDSCAPE STRATEGY

YOUR OPINION, EARLY IDEAS AND THOUGHTS

Support for existing neighbourhood

Like idea of gardens
Like shared open spaces
Sustainable waste management is positive
Like existing trees

Concerns about existing landscape

Very high level of antisocial behaviour
Poor lighting
High levels of vandalism
Low living standards
Losing privacy
Poor access to good community facilities
Badly maintained, inaccessible and dangerous communal spaces
Poor aesthetic of landscape and buildings
Bad wayfinding

Suggestions

Plant more trees
Keep the memory of those living in the tower
More green spaces
Improve sustainability
More communal facilities
More communal spaces
Involve local people
More parking spaces

Ideas Day Summaries - January 2018

REFURBISHING LANCASTER WEST
IDEAS DAY FEEDBACK
5 FEBRUARY 2018

URBAN

STREETS

Concerns about existing streets

High costs to maintain
Few community facilities
Lots of noise
Lots of antisocial behaviour
Poor road and cycle network
Poor accessibility
Low levels of safety and security

Suggestions

Public realm improvements
New community facilities
Ensure constant engagement in process
Create opportunities for young people
New bicycle storage
New community spaces
Improved general aesthetics

POSSIBLE COMMUNITY, NON RESIDENTIAL USES

Concerns about possible uses

Current antisocial behaviour is high
Walkways feel dangerous and poorly accessible

Suggestions

Improved walkways
New youth facilities and activities
New community facilities for all

WAYFINDING

Suggestions

Better signage and accessibility

GENERAL COMMENTS

Support

Community facilities and amenities
General architectural design and landscaping

Concerns about future uses

Worry about creating more noise
What will new local amenities be?
How will open space look and be managed?

Suggestions

New community facilities
New youth facilities
More employment opportunities
Meanwhile uses
More open spaces

REFURBISHING LANCASTER WEST
IDEAS DAY FEEDBACK
5 FEBRUARY 2018

CAMBORNE MEWS

YOUR HOMES

Suggestions

New and improved community facilities, particularly sport related

YOUR BUILDINGS

Suggestions

Ensure light coloured building materials are used

REFURBISHING LANCASTER WEST
IDEAS DAY FEEDBACK
21 FEBRUARY 2018

Revision 01

CAMELFORD COURT

YOUR HOMES AND BUILDINGS

Support for

Initial ideas for green spaces
More greenery
Overall design process

Concerns

Light pollution from street
Noise pollution from street
Privacy concerns e.g. refurbishment must be mindful of the bedrooms on ground level
Security and safety concerns
Poor quality windows
Poor internal environment

Suggestions

Improve internal layout of buildings
Provide community facilities
Improved access e.g. entrances
Better heating system
New boiler

Ideas Day Summaries - January 2018

REFURBISHING LANCASTER WEST IDEAS DAY FEEDBACK 5 FEBRUARY 2018

MORLAND HOUSE & TALBOT GROVE HOUSE

YOUR HOMES

Support for existing homes or current proposals

Like the current flat layout

Concerns about existing homes

Poor quality windows /double glazing
 Poor internal accessibility
 Dangerous and poor quality outdoor surfaces
 Bathrooms need improvement
 Kitchens need improvement
 No or badly maintained gardens
 Gutters not maintained
 Poor acoustics

Suggestions

Improve and create green spaces
 Improve balconies
 Create a strong architectural identity
 Greening by planting more trees
 Improved internal spaces
 Improved flat layout
 Increase safety and security
 Improve internal accessibility
 Better maintenance
 Improve external spaces
 Better quality windows
 Improve external accessibility
 More opportunities for the community
 Enhance environmental sustainability
 Better water management
 Improve bathrooms

YOUR BUILDINGS

Support for existing building or current proposals

Strong architectural identity
 Welcome proposed communal and green spaces
 Support improvements to safety
 Support improving water management / pipes
 Support proposed improvements to internal accessibility
 Support proposed communal facilities (bike storage, waste collection)

Concerns about existing buildings

Few communal and green spaces, poorly maintained
 Poor general maintenance
 Few communal facilities
 Badly designed buildings
 Not safe and secure

Suggestions

Make the buildings more sustainable
 Improve external spaces
 Architectural identity and form
 Make internal areas more accessible
 Make buildings more safe and secure
 Build more community facilities for all

LANCASTER WEST REFURBISHMENT IDEAS DAY FEEDBACK 5 FEBRUARY 2018

THE WALKWAYS -BARANDON WALK, HURSTWAY WALK, TESTERTON WALK

EARLY IDEAS : IMPROVING YOUR PUBLIC SPACE

Support of early ideas for improving public space

Creative solutions
 Lighting on the walkways
 Internal walkways
 Connections between green space and flats
 Overall proposal
 Garden level apartments
 Internal Spaces

Concerns about existing public space or buildings

Poor quality windows /double glazing
 Poor external accessibility
 Poor lighting externally
 Poor surfaces externally
 Poor tree placement
 Lack of neighbourhood offer

Suggestions

New and improved green spaces
 Child friendly spaces or play parks
 Residents exclusive areas/zones
 Community facilities
 Improved flat layout
 Increased safety and security
 Improved internal accessibility
 Greening - trees
 Street furniture

EARLY IDEAS

Support for current proposals

Internal Spaces
 Internal walkways
 External & Internal ideas overall

Concerns about existing public space

Changing orientation of current walkways - open to street front
 Permanent housing for boiler
 Noise pollution
 Lack of disabled access

Suggestions

Internal spaces surface materiality

Ideas Day Summaries - January 2018

LANCASTER WEST REFURBISHMENT IDEAS DAY FEEDBACK 5 FEBRUARY 2018

THE WALKWAYS -BARANDON WALK, HURSTWAY
WALK, TESTERTON WALK

YOUR HOMES

HAVE YOUR SAY
Support for proposals for homes
Overall design approach
Community Centre

Concerns about existing homes

Poor maintenance
Roofing on walkways
Canopy at front doors
Lack of accessibility
Poor plumbing
Poor acoustics
Poor insulation
Lack of climate control within apartments
Internal electrical layout - socket locations

Suggestions

Redesign placement of plumbing infrastructure
Flat layout - larger kitchens and bathrooms
Communal/community spaces
Biggers homes
Internal storage
Communal garden
Sustainable electricity (solar powered)
Refurbished lifts
Walkways accessibility
Designated entrances
Accessibility - lifts
Maintain existing architectural identity
Communal storage
Basement parking

Clarifications
Timeline of refurbishments

EXISTING HOMES

Concerns about homes

Weatherproofing - damp from gardens
Windows refurbishment
Noise pollution
Refurbishing bathrooms

Suggestions

Private gardens
Refurbished exteriors
Long term storage
Soft play
Nursery
Gym
Community allotments
Refurbished walkways
Neighbourhood offer - shops

EARLY IDEAS - BIGGER HOMES

Support for early ideas for homes

Overall design initiative
Growing downwards
Growing outwards
Growing inwards
Walkway dividers
Outdoor seating and planters
Natural light and ventilation

Concerns about the proposals

Atrium windows need to be fully functioning

LANCASTER WEST REFURBISHMENT IDEAS DAY FEEDBACK 5 FEBRUARY 2018

THE WALKWAYS -BARANDON WALK, HURSTWAY
WALK, TESTERTON WALK

YOUR BUILDINGS

EARLY IDEAS
Support for current proposals
Windows size
Neighbourhood offer - shops

Concerns about the existing buildings

Exposed gas pipes
Lack of accessibility into building
Poor insulation
Poor drainage/sewer system
Lack of appropriate fire doors
Poor material choice- railings
Noise pollution
Quality of workmanship
Poor security measures - no CCTV, poor lighting

Suggestions

Maintain architectural identity
Resurfacing communal areas
Maintenance - appropriate covering of pipes
Community space
Keep the walkways open
Opportunity for start up spaces
Reconfigure the layout- remove central stairs
Video entry system
Improved accessibility -lift
Maintain accessibility - ramps
Private entrances
Greening - trees
Child friendly spaces - play area
Weather proofing roof top balcony
Gym
Fire escapes/access

EARLY IDEAS - CIRCULATION

Support for proposals

Internal walkway
Internal skin

Concerns about proposals

Clusters not needed
Security concerns - balcony
Roof maintenance
Preventative measures for indoor play

Suggestions

Retain existing internal walkways
Internal doors with windows
Open layout
Parking
Internal storage

EARLY IDEAS - BASEMENT

Support for early ideas - basement

Shops on Bramley Rd
Keep walkways (Hurstway)

Concerns about the current proposals

Noise pollution- basket swing and garages
Needs restricted garden access
Improved fire access - gardens

Suggestions

Private gardens
Improved layout - bigger bathrooms
Access from gardens
Security - CCTV, access control
Fire access - remove wall

LANCASTER WEST REFURBISHMENT IDEAS DAY FEEDBACK 5 FEBRUARY 2018

THE WALKWAYS -BARANDON WALK, HURSTWAY
WALK, TESTERTON WALK

YOUR BUILDINGS

GIVE US YOUR OPINIONS

Support for current proposals

Like winter garden
Proposal for more private central area
Connections from garden to flats
Ramps work well
Private entrances
Overall design approach
Layout - balconies

Concerns about the existing buildings

Flat refurbishments - bathrooms, kitchens
Heating
General maintenance of flats
Glazed roof
Security and safety concerns
Lack of privacy
Windows - insulation/condensation
Flat layout/size concerns
Internal access to balcony
Winter garden not weather proofed
Poor lighting

Suggestions

Maintain architectural identity
Resurfacing communal areas
Maintenance - appropriate covering of pipes
Community facilities/space
Keep the walkways open
Opportunity for business units/ start up spaces
Reconfigure the layout- remove central stairs
Video entry system
Improved accessibility -lift, FOB entry system
Maintain accessibility - ramps
Private entrances
Greening - trees

Child friendly spaces - play area
Weather proofing roof top balcony
Fire escapes/access
Street furniture
Refurbish brickwork
Gardens to allow play and shelter

Clarifications
Will the rents increase
Will service charges increase
How much will the proposals cost

Ideas Day Summaries - January 2018

REFURBISHING LANCASTER WEST
IDEAS DAY FEEDBACK
5 FEBRUARY 2018

TREADGOLD

YOUR HOMES

Support for existing homes or current proposals

Like the proposed flat layout
CCTV is good

Concerns about existing homes

Poor quality windows /double glazing
Poor internal and external accessibility
Low level of general maintenance
Low living standards
No community facilities
Poor quality flay layouts
Bad heating and plumbing
Bathrooms need improvement
Kitchens need improvement
Poor acoustics
Poor external spaces

Suggestions

Improve and create green spaces
Plant more trees and make it greener
Improve general environment
Improve flat layout
Increase safety and security
Improve accessibility
Better maintenance
Improve external spaces
Better quality windows
Improve external accessibility
Address antisocial behaviour
Improve bathrooms
More events, spaces and activities to bring the community together

YOUR BUILDINGS

Support for existing buildings or current proposals

Welcome proposed communal and green spaces
Support proposed improvements to internal accessibility
Support proposed communal facilities

Concerns about existing buildings

Few communal and green spaces, poorly maintained
Poor general maintenance
Poor architecture, disliked
Not safe and secure
Low standards of living
Poor parking offer

Suggestions

Give people a sense of community ownership
Improve external, green spaces
Improved, strong architectural identity and form
Offer more for young people
Make internal and external areas more accessible
Make buildings more safe and secure
Improve lighting
Build more community facilities for all
Improve wayfinding

REFURBISHING LANCASTER WEST
IDEAS DAY FEEDBACK
5 FEBRUARY 2018

UPPER AND LOWER CAMELFORD WALK, UPPER
AND LOWER CLARENDON WALK, CLARENDON
WALK, UPPER TALBOT WALK, TALBOT WALK

YOUR HOME

Support for existing homes or current proposals

Like the proposed balconies
Like existing stairs
Like kitchens not open plan

Concerns about existing homes

Need lift
Poor rubbish disposal
Low pressure water supply
Poor accessibility
Poor postal system
Bad internal ventilation
Dislike layout of flat
Poor water infiltration
Not safe and secure
Poor noise insulation
Windows are poor
Badly designed kitchens and bathrooms
Drainage system insufficient
Poor waste management

Suggestions

Improved security
Intercom system
Improved windows
Green spaces
Childrens play areas
Improved heating and water systems
More storage
More energy effecient
Internal designs of kitchens and bathrooms
Not open plan

YOUR BUILDINGS

Support for existing buildings or current proposals

Needs new skin
Like front gardens

Concerns about existing buildings

Poor general condition
Poor noise insulation from outside
Poor accessibility
Low parking offer
Poor architectural design
Bad postal system
Don't like ramp
Unsafe

Suggestions

More parking
Good quality building materials - no timber
More parking
Improved entrances
More safe and secure
More storage
Better waste management and recycling
Lift access
New and improved green spaces
Community spaces and facilities to bring people together

Ideas Day Summaries - January 2018

REFURBISHING LANCASTER WEST
IDEAS DAY FEEDBACK
5 FEBRUARY 2018

VERITY CLOSE

YOUR HOME AND BUILDINGS

Support for existing homes or current proposals

Like the idea of low energy

Concerns about existing homes

Poor internal and external accessibility

Low level of general maintenance

No good green communal spaces

No community facilities

Poor parking offer

Feels unsafe

Bathrooms need improvement

Suggestions

Improve and create green spaces (multiuse)

Plant more trees and make it greener

More communal spaces

Increase safety and security

Improve accessibility

Better maintenance

More events, spaces and activities to bring the community together

More parking

Better quality entrances

More space (loft conversion, storage)

YOUR CLOSE

Concerns about the existing close

Few communal and green spaces, poorly maintained

Poor general maintenance

Poor architecture, disliked

Not safe and secure

Poor accessibility

Poor community interaction

Lots of antisocial behaviour

Suggestions

Communal gardens

Improved external spaces

Better community space for interaction

Address antisocial behaviour

Improve routes around the site

Secure access

Ideas Day Summaries - March 2018

REFURBISHING LANCASTER WEST IDEAS DAY FEEDBACK 10 MARCH 2018

CAMBORNE MEWS

EARLY IDEAS

Concerns

Antisocial behaviour e.g. loitering on low level walls
Pest control concerns
Security and safety concerns

Suggestions

Provide outdoor play space for children
Maintenance of block e.g. routine clean ups
Implement security measures e.g. security gates

REFURBISHING LANCASTER WEST IDEAS DAY FEEDBACK 10 MARCH 2018

CAMELFORD COURT

EARLY IDEAS

Concerns

Safety and security concerns e.g. garden level flats targeted for burglaries
Antisocial behaviour e.g. people walking on low walls

Suggestions

Specialised greening used to deter antisocial behaviour e.g. on the Walkways
Improved accessibility e.g. FOB access
Ensure access for law enforcement officers e.g. master FOBs
Remove existing boiler and housing to create new entrance

Clarifications

Can the CCTV early project start before summer?

REFURBISHING LANCASTER WEST IDEAS DAY FEEDBACK 10 MARCH 2018

LOWER CLARENDON WALK, CLARENDON WALK, UPPER CLARENDON WALK

YOUR HOMES AND BUILDINGS

Concerns

Poor internal ventilation
Asbestos concerns
Poor noise insulation
Safety and security concerns e.g. walkways, scaffolding
No additional shops needed
No exterior space for housekeeping e.g. drying clothes
Basement should be used as storage not nursery
Rubbish disposal e.g. rubbish thrown into gardens

Suggestions

From Boards:

Additional storage for flats e.g. in the basement
Rebuild the entire estate not refurbish
Install small gates at entry points for residents
Reconfigure flat layout e.g. bigger flats to suit individual needs
Provide green spaces
Refurbish windows

From Ideas Book:

Bigger back gardens
Secured gardens
Keep under floor heating
Provide ventilation system for kitchens and bathrooms

Support for

Ramp

Ideas Day Summaries - March 2018

REFURBISHING LANCASTER WEST IDEAS DAY FEEDBACK 10 MARCH 2018

THE WALKWAYS -BARANDON WALK, HURSTWAY WALK, TESTERTON WALK

EARLY IDEAS

BIGGER HOMES

Concerns
Noise concerns e.g. sound insulation between flats/floors
Lack of accessibility e.g. lifts
Security and safety
Poor insulation
Poor ventilation
Increasing the size of flats that are already 'bigger'
Plumbing e.g. low water pressure
Rental rates increasing

Support for

Entrances at every level

Suggestions

Address accessibility e.g. lifts at entrances
Provide solar powered electricity
Install temporary water pumps
Raise awareness and provide information about asbestos
Better maintenance and repair management/system
Allow for outdoor pipes on balconies
Fencing for private gardens

Clarifications requested on the new materials being proposed

IMPROVING ACCESS

Concerns
Restricted lift access e.g. only some flats have access to lifts
Wayfinding concerns e.g. poor signage
Safety and security concerns e.g. poorly secured entrance doors

Suggestions

Provide divisions for proposed gardens
Provide more parking
Provide secure entrance doors
Install intercom entry system
Access from gardens to station

REFURBISHING LANCASTER WEST IDEAS DAY FEEDBACK 10 MARCH 2018

UPPER CAMELFORD WALK, UPPER AND LOWER TALBOT WALK

EARLY IDEAS

YOUR HOMES AND BUILDINGS

Concerns

Plants in corridors e.g. would prefer mural of plants
Volume of pedestrian and cyclists traffic and cyclists speeding

Suggestions

Use of landscape or greening to tame the pedestrianised walkways
Provide green space(s) to play
Secured playground
Secured areas without ramp
Internal refurbishments
Secured and private front gardens preferred (Camelford Walk)
Improved accessibility e.g. lift

SUMMARY FINDINGS

Concerns

Poor internal ventilation
Asbestos concerns
Poor noise insulation
Safety and security concerns e.g. external doors
Low water pressure
Lack of hot water
Poor quality of workmanship

Support for

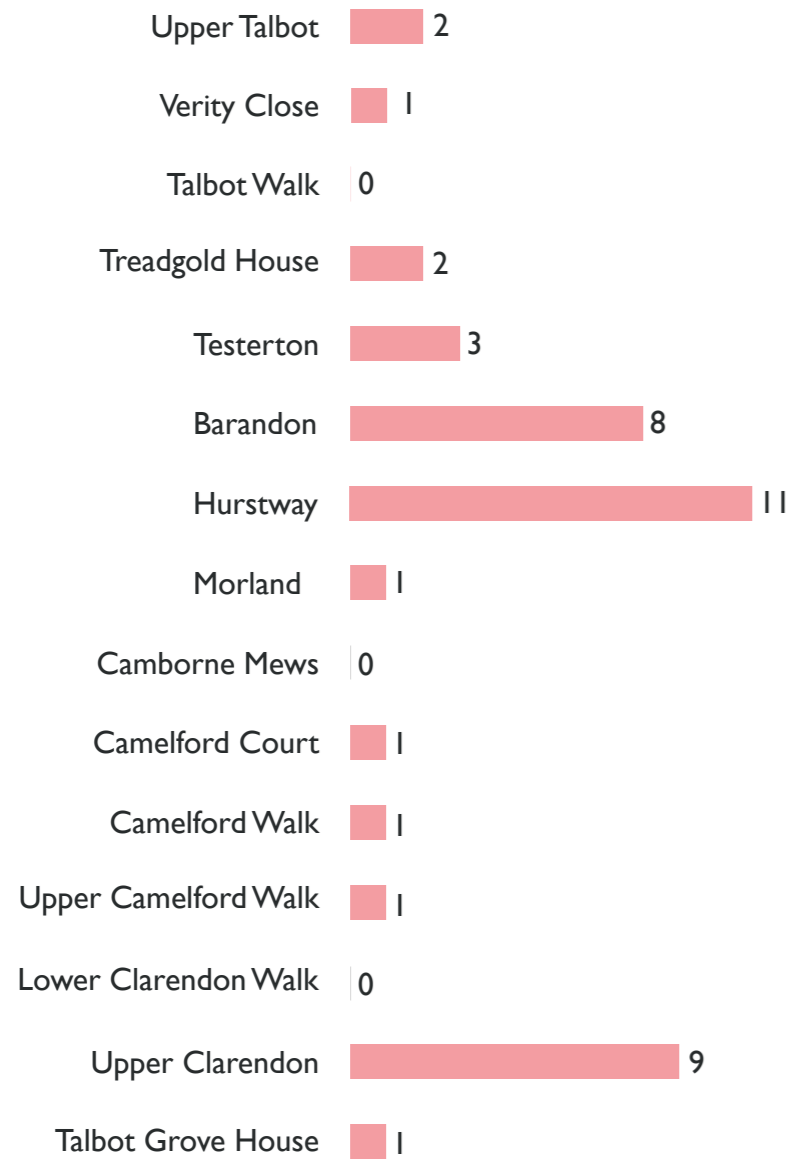
Convenient and good location
Early ideas of refurbishment (Upper and Lower Talbot)

Clarifications

What are the costs of refurbishments to leaseholders (5)
Are refurbishments tailored to the requirements of each flat?
How will the refurbishments be managed to keep disruption at a minimum?

Ideas Day 1 Exit Survey - January 2018

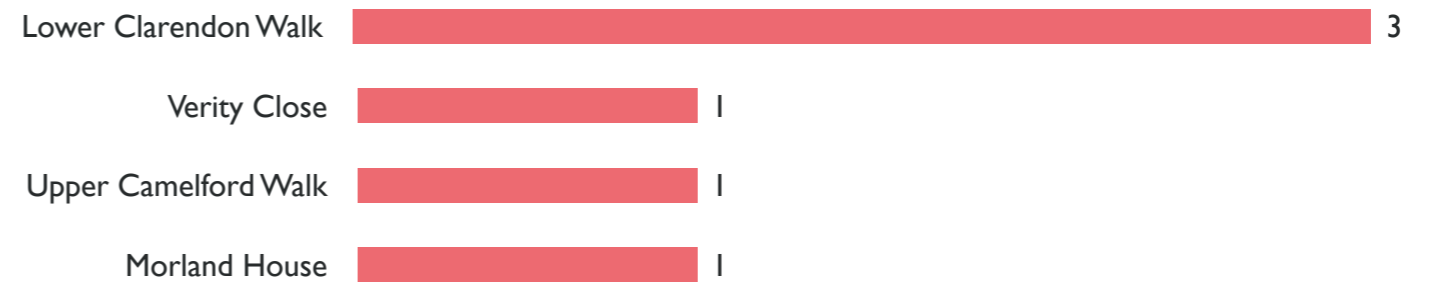
The number of residents in each block who completed the exit survey on Ideas Day 1.



The number of residents who completed the survey but didn't provide an address: 0.

Ideas Day 2 Exit Survey - March 2018

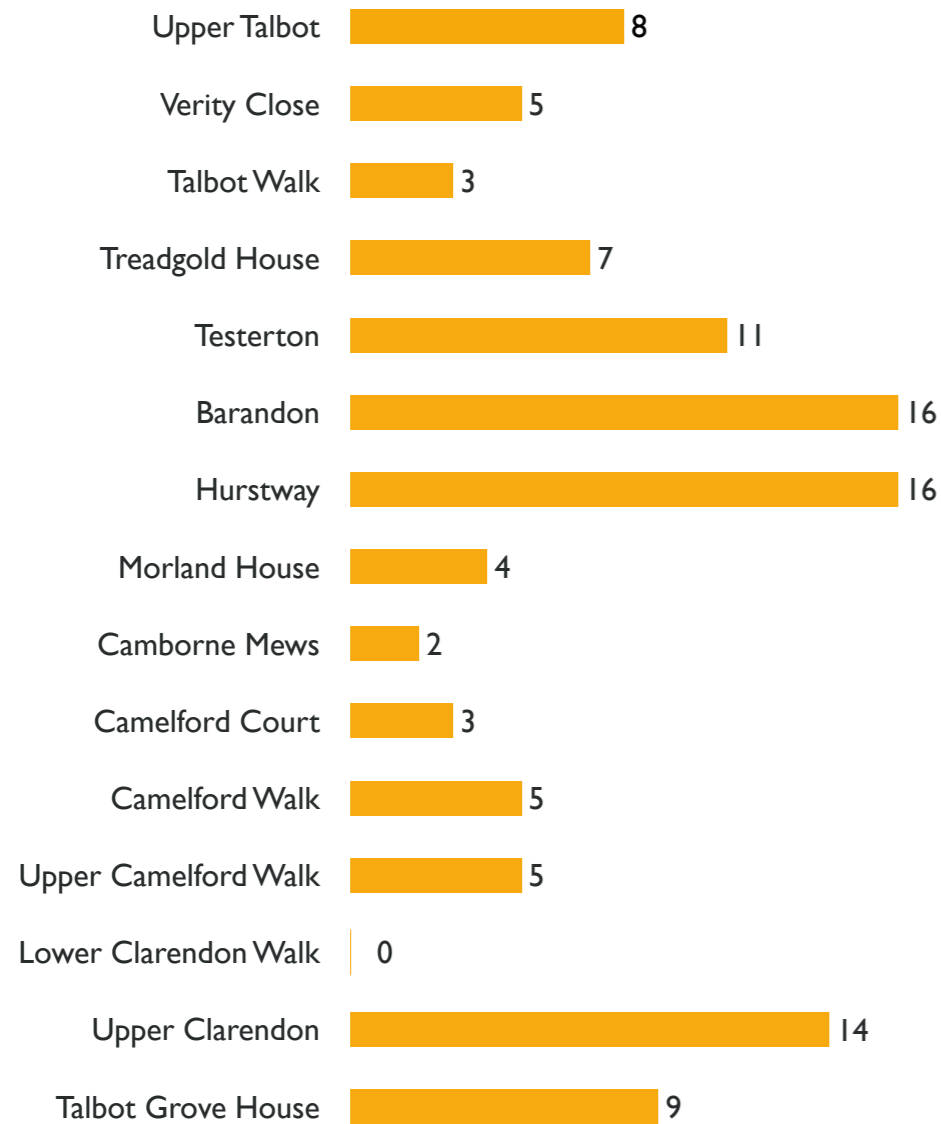
The number of residents in each block who completed the exit survey on Ideas Day 2.



The number of residents who completed the survey but didn't provide an address: 29

Ideas Day 1 Sign In - January 2018

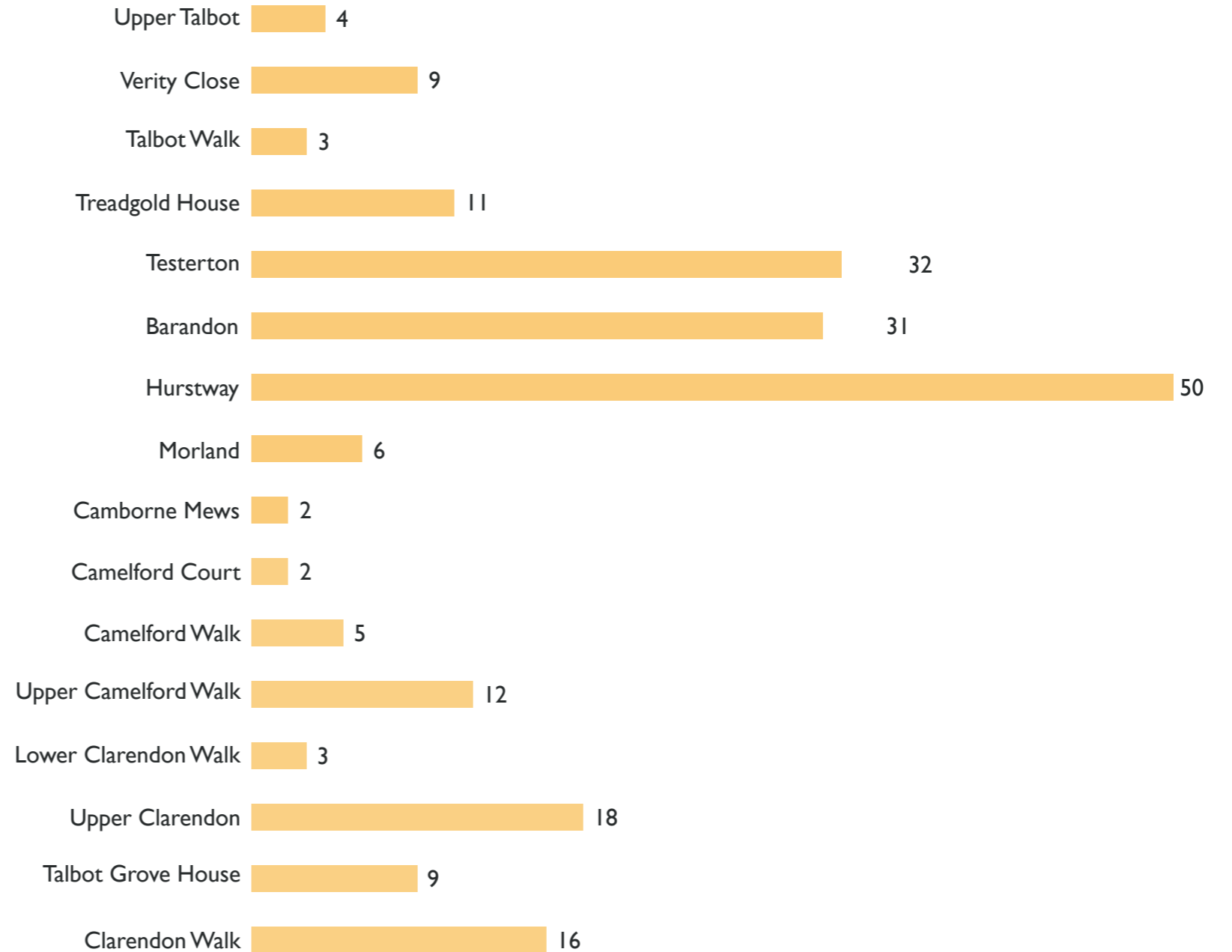
The number of residents from each block who formally signed in.



The number of people that were not resident on the estate who formally signed in: 4
 The number of non-residents who signed in (e.g. Councillors, Staff etc.): 6

Ideas Day 2 Sign In - March 2018

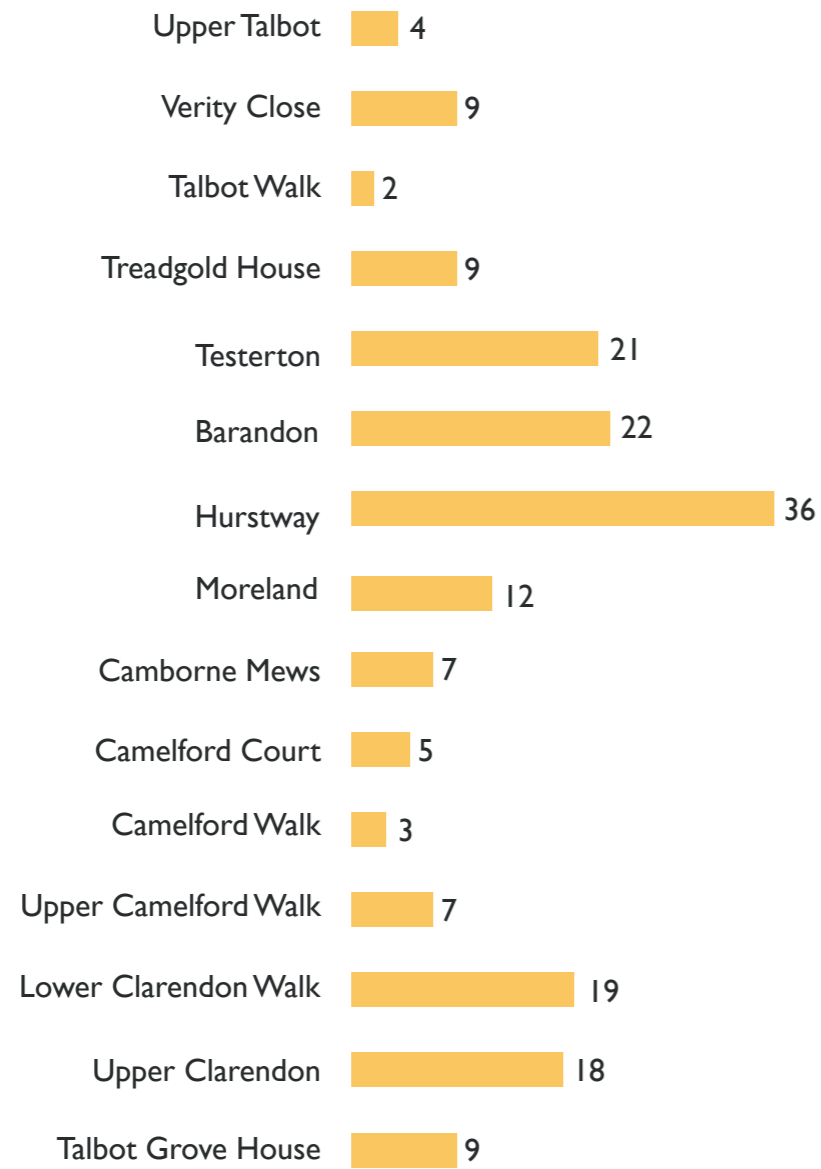
The number of residents from each block who formally signed in.



The number of residents who formally signed in who are not resident on the estate: 2
 The number of non-residents who signed in (e.g. Councillors, Staff, etc.): 6

Lancaster West Home Survey

The number of residents in each block who completed the home survey.



The number of residents not on the estate that completed the survey: 0

The number of residents that completed the survey but left no address: 11

Further information:

Website: 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

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

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

Version number: 2

Created on: 10/04/2018

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.