

Upper Camelford Walk Open House Draft Report Event of 3 March 2020

Open House Report

Purpose of the Open House

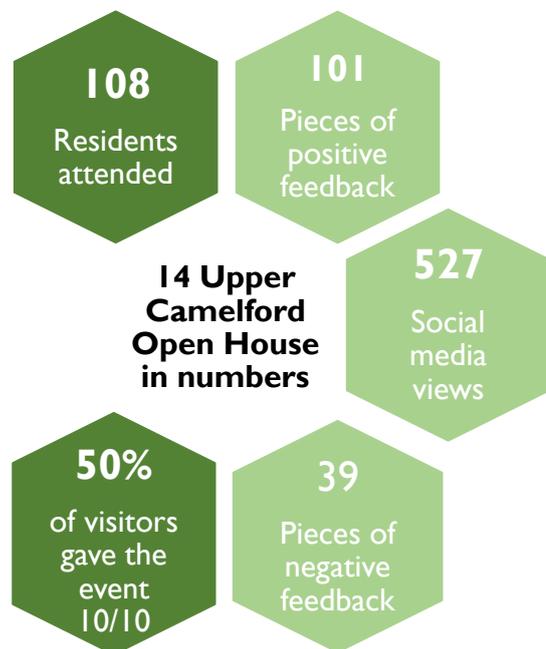
This event was another opportunity for **residents to view, experience and give feedback** on the quality of refurbishment we are implementing across the Lancaster West Estate.



The flat shown is a three-bedroom property on the second floor of a 1970s, purpose-built block.

The fourth property to be shown as part of our Open House events, it allowed residents on the east side of the estate a chance to see how a property of their archetype could be fully renovated.

The refurbishment of this three-bedroom flat included the addition of a new innovative fire suppression system, called the **Plumis Automist Smartscan Hydra** fitted in each room of the property; **new pilot windows** in the main bedroom and the new **Nest heating control thermostat**.



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PROMOTING THE EVENT

In general, communication and promotion of the Open House proved effective, and the event was well attended. However, there was an initial delay with invites to residents, with event posters and with Instagram.

Invitation letters sent to residents of Camelford, Clarendon and Talbot Blocks should have been sent out 2 weeks before the event, however, because the flat chosen for the event was still being renovated, staff were unable to take pictures of the property until a few days before the event. This resulted in letters and posters for the Open House being sent out only a week before the event, which may have been short notice for some residents.

In addition to the posted invites, residents were sent an email and a text message about the Open House; and the event was also promoted on Instagram in Somali and English (~~only~~, as other language translators were unavailable at the time).

Instagram proved particularly popular with 527 views, over the course of 8 days, including the day of the event.

Feedback from some visitors about how they found out about the event revealed the following:

Posters around the estate: 31 people	Email: 10 people	Postal letter: 10 people
Instagram: 9 people	Word of mouth: 7 people	Text / WhatsApp 6 people

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Full Resident Feedback

This section shows the feedback given by residents at the Open House.

Feedback was captured through post-it notes on softboards in the kitchen, bathroom, bedroom and living room and through asking visitors to fill out a feedback form.

While support was mostly in favour of the look and finish of the refurbishment, some visitors also had concerns about the changes made.

Kitchen:

The newly refurbished kitchens have spotlights, vinyl flooring, integrated appliances, lots of storage, USB sockets, new larger sinks with extendable mix taps and a host of other features...



Kitchen with breakfast bar as a new feature

Visitors comments on the Kitchen



Residents offered their thoughts on the upgrades to the kitchen as seen in the comments below:

Likes

- Love the kitchen
- Nice kitchen
- Great mixer taps
- Like the open design in the kitchen
- I would like this kitchen in my home
- I love the built-in cooker
- I like the open space breakfast bar
- Everything in kitchen is great
Flat is light & bright

Dislikes

- Don't like the fridge
- I don't want the open plan kitchen
- Kitchen nice but cooker in wrong place
- The kitchen feels very closed in, open plan is preferable x 3
- Not keen on the spotlights, or the hob cooker
- Breakfast bar is good but sticking too far into living room
- Not sure about the lights
- Tiling & flooring in all properties please
Could improve the balcony

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Like the kitchen, bathroom and & spotlights	Keep improving things
Like the Kitchen	At first glance nothing, it's modern
Flooring	Reversible windows for cleaning
I like the internal doors, fixtures & fittings, integrated appliances, shower, spotlights	Information-different people are saying different things about what we'll get
Kitchen and Bathroom	Low water pressure concerns
Serious work has been done, also like induction in the kitchen, the shower, Plumis mister	More use of space
The sufficient technology for fire alarms	Shelving in the storage, boiler space, windows
Like the kitchen, bathroom, flooring, new boiler system, very good throughout	Quality of flooring, move intercom from upstairs to downstairs, repair window frames, remove trunking from the electrics, I'd like white units in the kitchen
The fresh walls, doors, door frames, spotlights, how modern our flats can look, the kitchen	Most likely won't be the same in own home Would like to have floor, windows, heating done
Modern living, love the modern kitchen, spotlights, also the doors	Flat feels smaller, particularly the kitchen; open plan kitchen might be better
Looks very professional, nice finish	Paint work, window
Fire sensor, bathroom, USB sockets	I do not like the spaces inside the cupboards, not even the width of a dinner plate
Kitchen, doors, bathroom, floors	I do not like the staircase design and new window
Doors/spotlights	I dislike everything x 2
Bathroom	For the moment it's ok, but we'll see
It felt modern, not living on an estate	Balcony cover and extension
Kitchen & bathroom	Lighting should be a choice
The kitchen, the doors and the boxing around the pipes it's very nice.	Our flats should be similar to this

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I like the kitchen, bathroom, upstairs toilet	Wired networking in wall, too many lights flooring
Fire suppression system, nest thermostat, bathroom, USB sockets, kitchen, fridge, bin	The walls' finishing touches and certain skirting boards are too large compared to the room size
Floor, nest thermostat, kitchen	This is only good if we can get this level of refurbishment
Water pressure, kitchen & appliances, the Plumis mister	What about the outside areas
Radiators, doors	Nothing is good
Kitchen	I liked nothing
Doors	Needs something to stop rubbish accumulating
Yes, all of it	

More positive comments on the kitchen

Nice modern kitchen. Love the hob love the fridge	I love the spotlights in the kitchen, but not in the bedroom	Looks like a good finish and design, only time will tell.
Like the integrated appliances	I love the bin in drawer	I think this place is very elegant and modern
Open plan is good to let air circulate	I like the breakfast bar	Everything is amazing
Love the sink	Nice stretchable tap	I love everything!!
I like everything	I like the extractor fan	Lots of great storage

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Bathroom

The newly refurbished bathrooms have a built-in shower, with a glass shower screen, mirrored vanity over the sink, a bidet hose, vinyl flooring, a heated towel rail, spotlights, and more...



Fully tiled bathroom, with glass shower screen and mirrored cabinet

Visitors Comments on the Bathroom



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Residents also offered their thoughts on the upgrades to the bathroom as seen below:

Likes

I love the toilet roll holder.

Nice modern bathroom

I would like to have this bathroom

Like the bidet and shower

Dislikes

Definitely needs to be bigger

Bathroom is too small

Not sure about all the lights

More positive comments on the bathroom

Heated towel rail is excellent

Like the tiles and the screen

Love the shower

I would really like to have all these features in our bathroom, most of our houses lack these

I would love to have this bathroom

Tiles are a must, very good & stops damp

New bathroom is very shiny

Lighting is excellent

I like the bathrobe sink and pedestal

Glass shower door excellent

Like the vanity cabinet

Like the shower head

Like the bathrobe hook

Shower is great

I love the bidet hose

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Fixtures and Fittings**



The Nest heating thermostat

Visitors comments on Fixtures and Fittings



"Love the USB sockets"



"I like the spotlights"



"Like the bannister"

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Likes

I like the spotlights and the rest of the fixtures & fittings, but I doubt any resident in situ will be getting any of these

Love the internal doors but again residents in situ probably won't get them

Love the light on the balcony x 2

Love the front door

Love the USB socket x 2

Skirting boards are good

Floor looks nice
Love the internal doors x 2

Like the bannister

Love the new thermostat

Like the smart thermostat

Love flooring, paintwork, doors and radiators
Like the mister system

I like the lighting, the dimmer switch, USB and the flooring

Has a clean fresh look

Love flooring and lights

Great no creaking in the flooring

Love the doors and how bright and clean it all looks.

Modern sleek look, I like the lights and USB sockets, door handles.

Love the doors

Dislikes

Handrail bracket looks nice but has very sharp corners, potentially dangerous to elderly or children.

Recess the joints on the banister, I almost cut my hand

Spotlights not necessary, prefer higher ceiling

Too many lights in living room

We should be able to choose which lights come on in living room

Bad finish on ceiling in bedroom

Too many lights in each room, needs dimmers to control each row

Radiator is too big

Don't want those spotlights in the bedroom

Lights in the hallway are flashing on/off

Boiler cupboard should have purpose-built shelves, use an airing cupboard

I hurt my fingers on the banister rail fittings

Hot water cylinder too big

The plastering is not done properly, one side of the wall not straight

Finish of painting and skirting is poor

The spotlights feel like a hospital

Water cylinder is too big, what is the cost per annum?

Sink in upstairs toilet is too small

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The Plumis Automist Smartscan Hydra



The refurbishment of this flat included the instalment of a new fire detection and suppression system, called **The Plumis Automist Smartscan Hydra**.

The system was created by the Plumis company as an improvement on the traditional fire sprinkler. It works by detecting excess heat and smoke within a room and reacting to these by spraying the room with a light mist that comes out of a sensor installed in the wall of the room (see sensor above). It is faster, more reliable and causes less water damage than a traditional sprinkler system.

The Automist is relatively easy to install because it doesn't require a tank or a water mains upgrade. It can be installed within a few of hours, with minimal impact to the building, and has low water usage. We believe that installing this system into the homes of vulnerable residents (who may be unable to cope in the event of a fire in their home causing the fire to become out of control and spread) would be beneficial for all residents.

Staff from the Plumis company were at the event to provide information on the system and to answer residents' questions. The feedback on the Automist was overwhelmingly positive and residents said they would welcome the inclusion of this system in the refurbishment of the estate.

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Feedback on Plumis Automist

Put the Automist at least in the kitchen	Like the mister system	The mister is very smart and I like it
Why can't all flats have this?	I want the Plumis on my refurb list	The mister is brilliant
This is a great idea will all flats get it?	I think key people should have it	The Plumis mister sounds fantastic
Happy even if it only goes into the home of vulnerable people as we all benefit	Looks really discreet, how does it work?	Having the Plumis mister would make me feel safer in case anything should happen

Pilot Windows in main the bedroom

Because windows across all 3 blocks will be replaced, a new type of window was piloted in the main bedroom of the show flat. These windows are made of aluminium, painted grey on the outside and gloss white on the inside. Instead of the current style of window, which opens inwards, this window opened outwards from the bottom and stops at a roughly 45-degree angle. It can be opened to a horizontal position for cleaning (see Instagram: @lancasterwestneighbourhoodteam - for a demonstration of this window).



Aluminium top hung casement window

This window did not garner a very favourable response, with most visitors finding it to be unsafe, as can be seen from the feedback below:

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Feedback for New Windows

Like the windows, better if only one colour, they should be grey	Both windows should open, waste of the space	Looks flimsy and easy for kids to open
Good that you put restrictors on the windows for safety of children	Prefer windows that open inwards, far safer for kids and ease of cleaning	The windows are useless, you can't clean the open one and, definitely can't clean the fixed pane
The windows are dangerous and look cheap, I had this in another home	Window opening is too big, children could fall out	Needs a top window that can be left open, not safe
Window space is too big	The windows look cheap	Window opening is too big – dangerous

Further comments offered by residents at the event

I've been a council tenant for over 30 years and this new refurb is the best I have seen and is a great design	I live next door to this show house and put up with 10 months of unbearable noise, including out of hours	All flats should have everything done, not just bathroom & kitchens. Floors to be fixed properly.
Love everything apart from the boiler in the main bedroom	The only bit of improvement is to make the rooms bigger	Everything looks nice but also need to look at the basic things like lifts!
If we're willing to decamp can the whole flat be done?	Utilise all outside space to make sure all bathrooms and all bedrooms are bigger.	Maybe put a net around the balcony for safety
I think this house is very good and very stylish	The wall in the room upstairs is not straight	If I buy the flooring can you fix it?
Poor storage in bedroom, the mister is in the way	More events to inform tenants on what the neighbourhood team are doing	Communicate events better. Be clear on what we will have refurbished and what we won't
Cooker is not child or sight friendly	Can we have a bigger bathroom?	More water pressure needed

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Can I keep my granite worktop but have new cupboards?

Can't tell you (what needs improving), now everything seems to be perfect

How do you affix curtains/blinds to with the new windows?

Can we have a second toilet?

Electric shower is a must

Be clear on what residents in situ can have in the refurb

Speed in implementation

Fulfil the promise

Smoke detector a must

Improve the flooring on stairs

Doors may be too heavy for elderly people

Loved it all



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Heat loss reduction and the new pilot windows

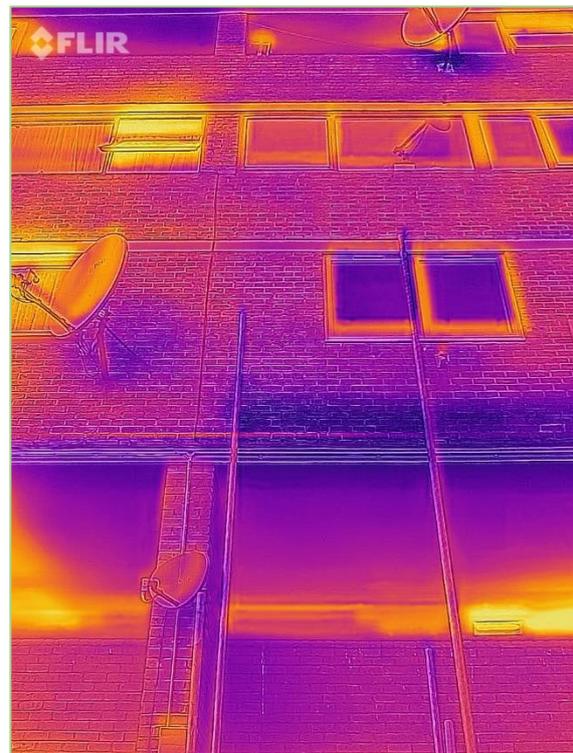
Some of our aims for the Lancaster West Estate are to reduce our carbon footprint, make the estate as ecologically sustainable as possible, and reduce energy costs (and use) for all residents. One of the ways we are looking to do this is to reduce electricity consumption by reducing heat loss in the home.

With this in mind, we are going to remove the old single glazed windows from all homes and replace them with double-glazed windows that will keep the heat in and the cold out. The pilot windows in this flat proved to have performed this function particularly well as shown in the pictures below:

The photograph on the left shows the new windows from the outside, these are the lower grey-framed windows. The photograph on the right is a thermal imaging photograph. The bright pink, red and orange colours show where heat is being lost from the building, while the new windows remain dark, showing that no heat is being lost through them.



'Grey-framed' pilot windows



Dark pilot windows, showing zero heat loss

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How residents felt about the Open House event:

On our feedback forms most visitors gave the Open House a high rating with 50% of people awarding it 10/10. 2 people, however, stated we could have done everything better.

Below are additional comments given on the event:

“The tea was amazing”.

“The staff were friendly, so lovely and welcoming”

“You should do timed group talks to give residents more information”

“You should control the number of visitors in the flat”

“Offer visitors a cup of *coffee!*”

Children have their say too!

Several residents brought their children along to the open house and they let us know what they thought of the refurbishment too. Please see **Appendix I.** for the children’s’ comments.

What happens next

As you know the refurbishment programme of the Lancaster West Estate is being co-designed by the Lancaster West Neighbourhood Team and the residents themselves. We value the opinion of all residents and want to know what they would like to see maintained, refurbished, changed and/or upgraded on the estate.

All the feedback from the Open House will be reviewed by us to ensure we are delivering a refurbishment in line with what the residents want, to the extent that this is possible. For example. residents asked for bigger kitchen sinks, better light sockets, more kitchen storage, showers with good water pressure and handrails on the stairs, all of which we have delivered. We will continue to ensure that we keep listening to residents to give them the refurbished home and block that they want to live in.

Now that this phase of the refurb programme is complete, we will be moving into the procurement phase, where we choose which designers, architects and contractors will deliver the refurbishment. And, we need residents’ help to do this.

If you would like to get involved in choosing who will be working inside and outside your home let us know by contacting us on:

Tel: 0800 389 2005 or Email: lancwestrefurb@rbkc.gov.uk

We will be happy to get in touch with you. **Please get involved!**

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Appendix I.

Childrens' feedback on the Refurbished Flat

The fire-resistant doors take half an hour to go through so it is very safe as when you are asleep and there is a fire, the alarmist will wake you up and it will take half an hour to give you escape [age 9]

my favourite thing is
the tap

good !!

Aisha 9.

It looks very
modern and
I like the
bathrooms
here.

10 years

I think this house
is good and very
stylish

!!*
☺

Ayesha 9.