

## Camelford Court



# Foreword

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## Further information:

Website: [www.lancwestrefurb.com](http://www.lancwestrefurb.com)

This document is available to read in other languages. To request a translated copy of this book or for more information please contact NewmanFrancis on:

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A hard copy of this book can be found at Baseline Studios and with your block representative. Please use the contact information above to find out who your block representatives are.

To contact Kensington and Chelsea Council on any issues related to the Estate, please:

Email: [LancasterWestOffice@rbkc.gov.uk](mailto:LancasterWestOffice@rbkc.gov.uk)

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

**“These books are the next steps in our work with architects and the Council to design the future of the Estate. This work will give us a major voice on the future of our homes.**

**After the tragedy of last June, this is a fundamental step for residents to begin the process of rebuilding their lives.**

**Many of our residents attended the consultation events and we are clear on the need for positive change.**

**The LWRA is working to ensure that the Council lives up to its promises. We will continue to make sure they listen to residents to fulfil their promise to make this a model estate for the 21st Century.**

**Most importantly, we will secure our rights to improved living conditions and putting the ideas in these books into practice.**

**We will be approaching Central and Local Government to support us to achieve our aims and secure their support for the refurbishment of the estate.”**

Lancaster West Residents' Association

# Introduction

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## Purpose of this Book of Ideas

This book provides a record of the resident participation and co-design events held between January and March 2018 for Camelford Court.

### This book:

- Records the ideas and concerns that emerged from the engagement with residents.
- Establishes a reference document for the next stage of the project when the ideas will be added to, developed in more detail, and thoroughly tested for feasibility of implementation, including cost and disruption implications.
- Records the process of resident engagement and feedback that took place.

### At the next stage:

- Residents will be part of the process of selecting designers to take the refurbishment forward.
- Residents will make choices about these and additional ideas informed by factors such as cost, levels of disruption and current regulations.
- Residents will remain at the heart of the design and implementation process.

## The buildings

Camelford Court is a series of two and three storey homes. It is defined by its generous pedestrian street behind Cornwall Crescent, from which all homes have their front access. The entrances are badly designed and hidden from the street and have been described as feeling unsafe with areas prone to anti-social behavior. On Cornwall Crescent, which forms part of the estate boundary, large ventilation ducts stop the block from creating a traditional street.

## How we have consulted

We have carried out an extensive engagement programme. This has included ideas day events, 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.

The following resident engagement events have been held with residents from Camelford Court to collect resident comments on current conditions and discuss possible ideas for new refurbishment works:

- Resident Ideas Day, Kensington Leisure Centre, 27.01.2018
- Block meeting 1, Methodist Church, 07.02.2018
- Block meeting 2, Methodist Church, 07.03.2018
- One individual resident consultation
- Resident Ideas Day, Kensington Leisure Centre, 10.03.2018

## Findings

The following sections summarise the findings and resident feedback received during the engagement process. A series of possible 'early projects' are also identified as work which could possibly be carried out before the main refurbishment works without affecting future plans.

# Summary of findings



Camelford Court

## Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate.

- The entrances to the pedestrian street are badly designed and feel unsafe.
- The pedestrian route requires attention in terms of resurfacing, landscaping and lighting.
- The walkway keeps flooding due to poor drainage.
- Noise and light pollution from the street.
- Poor quality windows causing condensation.
- The homes require redecorating, and new kitchens and bathrooms.
- Noise levels within the homes are poor with constantly creaking floorboards.
- Water pressure and internal leaks are a major concern.
- The ventilation ducts on Cornwall Crescent stop the block from creating a traditional street.
- There could be more communal facilities in the area. This includes children's facilities within proximity of the block.
- There are issues with pest control.

## 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.

- Redesign the entrances to be safer, more visible and more accessible.
- Improve the pedestrian street with landscaping and benches for neighbours.
- Investigate use of directional lighting to eliminate light pollution into windows from street lights.
- Resurface the street to soften the landscape whilst addressing drainage failures and flooding.
- Provide threshold spaces in front of bedroom windows to create privacy.
- Install double glazed windows to stop condensation, improve thermal performance and reduce noise pollution from the street.
- Refurbish the interiors including new kitchens and bathrooms.
- Investigate and minimise creaking noise issues.
- Carry out plumbing works to address internal leaks.
- Potential expansion of homes based on residents needs.

## 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 to your block or home

These are possible projects specific to your home or block that could start before the main refurbishment work begins.

- Address leaks within the properties.
- Provide facilities for children within close proximity of Camelford Court. For example this can be improvements to the play space on Clarendon Walk.

## 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.

- Improve community safety through; additional and better street 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 systems, heating, plumbing and water pressure.
- Introduce a local lettings policy to meet local needs.
- Provide secure bike storage, and improve play spaces.
- Make improvements to nursery facilities, and identify options for future location.
- Investigate and resolve pest control issues.

### Suggested Pilot Schemes

- Various works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.
- Surveys (incl. structure, services, drains, water and sewage).

# Concerns and ideas: In detail

## ➤ Poorly Designed/Unsafe Entrances

Access to Camelford walk on St. Marks Road is overall poorly considered. A small gate from the street leads down a set of stairs to a dark and narrow underpass, all of which is hidden from both the street and out of sight of any of the apartments. There is no indication that Camelford Walk is there from the street. As such this public thoroughfare feels uncomfortable and dangerous. Residents have complained of antisocial behaviour in this area, most probably due to its lack of visibility to the street or local neighbours.



The entrance on the Clarendon Road side of Camelford Walk shares many of the same issues as the entrance on St. Marks Road. The heating pipes and ventilation which run across the entrance reduces the path to a narrow uncomfortable scale compared to the size of the street. It serves to cut off Camelford walk as an uninviting back alley. The remaining space has been designated as a large rubbish collection area which encourages littering at the entrance. The sloped entrance here is uncomfortable and too steep for a wheelchair to use.



## ➤ Ground Floor Bedroom Windows onto Camelford Court

Camelford Walk has bedroom windows looking out onto the pedestrian street on Camelford Court. Chains have been introduced to these façades as a safety measure. They are often used to store objects and leave carpets out to dust. Refurbishment needs to be mindful of these windows and potentially add in some kind of threshold space to deal with privacy issues here.



## ➤ Noise and Light pollution from the street

Existing single glazed windows provide poor sound insulation from the street and street lighting shines directly into residents homes. Double glazing and re-thought directional down-lighting could really help this issue.

## ➤ Safety and Security

Residents have expressed concerns over feeling unsafe around the estate. This is due to poor lighting, visibility and no secured access.

➤ The pedestrian route requires attention



The pedestrian route requires attention in terms of resurfacing, landscaping and lighting whilst being mindful of the bedrooms on the ground level.

➤ The Walkway is constantly flooding



The pedestrian route and private front gardens flood after heavy rainfall. This is due to poor drainage which needs to be looked at.

➤ Ventilation Ducts on Cornwall Crescent

The homes of Camelford walk are completely blocked off from the street by the thick wall containing the heating and ventilation pipes. This blocks off any relationship of the homes to the street.



➤ Internal Leaks and Poor Water Pressure

Leaks are a major concern which has caused kitchen ceilings to cave in at least two instances. As a result one family has had to move out of their property and has not been able to return for at least 4 months whilst remedial works are being arranged.

➤ Poor Internal Sound Insulation

Sound insulation within the home is bad, you can always hear your (and your neighbours) floorboards creaking.

➤ Poor Quality Windows



The original single glazing is old and causing many issues including condensation and excess noise pollution.

➤ Internal Conditions

A general refurbishment is required to some properties which need new kitchens, bathrooms, and paintwork.

➤ Issues with rodents and pests

Works are required to investigate and control rodent pest issues.

➤ Communal Facilities

Concern has been expressed by residents that there are very few community facilities for residents, especially young people. While Camelford Court does not itself have the capacity or space to provide anything of significant size in terms of playgrounds or sporting facilities, this could be done elsewhere on the estate.

# Concerns and ideas: In detail



## Improvement of Pedestrian Street

The pedestrian street needs to be rethought of as a communal shared space for the residents. Full re-landscaping of this area can involve several aspects of refurbishment.



## Resurfacing of Street

The current street surface material is not suited for a pedestrian street, loose gravel drags into peoples homes. The whole street needs to be resurfaced in a more appropriate and softer material.



## Improved Drainage

Drainage needs to be addressed to prevent water pooling on the pedestrian street and in private front gardens.



## Directional Lighting

Directional lighting can keep the street light and safe whilst eliminating light pollution into windows.



## Communal Landscaping

Introduction of soft landscaping and benches to provide some shared space between residents, some privacy between the neighbours opposite and a pleasant view to look out towards.

➤ Redesigned Entrances

All entrances to Camelford Court’s Pedestrian route need to be rethought to eliminate dark and hidden corners. Entrances need to be open and visible from the street to provide a more comfortable and safe environment. There could be gates to make the street feel more private. Signage could also be improved to give a sense of identity.

➤ Potential Threshold Spaces for Camelford Walk Bedroom Windows

This refurbishment needs to be mindful of the ground floor bedroom windows on Camelford Walk. Potential ideas could be to introduce some semi-private threshold space along this side of the path to provide a more balanced relationship to the street on either side.

There is a possibility of opening the bedrooms up to small private gardens which face the street.

➤ Possibility of Creating a Mews - Like Condition

Proposals must abide by secure by design principals ensuring the safety and privacy of residents. There is a possibility of secured entrances into the walkway with fob access creating a mews like condition.

➤ Possible Early Project to improve Security

There is a possibility to improve security in the short term by providing CCTV surveillance and improved lighting before the major external works. The Major external works will then further address security concerns by redesigning the entrances, eliminating hidden and dark corners, providing directional lighting and secured access.

➤ Possible Early Project to Provide Communal Facilities for Youths Within Close Proximity to Camelford Court



# Concerns and ideas: In detail

## ➤ Improvement of The Homes

The overall internal environment of the homes are poor and there are some key concerns which need to be addressed. Significant internal works can address several key issues at the same time.



### ➤ Internal Refurbishment

New kitchens, bathrooms, decorating and flooring can be provided.

### ➤ Re-thinking Internal Layouts

Along with a full interior refurbishment, internal layouts of homes could be re-worked to better accommodate the residents living there. Many examples of introducing open plan kitchen living style rooms have been already been done in privately rented homes.

### ➤ Double Glazed Windows

Double glazed windows during the refurbishment will stop condensation and improve thermal performance. Double glazed windows will also reduce noise pollution from the street

### ➤ More Involved Internal Works

Works to improve the sound insulation and creaking floor can potentially be quite involved as it means addressing the structure of the building. Similarly works to address the pipework and internal leaks can be a big job.

### ➤ Expansions of Homes

Homes can potentially be expanded where there is the need. There is the potential to expand homes down into the existing basement to provide more room. There is also the opportunity for roof extensions. This will involve a significant internal reconfiguration.

### ➤ Removal of Ventilation Duct on Cornwall Crescent

The ventilation duct on Cornwall Crescent could be removed to provide larger gardens for residents. Removing this visual barrier will also help give the properties a presence onto Cornwall Crescent.

### ➤ Addressing the Leaks

Some properties urgently need repair works done to address leaks and damage caused by leaks. This is a significant early project requirement.

### ➤ Water Pressure and Heating

### ➤ Occupancy

Resolving occupancy issues with an estate wide social audit can initially deal with noted overcrowding issues.

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
1.	The overall internal environment is poor	Properties haven't been maintained. In a lot of cases simple redecorating, new kitchens and new bathrooms are required	There should be a full internal refurbishment to deal with issues raised by residents.	Very positive response on the proposition of a refurbishment. This should also deal with rodent and pest concerns.	
2.	There have been leaks which resulted in broken ceilings.	This is a major concern to be addressed with one family out of their home for at least 4 months.	Plumbing needs to be fixed or upgraded.	This is a necessary maintenance requirement.	✓
3.	The entrances are dark, hidden away and feel unsafe.	Residents feel unsafe in some locations, there have been reports of antisocial behavior.	The entrances need to be redesigned to be more open and visible to the street.	Residents are open to redesigning the entrances and like the idea of direct access from the street - eliminating the dark alleyway on st Marks Road.	
4.	There is a lot of noise and light pollution from the street.	Some light gets into residents bedrooms at night.	Double glazed windows will solve noise pollution while redesigned down lighting will solve any light pollution issues.	This is a welcomed solution. The windows especially require replacement.	
5.	The refurbishment must be mindful of the bedrooms on the ground level.	No Comment	Co-ordination with Camelford Walk in designing threshold spaces in front of these bedroom windows.	The redesigned idea looks very good and the conditions to the bedrooms have been improved, however, residents are worried about the width of the street.	
6.	The quality of the windows is poor, there is regular condensation.	This causes damp issues.	Upgrade to double glazing.	This is a necessary maintenance requirement.	
7.	Noise levels in the home are poor and there are constantly creaking floorboards.	The creaking floors are a huge concern to residents.	Interior refurbishment should include detailed research into sound insulation within the home. Structural works can be done to address the creaking but this may require residents to leave their home for the duration of the works.	Some residents have expressed they were happy with this if it meant solving the creaking issues.	
8.	There could be more communal facilities in the area, especially for the youth.	Residents feel that some antisocial issues can be addressed by providing facilities for youths in the area.	Landscaping and benches along the pedestrian route, with larger communal youth facilities integrated into the larger estate plan. This includes upgrading the playground on Clarendon Walk.	This is a welcomed solution.	✓

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
9.	The internal layout of the homes could be rethought.	No Comment	Look at potential areas for rethinking internal layouts in individual cases.	This is a welcomed solution. Some residents like the idea of entering their home from Cornwall Crescent.	
10.	The walkways are constantly flooding due to poor drainage.	Peoples front gardens constantly flood in heavy rain.	Drainage needs to be detailed into the landscaping of the new pedestrian route.	This is a necessary maintenance requirement.	
11.	The ventilation ducts on Cornwall Crescent block off any relationship to the street.	No Comment	Remove ventilation ducts and extend gardens. Another option is to reverse houses with new entrances off Cornwall Crescent.	Some residents like the idea of opening up onto Cornwall Crescent whilst others felt that this may compromise security. The residents of no.2 particularly like the idea of an entrance to their home off Cornwall Crescent.	
12.	There is poor security in the area and reports of Antisocial Behavior.	Residents would like to feel safer walking around the estate. Some residents don't open certain windows with the fear of people jumping into their homes. There are people loitering on low level walls, this gets particularly bad during summer months.	Implementing security measures such as the introduction of CCTV into the area, better lighting and redesigned entrances to increase visibility to street. There is a possibility of creating a Mews like condition with secured fob access to the site. Specialised greening can be used to deter antisocial behavior.	Residents like the idea of creating a Mews with fob access. Better lighting, CCTV and improved entrances are also welcomed solutions. Residents would like to see increased security measures implemented before the summer months.	✓
13.	Heating system is poor.	Homes get too hot, even during summer when the heating is off because of the pipework running through the homes.	Redesigned heating system with individual control.	This is a welcomed solution.	✓
14.	The pedestrian route requires attention in terms of resurfacing, landscaping and lighting.	The street doesn't look great and the gravel gets into peoples homes from the street.	Resurfacing of the walkway.	This is a welcomed solution.	
15.	Poor Water Pressure	Showers cannot be used because the water pressure is so bad	Plumbing needs to be fixed or upgraded.	This is a necessary maintenance requirement.	
16.	Garden level flats are targeted for burglaries and people walk along the low level ventilation wall.	Garden level flats have been targeted in the past and the blue iron fencing has been put up to deter people from walking along that wall.	By occupying the basement and lowering the garden level, the garden becomes more difficult to access. The garden wall can be designed in such a way where it becomes difficult to walk along such as a pointed top.	Removing the ventilation wall at the rear of the properties to help engage with Cornwall Crescent makes residents nervous because this may compromise on security.	

# Record of all resident comments received:

	<b>Concerns:</b>	<b>Resident Comments:</b>	<b>Ideas:</b>	<b>Resident Feedback:</b>	<b>Possible early projects:</b>
17.	Antisocial behavior - People climb the maintenance access ladders and walk on the roofs of houses	This make residents feel very nervous.	A fully complaint design needs to be developed which meets current fire safety standards as well as secured by design principles. This will look into preventing unauthorised access onto the rooftops.	This is an important measure which should take place.	
18.	Narrowed entrance on Clarendon Road	The narrowed entrance as a result of the boiler and ventilation wall creates an uncomfortable entrance point and antisocial behavior is reported on the low level ventilation walls as well as the communal balcony.	Remove the ventilation wall to create a more open and visible entrance.	Residents would like to see the boiler and associated balcony removed to create a new entrance.	



# Improvements to your neighbourhood

## Wider neighbourhood ideas:

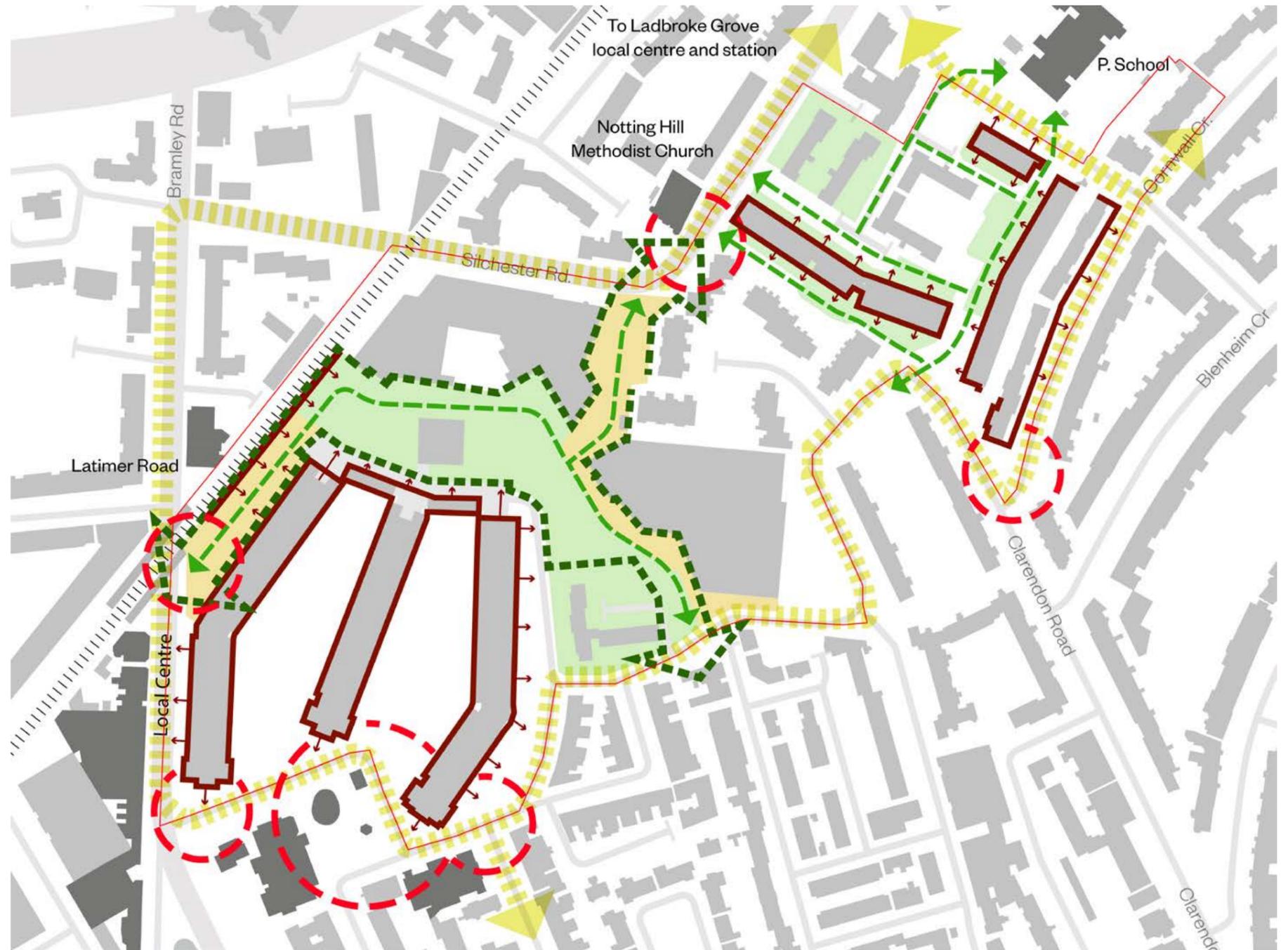
Key ideas, developed together with local residents, consider safety and security, the quality of open spaces and local streets, architectural identity and the provision of community spaces. As part of the refurbishment of the wider estate, the design and location(s) of nursery and other childcare provision for the estate would be reviewed with residents and service providers with a view to enhancing the current provision.

For more details please refer to the 'Wider Neighbourhood' book which details key concerns, key ideas and possible early projects.

## Camelford Court:

Entrances to Camelford Court currently feel unsafe and are prone to antisocial behaviour. There is a need to reconsider this street as an attractive and secure communal space that incorporates softer street materials, street furniture and a planting strategy.

Along Cornwall Crescent the removal of ventilation ducts, which currently create a visual barrier, will improve the street scene and create a stronger relationship between building and street.



### Key

- Improved local pedestrian and bicycle routes
- Improved surrounding street environment
- Enhancing entrance points
- Improving surveillance and eyes on the street

## Landscape ideas:

Key ideas developed together with local residents consider trees and greenspaces, pedestrian routes, fronts and back gardens, courtyards, playspace and local streets. Outdoor spaces for residents to meet and gather were seen as positive improvements with an emphasis on high quality accessible spaces for practical use.

For more details please refer to the 'Wider Neighbourhood' book which details key concerns, key ideas and possible early projects.

## Camelford Court:

Ideas include significant re-thinking to the use and character of the pedestrian route alongside Camelford Court whilst ensuring fire access is maintained. Opportunities for new planting along the route are strong with the prospect of creating a new more 'green' character which feels less public and is most considerate to the residents who live along it. Designs should seek to reduce noise and anti-social behaviours whilst incorporating low maintenance approaches with new bicycle storage and areas for shared community use.



### Key

- |   |                    |   |                      |   |                 |
|---|--------------------|---|----------------------|---|-----------------|
| ① | Walkway courtyards | ④ | Lower Clarendon Walk | ⑦ | Camelford Court |
| ② | Whitchurch Road    | ⑤ | Camelford Walk       | ⑧ | Camborne Mews   |
| ③ | Clarendon Walk     | ⑥ | Verity Close         | ⑨ | Treadgold House |

# Energy and sustainability

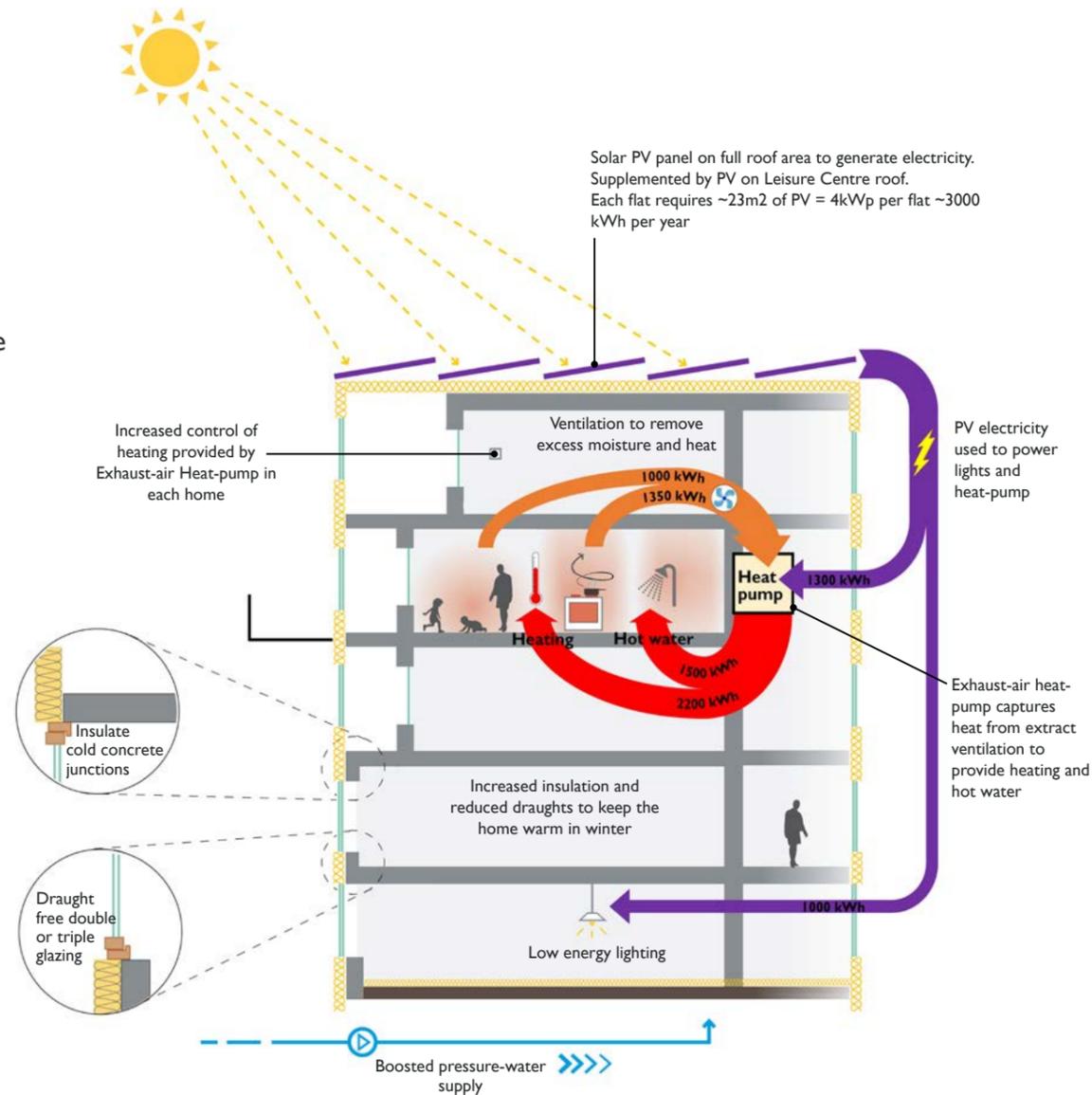
Residents' concerns include condensation, water leaks, draughts, lack of heating system control, insufficient water pressure, summer overheating, energy bills, as well as rodent infestation along pipe routes, exposed gas pipe concerns and poor-quality services installations.

In response, and to make these homes fit for the next thirty years, the proposed idea is to take the opportunity offered by improving the building envelope, to substantially improve the indoor environment and replace many of the aging water and energy systems. New high-performance windows, draught proofing, thermal insulation and waterproofing, together with a choice of external brick or other finishes and solar PV renewable energy generating roofs are proposed. This approach draws on best practice retrofit from around the world, particularly the Dutch 'Energiesprong' where they aim to upgrade each home in a matter of days, with the focus on achieving whole life cost neutrality.

In heating system terms, this offers the opportunity to recycle the waste heat given off by residents, appliances and cooking within each home using individual exhaust-air heat-pumps to deliver both heat and pressurised hot water, as per Danish best practice (see Option 1). By additionally using renewable PV electricity from the roofs, the homes could become zero carbon. Total individual control would be provided, and would avoid the need for fossil fuel gas-fired boilers and distribution pipework. This system removes the indoor generated moisture which otherwise has created condensation issues on the estate when new windows have been installed. In summer the proposed exhaust-air heat-pumps would also cool the ventilation as it creates hot water.

## Suitable for :

- Treadgold House
- Camelford Walk
- Camborne Mews 13-36
- The Walkways
- Clarendon Walk
- Talbot Walk
- Camelford Court



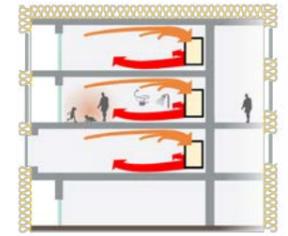
## Heating System

The type of suitable heating system is dependent on the level of thermal insulation. Higher levels of insulation and better glazing mean that waste heat from residents, appliances and cooking could become a sufficient heat source to meet the home space heating and hot water needs, reducing energy needs and residents' bills as shown in Option 1 (above, top right).

If insulation levels are lower, or parts of the building envelope are not insulated, then extra heating would be needed. This could come from

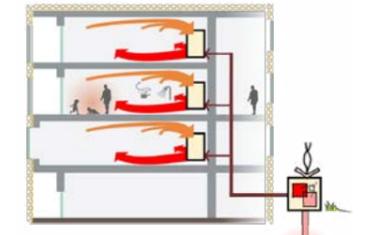
### Option 1 Recommended option: each home has an exhaust-air heat-pump:

- ☺ Recycles waste heat
- ☺ High insulation needed
- ☺ Lower energy bills
- ☺ Individual control
- ☹ Low maintenance costs
- ☺ Electricity powered
- ☺ Enables on-site Zero Carbon



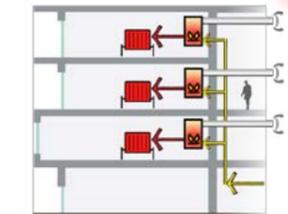
### Option 2 Exhaust-air heat-pumps+communal ground-source heat-pump:

- ☹ If less insulation installed
- ☹ Higher energy bills
- ☺ Individual control
- ☹ Higher maintenance costs
- ☺ Electricity powered
- ☹ Zero Carbon needs additional off-site renewable energy



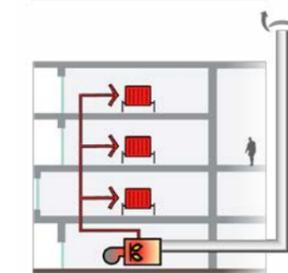
### Option 3 Gas boiler in each flat:

- ☹ If least insulation installed
- ☹ Higher energy bills
- ☹ Individual control
- ☹ Higher maintenance costs
- ☹ Fossil fuel gas use
- ☹ Not Zero Carbon
- ☹ Flue discharges near windows



### Option 4 Upgrade Communal boilers:

- ☹ If least insulation installed
- ☹ Higher energy bills
- ☹ Individual control
- ☹ Highest maintenance costs
- ☹ Highest fossil fuel gas use
- ☹ Not Zero Carbon



a communal ground-source heat-pump as per Option 2. If this extra needed heat is relatively small, then the community heat-pump would only need to run during peak winter.

Where the insulation levels are lower, for example if windows are double glazed only, then significantly more energy needs to be delivered. This would normally be provided by fossil fuel gas, either to serve individual gas boilers in each home (as Option 3), or for renewal of the community heating system (Option 4).

# Community energy ideas

## Buildings become 'Power Stations'

The largest urban renewable energy resource is our roof area. It is ideal for mounting PV solar electric panels, even for roofs that do not face directly south or have a slope. As PV panels can be a significant money earner during their life, current best practice is to set up Community Energy Co's so the local community can directly benefit from this. The new London Plan puts particular emphasis on this approach and there are now grants and financial support for setting up Community Energy Co's.

For the Lancaster West Estate we would aim to significantly upgrade the building envelope and replace the heating and water systems. This would create an opportunity to reduce home energy demand sufficiently to allow each home to be powered by roof PV and hence tap into this financial benefit.

The Community Energy Co. could potentially also mount PV panels across most of the currently unused large roof area of the Leisure Centre to supplement the estate buildings that fall short of the sufficient roof area needed to deliver enough PV power for their homes.



External insulation and prefabricated building elements

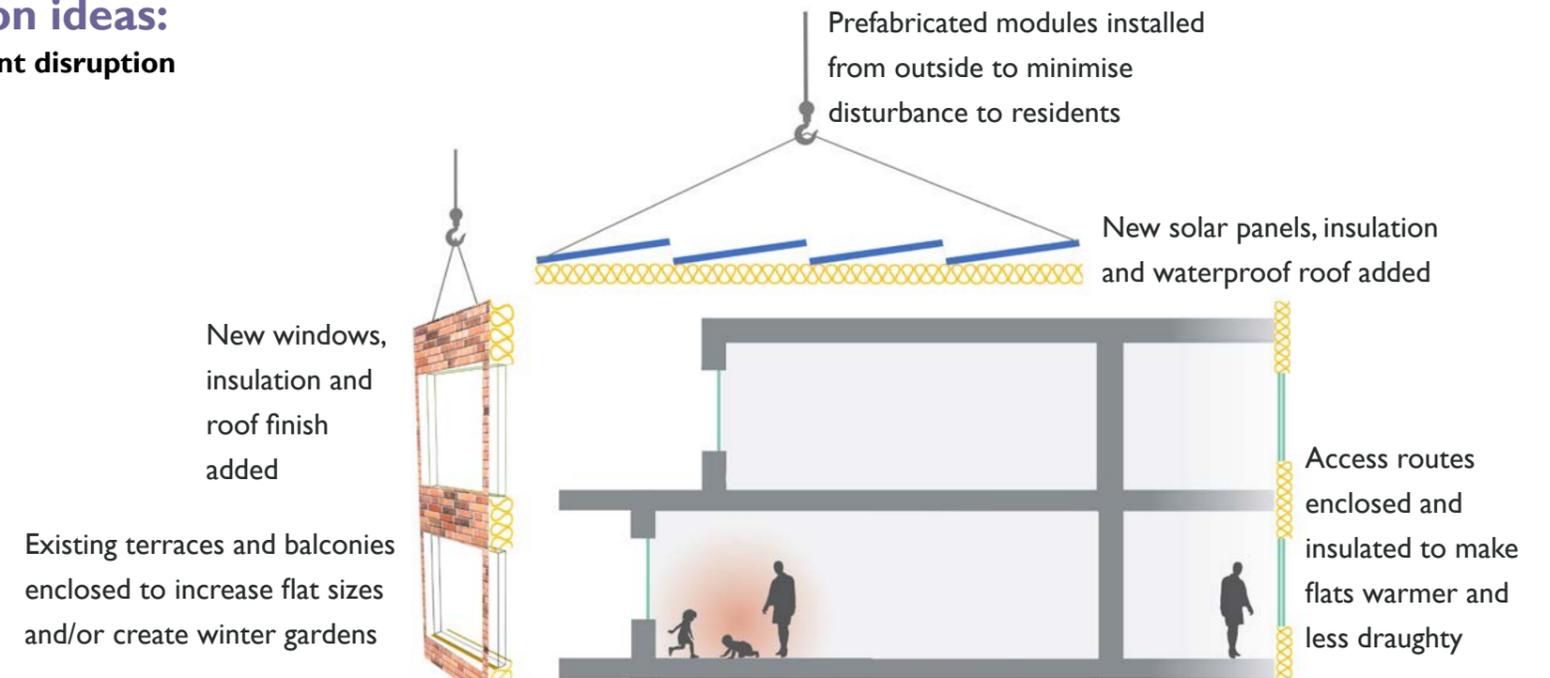


Prefabricated elements to reduce disruption and improve performance



Solar panels

## Construction ideas: Reducing occupant disruption



Buildings as 'Power Stations' - adding solar panels to existing roofs



# Appendix

# Engagement boards: Your homes and buildings

## 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?

Some residents have said that poor lighting and hidden entrances make the public path feel unsafe and uncomfortable, how do you feel?

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?

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 pedestrian street?  
Some residents mentioned they would like to see it 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 kitchens and bathrooms need redoing. The water pressure is too low and so the showers do not work at all. There are plumbing issues and many reports of leaks, some of which have caused the ceilings to break through. What is your experience?

#### What works:



A typical back garden in use



Front Entrances

#### What doesn't work:



Ventilation wall blocks off the street.



Walkway constantly floods



Underpass promotes anti-social 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.



How we can improve the entrances to your street by making them more direct and secured.



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...



# Example comments from residents: Your homes and buildings

Like the ideas for green spaces

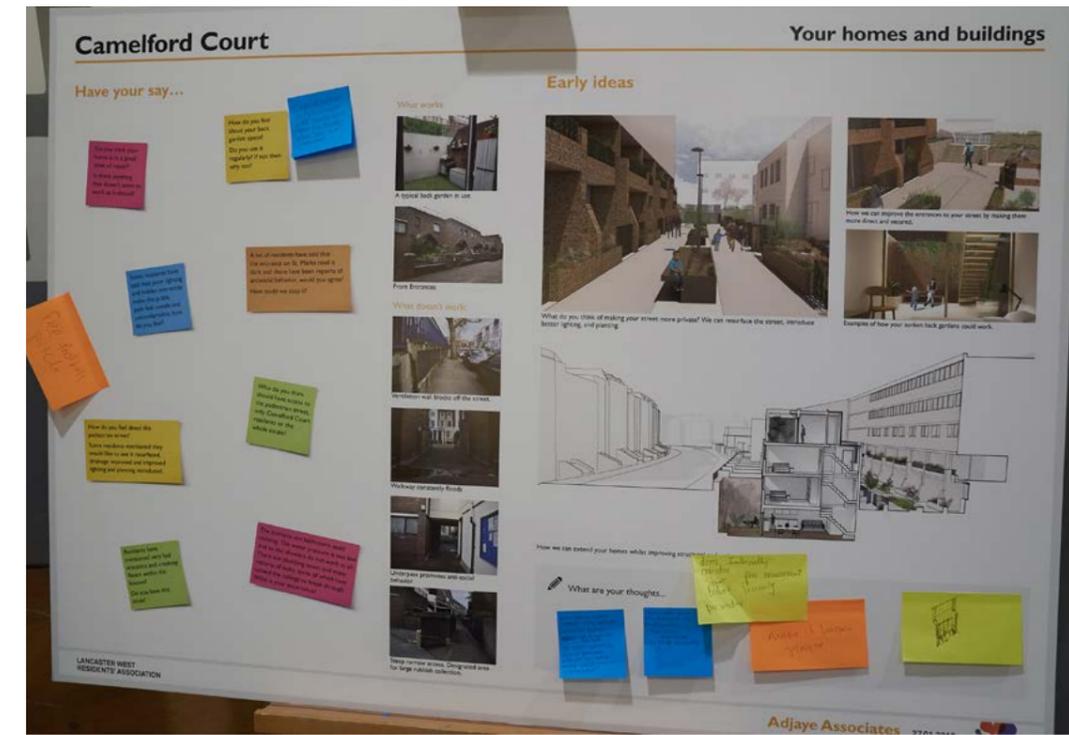
The estate feels unsafe, Youths have used the fire access stairs to climb onto the roofs of peoples homes.

Refurbishment must be mindful of bedrooms on ground level.

The windows are old and of poor quality, there is regular condensation on the windows.

There needs to be more communal facilities in the area, especially for youth.

The pedestrian walkway needs to be re-surfaced. Drainage here is also very poor and there is constant water pooling.



Support the overall process, but feel that more work needs to be done to get the community involved. There needs to be more representatives from the council attending the meetings.

Overall internal environment is poor

The noise levels within the home are bad, you can always hear the floorboards creaking.

There is poor security, the entrances feel unsafe and hidden. There is often antisocial behavior in these areas.

The kitchens and bathrooms need redoing. The water pressure is too low. There are plumbing issues and many report of leaks, some of which have caused the ceilings to break through.

# Engagement boards: Promise to residents and FAQs

## 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.

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

## Frequently Asked Questions

### 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. 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](http://www.lancwestrefurb.com). Alternatively, if you prefer please email the Lancaster West estate neighbourhood director [steve.jacobs@rbkc.gov.uk](mailto: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,

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.

# Engagement boards: Way forward - indicative timeline



## Further information:

Website: [www.lancwestrefurb.com](http://www.lancwestrefurb.com)

This document is available to read in other languages. To request a translated copy of this book or for more information please contact NewmanFrancis on:

Freephone: 0800 644 6040 (free from landlines)

Office: 020 8536 1436

Email: [lancasterwest@newmanfrancis.org](mailto:lancasterwest@newmanfrancis.org)

A hard copy of this book can be found at Baseline Studios and with your block representative. Please use the contact information above to find out who your block representatives are.

To contact Kensington and Chelsea Council on any issues related to the Estate, please:

Email: [LancasterWestOffice@rbkc.gov.uk](mailto:LancasterWestOffice@rbkc.gov.uk)

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

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## 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.