

# LANCASTER WEST UPDATE

Summer 2020

**One of our electric vans**

**Reducing CO<sup>2</sup>**

**Page 3**  
How our services are changing during the coronavirus pandemic

**Page 4**  
Here to help: How we've been supporting residents and the local community

**Pages 15-17**  
Top 10 refurbishment priorities for your block and home revealed

## LancWest refurbishment to tackle climate emergency

**The Lancaster West Estate is aiming to become a carbon neutral estate by 2030, ensuring sustainability and energy efficiency are at the heart of our 21st century refurbishment in the months and years ahead.**

This follows the commitment made by the council earlier this year declaring a climate emergency, engaging with residents through the refurbishment prioritisation process, and discussions with all levels of government to ensure that Lancaster West becomes a model estate for others to follow.

With sustainability at the heart of our refurbishment, we will ensure homes are warm and comfortable for residents, reducing energy bills

and service charges overall, as well as ensure that reduced carbon emissions protects our wider environment and reduce the impact of climate change. James Caspell, Neighbourhood Director said: "The upcoming estate-wide refurbishment is a once in a generation opportunity to ensure we improve the carbon efficiency of the estate and leave a legacy which looks after people as well as the planet. It's something residents are increasingly

asking us to consider."

"We're engaging with teams across the council, as well as the Mayor of London's Energy Efficiency Fund, the Department for Business, Energy and Industrial Strategy, and the European Union, to explore funding opportunities and the feasibility of adopting eco-friendly technology into the design and delivery of our refurbishment."

We have already made a number of improvements to homes and the way we operate to reduce bills for residents and carbon emissions. You can read more about the progress we're making inside our newsletter!

In the next year, through the measures we have implemented, we are already on track to save:



**30,300 kg**

of CO<sub>2</sub> emissions from entering the atmosphere



**1.5 million**

litres of water

**LANCASTER WEST  
NEIGHBOURHOOD TEAM**

# WT1



THE ROYAL BOROUGH OF  
KENSINGTON AND CHELSEA



For ways to contact us, turn to the back page

# Message from the Director



James Caspell, Neighbourhood Director

**Dear residents,**

**The coronavirus pandemic has presented us with unprecedented challenges, in how we each live our lives, and how as a team we deliver services to you.**

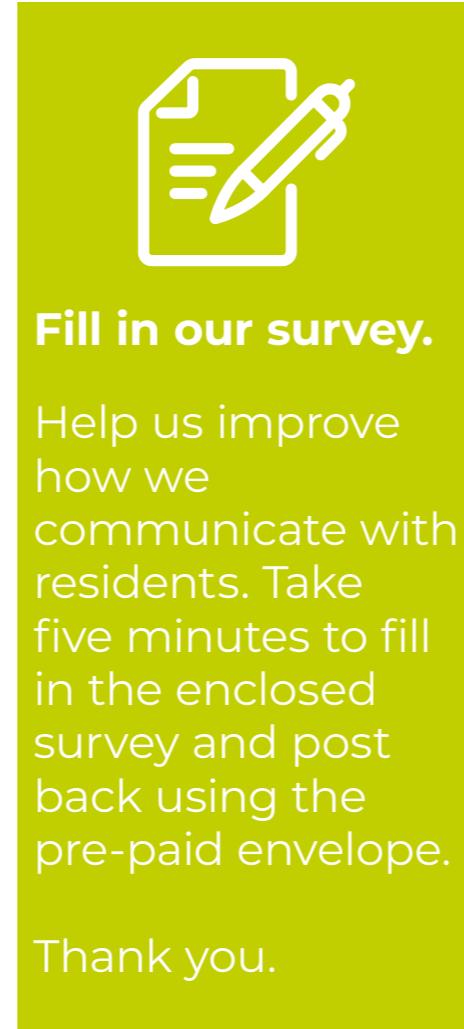
Our first priority has been and remains to keep residents safe, and ensure we provide the support needed to our most vulnerable households.

I would like to thank all of our residents for following public health advice to stop the spread of the virus, and protect the NHS.

Despite the disruption, progress to design your estate-wide refurbishment has continued, and you can read more about that in the following pages.

We have also been working closely with all levels of government to ensure that the refurbishment delivers a more sustainable estate, which reduces carbon emissions and reduces bills for residents.

We're proud of the level of engagement we've had from our residents, and I would like to thank the hundreds of you who engaged with us in developing the Top 10 refurbishment priorities for your block.



## Fill in our survey.

Help us improve how we communicate with residents. Take five minutes to fill in the enclosed survey and post back using the pre-paid envelope.

Thank you.

# Adapting our service during the pandemic



The ideas and enthusiasm of our residents are our biggest asset, and we will continue to discuss and explore with you over the months and years to come – until we deliver the 21st century model estate you have been promised.

If you have any further concerns, feel free to email me directly at [james.caspell@rbkc.gov.uk](mailto:james.caspell@rbkc.gov.uk), or send me a message on twitter @jjcaspell.

Best wishes,

James

PS. We're also enclosing a survey about our newsletter. We want to find out how you would like us to communicate with you and what you'd like to see in future editions.

**As advice is likely to change over the coming months from the government and Public Health England, the Lancaster West Neighbourhood Team has changed the way we work to ensure residents can still access essential services and stay safe in their homes.**

During any future periods of lockdown, emergency and urgent repairs will remain our top priority and we will continue to carry these out. It is important that residents still call and report new non-urgent repairs so that we can make a note of all details and prioritise them as we are able to. As your landlord, we have a legal duty to do essential gas and electrical work, and fire

safety improvements have and will continue. You will appreciate that on occasions this essential work and repairs may require access to your home. Any work that does go ahead will adhere to Government and Public Health England advice to help stop the spread of the virus. We will be following guidance on social distancing and handwashing. All council staff and contractors who do

enter your home will be clothed in Personal Protective Equipment. Staff who feel unwell, or have household members who feel unwell, will not be working.

We will contact you prior to any work starting to seek your permission and establish if you are self-isolating or in a high-risk group.

Please call **0800 389 2005** to report an emergency repair at any time. You can also report a repair using the WeAreW11 app free to download from App stores. If you are self-isolating, please let us know in advance so that we can take steps to keep you, your neighbours, and our staff safe.

# Here to help - how we've supported our residents



We've undertaken hundreds of welfare phone calls and our team have dropped off more than 70 care packages since the start of the pandemic. We have also been able to refer residents to community partners who have supported our residents who have been shielding or unwell.

We were also able to deliver Easter treats to families across the estate in partnership with the Lancaster West Residents' Association and Bay 20 as well as dates for Iftar during Ramadan.

If you are concerned about a vulnerable resident, please let us know. We are checking in on vulnerable residents but we are asking all residents to support each other. Whether it's getting shopping or having a chat on the phone, we all have a part to play to support our local community through this period of disruption.

## Helping residents in financial difficulties

We are aware that residents may experience financial difficulties over the coming weeks and months. If you do fall into financial difficulty, please make sure you contact us as early as possible to talk to our Income and Financial Inclusion Manager [ola/ayoola@rbkc.gov.uk](mailto:ola/ayoola@rbkc.gov.uk)

## Refurbishment and limiting noise

We will continue to complete flat refurbishments, both of empty properties to alleviate housing need on the estate through the Local Lettings Plan, and where major work is being undertaken in a number of existing homes.

If you are self-isolating and disturbed by noise in adjacent properties due to refurbishment work, please contact us on **0800 389 2005** or [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk). We can stop or limit noisy work, or will agree an acceptable window of time with you.

## Keep in touch

We will be posting regular updates on Instagram, on our App, and sending out letters to residents as we have further updates. As a reminder, our key contact details are as follows:

0800 389 2005

[lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk)

WeAreW11 download to Apple or Android from the App Store

@lancasterwestneighbourhoodteam

# How LancWest is heading towards carbon neutral



**LWNT is working towards meeting the ambitious target of becoming a carbon neutral estate by 2030 - 20 years ahead of the government's national target.**

Whether it's refurbishing empty properties, planning the upcoming estate-wide refurbishment, or the daily running of the estate, we're looking at all ways to dramatically reduce carbon emissions.

James Caspell, Neighbourhood Director of LWNT says sustainability is now at the heart of every decision: "Housing and the way we live is key to tackling the world's climate emergency. It's vital that we're not just

talking about it but taking real action to bring about change. Whether it's installing smart thermostats into every home, exploring renewable energy options as part of every refurbishment, or helping residents to compost food waste, we're making big changes that will have an even bigger impact for years to come."

Many of the changes that have already been made and are being planned make environmental sense but they are also better value for residents such as installing LED spotlights and switching to net-zero energy providers when properties become empty.

The estate-wide refurbishment is also offering a once in a lifetime opportunity to make much more ambitious changes to every home we manage on the estate.

**In the next year, through the measures we have implemented, we are already on track to save:**

**30,300**  
kg of CO<sub>2</sub> emissions from entering the atmosphere

**1,456**  
litres of food waste from entering landfill

**1.5 million**  
litres of water

**If all properties adopted the energy saving measures we are implementing, this year we would be on track to save:**

**1.5 million**  
kg of CO<sub>2</sub> emissions from entering the atmosphere

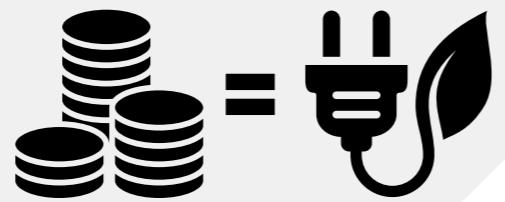
**235,000**  
litres of food waste from entering landfill

**24.45 million**  
litres of water

# What's being done to reduce our carbon footprint?

**£170k**

funding secured to explore energy efficiency across the estate from various levels of government.



## Ongoing refurbishment of empty properties:

- Switching newly refurbished properties to a 100% renewable electricity provider, and encouraging residents to do the same at sign-up
- Installing smart thermostats in all Lanc West refurbished homes, reducing heating bills and carbon emissions
- Removing gas supplies during the refurbishment, to reduce carbon emissions and improve safety in homes and blocks
- Installing low-energy LED dimmer spotlights meaning cheaper electricity bills, and greater control of light in each room
- Installing dual flush toilets and water-efficient shower heads to reduce water use and water bills as smart meters are rolled out

So far:

**44**

REFURBISHED PROPERTIES HAVE SWITCHED TO AND ARE USING A RENEWABLE ENERGY TARIFF.



As a result, each year:

**140**

TONNES OF CO<sub>2</sub> WILL BE SAVED FROM ENTERING THE ATMOSPHERE.



## Ensuring sustainability is embodied in the major refurbishment:

- Looking to replace the two inefficient gas-powered district heating systems with a renewable alternative such as ground source heat pumps, air source heat pumps, and other renewable energy sources
- Plans to install energy-efficient double glazing and smart thermostats in all homes we manage
- Looking at improving insulation across all properties – ensuring only non-combustible and fire-proof materials are considered
- Exploring a number of funding streams to raise money to implement wider-reaching energy saving initiatives
- Plans to save money and energy on lighting in communal areas – we are already piloting dusk and dawn sensors, which save energy and reduce service charge bills - plus improve the aesthetics of the estate.

So far, an estimated:

**5,085**

KG WORTH OF CO<sub>2</sub> EMISSIONS WILL BE SAVED BY THE LET VIDS WITH NEST THERMOSTATS INSTALLED.



This is the same weight as:

**2.5**

RHINOS!

If all properties managed by LWNT were to start using a Nest Smart Thermostat, we would save around 349 tonnes of CO<sub>2</sub> from entering the atmosphere! This is as heavy as around:

**30**

DOUBLE DECKER BUSES!



## Day-to-day running of the estate:

- Replaced diesel vans with electric vans for our repairs and refurbishment teams
- Trialling HotBins composters outside Morland House, Talbot Grove House, and Barandon Walk to reduce waste sent to landfill and to provide nutrient-rich compost in our gardens
- Repairs team all using cargo bikes to transport heavy loads around the estate
- Recruited more staff living on the LWE and in North Kensington, reducing carbon emissions of commuting
- Increasing biodiversity on the green spaces around the estate

Using cargo bikes, our repairs operatives are now cycling between jobs across the estate and transporting their tools.

This ensures our operatives can get to where they are needed and saving a tonne of CO<sub>2</sub> emissions each year – saves same weight as:

**2**

ADULT MALE POLAR BEARS!



## HotBins are a hot topic



**1,456**

LITRES OF FOOD WASTE Have been saved so far from going to landfill.



This is enough waste saved to fill:



**9**

LARGE BATH TUBS

**23,500**

LITRES OF FOOD WASTE could be saved from going to landfill if every household across LancWest were to collect and recycle their food waste.



This is enough waste saved to fill:



**20**

CONCRETE MIXER TRUCKS!

Estate resident Fabrice Goacher is one resident who has started using the new HotBin composter recently installed in the shared garden at Morland House.

There are currently three on the estate with plans to install more throughout 2020. "I've cut my own kitchen waste by at least 50% and the compost will be utilised for the gardens where we live."

HotBin composters can work up to 32x faster than normal compost bins which means the compost is quickly ready for use. They also take a much wider range of waste than traditional composters. Watch a film of Fabrice using the new hotbin on the Lancaster West Neighbourhood Team YouTube channel.

# Estate refurbishment enters design phase

**Work on the refurbishment is still going ahead, although some things have been adjusted since the outbreak of the coronavirus pandemic to comply with government advice.**

## Refurb prioritisation – now complete!

Our priority throughout the refurbishment process has been to maximise engagement with residents to find out what your priorities are for your home and your block, and this is what we've been working towards over the last nine months.

We have held Open House events and prioritisation workshops for every block on the estate. (See page 12) We've also been door-knocking, phoning, sending emails and letters, and holding weekly drop-in sessions at Baseline Studios, and using Instagram and our app to engage with residents.

Several hundred residents have taken part and told us what their priorities are for their homes and their block. This has enabled us to draw up a list of Top Ten priorities for each block, based on the costs and budget available.

## Next phase - Detailed design

This resident feedback will guide the detailed design phase which is now underway. You will see surveyors and designers on the estate, drawing up technical specifications to ensure the refurbishment includes resident preferences and is delivered to the highest standard possible.

Don't worry - we will still continue to engage with residents, until the very last home is complete!



We're already running pilots for different refurbishment choices. The different window types have been installed in several properties to get your feedback, and a video entry system was piloted recently in one block at Verity Close (see page 10). Alongside this we are working with residents to identify the design teams to help us deliver the refurbishment.

So far, twenty residents have helped us to choose technical specialists, and we've recruited more residents to help us get feedback for the next phase of the refurbishment to include things such as door video door entry systems, new windows plus heating and hot

water systems.

Once the design teams have drawn up detailed technical plans and reports on things such as the condition of homes, different design and options will be brought together in order to agree the final holistic solution for each block in the months ahead.

We'll also be finalising the choice of styles, fixtures and fittings we'll be able to offer residents in the months ahead to deliver a refurbishment based on what you've told us you prefer. We will be consulting with residents again to choose things such as kitchen colours, flooring types, lighting options and appliance options.

# Refurbishment FAQs



## Q How is the outbreak of Covid-19 affecting the refurbishment?

We have secured agreement that given the health and safety implications, the Lancaster West refurbishment is essential work, and we will continue to progress subject to any changes in public health guidance in the months ahead.

Where work continues, we will undertake the work ensuring that appropriate PPE and physical distancing is in place.

## Q When will my property be refurbished?

Our internal refurbishment programme is due to launch later in 2020, aiming to scale up in Spring 2021. Major block works such as windows, heating and hot water and door entry systems are also due to commence in 2021.

## Q I see properties on the estate being refurbished already. Can mine be done now?

Our new in-house refurbishment team has been working on properties as they become empty.

## Q Will the blocks be refurbished one at a time?

It is highly unlikely that all properties in one block will be carried out at the same time. Once the detailed design phase is complete, we will be able to start prioritising the order of works to keep disruption and cost to a minimum, and agree the timing of internal works with you at a household level.

## Q Will I need to live at my property while the works take place?

We are developing a Decant Scheme which will allow residents who would rather move to an already refurbished property to be able to do so, relinquishing their current home.

A pool of temporary accommodation will also be held for those households who need it. Any costs for temporary accommodation will need to be met from within the refurbishment fund.

## Q What will you do to help us live with the disruption?

Strict restrictions will be placed on when noisy work can take place. No noisy work will take place at the weekend and bank holidays. We are exploring respite options, including gardens areas and community spaces.

0800 389 2005

lancasterwestoffice@rbkc.gov.uk

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@lancasterwestneighbourhoodteam

# Residents give Video Door Entry pilot at Verity Close the thumbs up

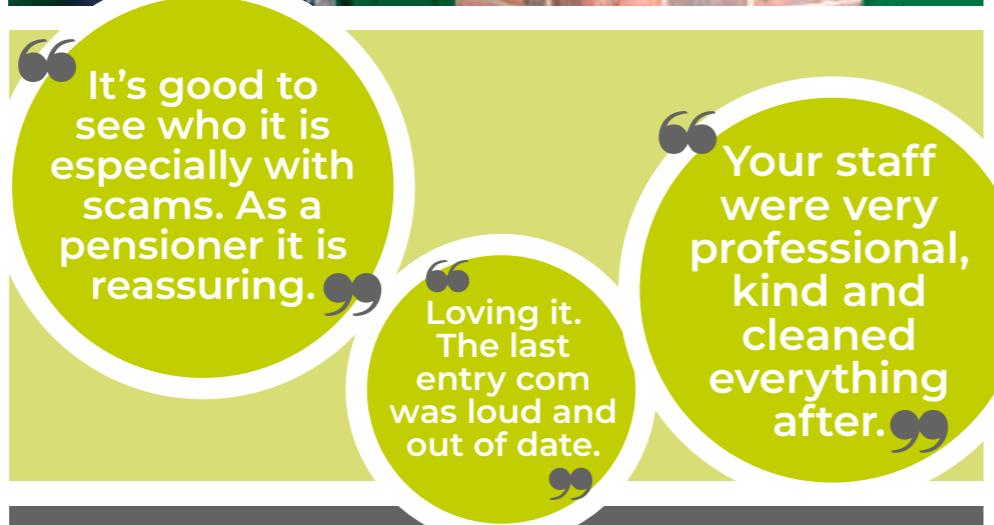
The intercom systems across the estate are something we're looking to upgrade as part of the refurbishment works and we want to get the system that residents find works best for them and gives them the greatest sense of security.

Many blocks across the estate have issues with their intercom but the door entry system to one block at Verity Close was beyond economic repair and needed to be replaced completely. We took this as an opportunity to pilot the first video door entry system on the estate to help us determine whether this would be a worthy investment for the estate-wide refurbishment.

The new system has a modern design with the additional benefit of an HD quality, colour video screen, with adjustable light resolution. It provides a live feed from the main entry door to a video screen inside the property. Residents can clearly see and speak to the person who has called. If required, multiple panels can be installed inside the property.

We arranged with each of the six households to allow us access to install the intercom inside their properties. The installation work was carried out in February and we gave residents four weeks to try out the system before gathering feedback.

Following this pilot, for the estate-wide refurbishment, we will be considering other options that include more features, such as recorded video that can be used to investigate reports of anti-social behaviour, for example.



We asked residents to score out of 10, what they thought about the video door entry system. They awarded the following:

**9/10    9/10    8.6/10    8.8/10**



**IMPORTANCE OF THE VIDEO FEATURE**



**SOUND QUALITY**



**SCREEN QUALITY**



**OVERALL ROBUSTNESS**

## Thank you to the six households that took part.

If you would like to be involved in choosing door entry systems for the refurbishment contact us on **0800 389 2005** or [lancwestrefurb@rbkc.gov.uk](mailto:lancwestrefurb@rbkc.gov.uk).

# Windows pilot rolled out

We're committed to replacing windows in homes across the estate as part of the estate-wide refurbishment. Most of our windows are the original windows from the time the estate was built and do not comply with modern sustainability standards.

Therefore, they need to be upgraded in order to both reduce energy costs and carbon emissions.

To fully understand what residents need and want, we launched the Windows Pilot – a series of events and consultations. Feedback gathered from the pilot events will be used to shortlist the windows that residents will later be able to vote on for their block.



### What have we done so far?

- Installed 3 different types of windows in a flat in Barandon Walk. We have also installed pilot windows in Morland House and Camelford Walk to seek feedback.
- Installed six different window types in a display unit at the reception of Baseline for resident drop-in sessions
- Invited residents from the walkways of both sides of the estate to an Open House event at the Barandon Walk flat to see the windows for themselves and gather feedback
- Held drop-in sessions at Baseline reception to demonstrate the different window types to residents.

These had to be stopped due to the coronavirus outbreak

- Launched an online windows survey to help us understand what matters to residents

It's clear from initial feedback that the need to replace the windows is greater than initially anticipated. Colour, style, materials, safety and security, ease of use and ease of cleaning were important factors for residents. The windows pilot is a clear example of why co-designing with residents is so important.

# Hundreds attend Open House events

Over the past few months we held more Open House events to showcase refurbished properties and get feedback from residents to inform the future refurbishment work. All properties used have been made available on the Local Lettings Plan (LLP). In the last newsletter we had reports from Open House events at Verity Close, Barandon Walk and Treadgold House. Below we summarise feedback from three more of our Open House events.

## SUMMARY OF FEEDBACK

### Camborne Mews One-bedroom home



#### THUMBS UP

#### WHAT WENT WELL

This Open House event was a dual event - a co-design session and an open house. As well as giving feedback on the quality of the refurbishment, residents also had the opportunity to share their priorities for their home and their block with the team.

Residents gave overwhelmingly positive feedback on the quality and design of the refurbishment. In particular residents liked the integrated appliances in the kitchen, the USB sockets, the water-saving showerhead and the smart thermostat. Four residents said they wouldn't change a thing.

**"Brilliant, looks really nice"**  
**"Love the bathroom"**  
**"Wouldn't change a thing"**

#### THUMBS UP

#### WHAT WE CAN IMPROVE

One resident wasn't keen on the spotlights as they didn't want to lose the ceiling height. Another was concerned about hearing neighbours.

**"Needs sound insulation"**  
**"Prefer white doors"**

**20**

VISITORS ATTENDED

**9/10**

AVERAGE EVENT RATING

**82**

FEEDBACK COMMENTS

**185**

SOCIAL MEDIA VIEWS

## SUMMARY OF FEEDBACK

### Morland House Studio flat



#### THUMBS UP

#### WHAT WENT WELL

Morland House is a 1930s period building with 'architecturally interesting' features. Residents were surprised at the quality of the materials and pleased with the overall look and feel of the flat. We were also able to show residents a Switchee, a smart thermostat. Residents spent a lot of time discussing how these features would look and feel in their own homes.

Residents praised the new electric hob replacing gas in the kitchen, as well as the deep sink and the hose tap, the built-in appliances and the modern flooring. Others were positive about the water saving shower and the heated towel rail in the bathroom, and the smart thermostat.

**"Love the Switchee thermostat"**  
**"I like the continuous flooring"**  
**"The electric hob is safer for my kids"**

#### THUMBS UP

#### WHAT WE CAN IMPROVE

"Not enough cabinet space"  
"Is there an option for a step bath for disabled?"  
"More ventilation needed in the bathroom"

**62**

RESIDENTS ATTENDED

**90%**

SCORED EVENT 10/10

**160**

FEEDBACK COMMENTS

**442**

SOCIAL MEDIA VIEWS

## SUMMARY OF FEEDBACK

### Upper Camelford Walk Three-bedroom flat



#### THUMBS UP

#### WHAT WENT WELL

The refurbishment of this three-bedroom flat included the addition of a new Automist SmartScan fire detection and sprinkler system, with smart detectors fitted in each room of the property; new pilot windows in the main bedroom and the new Nest smart heating control thermostat.

While most residents were pleased with much of the refurbishment including the open design of the kitchen, vinyl flooring, the smart fire detection system, the storage, USB sockets and the deep sink with extendable hose, some visitors had concerns about some of the changes.

**"Lighting in bathroom is excellent"**  
**"Like the smart thermostat"**  
**"Like the mister system"**  
**"Modern sleek look, I like the lights and USB sockets, door handles"**

#### THUMBS UP

#### WHAT WE CAN IMPROVE

**"Door may be too heavy for elderly people"**  
**"Too many lights in each room"**  
**"Windows opening is too big"**

**108**

RESIDENTS ATTENDED

**101**

POSITIVE FEEDBACK COMMENTS

**527**

SOCIAL MEDIA VIEWS

**39**

NEGATIVE FEEDBACK COMMENTS



# Your estate. Your ideas

We want to hear from Lancaster West Estate residents about how to invest the estate improvement budget.

Each year the Council allocates a budget that can be spent on estate improvement.

Last year, after working with the Lancaster West Residents' Association, we used some of the budget to improve play and sports equipment by Talbot Grove House.

The good news is that we have £190,000 to invest on the Lancaster West Estate.

We want to hear your ideas on where we could invest the money. Do you have any suggestions on things that will improve the estate for all of our residents? It could be more play or sports facilities, it could be improving the green spaces, or your waste or recycling, or security, with CCTV or improved lighting.

If you have suggestions, please give us a call on **0800 389 2005** or email [Desmond.Zephyr@rbkc.gov.uk](mailto:Desmond.Zephyr@rbkc.gov.uk)



# Prioritisation workshops now complete

Resident engagement is at the heart of the refurbishment programme. Over the last nine months our team has engaged with residents from every block across the estate to establish the top ten refurbishment priorities for your block and your home, based on the budget secured and the latest costs.

We've run Open House events, Prioritisation Workshops, home visits, online surveys, social media posts and follow-up phone calls to reach out to as many residents as possible. We've had an amazing response. In some blocks more than 80% of residents engaged with the upcoming refurbishment programme. Thanks to everyone who took part.

We have collated the feedback from the latest prioritisation workshops to establish the collective priorities for your block and your home. **The results are opposite.**



# Your Refurbishment. Your Voice. Your Top 10 Choice.

Over the following pages you can see what residents in your block chose to prioritise. We will use these priorities - together with surveys and feasibility studies undertaken throughout 2020 - to shape block specific refurbishment programmes and deliver a 21st century model estate.

We'd like to thank all residents who took part. We had some great engagement rates - in some blocks more than 80 per cent of residents participated.

## Camborne Mews Refurbishment programme

Residents' top 10 priorities are:

- 1 Windows
- 2 Kitchens
- 3 Bathrooms
- 4 Block entry system
- 5 Communal entrance
- 6 Relocate bins
- 7 Pest control
- 8 Boiler renewal
- 9 Cover exposed pipes
- 10 Move exposed boiler

50%  
Resident participation



LANCASTER WEST NEIGHBOURHOOD TEAM  
**WTI**

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## Camelford Court Refurbishment programme

Residents' top 10 priorities are:

- 1 Windows
- 2 Bathrooms
- 3 Soundproofing
- 4 Kitchens
- 5 Drainage
- 6 Water pressure
- 7 Internal décor
- 8 Resurface courtyard, slope and stairs
- 9 Front doors and bins
- 10 Communal lights and electrics

61%  
Resident participation



LANCASTER WEST NEIGHBOURHOOD TEAM  
**WTI**

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## Camelford Walk Refurbishment programme

Residents' top 10 priorities are:

- 1 Windows
- 2 Kitchens
- 3 Bathrooms
- 4 Door entry system
- 5 Internal décor
- 6 Boiler renewal
- 7 Communal entrance
- 8 Lifts
- 9 Communal electrics
- 10 Flooring

69%  
Resident participation



LANCASTER WEST NEIGHBOURHOOD TEAM  
**WTI**

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## Co-designing the refurbishment with residents

### Clarendon Walk Refurbishment programme

**Draft programme**

**Residents' top 10 priorities are:**

- 1 Windows
- 2 Kitchens
- 3 Internal décor
- 4 Bathrooms
- 5 Heating renewal
- 6 Door entry system
- 7 Flat entrance
- 8 Flooring
- 9 Drainage
- 10 Communal entrance

**62% Resident participation**

**Co-design update**  
Building on the Ideas Days of 2018, we have engaged over a six month period with residents from every block to establish their priorities, based on the budget secured and latest estimated costs.  
We will use these priorities – together with surveys and feasibility studies undertaken throughout 2020 – to shape block-specific refurbishment programmes, and deliver a 21st century model estate.

LANCASTER WEST NEIGHBOURHOOD TEAM **WTI** THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### Morland House Refurbishment programme

**Draft programme**

**Residents' top 10 priorities are:**

- 1 Windows
- 2 Heating and hot water
- 3 Internal décor
- 4 Soundproofing
- 5 New bathroom
- 6 New kitchen
- 7 Make courtyard safer
- 8 Drainage
- 9 Video door entry
- 10 CCTV

**82% Resident participation**

**Co-design update**  
Building on the Ideas Days of 2018, we have engaged over a six month period with residents from every block to establish their priorities, based on the budget secured and latest estimated costs.  
We will use these priorities – together with surveys and feasibility studies undertaken throughout 2020 – to shape block-specific refurbishment programmes, and deliver a 21st century model estate.

LANCASTER WEST NEIGHBOURHOOD TEAM **WTI** THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### Treadgold House Refurbishment programme

**Draft programme**

**Residents' top 10 priorities are:**

- 1 Kitchens
- 2 Bathrooms
- 3 Block entry system
- 4 CCTV
- 5 Communal entrance
- 6 Replace lift
- 7 Maximise hidden storage
- 8 Redesign car park etc
- 9 Communal decor
- 10 Pest control

**72% Resident participation**

**Co-design update**  
Building on the Ideas Days of 2018, we have engaged over a six month period with residents from every block to establish their priorities, based on the budget secured and latest estimated costs.  
We will use these priorities – together with surveys and feasibility studies undertaken throughout 2020 – to shape block-specific refurbishment programmes, and deliver a 21st century model estate.

LANCASTER WEST NEIGHBOURHOOD TEAM **WTI** THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### Verity Close Refurbishment programme – flats

**Draft programme**

**Residents' top 10 priorities are:**

- 1 Kitchens
- 2 Bathrooms
- 3 Block entry system
- 4 Drainage
- 5 Soundproofing
- 6 Windows
- 7 CCTV
- 8 Roofs
- 9 Boiler
- 10 Redesign the close

**35% Resident participation**

**Co-design update**  
Building on the Ideas Days of 2018, we have engaged over a six month period with residents from every block to establish their priorities, based on the budget secured and latest estimated costs.  
We will use these priorities – together with surveys and feasibility studies undertaken throughout 2020 – to shape block-specific refurbishment programmes, and deliver a 21st century model estate.

LANCASTER WEST NEIGHBOURHOOD TEAM **WTI** THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### Talbot Grove House Refurbishment programme

**Draft programme**

**Residents' top 10 priorities are:**

- 1 Windows
- 2 Internal décor
- 3 Kitchens
- 4 Bathrooms
- 5 Heating and hot water
- 6 Soundproofing
- 7 Video entry system
- 8 CCTV
- 9 Communal decor
- 10 Recycling enclosure

**81% Resident participation**

**Co-design update**  
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LANCASTER WEST NEIGHBOURHOOD TEAM **WTI** THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### Talbot Walk Refurbishment programme

**Draft programme**

**Residents' top 10 priorities are:**

- 1 Kitchens
- 2 Windows
- 3 Lifts
- 4 Bathrooms
- 5 Door entry system
- 6 Boiler renewal
- 7 Interior décor
- 8 Additional brick skin
- 9 Communal entrance
- 10 Make garden accessible

**86% Resident participation**

**Co-design update**  
Building on the Ideas Days of 2018, we have engaged over a six month period with residents from every block to establish their priorities, based on the budget secured and latest estimated costs.  
We will use these priorities – together with surveys and feasibility studies undertaken throughout 2020 – to shape block-specific refurbishment programmes, and deliver a 21st century model estate.

LANCASTER WEST NEIGHBOURHOOD TEAM **WTI** THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### Verity Close Refurbishment programme – houses

**Draft programme**

**Residents' top 10 priorities are:**

- 1 Soundproofing
- 2 Kitchens
- 3 Bathrooms
- 4 Boiler
- 5 Electrics
- 6 Gate off the close
- 7 Internal doors
- 8 Plumbing
- 9 Drainage
- 10 CCTV

**28% Resident participation**

**Co-design update**  
Building on the Ideas Days of 2018, we have engaged over a six month period with residents from every block to establish their priorities, based on the budget secured and latest estimated costs.  
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LANCASTER WEST NEIGHBOURHOOD TEAM **WTI** THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### Walkways Refurbishment programme

**Draft programme**

**Residents' top 10 priorities are:**

- 1 Windows
- 2 Heating and hot water
- 3 Bathrooms
- 4 Kitchens
- 5 Door entry system
- 6 CCTV
- 7 Refuse storage
- 8 Communal electrics and lighting
- 9 Roof repair/renewal
- 10 Lifts

**38% Resident participation**

**Co-design update**  
Building on the Ideas Days of 2018, we have engaged over a six month period with residents from every block to establish their priorities, based on the budget secured and latest estimated costs.  
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LANCASTER WEST NEIGHBOURHOOD TEAM **WTI** THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

# Setting up our in-house refurb team

Noureddine and Abdulla work on one of two flats in Treadgold House. They are part of the new in-house refurbishment team which concentrates on refurbishing properties around the estate as they become empty. Many of the team are local residents, and will also be refurbishing homes for existing residents in the months to come.

Bringing the refurbishment team in house gives greater control over the quality of the work and is more cost-effective than relying on contractors alone, freeing up more money for the upcoming estate-wide refurbishment.



**30 households have now moved into fully refurbished homes on the Lancaster West Estate under the Local Lettings Plan since it was introduced in July last year.**

“Really love the integrated appliances.”

“The team was very helpful with my move and fixing and repairing my flat.”

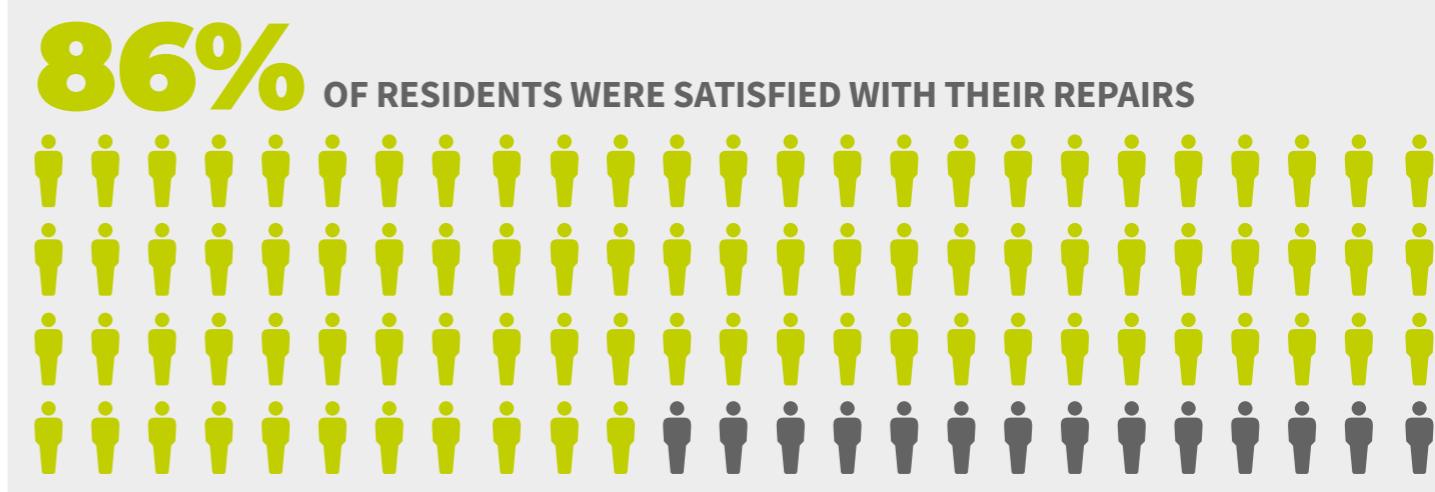
The LLP was designed to reflect local housing need and provide security for residents recovering from the Grenfell Tower Tragedy. In the most recent survey residents gave a record 90% satisfaction rating for their new homes. All residents will eventually benefit from lifetime secure tenancies. All 30 households will obtain lifetime secure tenancies through this route in fully refurbishment homes, with another 50 expected in the lifetime of the plan.

Number of people who have moved to date	30
In temporary accommodation	4
Permanent whole households	11
Split overcrowded households	14
Leaving care	1

## High satisfaction and faster turnaround for LWNT repairs

Last year residents gave us an 86% satisfaction rating for repairs across the past 12 months, and we've reduced turnaround from nearly 19 days to 4.7 days.

The vast majority (91%) of repairs were undertaken by our in-house team – compared to just 50% when we launched in July 2018. Thanks for all your positive feedback. If you have any issues in your home we're here to help. You can report a repair by calling 0800 389 2005, mail [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk) or on our [WeAreW11 app](#).



# Keep safe on your balcony

With more people staying indoors due to coronavirus and the warmer weather many residents will be making more use of their balconies. Sadly, fires continue to happen so we would like to remind you about fire safety on balconies.

## No barbecues on balconies!

You should never use a barbecue, including disposable barbecues on your balcony. Barbecues are a fire hazard and it is dangerous to have a barbecue so close to a building. They can stay hot for hours and smouldering debris can spit off the barbecue and float down to other levels. It is a breach of the tenancy or lease.

## Please keep yourself and your neighbours safe

It's important to keep your balcony free from flammable and dangerous items.

Please do not store any of the following on your balcony:

- Gas canisters, barbeques or patio heaters.
- Fuel or petrol of any kind (or any equipment run on fuel for example, generators or gardening equipment).
- Trailing cables, sockets or electrical white goods such as fridge freezers or tumble dryers.
- Glass bottles or mirrors.
- Paints, oils, or paint thinners.
- Any type of upholstered furniture, wood, plastic or combustible materials.
- Loose plant pots or plant pots placed insecurely on ledges.
- Curtaining or enclosing of balcony on any side.
- Bulky items such as furniture

# Are you a smoker?

If you smoke on your balcony make sure you put out your cigarettes completely, disposing of them properly and carefully. Do not throw lit cigarettes or butts from your balcony.

Neighbourhood managers regularly monitor the balconies to ensure residents are not in breach of their tenancy agreement. We wish to work with residents to remove bulky items. Call us on 0800 389 2005, email [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk)



# Managing the impact of noise



**During the lockdown we are continuing to complete refurbishing vacant properties across the estate for the Local Lettings Policy. To carry out these essential works there may be a level of disruption to surrounding properties that will include noise disturbance and movement of materials. We would like to apologise in advance to all residents who are affected.**

In order to minimise disruption, all noisy work will be carried out during the following times only: 8am-6pm Monday to Friday.

High impact works such as demolishing walls or breaking concrete will be restricted to the following times: 9am-noon and 2-5.30pm Monday to Friday.

Noisy work will not take place at the weekends however sometimes it will be necessary for work to take place on a Saturday but this will be non-noisy work such as painting and decorating.

If you are self-isolating and disturbed by noise in adjacent properties due to refurbishment work, please contact us on 0800 389 2005 or [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk). We can stop or limit noisy work, or will agree an acceptable timetable with you.

We appreciate your understanding and if you would like to discuss or report any concerns related to the current works please contact us using the details above.

# Test your smoke alarms!



**Please remember to test your smoke alarm at least once per month to make sure it is working. If you don't have a smoke alarm in your flat, or if your alarm is not working, please let us know by emailing [HM-CustomerServices@rbkc.gov.uk](mailto:HM-CustomerServices@rbkc.gov.uk) phoning 0800 137 111 and we can provide you with one.**

The London Fire Brigade's website has lots of useful information about fire safety in the home. Visit [www.london-fire.gov.uk/safety](http://www.london-fire.gov.uk/safety). Please help us to keep your homes as safe as possible.

# Time to downsize?

**Do you have spare bedrooms or would you like to move to a smaller property?**

Our first household has successfully downsized, and benefitted from the cash incentive payment which we offer, which is £1,500 for each spare bedroom plus moving costs.

The Under Occupation Scheme is offering you the chance to downsize. There's a choice of council or housing association homes you may be able to move to. You could also save on rent and utility bills. If you'd like to discuss this or have questions, contact 0800 389 2005 or [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk)



# What is asbestos?

**Asbestos is a term used for the fibrous forms of several naturally occurring silicate minerals. The fibres have high tensile strength and chemical, electrical and heat resistance which means asbestos containing materials have been used extensively in building products such as roofing, cladding, thermal insulation and fire-resistant internal panelling.**

## How can I find out if there is asbestos in my property?

Many homes built or refurbished before 2000 contain asbestos. Asbestos was used in building materials such as floor tiles, roof tiles, insulation, ducting and various other common building products. If asbestos containing materials are in good condition and are not disturbed, they pose no risk to health.

All asbestos is recorded on our asbestos register. You may ask for this information at any time.

When tenants move into a new home, we tell them about the asbestos that is recorded on our asbestos register.

## What precautions should I be taking?

Tenants who would like to make improvements or alterations to their home, must obtain permission in writing from the neighbourhood office before work begins. The neighbourhood team will refer the request to the repairs technical surveyor who is responsible for checking or requesting asbestos information associated to the works within the property. Permission will not be refused unreasonably, although some conditions may be applied. If uncertain about permitted home improvements, tenants should contact the council.

## What are you doing to ensure asbestos poses no risk?

We employ specialist independent contractors to carry out surveys and test properties. If the survey recommends removal of materials then we will arrange for a separate contractor to carry out the safe removal works.

We have a legal duty to ensure that asbestos in the communal areas of blocks stays in good condition and to tell our contractors where it is. This is documented in our asbestos management plan. We do this by regularly surveying the common areas, so you may see surveyors in your block taking photos and small samples.



# Sign up for text updates



**Over the last few months we've been using text messages to update residents about urgent issues on the estate. This is particularly useful when an emergency**

**repair is needed in your block as we are able to text residents in the affected block to reassure them we are dealing with the situation.**

If you've updated your mobile number recently let us know so we can keep you informed. Phone **0800 389 2005** or email **lancasterwestoffice@rbkc.gov.uk**



# Pay your rent, the easy way

**Nearly a quarter of LWE residents now pay their rent by direct debit, thanks to the work being done by our Income and Financial Inclusion Officer Ola Ayoola. Direct debits are an effective way of managing household budgets and, as proof, overall rent arrears are reducing.**

If you are having financial difficulties with rent, benefits or council tax, you can contact LWNT's Income and Financial Inclusion Manager Ola Ayoola on **07970 958464**, 9am-5pm Monday to Friday or email **ola.ayoola@rbkc.gov.uk**

## Download your app - WeAreW11

Join the growing number of people on your estate using our WeAreW11 app. It's been specifically designed for residents on the Lancaster West Estate.

You can stay updated with everything happening on your estate, pay your rent, report a repair and communicate with our neighbourhood team if you've got an issue. You can use it on your phone or on your computer/laptop.

In March 2020, 126 residents used the W11 app and people spent an average of nearly 7 minutes on the app per session.

The top three visited pages were:

1

**Creating a 21st century model estate**

This page details the progress of the refurbishment with frequently asked questions, sustainability news, programme board updates and reports from open house events and prioritisation workshops that our residents participated in.

2

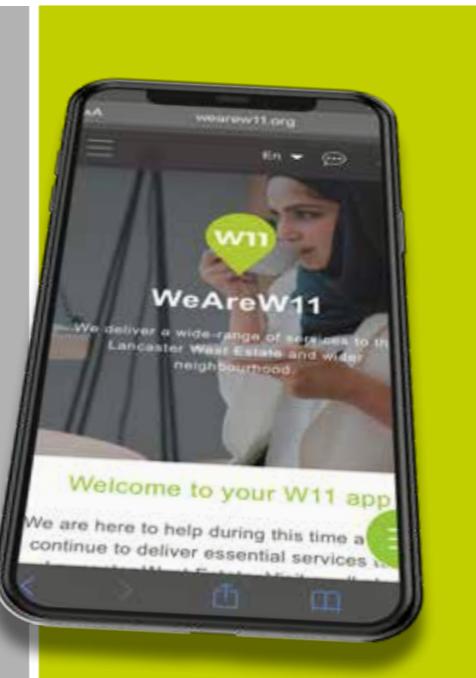
**Report a repair**

By filling in our easy-to-use form in this section, residents can quickly and conveniently report a repair required to their home, block or estate.

3

**News from your neighbourhood**

This section is a one stop shop for all the good news, progress, upcoming events, programmes and initiatives run for our residents on the estate.



## Lighting pilot aims to save carbon and costs

### We've been measuring the lighting in communal areas.

Small devices were put up around Barandon Walk to measure how much natural light was entering the building and how much additional lighting is needed to keep it safe and well lit. This data will help us find the optimal light levels for communal areas to save energy and money.



## New noticeboards across estate



Cristian from the LWNT puts up one of the new stylish noticeboards outside Barandon Walk.

It's one of 20 new magnetic noticeboards that we've installed across the estate. Many of the old noticeboards were damaged and needed replacing.

Most of the noticeboards are in the same location but a couple have been moved following feedback from residents. We piloted three designs and got feedback from block reps, the Lancaster West Residents' Association and estate residents to choose this one.

Residents have told us they like physical noticeboards as a way of keeping in touch, and we will continue to ensure that our noticeboards are clean, clear and contain updated relevant information.

## Lancaster West Tea Garden takes shape

We've been working hard to bring you the LWE Tea Garden.

We're erected and painted a summerhouse, installed a water pipe and benches and planters and a small stage for budding performers. We hope to hold an official launch event as soon as it's safe to do so.



# Boost to residents' income

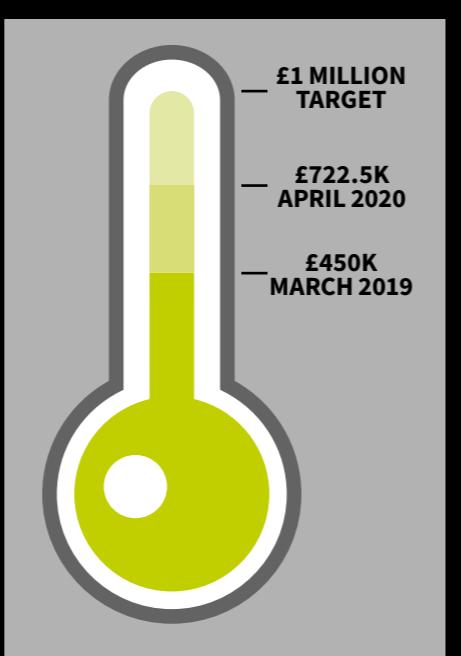
**Since LWNT was created, we have generated £722,520 in income, grants and other opportunities to the residents of North Kensington.**

Our in-house Community Development Team has worked with dozens of North Kensington residents to provide job and training opportunities as well as supporting residents with things such as grant bids and offering translations services. In April we were delighted to reach £722,520 of our £1million target to boost residents' income.



Local resident Amal (pictured) and LWE resident Hanna have both started work recently with the LWNT's Community Development Team. This is part of our commitment to recruiting a workforce who are reflective of the local community. 14% of the Lancaster West Neighbourhood Team are residents of Notting Dale and 19% of North Kensington overall. The team is able to deliver services in 18 community languages, saving £10k per month in equivalent translations fees base on current volumes of use.

If you're interested in learning more about job opportunities with the team or other local employers, contact the Community Development Team [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk).



# Flowers on the estate

**Thanks to all the volunteers who joined us for our Friday lunchtime bulb planting sessions which ran in February to early March.**

A total of 400 bulbs were planted around the estate - a mix of tulips, crocuses, bluebells and snowdrops.

We will be running our gardening sessions again when it is safe to do so.



# Creating a buzz around bees

**Would you like to see Lancaster West Estate making its own honey and promoting biodiversity across the estate?**

A group of residents is exploring the possibility of installing a bee hive on the estate given the vital role bees play.

The LWE Bee Project is still at an early stage.

Contact us if you would like to get involved or have any concerns.

Email: [Khadra.ibrahim@rbkc.gov.uk](mailto:Khadra.ibrahim@rbkc.gov.uk)  
Tel: 07923 381940



# Spotting nature on the estate

**Nature manages to survive in the most urban of environments, and that includes the Lancaster West Estate.**

This cheeky squirrel picture was taken by hobby photographer and LWE resident Alesandra Iglesias from her balcony. She's lived on the estate all her life after her parents emigrated from Spain in the 60s. She'll be combining her passion for photography and nature by taking photographs of nature on the estate for our Instagram feed.

"I love macro-photography – seeing what other people might not see. I love the colours of nature. It's a hobby, something completely different to work."

Check out her Instagram feed [Alesandra\\_19\\_](#)

# Looking after your mental health

**Infectious disease outbreaks, like the current coronavirus can be scary and can affect our mental health.**

If you're feeling stressed, low, anxious, or having trouble sleeping, the NHS website Every Mind Matters can provide you with expert advice and practical tips to improve your mental health.

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>





## Your local food bank

**We are aware that residents on the Lancaster West Estate may face financial struggles during the pandemic. Residents are now able to self-present to the nearest food bank to get help. You do not need a voucher.**

Go to the foodbank at Notting Hill Methodist Church, 240 Lancaster Rd, London W11 4AH at the following opening times only: Tuesday 11am-1pm, Friday 1-3pm. Remember to take a shopping bag.

## Lancaster West Residents' Association gets a new committee



**The outgoing RA committee stood down on 26 March. The new committee took over and officers were elected as follows:**

**Chair** – Abbad Dadou (pictured)  
**Vice Chair** – David O’Connell  
**Secretary** – Michelle Active  
**Treasurer** – David Ward

**Committee Members**  
Mouhtaq Lasharie  
Reuben Ceaser  
Maria Escudero-Barbaza  
Robert Halbert-Pereno  
Miles Watson

LWRA is an independent body whose sole purpose is to serve and protect the interests of residents on Lancaster West Estate. All members of the committee are volunteers and live on the estate.

If you would like to get in touch with the Residents’ Association please email us at [info@lancwestra.com](mailto:info@lancwestra.com) or go to [www.lancwest.com](http://www.lancwest.com)

## A plant for every home



**LWNT’s resident gardener Herb Robert was one of the successful applicants to receive funding from the Grenfell Projects Fund for his project A Plant For Every Home.**

“I had a vision to become a gardener after the tragedy to spend more time outside, and I had a vision to give every household on the Lancaster West Estate a plant of their choice,” he says. The delay due to the coronavirus is giving Robert

an opportunity to find out about residents’ favourite plants. He wants to hear from you. Would you prefer a cactus, an olive tree, a particular herb or something else? Get in touch and let him know. Get in touch **07814 612876** or [robert.halbert-pereno@rbkc.gov.uk](mailto:robert.halbert-pereno@rbkc.gov.uk)

## Kensington Palace Trips



**We have organised trips for residents to visit Kensington Palace under the Community Access Scheme (CAS).**

These are flexible and free events, lasting for approximately two and a half hours. Residents get to tour the exhibits as a group or on their own and discover Kensington Palace for themselves. So far, we have held three successful sessions and plan to continue offering these trips when it is safe to do so. Keep an eye on our Instagram and App for dates.

## Grenfell Art Project Progresses



**The panels along Grenfell Walk have been painted light grey, which was the colour chosen by residents. Local children are working on their art designs and once these are finished, they will be put up along the walkway. The lights are also being changed in consultation with residents.**

The Grenfell Walk Community Art Project is a collaborative art project between the Grenfell Walk Residents’ Association, Lancaster West Residents’ Association, Lancaster West Neighbourhood Team and Kensington Aldridge Academy.

## North Kensington Resource Centre

**The North Kensington Resource Centre returned to full use by the Lancaster West Estate residents at the end of March.**

It will be managed by the Lancaster West Residents’ Association. As a result of the coronavirus pandemic events are no longer being held but if you have an idea for a regular class or group (maximum capacity 30) for the

future please contact [info@lanwestra.com](mailto:info@lanwestra.com). Once it reopens it will be available for use from 9am-9pm Monday to Friday and 9am-7pm at weekends.

## We're on IGTV

We've launched a channel on IGTV and residents can tune in from home.

One of our regular series is the #LancWestFest on Thursday afternoons, hosted by our resident gardener Herb Robert from the stage in the Tea Garden – socially distanced of course. There's music, poetry, stories and news from the estate. We hope to move the event around the estate as it becomes established. Thanks to everyone who tunes in to support us.



## 3rd anniversary of the Grenfell Tower tragedy

Sunday June 14th marked the third anniversary of the Grenfell Tower tragedy, when 72 residents of our estate lost their lives. As a symbol of reflection and remembrance, 72 green solar-powered lights were installed around the Lancaster West Estate, and Grenfell Tower was also illuminated from dusk to dawn.

The Lancaster West Neighbourhood Team stands with the community for the third anniversary of the tragedy. Our thoughts are with the bereaved and the survivors, as well as the wider community.

Due to the guidelines it was agreed by groups representing bereaved and survivors that there was to be no gathering at the site this year. Events were held online instead.



## Residents score for the refurbishment

Fiona Doherty was one of the residents who took time to score the organisations which will design and supervise the delivery of works carried out during the estate-wide refurbishment. She was one of 40 Lanc West residents who responded to our call to participate.

We had representatives from each block and area of the Lancaster West Estate. It was several hours of work for residents, reading through and scoring the tender submissions from a high number of organisations hoping to work with us as we enter

the detailed design stage of the refurbishment.

The Lancaster West Neighbourhood Team is committed to working closely with residents to co-design the refurbishment on the estate. We are grateful for your support.



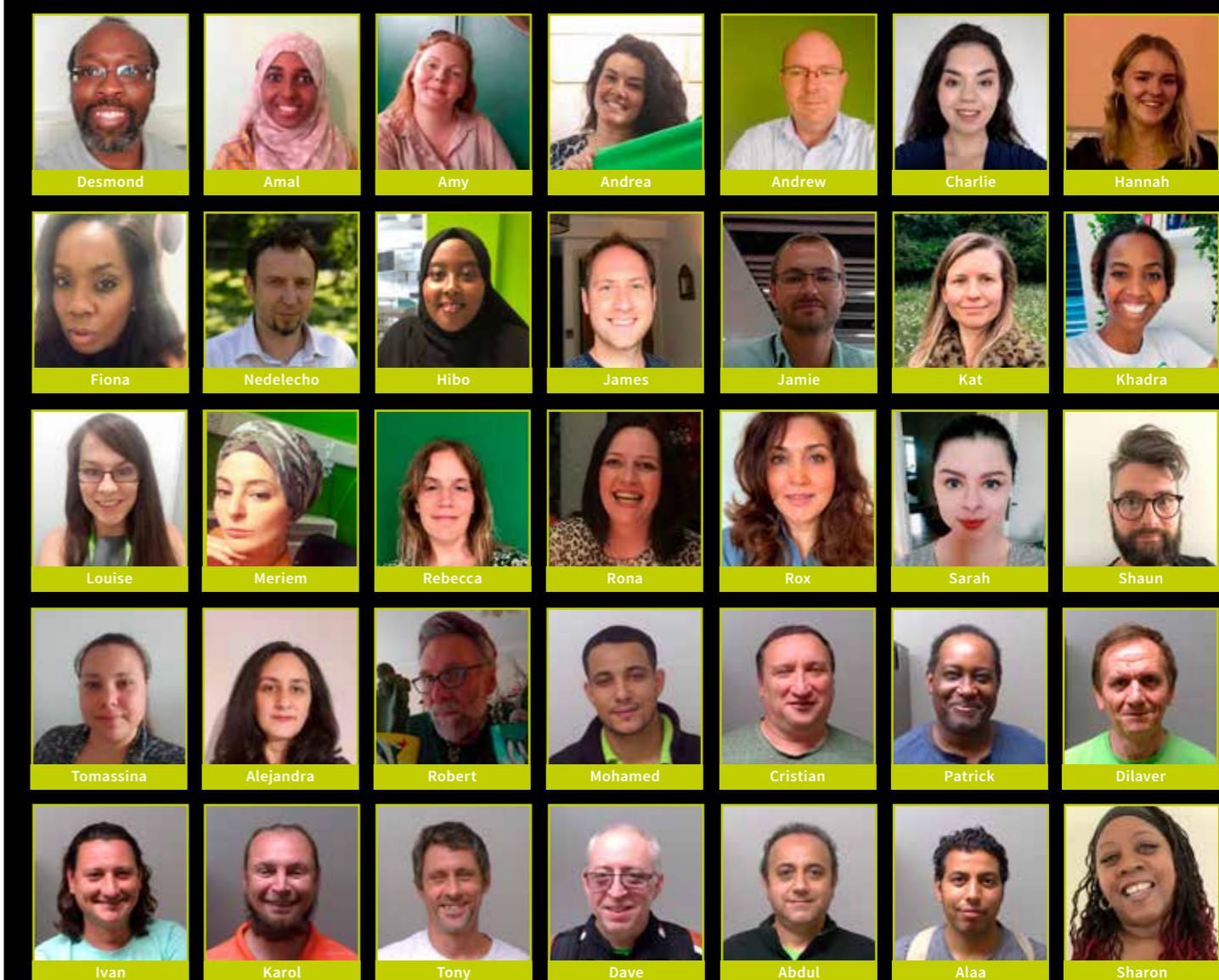
## WeAreW11 – your Lancaster West Neighbourhood Team

We thought residents might like to meet some the people who work for you.

As well as managing your housing needs and supporting residents, we strive to create opportunities and support the north Kensington economy.

Many of our staff come from the Lancaster West Estate and the North Kensington community. Between us we speak 18 community languages and 70% of our staff are BAME. We have worked with residents to recruit a team to reflect the community that we serve, ensuring we can meet the diverse needs of all residents.

We would encourage any residents who identify opportunities for us to deliver more inclusive services to know that they can contact us in confidence, without judgement or question. Please do get in touch with any ideas you might have.





# New Decant Scheme

**We're introducing a new scheme to help reduce the stress of the upcoming refurbishment on you and your family. The Decant Scheme allows you to move into a similar sized, permanent home on the estate that has already been fully refurbished.**

It's a voluntary option for residents who wish to minimise the disruption of living through refurbishment to their home, and potentially needing to move twice – into temporary accommodation, and then back again.

**Who can apply?** Residents with a secure tenancy agreement whose current home is about to undergo major internal refurbishment work. You will be notified if your property falls into this category by the Lancaster West Neighbourhood Team.

**How will the scheme work?** Once residents have applied for the scheme, they will be shown an equivalent sized property when they become available. When they have seen one they like, they will transfer to the new home and this will become their new permanent home.

**Will the scheme cost me anything?** No – as long you do not have debt on your rent account or have adhered to an agreed payment plan to clear any debt for at least three months, you will be eligible subject to terms and conditions.

**Can I move to a bigger property?** No. Under this scheme you can only move to an identically sized property.

If you are interested in finding out more then get in touch **0800 389 2005** or email **lancasterwestoffice@rbkc.gov.uk**

## Your newsletter. Your views



### We need your help. Fill in our survey

Help us improve how we communicate with residents. Take five minutes to fill in the enclosed survey and let us know what you think of the communications you receive from us, and suggest ways we can improve. You can post back the survey by using the pre-paid envelope. There's a £20 voucher to be won. Thank you to all our residents.

## How to contact us

Unit 7, Baseline Studios,  
Whitchurch Road, W11 4AT

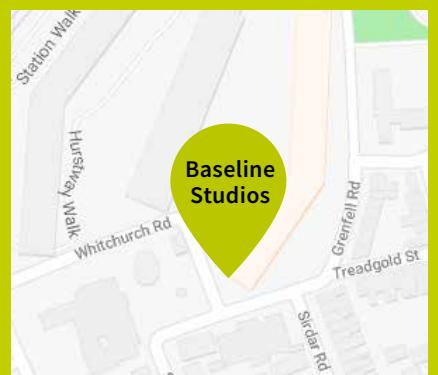
If you prefer to call, please  
telephone **0800 389 2005**

Opening hours are Monday  
to Friday, 9am to 5.30pm

Email **lancasterwestoffice@rbkc.gov.uk**

Follow us @**lancasterwestneighbourhoodteam**

Download our new app  
**WeAreW11**



This publication has been printed on sustainable paper accredited by the FSC (Forestry Stewardship Council) using vegetable oil based inks. The material has also been carbon balanced with The World Land Trust. For further information please visit [www.carbonbalancedpaper.com](http://www.carbonbalancedpaper.com). This magazine is fully compostable.

