

**LWE Refurbishment**

# **Block Reps Steering Group**

3<sup>rd</sup> December 2020

**LANCASTER WEST  
NEIGHBOURHOOD TEAM**

**W11**



# Agenda

## 1. Introduction and overview

James Caspell, Neighbourhood Director

## 2. Programme update

Andros Loizou, Programme Manager

## 3. Meet your design teams

Walkways (Lot 1 – **KCA**)

East Side (Camelford Walk and Court, Talbot Walk, Clarnedon Walk – **P&P**)

Verity Close, Morland and Talbot Grove House - **ECD**

# Introduction and overview

James Caspell, Neighbourhood Director

# Our vision



Our goal is to help the Lancaster West Estate become a **model 21<sup>st</sup> century social housing estate**.



We also have the aim to be **zero carbon by 2030**, meaning that no carbon is produced through providing utilities including heating and hot water to the homes residents live in



It's now time to **design and deliver** a model 21<sup>st</sup> century estate

# High Level Programme

**Ideas**

**Key Documents:**  
**Ideas Books and Boards**

**Funding and prioritisation**

**Key Documents:**  
**Top 10 and Open House reports**

**Detailed designs**

**Delivery**

# Developing Detailed Designs

## Key design drivers

- **Improving the quality of life** for residents who live in our homes
- **Maximising safety and security**
- **Reducing running costs** (and maintenance)
- **Reducing carbon emissions** and achieving wider sustainability goals (e.g. removing gas, improving air quality)
- **Improving the overall look and feel** of the estate, blocks and homes

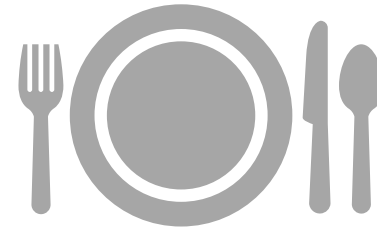
# Generating accurate and informative insight about our properties...

## Average age of kitchen

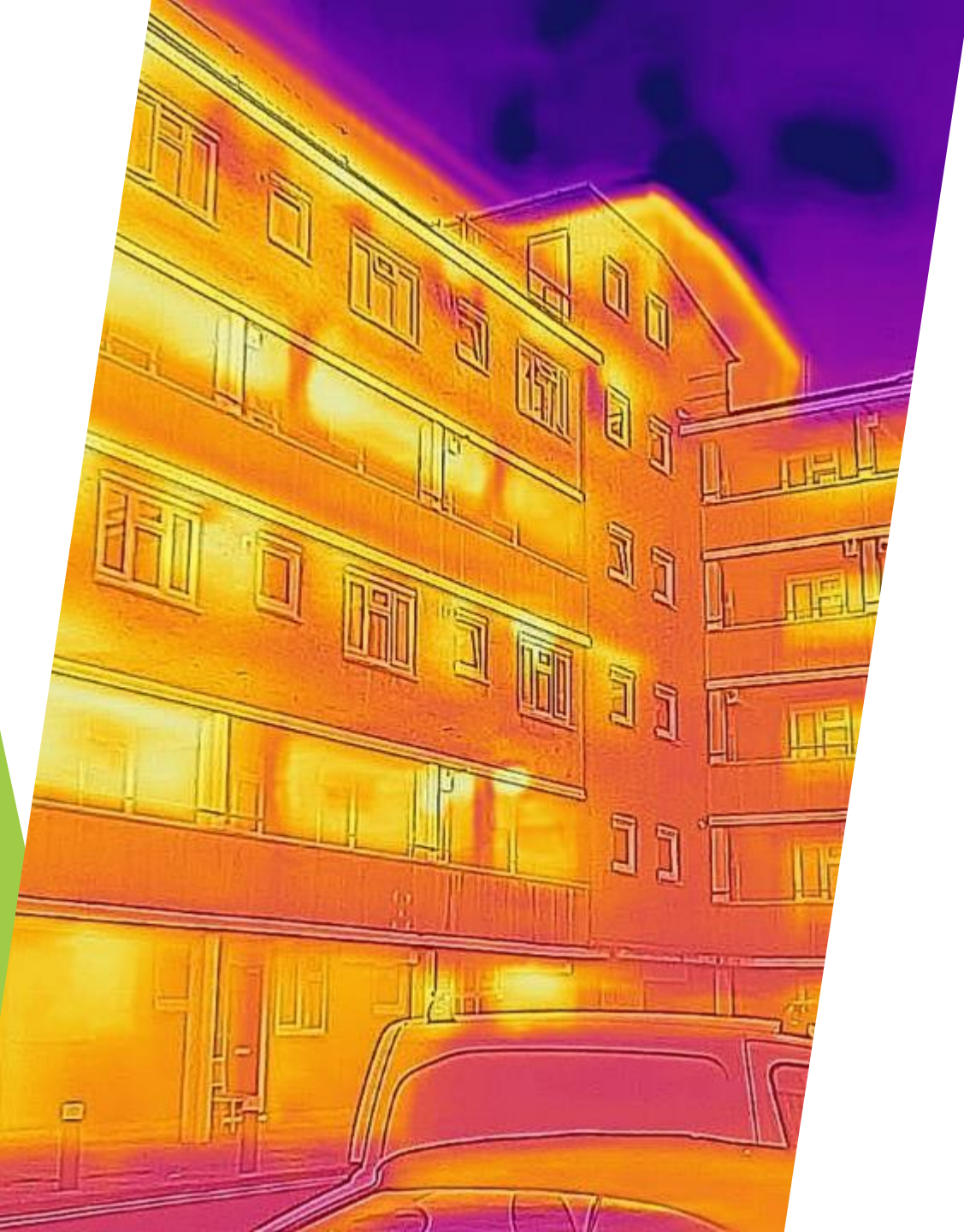
	Block	Years
1	Treadgold House	11
2	Verity Close	15
3	Camelford Walk	16
4	Camborne Mews	16
5	Verity Close (Houses)	17
6	Hurstway Walk	17
7	Camelford Court	19
8	Barandon Walk	20
9	Testerton Walk	20
10	Clarendon Walk	22
11	<b>Morland House</b>	<b>24</b>
12	Talbot Grove House	25

## Oldest Kitchen

	Block	Years
1	Treadgold House	24
2	Camelford Court	27
3	Verity Close (Houses)	40
4	Talbot Grove House 1-45	41
5	Verity Close	41
6	Barandon Walk	41
7	Camborne Mews	41
8	Clarendon Walk	45
9	Testerton Walk	45
10	Hurstway Walk	45
11	<b>Morland House</b>	<b>46</b>
12	Camelford Walk	46







...having adult to  
adult  
conversations...

Around **35%**  
of all heat is  
lost through  
the walls in  
Treadgold  
House.



# ...with an agile and accessible approach

	Capital cost	Carbon cost effectiveness	Disruption
	EE	☺☺☺☺☺	☆☆☆☆
	EEEE EE EEEE/E	☺☺☺☺☺ ☺☺☺☺☺ ☺☺☺☺☺	☆☆☆☆ ☆☆ ☆☆
(when reroofing)	EE EEE	☺☺☺☺☺ ☺☺	☆☆ ☆☆
Windows and doors (U value 1.8) Windows and doors (U value 0.8)	EEE EEEE	☺☺ ☺☺	☆☆ ☆☆
Mechanical ventilation Energy recovery measures Measures with MVHR	E EE EEE	☺☺☺☺☺ ☺☺☺☺☺ ☺☺	☆☆ ☆☆ ☆☆
Compliance Compliance (marginal cost of replacement)	E EEE	☺☺☺☺☺ ☺☺	☆☆ ☆☆
Gas boiler Heating controls Heat pump Hot water pump Boiler	EEE EE EEEE EEEE EEEE EEEE	☺☺ ☺☺☺ ☺ ☺☺☺☺☺ ☺☺	☆☆ ☆☆ ☆☆ ☆☆ ☆☆
Energy systems Solar heating Photovoltaic panels Microturbine	EEE EEEE EEE	☺☺ ☺☺ ☺	☆☆ ☆☆ ☆☆

- ▶ **Rooting solutions in resident needs and preferences**
- ▶ **Piloting technology, ideas and solutions across the estate**
- ▶ **Building in flexibility and being flexible to competing and emerging priorities e.g. additional funding, sustainability policy objectives**
- ▶ **Gold, Silver and Bronze approach – Easy to understand options - plus Presenting designs using 3D modelling and in a visually appealing and engaging manner.**

# ...and maximising social value

- **Target of £1.5m of financial value** in terms of jobs, grants and financial value this financial year
- Training, Work experience, Apprenticeships  
and  
.....additional benefit to blocks, the estate and wider area (to make up funding shortfalls)

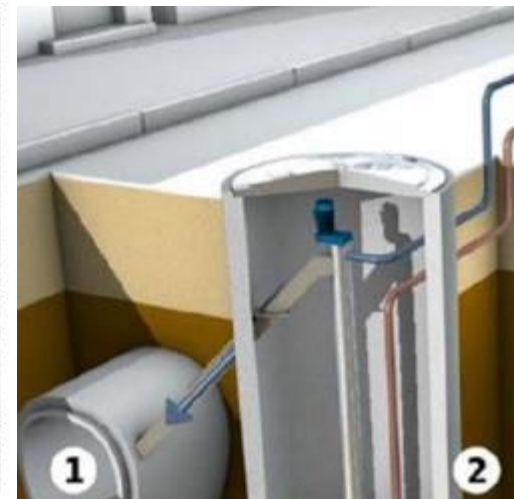
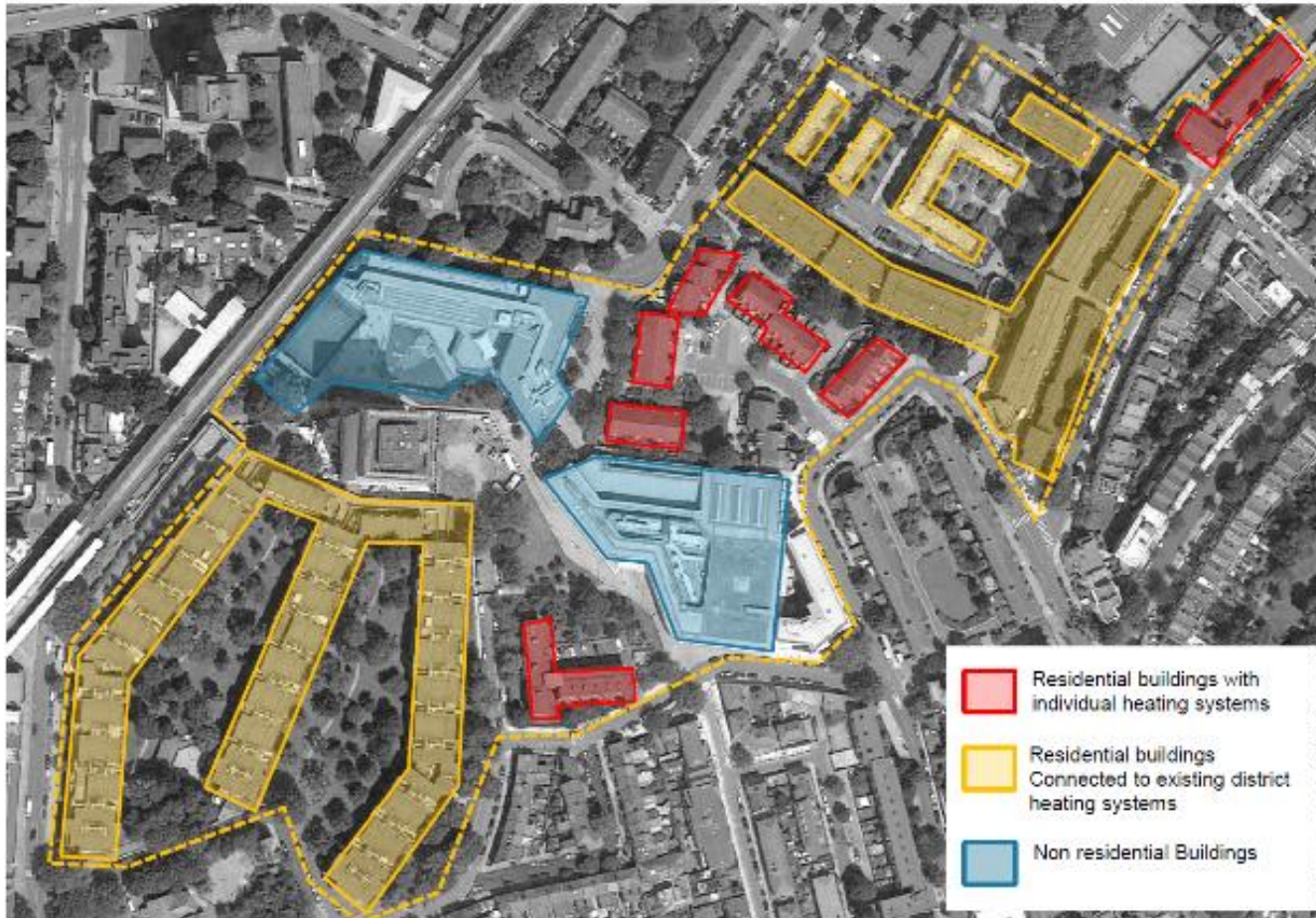
# Funding update

Since we last met...

- **£106k** Camelford Court (Roof) - Green Homes Grant
- **£256k** to explore feasibility of a renewable heat network based at Lancaster West (to replace the current two district heating systems)
- **£1.3m** for Treadgold House for MustBe0

# A renewable heat network?

Exploring innovative carbon-neutral ways to meet residents needs



# Programme Update

Andros Loizou, Programme Manager

# Our Design Teams!

The following table provides details of the successful multidisciplinary bidders.

Type of work	Design team leads
Lot 1 – The Walkways – Barandon Walk, Testerton Walk and Hurstway Walk	<b>Karakusevic Carson Architects</b>
Lot 2 – Camelford Walk, Camelford Court, Clarendon Walk and Talbot Walk	<b>Penoyre &amp; Prasad</b>
Lot 3 – Morland House and Talbot Grove House	<b>ECD Architects</b>
Lot 4 – Treadgold House	<b>TBC</b>
Lot 5 – Camborne Mews	<b>TBC</b>
Lot 6 – Verity Close	<b>ECD Architects</b>



# Specialist Consultants

The following table provides details of the specific framework lots and allocated successful consultant

Type of work	Consultants
Principal Designer Services (all lots and services)	<b>Derisk</b>
FRA Type 4 Assessors	<b>Frankhams</b>
Mechanical, Electrical and Plumbing	<b>TACE</b>
Heat Network Specialist	<b>Ramboll</b>
CCTV, door entry, and digital TV	<b>TGA Consultancy</b>
Lifts	<b>Chapman</b>

# Detailed Design Overview

**Ideas & Priorities**

**Key Input: Ideas Books  
and Top Ten Boards**

**Property Analysis**

**Key Input: Surveys and  
data on homes and estate**

**Resident requirements**

**Key Input: Resident  
workshops, pilots and  
feedback**

**Develop Initial Designs**

**Key Input: Resident feedback,  
surveys, feasibility, grant criteria**

**Resident feedback on designs**

**Key Input: Initial designs and  
options**

**Design Sign off**

**Key Input: Resident feedback and  
fully costed feasible solutions**

**Develop master programme**

**Procure Contractors**

**2020**

**2021**

**October**

**November**

**December**

**January**

**February**

**March**

**April**

# Property Analysis

## Data and Surveys

### Surveys

- ▶ **Stock condition surveys** – how old property elements are
- ▶ **Topographical surveys** – the structure and form of properties, blocks and land they sit on
- ▶ **Mechanical and electrical surveys**
- ▶ **Structural and concrete surveys**
- ▶ **Type 4 fire risk assessments** – highest level of assessment
- ▶ **Asbestos surveys**
- ▶ **Energy Performance Certificates and thermal images**
- ▶ **Drainage and utilities**
- ▶ **3D surveys** – to test designs, and engage with residents

### Existing Data & Insight

- ▶ **Repairs history**
- ▶ **Elemental replacement history** (kitchens and bathrooms)
- ▶ **Pilot projects** across the estate



# Governance and structure

Progress and decision making groups to drive and monitor delivery at all levels

Quarterly	Bi-Monthly	Monthly	Fortnightly
<b>Programme Board</b>			
<b>Block Reps</b>	<b>Refurb Core Group</b>	<b>Progress update meetings (Lots 1 to 6 + M&amp;E)</b>	
	<b>Communications, Co-design &amp; Engagement</b>	<b>Refurb Strategy Group</b>	
		<b>Refurb Risk Review</b>	
		<b>Refurb Financials</b>	
		<b>Sustainability working group</b>	<b>LWRA Committee</b>
			<b>Refurb Delivery Group</b>

# 3. Meet your design teams!

# Lot 1 – The Walkways

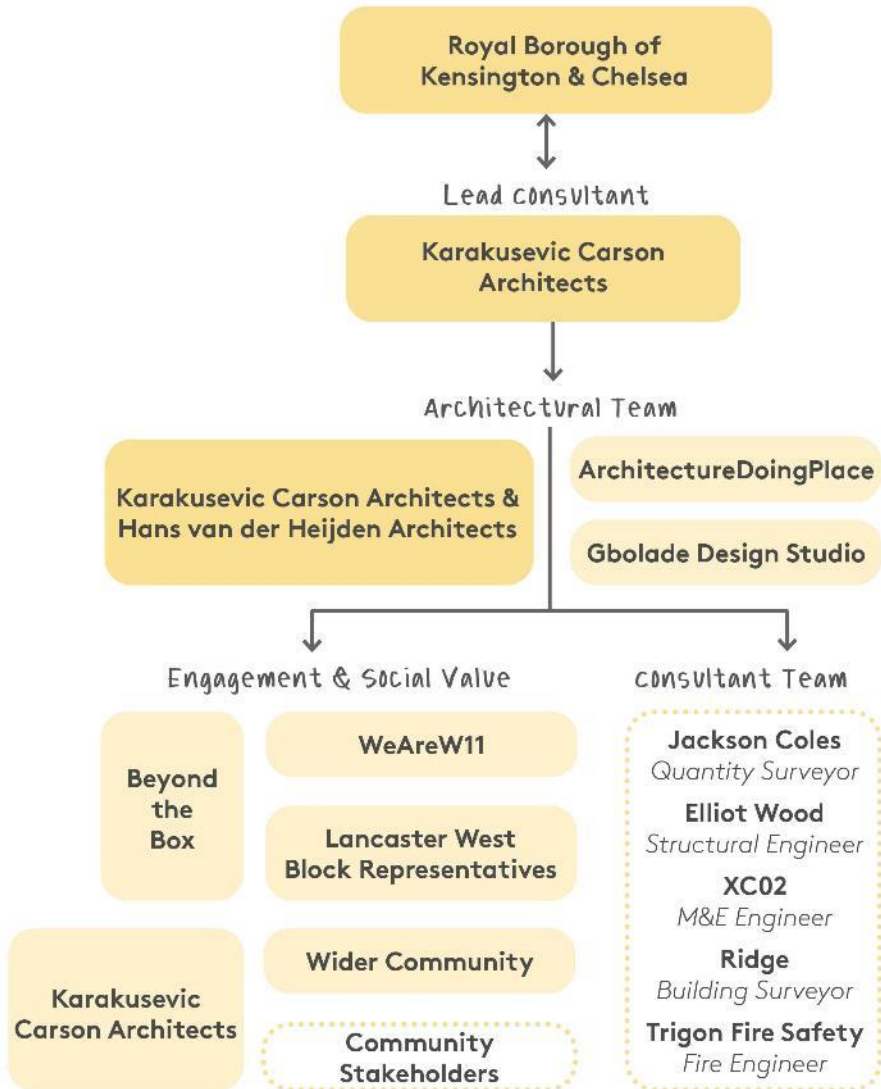
Barandon Walk, Testerton Walk and Hurstway Walk

Karakusevic Carson Architects



# The Walkways

## WELCOME - MEET THE TEAM



### Royal Borough of Kensington & Chelsea



### Karakusevic Carson Architects



### Engagement & Social Value





# The Walkways

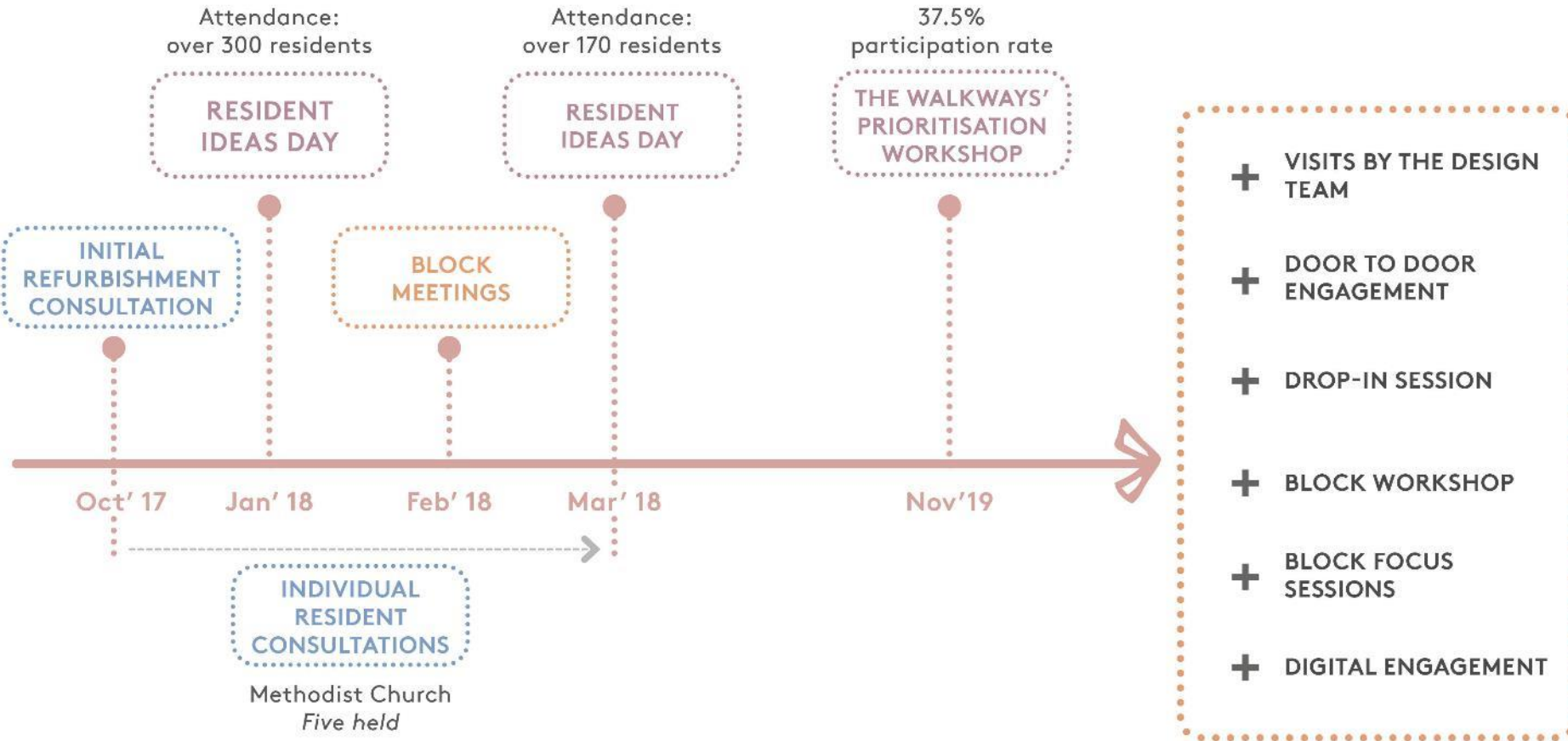
## PREVIOUS EXPERIENCE - KINGS CRESCENT ESTATE, HACKNEY

Award winning Council led project of 490 new homes and the refurbishment of 275 existing homes



# The Walkways

PREVIOUS CONSULTATION - OCTOBER 2017 TO NOVEMBER 2019





# The Walkways

## OUR ENGAGEMENT APPROACH

### WHAT YOU'VE YOU SAID!

In November 2019, residents were asked to shortlist your Top 10 priorities for refurbishment. Your Top 10 will inform our co-design work with you.

- 1 Windows
- 2 Heating & hot water replacement
- 3 Communal electrics & lighting
- 4 Door entry system
- 5 Bathrooms
- 6 Refuse storage
- 7 New communal entrance door & Lighting
- 8 Kitchens
- 9 Pest control
- 10 Communal/External decorations (floor, walks and bannisters/handrails)

### OUR ENGAGEMENT PRINCIPLES

We are committed to meeting the highest standards when communicating with, consulting and engaging with you. Here are our six principles for engagement.

#### Genuine & Meaningful

Seek to actively engage people in a participatory process

#### Accessible & Inclusive

Break down barriers to create a process that is accessible to all

#### Clear, Open & Honest

Communicate clearly, openly and honestly to promote dialogue

#### Appropriate

Use helpful and engaging methods and tools when working with you

#### Capacity-building

We will provide the necessary training that will help you meaningfully engage with the process

#### Secure

Your safety will be at the forefront of any engagement

### HOW WE WILL WORK WITH YOU

#### ONLINE MEDIA

W11 Website

Email List

Virtual Workshops

Online Survey

Video/Recording

Social Media

#### TRADITIONAL MEDIA

Letter

News-letter/Leaflet

Notice-Board

Booklet

Survey

Phone

#### FACE TO FACE\*

1:1 Meeting

Res-ident-led Walk

Res-ident Workshop

Pop-p

Drop-in

Exhibition

T  
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*\* Your safety is important to us and we will work to make our co-design events COVID-19 secure. If we are not able to meet through face-to-face events, we will use a combination of online and traditional methods combine to make a holistic remote engagement event.*

Virtual Workshops

W11 Website

Online Survey

Video/Recording

Email List

Social Media

Survey

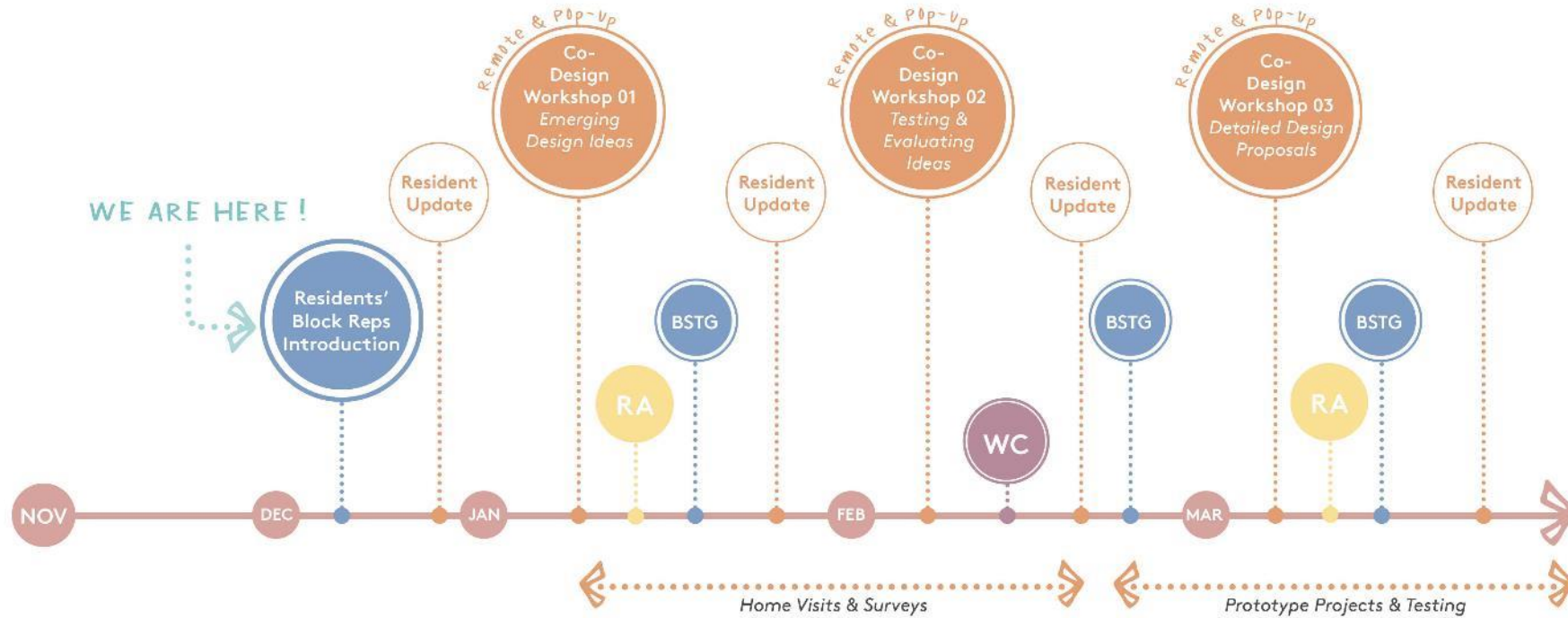
Booklet

Phone

# The Walkways

# WHAT DO YOU THINK?

## PROVISIONAL TIMELINE



- Co-Design Workshops
- Block Steering Group Workshops
- Lancaster West Resident Association Meetings
- Ward Councillor Meetings

//////////////////// FLATS & FIT OUT PROGRAMME //////////////////////  
 ////////////////////// COMMUNAL AREAS //////////////////////  
 ////////////////////// PUBLIC REALM //////////////////////

The design team will hold a number of co-design workshop where we will work with you as residents to explore design solutions for you Top 10 priorities.

Block Steering Group Workshops will be an opportunity to discuss design progress specific to each block.

We will attend Lancaster West Resident Association Meetings as and when appropriate to share project news and progress.

Ward councillor meetings will be used to keep Councillors informed on the project's progress. We will feedback comments to residents.



# The Walkways

# WHAT DO YOU THINK?

## INITIAL DESIGN IDEAS - IMPROVING THE WALKWAYS

Improvement to existing building envelope - repairs to brickwork and concrete



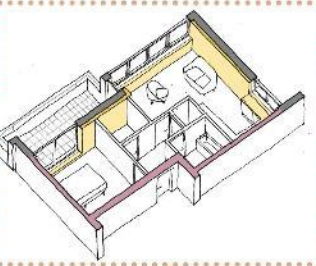
Use A1/A2 non-combustible insulation to ensure maximum fire safety and security

3 Improve current roof condition

3 Improvements to communal areas



1 Improvements to landscape, wayfinding and the entry sequence



1 New double/triple glazed windows

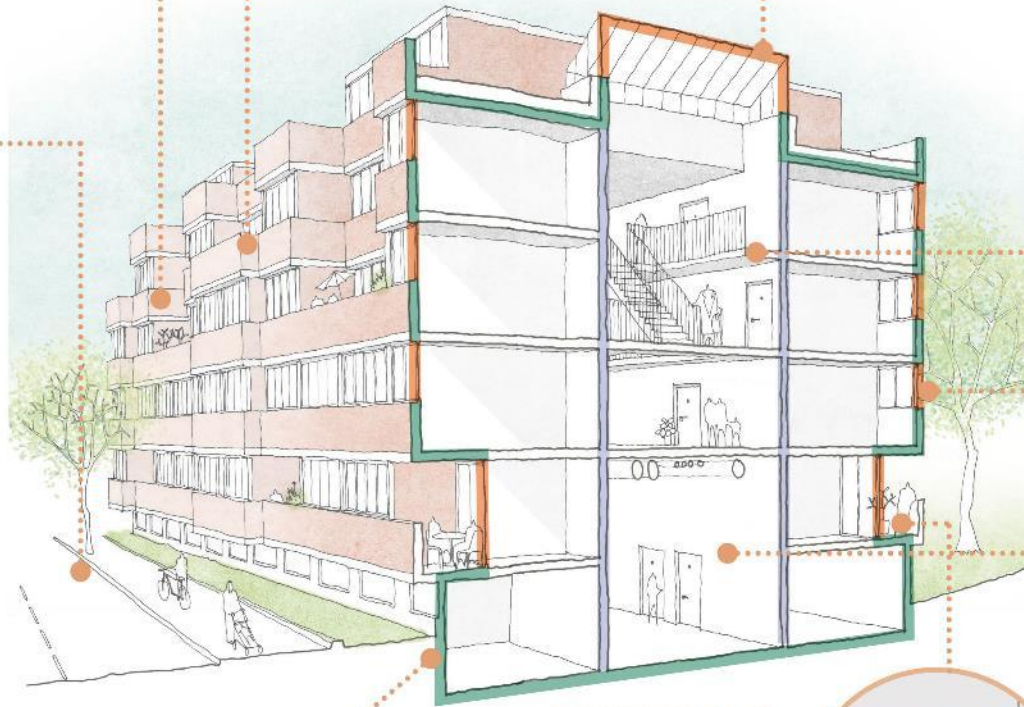
2 Ongoing rolling programme within flats to provide new kitchens and bathrooms, re-wiring, new flooring, better insulation and new controlled heating

2 Retrofit measures to improve building efficiency and save energy

Improved outdoor spaces for homes



7 Improved entrances and lobby spaces





# The Walkways

## INITIAL DESIGN IDEAS - COMMUNAL AREAS

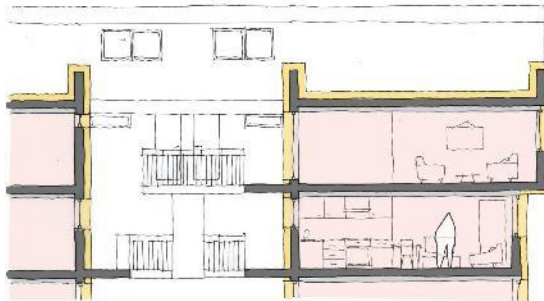
Option A  
Warm  
Atrium



Option B  
Temperate  
Atrium



Option C  
Cold  
Atrium



## WHAT DO YOU THINK?

### Typical 1-Bed Flat

	A	B	C
Reduction of Ceiling Height	150mm	150mm	150mm
Internal Area Loss	1.8m <sup>2</sup>	4.2m <sup>2</sup>	0m <sup>2</sup>
Communal Landing Extending	-	-	Yes
Balcony Area Loss	-	-	1.2m <sup>2</sup>
Disruption to Residents	Yes	Yes	Yes
Temporary Move	Yes	Yes	Yes

Warmer Homes & Reduced Bills  
Improved Ventilation  
Less Drafts and Condensation  
Complete Home Refurbishment  
Improved Accessibility



**Any questions, thoughts or ideas?**

## **Lot 2 – East Side**

Camelford Walk, Camelford Court, Clarendon Walk  
and Talbot Walk

**Penoyre & Prasad**

# Our team



**Sunand Prasad**  
Project Principal and  
Design Champion



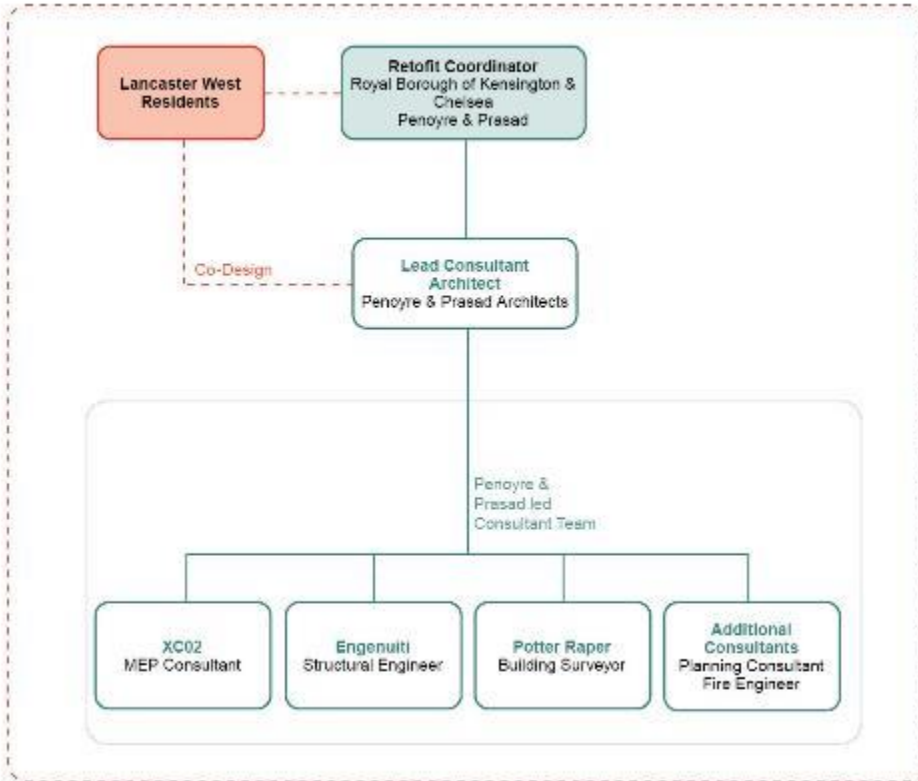
**Anna-Lisa Pollock**  
Project Lead



**Emily Pang**  
Project Architect



**George Williams**  
Architectural Assistant











FAMILY REPAIRS LTD  
020 8206 6000

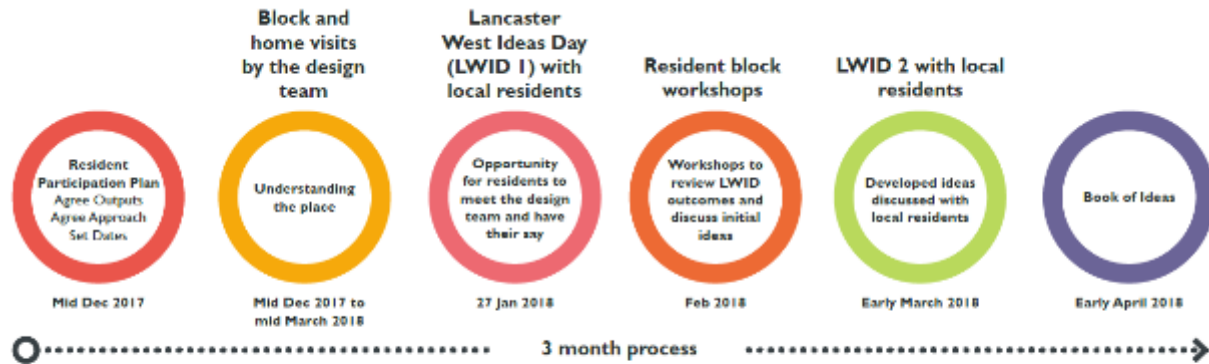
School







# Resident engagement to date



Engagement Programme

## Concerns and ideas: In detail

### Heating, ventilation and energy bills

The building was built in the early 1970s and is constructed in a combination of concrete frame with early brick walls and uPVC windows. The walls, floorboards and ceiling are exposed to the weather, leading to draughts and moisture. The building is not draught-proofed and has poor ventilation. This is a typical issue of the building and has been highlighted by residents, particularly around the balcony doors. Residents can hear rain from the corridors and the floor boards and rain craking in adjacent blocks.

Concerns include:

#### Condensation

Many residents have reported problems with condensation on the windows, particularly in the bedrooms. This is due to poor ventilation in the bedrooms and corridors and the lack of double glazing. Residents have also reported problems with condensation on the walls and ceiling.



Source: City Pulse Information

#### Draughts and noise pollution

Draughts and noise have been highlighted by residents, particularly around the balcony doors. Residents can hear rain from the corridors and the floor boards and rain craking in adjacent blocks.



#### Heating control

Heating is controlled centrally. Residents would like more control over the heating of their flats. This is particularly important for the elderly or those with young children. Residents would like to be able to control the heating in their flats and have a control panel in the flat.



#### Water pressure

Water pressure is an issue that has been highlighted by many residents, particularly the shower pressure. Some residents have installed local water pumps to improve the pressure in their individual flats.



#### Recycling facilities

There are no recycling facilities in the block. Residents currently have to take recycling to the nearest recycling centre. There is a need for a recycling facility in the block, which is a key requirement for the building. Residents would like to see a recycling facility in the block, which is a key requirement for the building.





# Existing building investigation



Lack of insulation in existing walls and roofs



Single-glazed windows – causing condensation and draughts



Thermal Bridging issues – causing damp and heat to escape



Safety and security needs to be improved



Internal refurbishment required – to communal areas and homes



No lifts

**Talbot Walk**  
Refurbishment 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

WTT

**Clarendon Walk**  
Refurbishment 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

WTT

**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

Co-design update

WTT

**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

Co-design update

WTT

# Model 21<sup>st</sup> Century Housing Estate

- **Resident's Priorities**
  - Including new kitchens & bathrooms
  - Safety & security
- **Prepare for zero carbon future**
  - AND lower energy bills for residents
- **New feel to the estate**
  - Better public spaces
  - New planting, play and amenity areas for all





# Resident engagement plan



# Next Steps

- **Surveys** – Dec/Jan: Drone survey, structural surveys, topographical survey
- **Cost Plan** – Dec: Review costs for Bronze, Silver and Gold options for refurbishment
- **Planning** – Dec: Pre-planning meeting with RBKC planning team to discuss initial options
- **Design development** – develop designs further for next resident engagement workshop in Jan 2020



**Any questions?**

**Lot 3 - Talbot Grove & Morland House**  
**Lot 6 - Verity Close**

**ECD Architects**





**James Traynor**  
Managing Director

**Verity Close**



**Lizzy Westmacott**  
Associate Director



**Niall Ocleirigh**  
Architectural  
Technologist



**Abraham Nomafo**  
Director, PPCR

**Talbot Grove & Morland House**



**Loreana Padron**  
Associate Director



**Louise Claeys**  
Senior Architect



**Jess Scott**  
Architectural Assistant

## Our experience



Wilmcote House



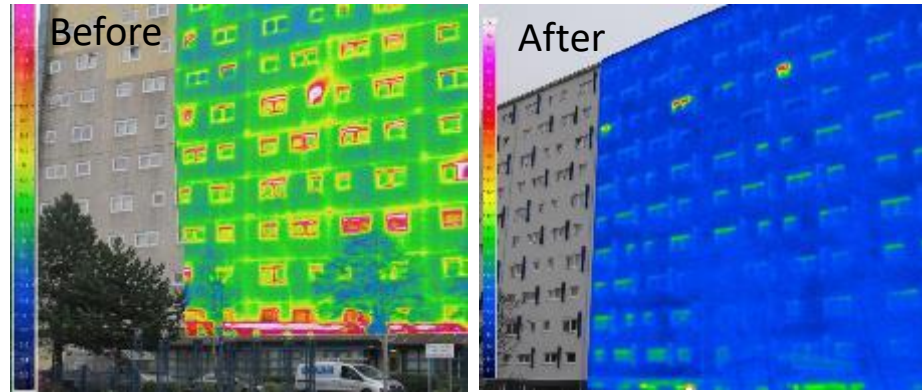
50 Verity Close

**Tell us  
about  
you...**

# Case Study: Wilmcote House

by ECD Architects

*“It is better because before all this was old. We had draughts, condensation and mould everywhere, but now because of the new windows that’s gone, it’s a lot better” Resident*



*“It’s much more comfortable, the bills have reduced and it’s warmer” Resident*



# Co-design timeline

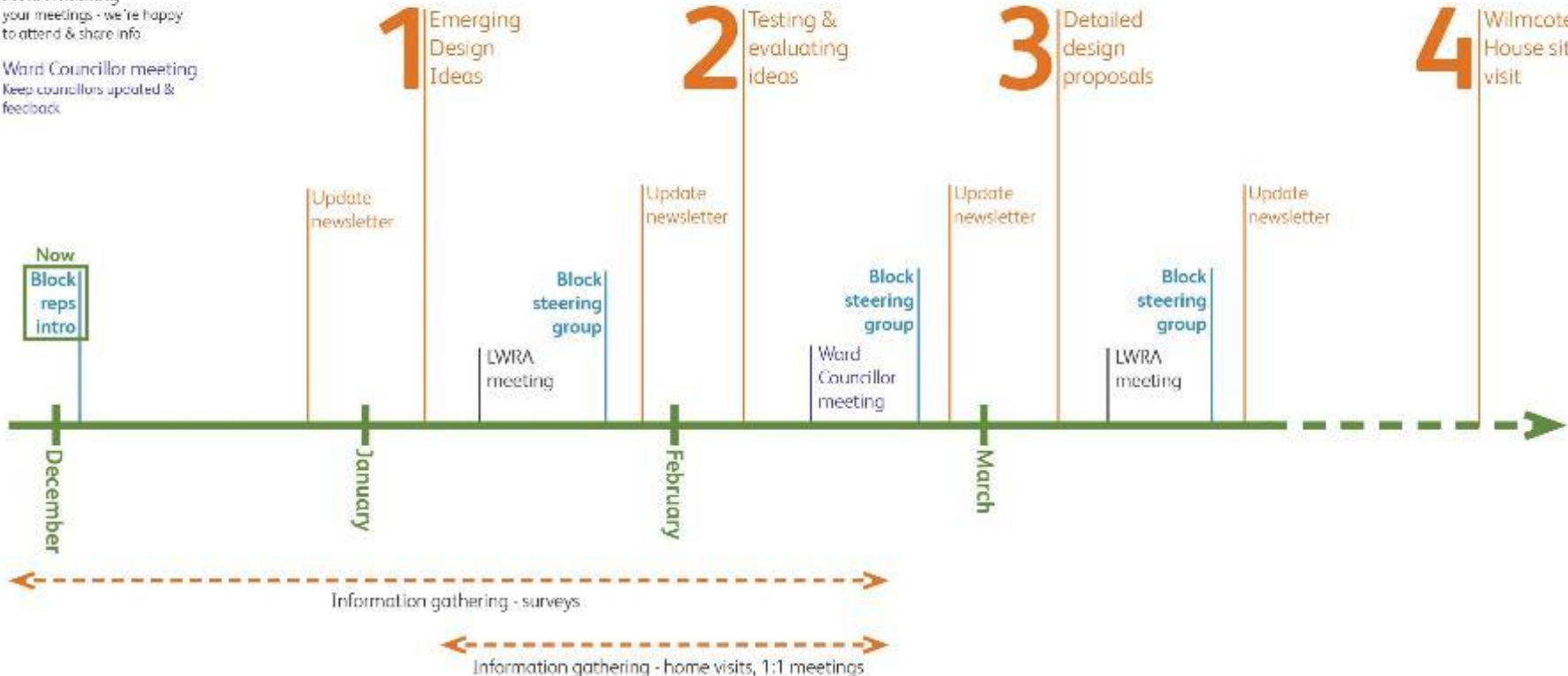
Co-design workshops  
online & face to face

Update newsletter  
online & on paper

Block steering group  
online workshop

LWRA meeting  
your meetings - we're happy to attend & share info

Ward Councillor meeting  
Keep councillors updated & feedback

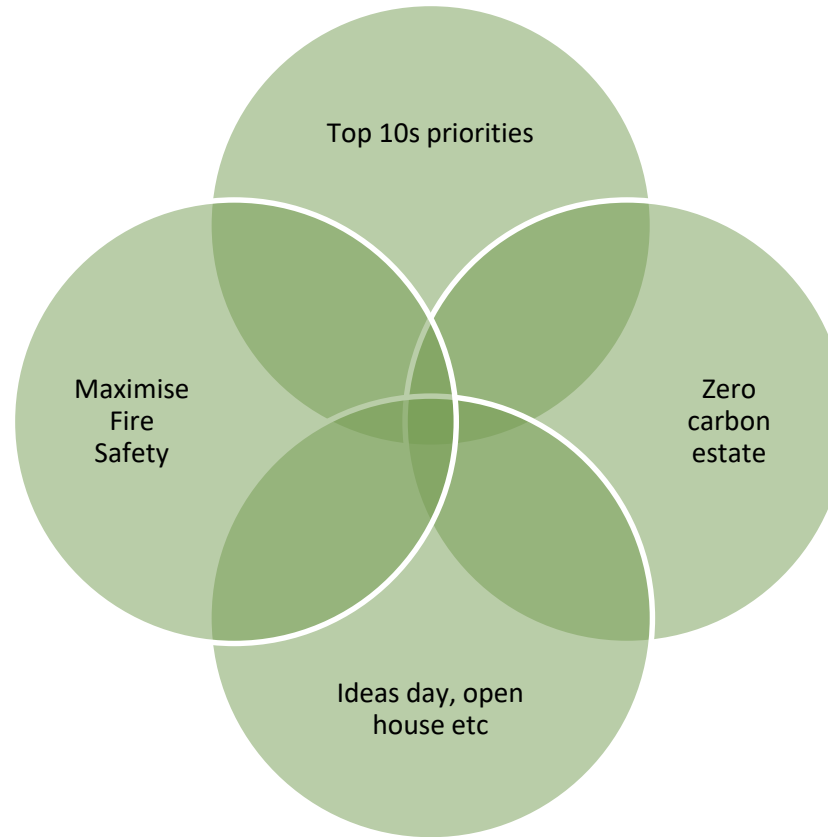




# Some of the items included in our designs

- Talbot Grove House Top 10**
1. New windows
  2. Internal decor
  3. New Kitchens
  4. New bathrroms
  5. Heating renewal
  6. Sound proofing
  - 7.Video door entry system
  8. CCTV
  9. Communal decor
  10. Recycling enclosure

- Morland House Top 10**
1. New windows
  2. Heating renewal
  3. internal decor
  4. Sound proofing
  5. New bathrooms
  6. New kitchens
  7. Courtyard gates & lighting
  8. Drainage
  - 9.Video door entry system
  10. CCTV



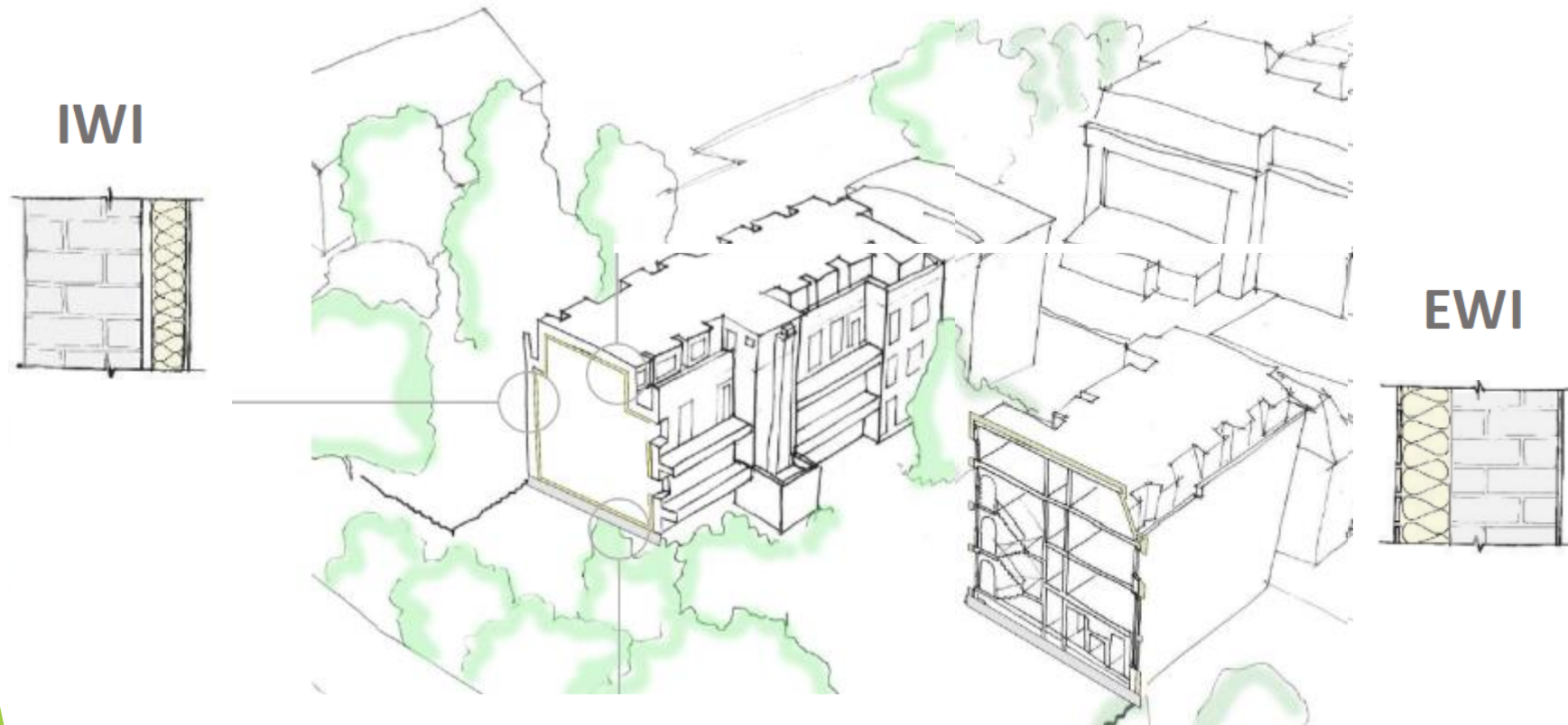
# A vision for Talbot Grove and Morland House...

	Walls	Thermal bridging	Air-tightness	Glazing	Roof	Ventilation	Heating	Solar
1 Essentials			Basic draught proofing in addition to improved glazing.	High performance double / triple + new external doors	Super-insulated	Additional MEV	Heat pump-based heat network	
2 High performance envelope	High performance internal or external insulation	New internal or ext envelope	Best practice	High performance double / triple + new external doors	Super-insulated	Additional MEV/MVHR	Heat pump-based heat network	
3 High performance + solar PV & storage	High performance internal or external insulation	New internal or ext envelope	Best practice	High performance double / triple + new external doors	Super-insulated	Additional MEV/MVHR	Heat pump-based heat network	Solar PV + Communal storage

Options for Internal or External Insulation to be discussed with residents

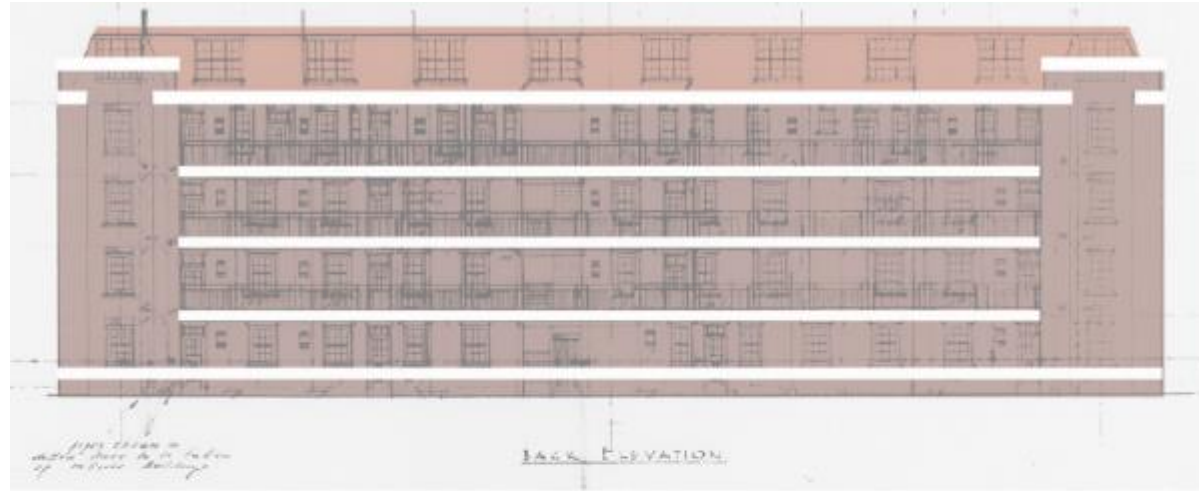
# Insulation options for Talbot Grove & Morland House...

## Internal or External Wall Insulation



## Factors in Decision Making Process

- The residents
- Fire Safety
- Technical solutions
- Disruption
- Cost (short term and ongoing energy and maintenance costs)





## Information being gathered

- Your feedback from this and future meetings
- Measured survey
- Airtightness and thermal tests
- Initial Planning discussion
- Fire Risk Assessments
- Roof and walkways surveys
- Structural investigations



# What's going into our design...

Verity Close

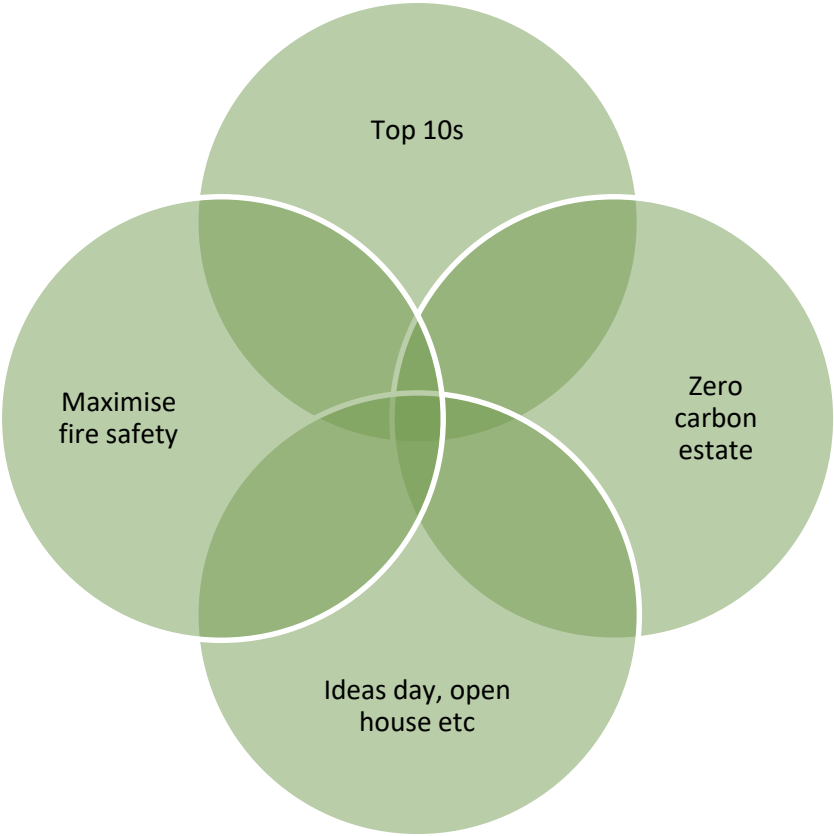
## Top 10s

### Flats

- 1. Kitchens
- 2. Bathrooms
- 3. Entry-systems
- 4. Drainage
- 5. Sound-proofing
- 6. Windows
- 7. CCTV
- 8. Roofs
- 9. Boilers
- 10. Re-design close

### Houses

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



# Zero Carbon Estate

Verity Close

## Bronze

- Loft insulation
- Draught stopping

## Silver

- External wall insulation
- Roof insulation
- New windows
- Ventilation system
- Heat pump

## Gold

- External wall insulation
- Roof insulation
- New windows
- Ventilation system
- Heat pump
- Photovoltaics
- Battery storage



# Factors in decision making

Verity Close

Resident ideas & input

Fire safety

Disruption

Existing buildings

Cost – short term

Cost – energy costs



# Information is being gathered

Verity Close

## Airtightness & thermal tests



## Fire risk assessments



## Measured survey



## Initial Planning discussion



## Structural review



## Your response to this meeting & future discussions...





**Any  
questions?**

Thank You!

LANCASTER WEST  
NEIGHBOURHOOD TEAM  
**W11**

