

Launching the internal refurbishment

Wednesday 28th October

LANCASTER WEST
NEIGHBOURHOOD TEAM

W11



Our vision is your vision

- Our shared vision is for Lancaster West Estate to become a **model 21st century social housing estate**.
- **Every tenanted home across the estate will be repaired and refurbished.**
- **By co-designing with residents** and using innovative approaches, Lancaster West will become an example that other estates and local authorities across the country can look towards and be inspired by.
- Lancaster West will also be a green estate, aiming to produce **net-zero carbon emissions by 2030**.

Why Morland House first?

Morland House Top 10 priorities

1. Windows
 2. Heating & hot water
 - 3. Internal décor & finishes**
 - 4. Sound proofing**
 - 5. New Bathroom**
 - 6. New Kitchens**
 7. Lighting & gates courtyard
 8. Drainage
 9. Video door entry
 10. CCTV
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Resident participation rate: **82%**

Number of priorities that are part of the internal refurb programme: **4**

Morland House currently has some of the oldest kitchens on the estate...

Average age of kitchen

	<i>Block</i>	<i>Years</i>
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	Morland House	24
12	Talbot Grove House	25

Oldest Kitchen

	<i>Block</i>	<i>Years</i>
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	Morland House	46
12	Camelford Walk	46



...and some of the oldest bathrooms

Oldest Bathroom

	<i>Block</i>	<i>Years</i>
1	Treadgold House	26
2	Verity Close	41
3	Verity Close (Houses)	41
4	Talbot Grove House 1-45	43
5	Camborne Mews	45
6	Clarendon Walk	45
7	Barandon Walk	46
8	Camelford Court	46
9	Camelford Walk	46
10	Hurstway Walk	46
11	Testerton Walk	46
12	Morland House	46



Objectives of the internal refurbishment

- **Internally refurbish every tenant's home on the estate to a 21st century standard, based on resident choice, within timescales that minimise disruption and inconvenience, and a controlled budget.**
- **Offer a range of choices, in terms of fixtures, appliances and styles, co-designed through our Open House events – over 150 improvements delivered so far!**
- **Ensure health and safety standards are at an exemplar standard – including fire safety.**

Scope

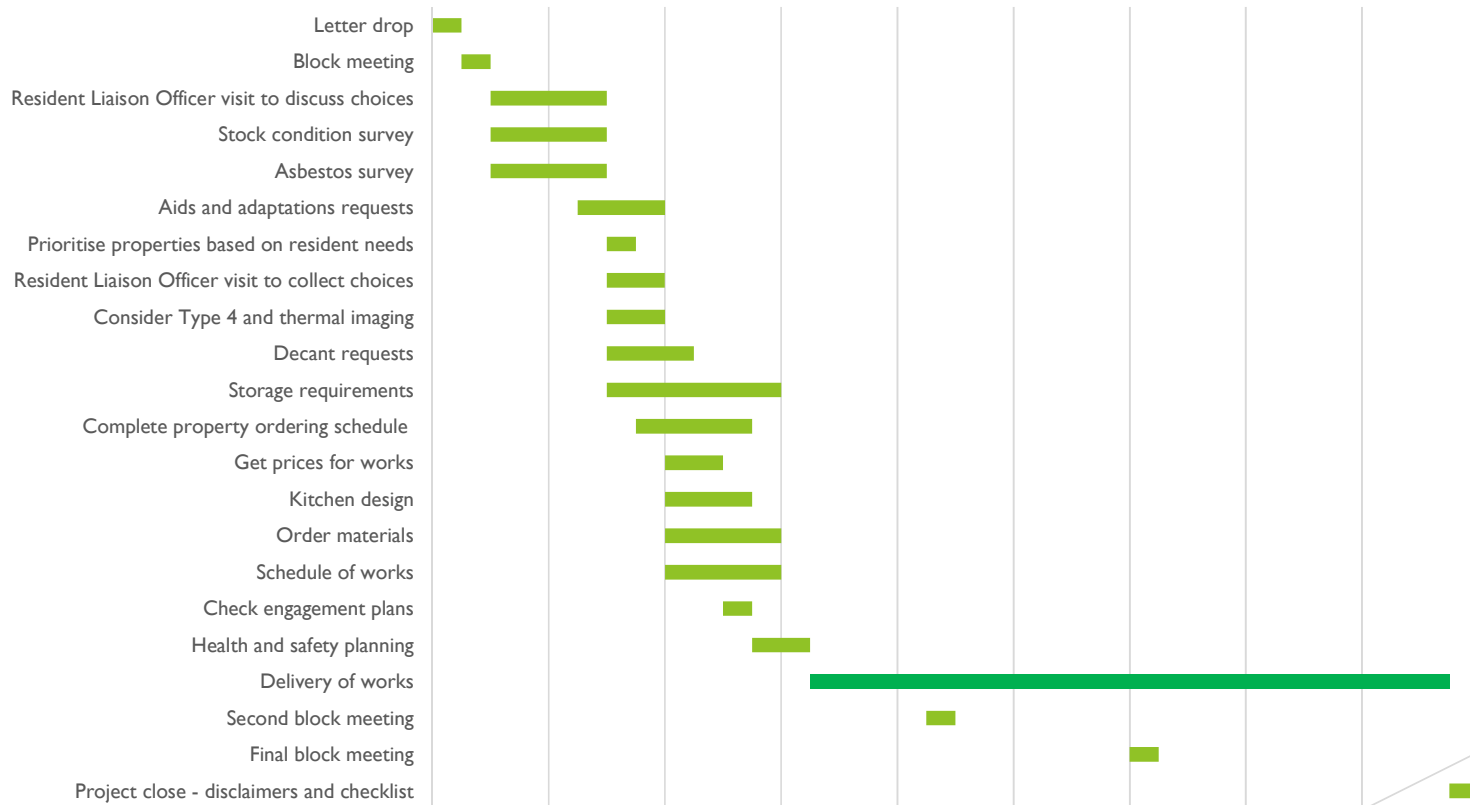
Scope of work?

- Combination of “must-dos”, and works **you chose** for us to do
- Kitchens & Bathrooms
- New plumbing, electrical wiring and sockets
- Internal decorations and fire-safety measures

Which properties are included?

The refurbishment is available to all households with secure tenancy agreements, that have not already been refurbished since the Grenfell Tragedy or have not yet moved through the Local Lettings Plan.

Estimated timeline for the refurbishment works



Wide range of choices, styles and colours

**Your Home.
Your Choice.**



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Refurbishment Brochure 2020

Kitchen Range

Oxford Range:

Your choice:

Plasterwork:

Colour:

- Dark Grey
- Green
- Crisp Green
- White Grey
- Dark Grey

Handle:

- Shin Riv Handle (Steel Effect)
- Riv Handle (Stainless Steel Effect)
- Aged Copper Riv Handle
- Kitchen Riv Handle (Stainless Steel Effect)

Kitchen
Your Home Your Choice



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Considering your welfare throughout

There are lots of options for respite, and we're happy to come up with bespoke solutions based on your needs.

Some options are:

- **Work at Baseline**, with free wifi and refreshments
- **Temporary respite properties**, for work, study, rest or to cook in
- **Move permanently to an already refurbished home**



Why not move to an already refurbished home?

The **Refurbishment Decant Scheme** is exclusively for existing Lancaster West residents whose homes are about to be completely refurbished, there is the opportunity to move to an already fully refurbished, permanent home on the estate.

6 households have moved so far.

Why is the Decant Scheme being introduced?

The Decant Scheme is being introduced as 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 as 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 I apply for the Decant Scheme, how long will it be before I can move into my new home?

This depends on the availability of a refurbished property which is acceptable to you. We will only offer the scheme to households when we have an appropriately sized refurbished property available elsewhere on the estate.

How will we measure success?



A resident satisfaction rate of at least 90% with overall refurbishment



A turnaround time of less than 100 days per property on average
(ranging from 2 weeks to 4 months per property)



A reduction in average costs – **maximising £ for main block refurb**



Products **reduce carbon emissions** and energy use