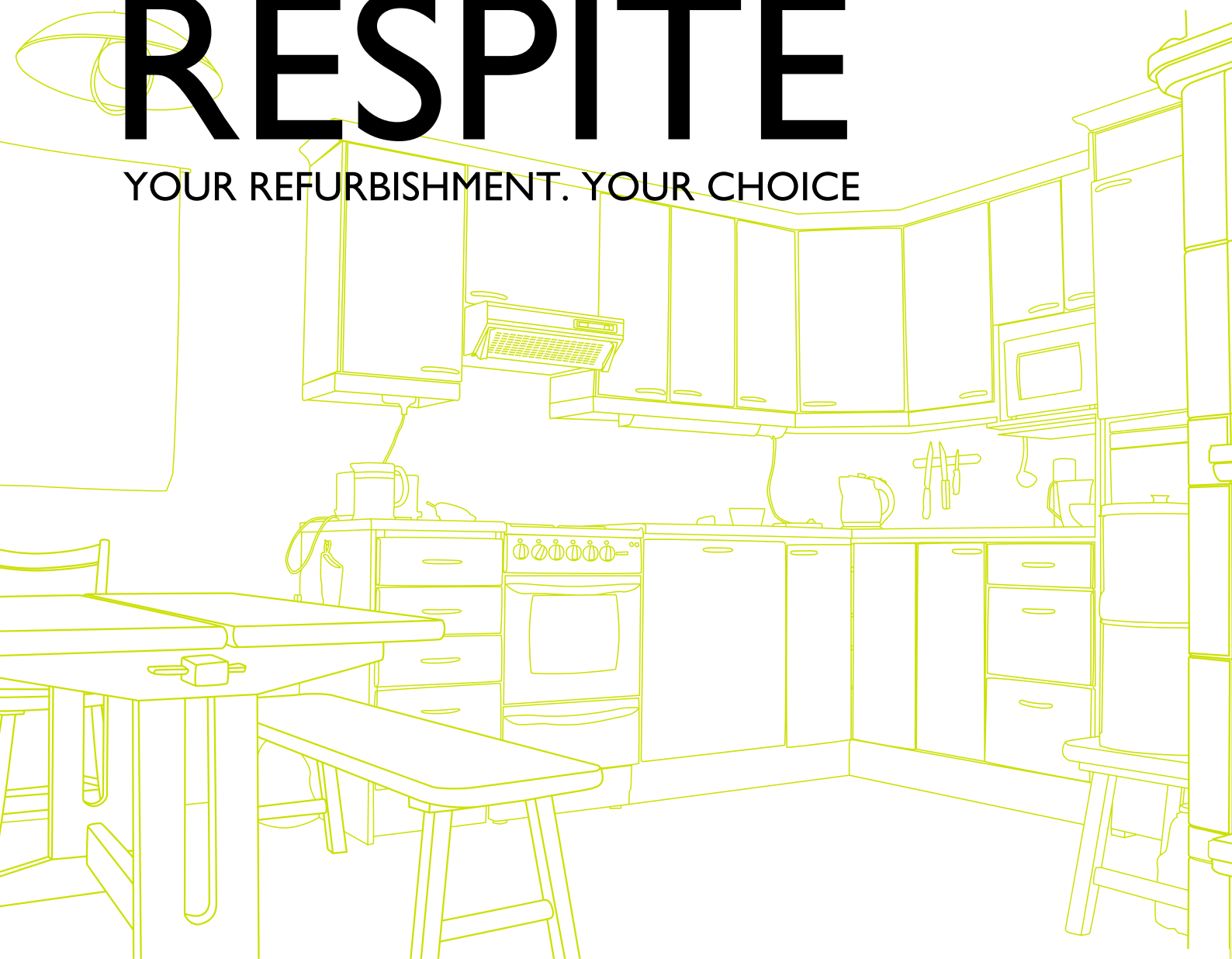


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# LANCASTER WEST RESPITE

YOUR REFURBISHMENT. YOUR CHOICE



ISSUE 02- SUMMER 2021

**LANCASTER WEST  
NEIGHBOURHOOD TEAM**

**WT11**

Part of Kensington and Chelsea Council

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## **RESPITE OPTIONS**

Our offer to support residents

# INTRODUCTION

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As Lancaster West undertakes the estate-wide refurbishment programme, LWNT understands that for some residents, respite will need to be considered due to any disturbance when carrying out noisy or disruptive work.

Respite may mean different things, depending on your circumstances and needs. The purpose of this offer is to highlight the provisions made available by LWNT to support residents during the refurbishment works.

## Supporting you

Providing respite presents a challenge during this current period as the country and local services in the borough respond to the coronavirus pandemic. Safety and wellbeing are a key priority and many services may offer a restricted or limited service.

Provisions made available by LWNT have been designed to make sure we keep residents as safe as possible. We have put a range of public health and social distancing measures in place, including hand sanitisers, complementary masks and distanced waiting areas. We understand times remain difficult for many of you and we want to thank you for following public health advice, maintaining social distancing, and communicating with us through methods which might have been new to you before the pandemic commenced.



# REFURBISHMENT WORKS IN YOUR BLOCK

We understand that many residents may still be home during the day. To carry out these essential works there may be a level of disruption that will include noise disturbance and movement of materials. We will notify neighbouring properties before we do this, and discuss options for residents who are working from home or home-schooling to ensure we minimise any disruption. A detailed breakdown of working hours can be found below.



## TIME OF WORKS

Work will be carried out between 8am - 6pm, Monday to Friday. This may include both low and high impact noisy works. Any works outside of these times would only be emergencies.



## HIGH IMPACT NOISE

To minimise disruption, structural works requiring the use of heavy duty power tools and breaking of concrete, will be restricted to the following times:  
9am - noon and 2pm - 5.30pm, Monday to Friday.



## WEEKEND WORK

Sometimes, it might be necessary for work to take place on a Saturday but this will be non-noisy work such as painting and decorating.

# WE ARE HERE TO HELP

If you are disturbed by noise from neighbouring properties due to refurbishment work, please contact us on 0800 389 2005 or send an email to [LancasterWestOffice@rbkc.gov.uk](mailto:LancasterWestOffice@rbkc.gov.uk)

# REFURBISHMENT DECANT SCHEME

A VOLUNTARY SCHEME TO SWAP YOUR CURRENT HOME FOR AN  
ALREADY REFURBISHED ONE

## WHAT IS IT?

The Refurbishment Decant Scheme allows residents to move into an identically-sized, permanent home on the estate that has already been fully refurbished, and give up their existing one. This will reduce the stress, noise and disruption of living in a property whilst it is refurbished, or needing to move twice in some cases. It's open to residents with a secure tenancy agreement who have not already moved on the Local Lettings Plan or registered for a move, and whose current home is about to have major internal refurbishment work.

## WHO IS ELIGIBLE?

- Residents who have a secure tenancy
- Residents who have not moved through the Local Lettings Plan (LLP) or have registered for a move
- Residents who do not have rent debts on their account, or who have adhered to an agreed payment plan to clear any debt for at least three months
- Residents whose homes have been selected to undergo major internal refurbishment work

## TO FIND OUT MORE

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

Call 0800 389 2005

# HOW CAN WE HELP?

LWNT has categorised possible areas of respite into four main themes: Work; Welfare; Social; Rest. Below is a scope of where residents can be signposted to should they need support during the refurbishment of their homes. This scope is not exhaustive and may vary at times, depending on the provider and their capacity to deliver services at the time. The scope will be monitored and updated regularly to provide the latest up to date offers.




## WORK

These are spaces which have been organised and/or identified to provide a quiet space where residents can complete their work or study.


## WELFARE

These are points of service which have been identified as providing welfare provision, which residents may need during the refurbishment works.



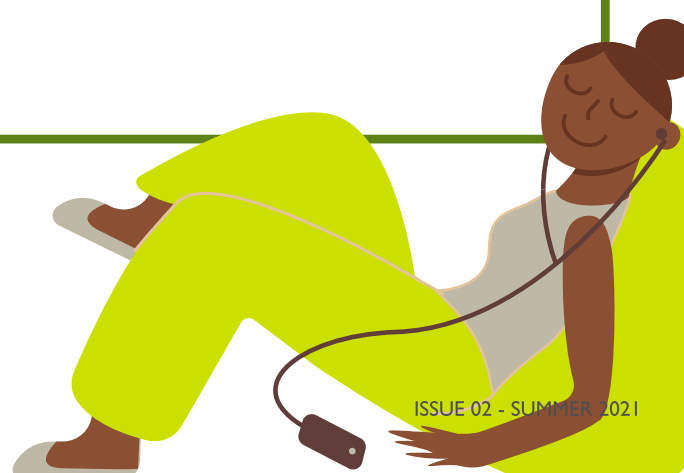

## SOCIAL

These spaces and activities can serve as alternative place of rest and relaxation, with the added benefit of socialising in accordance with social distancing guidelines.



## RELAXATION

These spaces and activities can serve as alternative place of rest and relaxation.



# RESPITE OPTIONS

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On the following pages, you can find respite facilities and provisions which have been made available by Lancaster West Neighbourhood Team. Where facilities require booking, a key contact has been identified and contact details made available. If you have any questions not covered by the provided information, please do not hesitate to contact us.



RELAXATION



WORK



WELFARE



FREE WI-FI

# CO-WORKING SPACE



Baseline Business Studios, Whitchurch  
Road, London, W11 4AT

## 0800 389 2005

[LANCASTERWESTOFFICE@RBKC.GOV.UK](mailto:LANCASTERWESTOFFICE@RBKC.GOV.UK)

For quiet work and study, we are offering shared space at Baseline Studios. There is free Wi-Fi and refreshments, and access to a printer or photocopier. As we have limited space, residents will need to book available slots in advance using the contact details above.



**Monday to Friday, 09:00 - 17:00**





RELAXATION



WELFARE

# TEMPORARY WELFARE PROPERTIES



Various blocks, Lancaster West,  
London, W11

## 0800 389 2005

[LANCASTERWESTOFFICE@RBKC.GOV.UK](mailto:LANCASTERWESTOFFICE@RBKC.GOV.UK)

We recognise that residents will need to carry on with their lives whilst we undertake the refurbishment, and so we have a pool of temporary welfare properties where residents can cook, wash, rest or sleep. For example you may be night-shift worker or not have use of your kitchen but would rather stay living in your own property.



**7 Days a week, 24 hour access  
with prior agreement**





**SOCIAL**



**RELAXATION**

# TEA GARDEN



Lancaster West Tea Garden,  
Whitchurch Road, London, W11 4AT

## 0800 389 2005

**LANCASTERWESTOFFICE@RBKC.GOV.UK**

Having launched as part of the drive to increase green and open spaces around the estate, the tea garden is officially open to residents. The tea garden is a great place to relax or use your green fingers to grow produce, water plants or just sit and chat.



**Monday to Sunday, 09:00 - 17:00**





**SOCIAL**

# GARDEN VOLUNTEER



Various green spaces, Lancaster West  
London W11

## 0781 4612876

**ROBERT.HALBERT-PERENO@RBKC.GOV.UK**

Join our team of enthusiastic garden volunteers helping to shape the green spaces on the estate on Friday lunchtimes from 12:00 - 14:00.

Gardening is a great way to keep active, work together with others and improve your mental health. The sessions are run under the guidance of our community gardener Robert Halbert-Pereno. Email or call Robert to join.



**Every Friday, 12:00 - 14:00**



**LANCASTER WEST  
NEIGHBOURHOOD TEAM**



Part of Kensington and Chelsea Council

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## GET IN TOUCH WITH US



Unit 3  
Baseline Studios  
Whitchurch Road  
W11 4AT



0800 389 2005



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



[lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)



Lancaster West Neighbourhood Team



WeAreW11 App