

LANCASTER WEST UPDATE

Summer 2021



LWRA members with LWNT's James Caspell

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Internal refurbishment programme launched



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Meet the block designers working with residents



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First low-energy home revealed



£50m NEW FUNDING SECURED FOR GREEN REFURBISHMENT

We're delighted to confirm that over £50m of additional funding has been secured for Lancaster West to become a carbon-neutral estate.

Most recently, £19.4m million of additional funding has been secured from the UK Government's Social Housing Decarbonisation Fund (SHDF) Demonstrator programme, specifically for Hurstway Walk, Testerton Walk, Barandon Walk, Morland House, Talbot Grove House, Camelford Walk and Camelford Court.

This brings the total amount of additional funding secured to more than £50 million for the purposes of improving energy performance. This includes £17.5 million for a

renewable district heating network, £1.6 million for Treadgold House through the EU's MustBe0 programme, plus Green Homes Grants for Talbot Walk, Clarendon Walk and Camelford Court for new green roofs.

Over £14m of additional funding has been secured from council sources for those blocks that have not received external grant funding, ensuring that every home on Lancaster West will benefit from a range of energy efficiency measures including triple glazing.

This extra funding is in addition to the £57.9 million secured from the Council previously for new kitchen and bathrooms for tenants, as well as new door entry systems, CCTV and lighting. LWNT's director James Caspell said: "We now have a unique opportunity to put a green recovery at the heart of Grenfell recovery, and ensure that Lancaster West becomes a 21st century model social housing estate."

Article continues on page 4

This magazine was delivered in a compostable bag made from potato starch.

A summary of this newsletter is available in Arabic, Somali and Farsi. Please contact us if you need a translation.

**LANCASTER WEST
NEIGHBOURHOOD TEAM**

W11



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



For ways to contact us, turn to the back page

This magazine and the bag it was delivered in, are 100% compostable

Message from the Director



James Caspell, Neighbourhood Director

Lancaster West News: Subscribe to our new enewsletter for residents living on the Lancaster West Estate. Keep up to date with all the latest refurbishment news. You'll receive regular news and information about what's happening on the estate and LWNT's services. Subscribe using the QR code or our WeAreW11 App.



A challenging year, a positive future

Dear all,

I hope you and your households are well. For all of us, the past year has been difficult and challenging.

The resilience and solidarity displayed by the community has been and remains inspirational, and on behalf of the whole of LWNT I would like to thank residents, LWRA, and other resident associations and community groups for all of the support they have given to Lancaster West and the wider North Kensington community.

For the estate and services we are able to offer, there were a range of achievements and improvements meaning that we have broadly been able to keep the refurbishment of Lancaster West on track.

Over 27% of tenanted properties have now had internal refurbishment, and we are now scaling up the internal refurbishment for those residents who have not moved on the Local Lettings Plan, or registered to do so. This has begun with Morland House, and you can read more about that in this edition.

We have successfully secured more than £50 million additional funding for the estate wide refurbishment, giving us a unique opportunity to put a green recovery at the heart of Grenfell recovery. We have also delivered the estate's first low energy council home.

Over 40 residents have helped us to recruit innovative and forward thinking design teams for every block, who are busy undertaking surveys, and preparing technically feasible options. We are already sharing initial design ideas with residents to co-design the final proposals for each block.

You can read about all of this and more in this season's newsletter.

If you have any further concerns, feel free to email me directly **james.caspell@rbkc.gov.uk**, or send me a message on twitter **@jjcaspell**.

Best wishes,

James

p.s. Lancaster West residents now have their own enewsletter. Make sure you sign up.

Adapting our services during the pandemic



As government restrictions change over the coming months to try to reduce the spread of the Covid-19, we would like to reassure residents that the Lancaster West Neighbourhood Team will continue to deliver services in line with government guidance and support our most vulnerable residents.

We understand that the type of help and support needed during these difficult times will vary considerably with each household and may change over time. We will do everything we can to help.

A safe, comfortable and secure home is vital in helping you get through these unprecedented times.

Welfare checks on those at risk of isolation

We have continued to check on residents who we know may be at risk of being isolated or without a support network to offer help and advice. Please

check on your neighbours and let us know if you are concerned about a resident. Please do not go into your neighbours' homes. A phone call can be reassuring in what is a lonely situation for some people, especially the elderly.

Please do not hesitate to contact us at any time if you want to receive a welfare call on **0800 389 2005** or lancasterwestoffice@rbkc.gov.uk.

Repairs to your home

Repairs to your property remain a priority and we continue to carry these out if you are happy to receive us in your home and we have taken account of the

risks. Should you have a condition that makes you clinically vulnerable or have been instructed to self-isolate, please let us know when you contact us.

Our repairs staff will wear personal protective equipment including face coverings and gloves and have been instructed to wash hands between all jobs.

We are all required to follow government restrictions. Thank you for your continued support.

Please continue to contact us by phone or email. Our staff are available Monday-Friday 8am-6pm to help with all your housing queries. Please call **0800 389 2005** or email lancasterwestoffice@rbkc.gov.uk

Article continued from front page.

The SHDF funding which was announced at the end of March from the Department for Business, Energy and Industrial Strategy (BEIS) has been secured for the energy-efficient refurbishment of seven blocks on the Lancaster West Estate.

£12.9 million for Hurstway Walk, Barandon Walk, and Testerton Walk

£3.4 million for the refurbishment of Camelford Court and Camelford Walk

£3.1 million for the refurbishment of Morland House and Talbot Grove House



The Walkways



Camelford Court & Walk



Morland & Talbot Grove House

Additional Refurbishment Funding secured on top of £57.9 million.

Description	Block	Value
SHDF Demonstrator	Walkways	£12,905,626.00
SHDF Demonstrator	Morland House and Talbot Grove House	£3,134,632.00
SHDF Demonstrator	Camelford Court, Camelford Walk	£3,404,960.00
MustBe0	Treadgold House	£1,600,000.00
BEIS Heat network	Estate-wide	£245,300.000
Development Unit Support	Estate-wide	£17,500,000.00
Renewable Heat Network	Estate-wide	£14,000,000.00
Additional council funding	Estate wide	£103,000.00
Green Homes Grant	Camelford Court and Walk	£621,000.00
Green Homes Grant	Talbot Walk and Clarendon Walk	£19,500.00
Green Wall	North Kensington Resource Centre	£140,000.00
One Public Estate	LWE masterplan	



LWNT’s director James Caspell added “Building on three years of codesign, this additional funding will jump-start our ambition to make the estate carbon neutral by 2030, and enable us to share our learning with the rest of the UK.

“It will also support a green economic recovery from the pandemic by bringing a range of green jobs to the area, so that this investment in Lancaster West becomes an investment in North Kensington.”

“I would like to thank the LWRA committee for working in partnership with us to make the case for the refurbishment of Lancaster West to be as green as possible, seizing this once in a generation opportunity”.

Proposals for the projects include things like new triple glazed windows, high-quality insulation, and new ventilation systems, though designs are still being discussed and decided by residents. These improvements would help keep homes warmer

and more comfortable, and more affordable to heat and power.

This funding will enable LWNT to raise the ambition for the refurbishment across the board and help make significant progress on both the commitment to transform Lancaster West into a model 21st century social housing estate and the ambition for the estate to become net-zero carbon by 2030.

Works on the projects will begin later this year, helping to support the wider economic recovery from the pandemic and bringing new green job opportunities to North Kensington, including through the LancWest Works programme. Through this scheme, local residents will have the opportunity to work in a range of areas on a paid three month placement with LWNT to gain new skills and refresh old ones. LWNT will offer the London Living Wage, supervision and support.

Renewable heating and hot water by 2030.



Surveyors on Lancaster West Estate

On the Lancaster West Estate, 80% of homes are heated by gas via existing heat networks and 20% of homes have an individual gas boiler. Nationwide, heating our homes and producing hot water accounts for 21% of all the carbon produced in the UK.

The old systems are carbon intensive and are set to be phased out in the UK. The Government has already confirmed that no new homes will connect to the gas network, as they look to wind down this harmful form of heating.

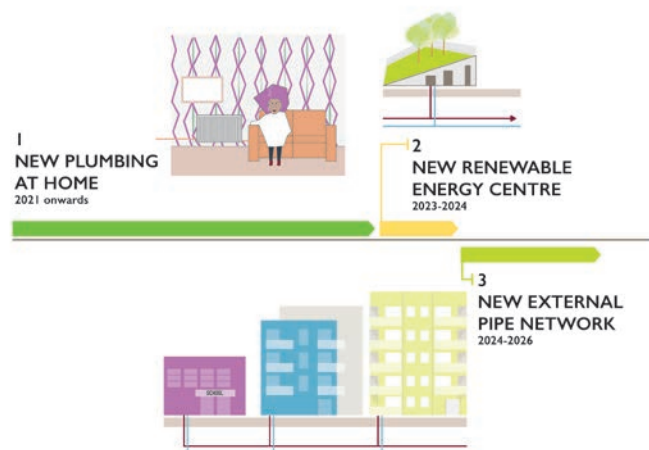
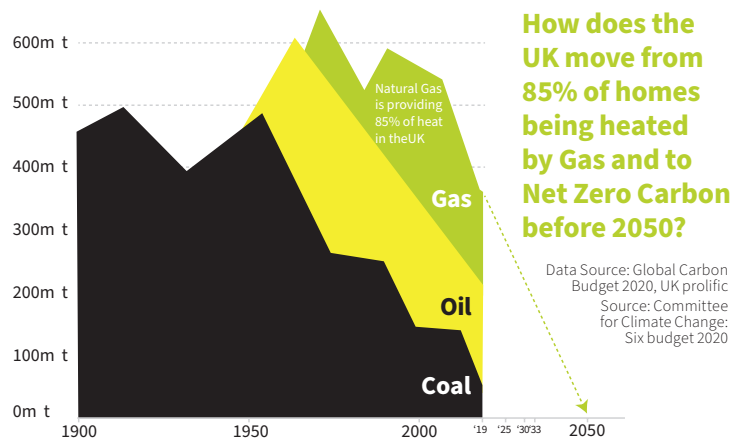
To reach our target of net-zero carbon, we need to change our heating supply on the Lancaster West Estate. This means renewing and replacing the two

heat networks, which today supply 80% of Lancaster West Estate, and looking at the opportunity to connect the other 20% of homes to the new heat network or other renewable sources.

We are currently engaging with residents and running pilot projects and surveys to establish the best choices for the estate. This includes

looking at using air source heat pumps, which capture and use ambient heat from the air – even when it feels cold outside – ground source heat pumps and other renewable sources.

See the timeline below for some information on how we could make this change from gas to renewable and recycled heat by 2030.

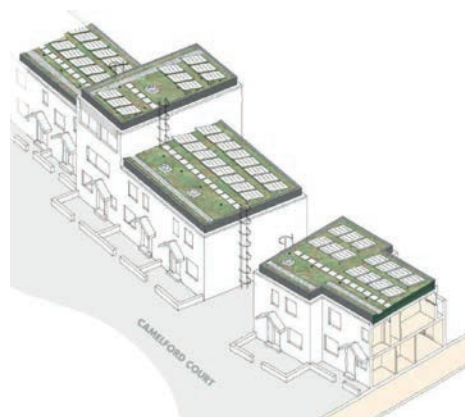


Green homes grants for green roofs

We have so far secured over £700k of grant funding in partnership with the GLA to pay for high energy performance roofs on Talbot Walk, Clarendon Walk and Camelford Court, from central government's Green Homes Grant.

- ✓ Lower energy bills
- ✓ Better thermal performance
- ✓ Lower carbon footprint
- ✓ Better construction quality

We've already started co-designing with residents, looking at different options including solar panels to supply sustainable zero carbon electricity to the blocks.



Internal refurbishment programme: Engaging with Morland House residents



Resident engagement has always been at the heart of the Lancaster West Estate refurbishment and that is set to continue as the refurbishment programme moves from block to block, across the estate.



46 years old

The age of the oldest bathrooms and kitchens in Morland House

Since announcing that Morland House would be the first block to undergo the internal refurbishment programme, we've held several engagement events with residents to explain what the programme will mean for them. This was the start of a programme of engagement activities that will widen out to other blocks for the duration of the works. The pandemic means that many events moved online.

Found out more on Insta
[@Lancasterwestneighbourhoodteam](#)

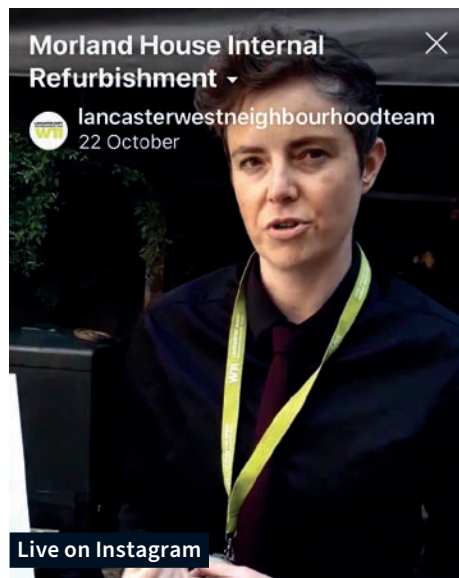
Soon after the first letter announcing the refurbishment programme was delivered to residents, our team was at Morland House for the weekly live Instagram broadcast of LancWestFest.

The team working to deliver the refurbishment introduced themselves and went through all the different activities that need to take place before work can start inside tenants' homes. If you missed it, you can still find the broadcast on our IGTV channel @ [lancasterwestneighbourhoodteam](#).

Webinar



Neighbourhood Director James Caspell and Sharon Davies, Head of Property Refurbishment and Decarbonisation for the refurbishment led the webinar discussion to which all Morland House residents were invited.



Internal block-by-block refurb drop-ins



Your block WhatsApp and email groups



We're setting up a dedicated block email list and WhatsApp group for every block. Any resident who would like to be part of these groups, please text your email and/or mobile number to Linda Fenelon, Resident Engagement Lead on **07814 608 999**, or email **linda.fenelon@rbkc.gov.uk**. Let us know if you would like to be part of one or both.

The team will holding block-by-block drop-ins for residents who aren't able to make the online events or have more questions.

Resident newsletter: Lancaster West News

We've launched a regular newsletter for residents of the Lancaster West Estate. As well as the latest information about the estate-wide refurbishment, subscribers will be kept up to date with other news and information from the Lancaster West Neighbourhood Team. Residents can subscribe using the QR code or on our WeAreW11 app.



Time for change

Morland House has some of the oldest kitchens and bathrooms on the estate – some are 46 years old.

1974 was the last time a new kitchen and bathroom were installed in one of the Morland House flats!

Oldest Bathroom		
	Block	Years
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

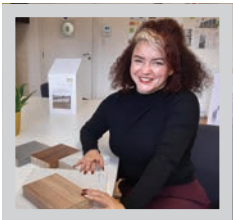
Oldest Kitchen		
	Block	Years
1	Treadgold House	24
2	Camelford Court	27
3	Verity Close (Houses)	40
4	Talbot Grove House 1-45	41
5	Verity Close	41
6	Barandon Walk	41
7	Camborne Mews	41
8	Clarendon Walk	45
9	Testerton Walk	45
10	Hurstway Walk	45
11	Morland House	46
12	Camelford Walk	46

Meet your Resident Liaison Officers for the refurbishment programme



Mamadelo and Samara

We'd like to introduce Samara and Mamadelo, LWNT's Resident Liaison Officers for the Internal Refurbishment Programme. They'll be working closely with residents from all blocks. Once it's confirmed that the refurbishment is going ahead in your block, if you have any questions about the refurbishment of your home you can contact them using the details below.



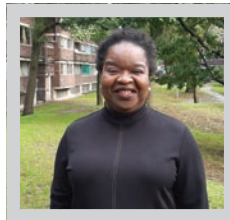
Samara

"You'll be seeing a lot of me over the refurbishment programme. I'll

be bringing you the brochures and samples of things such as different laminate floorings and kitchen worktops to make your home really special."

07929 850574

samara.deen@rkbc.gov.uk



Mamadelo

"Like Samara, I'll be working with residents to help you prepare for the

refurbishment, and working with contractors to ensure the smooth delivery of the works."

07929 850 598

mamadelo.awotesu@rbkc.gov.uk



Resident's internal refurbishment journey

1. Letter to inform residents the refurbishment programme will start in their block
2. Residents invited to engagement events to explain how the refurbishment will work
3. Surveys are carried out inside residents' homes to assess what essential and optional improvement work will be carried out
4. Resident meets with LWNT Resident Liaison Officers to discuss the outcome of the survey and what's on offer to them
5. Resident signs the Agreement of Work and agrees a start date
6. Resident prepares their property for works to start
7. Works start inside resident's property
8. Works completed and final checks completed
9. Sign-off compliance and handover pack given to resident

Your Home, Your Choice

We're finalising the choice of styles, fixtures and fittings that we'll be able to offer residents to deliver a refurbishment based on what you've told us you prefer.

You'll be able to choose from a range of kitchen colours, flooring types, lighting and appliance options. Once the surveys inside residents' homes have been carried out, Samara and Mamadelo will discuss your choices with you and work closely with you to help you make your choices.

What kind of choices will I be able to make?

For your bathroom, you'll be able to choose from a range of taps, tiles and flooring.

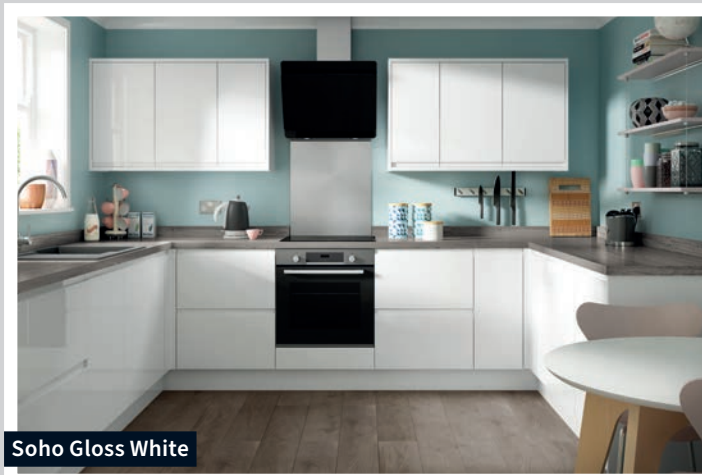
For your kitchen, you'll be able to choose from a range of appliances, tiles, worktops and cupboard colours and handles.



Walnut



Olive Green

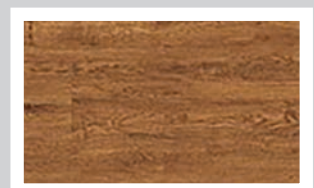
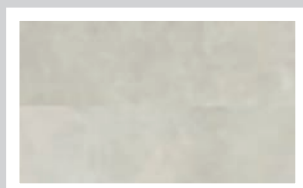
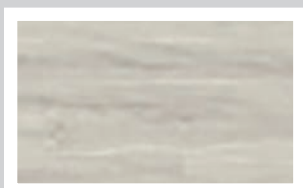


Soho Gloss White



Soho Matt Grey

You'll be able to choose from a range of flooring options, including luxury vinyl flooring tiles in either natural wood, stone or concrete effect, containing an average of 40% recycled content.



You'll also be able to choose from a range of carpets, doors, fixtures and fittings.

Refurbishment FAQs



Q How will I know when the internal refurbishment will start in my block?

You will receive a letter announcing that the internal refurbishment will start in your block and inviting you to resident engagement events such as a webinar.

Q How will I know what work is going to be carried out?

You will be visited by a surveyor who will carry out a survey of your property and a Resident Liaison Officer to explain the scope of works and you will be asked to sign an 'Agreement of Works'. This is a document that explains the elements of work that LWNT wishes to carry out. No work will start until that document has been signed.

Q Will residents be expected to live at home while the refurb work is carried out?

Many residents will live at home while the works are carried out. Your Resident Liaison Officer will work closely with you to carefully plan what works will be done when; and to ensure each space in your home is cleared so works can start and finish on time.

You may wish to find out if you qualify for our Refurbishment Decant Scheme which allows residents to permanently move to a like-for-like property which has already been refurbished and avoid the disruption of the refurbishment. LWNT will also offer some respite options.

Q How long will the works take?

The duration of the works will vary according to a number of factors including the size of your property, the essential work that must be done to improve the safety and security of homes, and optional work that will be offered to improve the comfort and standard of homes. Your Resident Liaison Officer will work closely with you to plan the refurbishment for your home.

Q What will happen with storage and removals?

The refurbishment team will need to work as quickly as possible so it is vital that residents clear all rooms that are going to undergo works. You will be responsible for packing up all personal items that need to be stored and removed. If you require assistance, please contact the Resident Liaison Officer to discuss storage and removal options.

0800 389 2005

@lancasterwestneighbourhoodteam

lancasterwestoffice
@rbkc.gov.uk

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or Android from the App Store

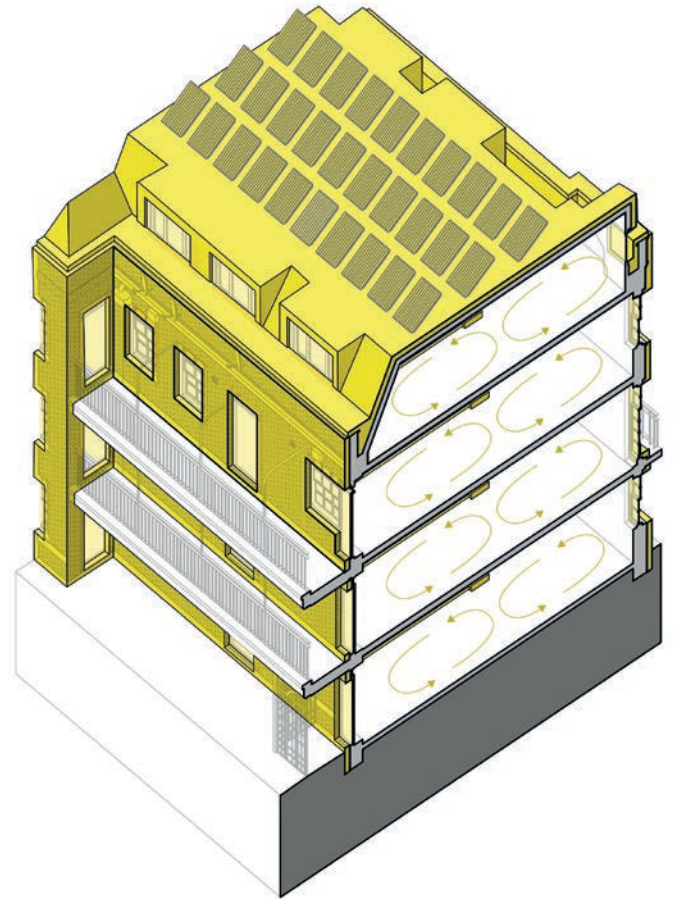
Meet the lead designers for the external refurbishment of your block



Verity Close, ECD Architects



Model of Testerton Walk, KCA



Talbot Grove & Morland House, ECD Architects

The detailed external design phase of the Lancaster West Estate is now well underway, with the lead designers for all of the blocks appointed. This will run alongside the internal refurbishment programme and will involve the external refurbishment of the blocks, upgrading the communal areas and other works such as improving the district heating and hot water systems, installing new windows, video entry systems and more.

We're grateful to the 40 residents from across the estate who helped score from the many organisations which were hoping to work with us. We had representation from each block on the estate.

We're really excited to welcome the architects and designers on board. They bring with them a proven track record in award winning design that puts sustainability at its heart and priorities resident engagement.

Each of the lead designers are running a series of engagement events with residents from each of the blocks to gather feedback on their initial designs. The events being proposed include in-person pop-ups, webinars, large scale models, workshops, resident-led walks and more. As well as incorporating residents' Top Ten Priorities into their design, they will be exploring ways to improve the energy efficiency of your building and your home. Please get involved when your designers get in touch. They want to hear from as many residents as possible.

Refurbishment update

Meet the Designers

ECD Architects are the lead designers for: Morland House, Talbot Grove House, Verity Close, Treadgold House and Camborne Mews



Our Track Record:



A good example of our recent work would be our project at Wilmcote House for Portsmouth City Council. In this block many residents were suffering from extreme fuel poverty and were unable to heat their homes. Following the refurbishment works many residents no longer need to heat their homes, even in winter.

Our vision for your homes

Our vision for the future of your home will be one in which you are comfortable year-round and you will be able to heat your home at minimal cost with plenty of hot water when you need it. Our vision for the future of your home will be to enhance the many positive aspects of living on the Lancaster West Estate and address the challenges you have identified. Our vision for the future of your home is to work with you to develop these solutions and provide attractive, comfortable homes which are safe and easy to maintain. Our vision for the future is one in which the Lancaster West Estate is known as the best example of housing refurbishment and community co-design. We want to join you in ensuring that the outcome matches the vision and that we can together create homes fit for the 21st century.

ECD lead designer: James Traynor

Introducing ECD Architects:



We are specialists in energy efficient sustainable buildings. We have designed many different buildings types but we have a particular expertise in housing and refurbishment. Founded 40 years ago this year, our name stands for 'Energy Conscious Design' and over these years we have worked with many residents to improve the energy efficiency of their homes.

Meet My Team



Lizzie Westmacott



Loreana Padron



Jessica Scott

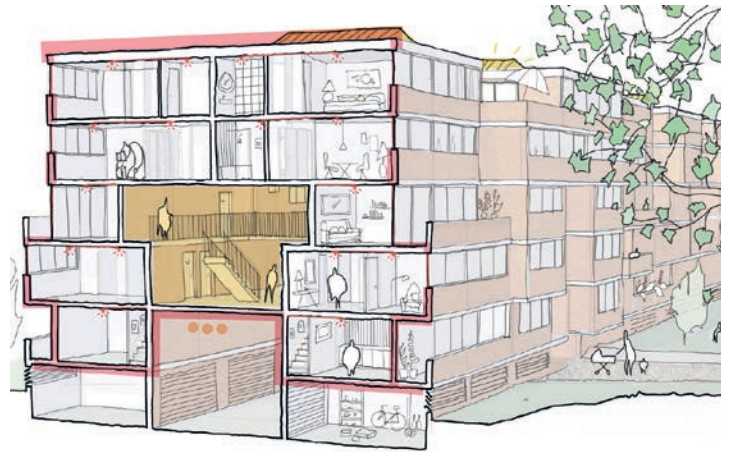
Meet the Designers

Karakusevic Carson Architects are the lead designers for: Barandon Walk, Testerton Walk and Hurstway Walk



Karakusevic Carson Architects' Kings Crescent Estate in Hackney, east London, is a multi-award winning council-led project and international exemplar of estate refurbishment and renewal, delivering community-led housing, substantially improving the environmental performance of all existing homes and creating a model estate that residents are proud of.

Our vision for your homes



We really admire the strong architectural quality of the existing Walkway buildings. We also understand the vision and ambition the residents have for how they can be improved to bring them up to date. Our role is to help make this happen, to work closely with you all to create warmer, safer, healthier homes, improving efficiency and quality of life, and helping to reduce bills.

We see collaboration with residents and development of the top 10 improvements vital to the success of the project, and we have teamed up with Gbolade Design Studio, Hans Van Der Heijden Architects, ArchitectureDoingPlace and an outstanding team of engineers to deliver a truly sustainable 21st century estate.

KCA lead designer: Caroline Hull



Caroline's expertise lies in the delivery of complex urban refurbishment and regeneration schemes led by meaningful collaboration with resident groups, as evidenced by her sensitive refurbishment strategy for Broadwater Farm Estate in Tottenham.

Our track record:



Meet My Team



John Moore



Sean McGee



Nana Blamah-Ofosu

Refurbishment update

Meet the Designers

Penoyre & Prasad are the lead designers for: Camelford Walk, Camelford Court, Clarendon Walk, Talbot Walk



Sunand Prasad



Penoyre & Prasad is an award-winning architectural practice with over 30 years of experience. Our residential work ranges from small-scale elderly care accommodation to estate regeneration and a new EcoTown comprising 1,700 homes. Whether urban or rural settings, our aim is to provide harmony and a real sense of place. Our experience gained in health, education and workspace ensures we create a balance between good places to live and great places to go. Engaging closely with clients and end-users, we place their values at the heart of each project.

Our track record:

Our Retrofit for Living project transformed a 1990s terraced house to a highly energy-efficient home with improved quality of living for the residents. Key innovations included triple-glazed windows, a 'breathing' roof, floor insulation and a ventilating lightwell. The residents remained in the house during building works and reported immediate improvements; finding that one hour's heating – in comparison to heating all day previously – was sufficient for their needs.

Our vision for your homes

Our vision is for the refurbishment to meet LWNT's promise to residents that Lancaster West will be a model 21st century estate. We will strive to deliver a high quality and energy efficient refurbishment to all the blocks on the East Side, which will deliver tangible benefits to residents, as well as significant carbon savings to help meet Lancaster West, RBKC's and the UK's net-zero carbon goals.

Our design proposals will include bespoke solutions to each block, delivering benefits to residents including improved internal comfort, increased safety and lower energy bills. We will address existing issues in the blocks such as overheating, thermal bridging, draughts and damp. Throughout the refurbishment we will seek to keep resident disruption to a minimum.

It will be a collaborative process, drawing on the skills and experience of the Lancaster West Neighbourhood Team, and in co-design with the community. We wish to work closely with the residents to ensure they are involved throughout.

Meet My Team



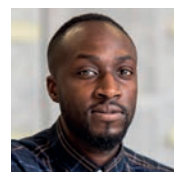
**Anna-Lisa
Pollock**



**Emily
Pang**



**Simon
Dove**



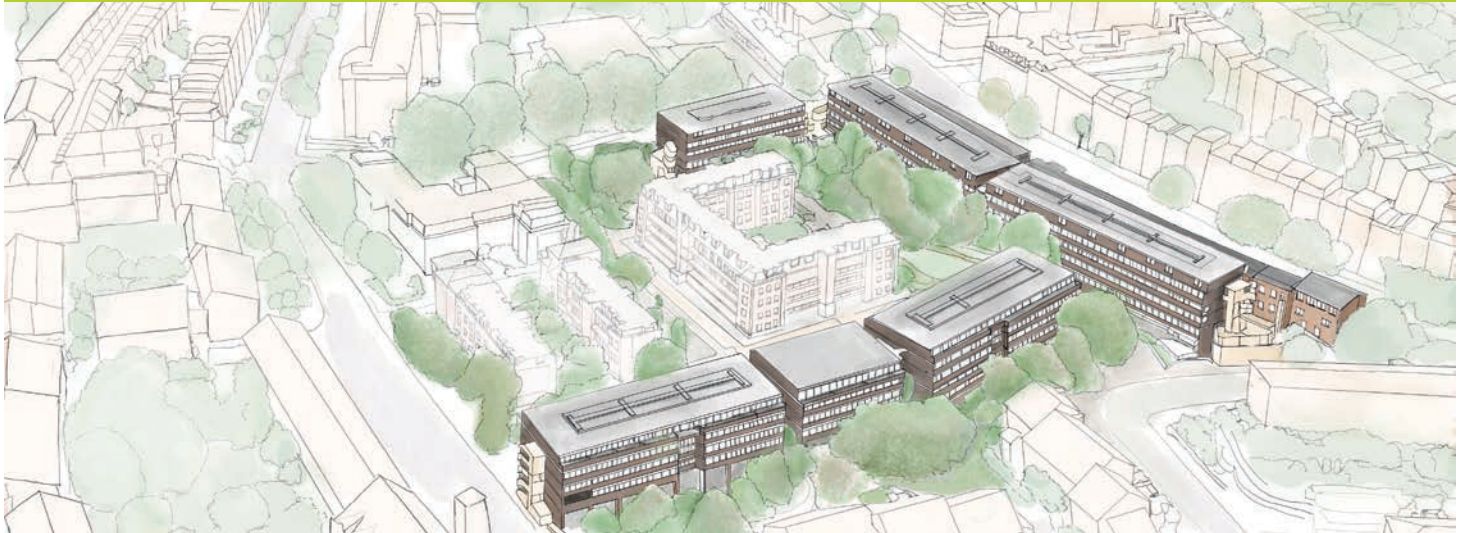
**George
Williams**



**Harriet
Francis**

Engaging with residents on Initial Design Ideas

Residents have been meeting with the designers to discuss the Initial Design Ideas for their blocks.



Outdoor pop-ups



Webinars



Door knocking



Stay up to date with the refurbishment: All latest content related to the refurbishment is uploaded to www.WeAreW11.org under Latest Block Designs or sign up to our resident newsletter using the QR code on the back page.

Tackling the climate emergency

What's being done to make the estate carbon neutral by 2030?

We've pledged to make Lancaster West carbon-neutral by 2030 ensuring sustainability and energy efficiency are at the heart of the refurbishment. This is part of our commitment to become a model 21st century housing estate.

This carbon neutral commitment means there is an overall balance between carbon emissions produced by the estate and carbon that we take out of the atmosphere. What it means in practice is that we need more energy efficient homes, a renewable and reliable energy supply, lots of green space and sustainable behaviour.

The estate-wide refurbishment is a once-in-a-generation opportunity to make estate living as energy efficient as possible, whilst also providing lower fuel bills, warmer and more comfortable homes, better air quality and reduced maintenance.

We're already taking action towards this target. We've launch our first low-energy home on Verity Close and we're piloting lots of exciting projects across the estate and pursuing funding opportunities to add to the refurbishment pot. You can read about some of the exciting, new projects that are underway over the next few pages.

Residents give a pioneering MustBe0 carbon Treadgold House the thumbs up.



97% of Treadgold House residents who voted were in favour of securing an additional £1.3 million of funding from a European Union grant fund called MustBe0.

0 CO₂ £1.6m funding

to make Treadgold House net-zero carbon

Treadgold House residents voted overwhelmingly in favour of accessing additional EU refurbishment funding called Mustbe0 to make their homes and their block net-zero carbon.

27 out of the 31 eligible TH households took part in the vote. 97% supported the additional £1.6m funding to refurbish TH to a carbon-zero standard.

This means having an overall balance between carbon emissions produced by the block and carbon that we take out of the atmosphere.

Possible benefits for TH residents include:

- Lower energy bills
- More comfortable homes (cooler in summer, warmer in winter)
- New triple glazed windows
- Reduced maintenance
- Better air quality
- Encouraging sustainable behaviour
- Gas hobs will be replaced by safer, cheaper more efficient induction hobs

- Improved look of Treadgold House beyond what we could have afforded

We're hoping that Treadgold House will set the standard for other housing estates across the UK and Europe in terms of energy performance. We're already looking for the best design to meet residents' wants and needs.

This project is supported by the Mustbe0 project funded by the Interreg NWE Programme through the European Regional Development Fund.

Net-zero refurbishment

Some of the key elements of the refurbishment, such as new windows and doors and insulation, will help to reduce the energy needed to power your homes and cut down on the carbon we're emitting and means a reduction in energy bills. We're currently exploring funding opportunities with the design teams to help make the best improvements we can.

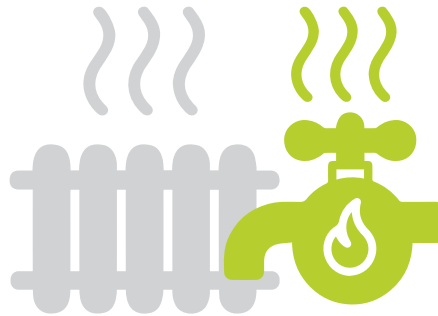
Renewable, low carbon energy

We're looking at how we can improve our energy supply across the estate, making it safer and more reliable as well as reducing carbon emission from energy generation whilst improving air quality issues inside and outside of homes. This includes replacing

appliances like gas cookers with more efficient electric-powered induction cookers, and exploring technologies to supply energy through renewable sources, like PV solar panels and air sourced heat pumps.

Heating and hot water

TACE have also conducted a review of all the options for delivering heating and hot water as part of a net zero refurbishment.



Supply chain and delivery



Recycled flooring

We're making sure our own work is sustainable by working with suppliers to use recycled and sustainable materials where possible, and recycling our own waste.

Switchee smart thermostats

We're always trying to improve how we measure the energy performance of our residents' homes and their experience of living in them. Switchee devices are resident controlled smart thermostats that collect data from a number of sensors to assess the property's energy performance. These devices are stylish and compact and hold many benefits for our residents beyond traditional smart thermostats. They can give early warnings for dampness, heating issues and other risks so we can prevent them before they happen.

£246,000

of grant funding from HNDU has been awarded for the detailed design of a low carbon heat network.



Electric-powered induction cooker



Switchee

Verity Close First low-energy council home in Royal Borough of Kensington and Chelsea



Lancaster West Neighbourhood Team is excited to present the first low-energy retrofit council house in the borough. Working toward becoming a carbon neutral estate, we have taken a “whole house” approach to producing an energy efficient home on Verity Close. Working with ECD Architects, our aims were to improve the energy efficiency and significantly reduce energy bills for the resident, improve air quality and deliver a more comfortable home – cooler in summer and warmer in winter.

LWNT’s Director James Caspell said: “We’re delighted to have refurbished a 3-bedroom home into Kensington and Chelsea’s first low-energy council house. It is the first property on the estate to benefit from triple glazing, its own air source heat pump, and mechanical ventilation with heat recovery.”

“This shows that it is possible to transform existing council homes into low-carbon high-quality places to live. We will use the learning from the project to benefit the wider estate, as

we deliver our vision of making Lancaster West carbon-neutral by 2030.”

Lizzie Westmacott from ECD Architects who worked on the project said:

“ECD are really pleased to have been part of the team designing the first low-energy council home on the Lancaster West Estate. The home will be more comfortable to live in and more affordable to heat, all with reduced carbon emissions. We are now excited to be taking what

we’ve learnt with this first low-energy refurbishment and applying it to other homes on the estate. Refurbishing not only saves energy compared to new buildings, but also keeps the great community at Lancaster West in place.”

In order to achieve this low carbon living, many elements have been upgraded to improve the U values (which shows how insulated a building is), airtightness and thermal comfort of the home.

Here are examples of what residents can expect with the additional funding secured as we deliver our shared ambition to become a carbon neutral estate by 2030.

Insulation: Upgrading the insulation in the walls, floors and roof meant that we could create a really warm and comfortable environment even at lower temperatures, and save more than £700 off current energy bills.

16 Solar panels have been installed on the roof to decrease mains electricity use, thus significantly reducing the energy bills.



Battery storage: A battery system has been installed so electricity generated from the solar panels can be stored and used at a later date, ensuring a constant supply.

Mechanical ventilation with heat recovery system: An MVHR has been installed to reduce heat loss through air while ensuring fresh air supply to the property. This will ensure zero condensation, improve air quality indoors and reduce dust in the home. Estimated saving £221 per year.



Air source heat pump: An ASHP is a low carbon heat source that works in conjunction with the hot water cylinder and will supply all heating and hot water requirements. This also means that it is now a gas free home.



New doors: have been installed both internally and externally to reduce heat loss and ensure we have the most sustainable and comfortable environment for the resident. The excellent reduction in heat loss will limit draughts and thermal bridging and create a warmer floor for the residents.

Triple glazed windows: This will reduce the heat loss through the windows and ensure no draughts, making it more comfortable and quieter inside the house. We have also included a skylight to harness natural lighting in the property, making it bright and airy.



LED lights: The installation of LED lights will not only create a modern style home but also act as an energy saving option which will also improve the EPC rating of the property.

Electric car charging point: This will be for the sole use of the resident and allow them to charge an electric vehicle, making a considerable saving on fuel costs.



Garden: The opportunity to improve the garden space allowed LWNT to create an eco-friendly space with a water butt to collect rainwater, a hot compost bin for food waste, a foldable washing line and vegetable and herbs trugs to encourage more sustainable living.



Both the internal and external environment work together to reflect one joint sustainable system!

Delivering on our promise to make homes more energy efficient

It's official – the refurbishment is making homes more energy efficiency. Official results show that properties in Barandon Walk and Testerton Walk that have been refurbished, have improved their EPC ratings.

EPC ratings run from A-G and are a way of measuring how energy efficient a building is, with A being the most efficient.

Our internal refurbishment gives an average improvement of nine Energy Efficiency Rating points. For properties that have already undergone works, many have moved from an E to a D, or D to a C as a result. This has been delivered through a range of measures including:

- Improvements to the domestic main heating appliances, plumbing and smart heating controls – where currently there are none
- Installing A-rated integrated kitchen appliances
- Installing low-energy, LED lighting
- New windows, wall and roof insulation would deliver even greater EPC results.

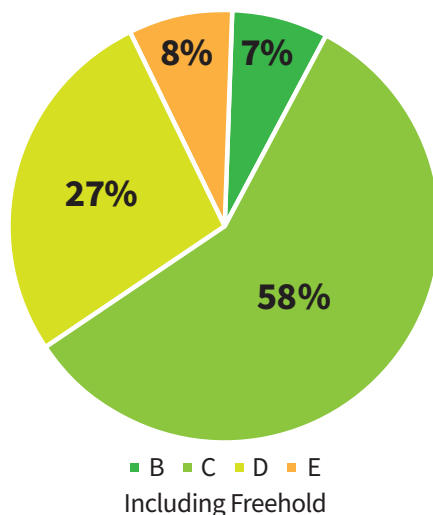
We are still working with our design teams to ensure that the whole block design improves energy performance further, improving comfort for residents, and reducing energy bills.



EPCs data for blocks across the estate

We have done some work looking into our EPC certificates across the estate. This has found that Camelford Court is our worst performing block in terms of energy efficiency, and Verity Close is our best. This data will be used to help us prioritise what needs to be done to help improve homes through our refurbishment in line with your priorities. As well as reducing energy demand and bills, improvements also bring other benefits such as making homes warmer in winter, and less at risk of damp and overheating.

The majority of Verity Close properties are rated EPC C

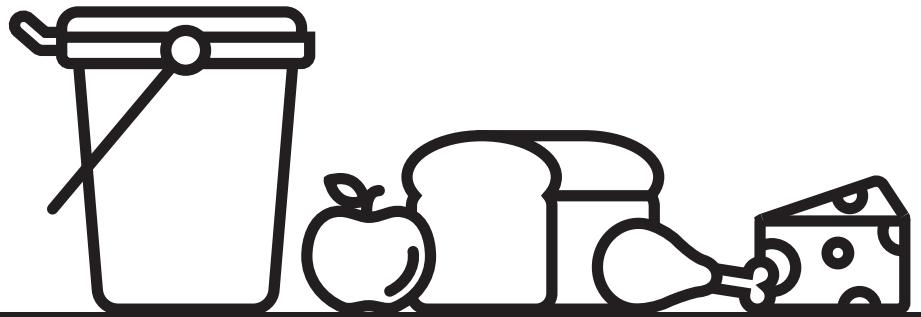


Join our Green Group!

We have set up a Green Group for residents to share ideas and tips on how to be more environmentally friendly. To join, email Hannah Smith: hannah2.smith@rbkc.gov.uk



First for Food Waste in RBKC



The Lancaster West Estate is the first housing estate in the Royal Borough of Kensington and Chelsea to introduce food waste recycling.

The scheme is being piloted on the Walkways.

Residents in Barandon, Testerton and Hurtsway walkways received their own kitchen food bin and a year's worth of compostable liners. Three large food waste containers have been installed outside. It'll be up to residents to collect their food waste and empty it into one of the three large containers which will be regularly emptied and cleaned.

The food waste will be used to generate electricity to power homes, and as a fertiliser to be used in farming.

If the scheme is successful food waste collections may be rolled out across more blocks on the estate.

What can I put in my caddy?

Yes please



Food waste



Eggs and dairy



Bread and pastries



Meat and bones



Tea and coffee grounds



Fruit and vegetables



Fish



Rice, pasta and beans

Remember to recycle your mouldy and out of date food, including ready meals removed from their packaging.

What can't I put in my caddy?

No thanks



Packaging of any kind



Liquids such as milk



Oil or liquid fat



Plastic bags



Garden waste and houseplants



Napkins and tissues



Any material that is not food waste

Putting these items in your food waste slows down the process for converting it in to electricity and can damage machinery at the processing plant.



For a complete list of what can and can't be recycled, visit www.rbkc.gov.uk/foodrecycling

First food waste collection launched on LWE

LWNT joined RBKC's Waste and Recycling team to deliver food caddies and a year's worth of compostable liners to each household in Barandon Walk, Testerton Walk and Hurstway Walk.



Three large food waste containers have been installed outside for each of the walkways. It'll be up to residents to collect their food waste and empty it into one of the containers which will be regularly emptied and cleaned.

The food waste will be used to generate electricity to power homes, and as a

fertiliser to be used in farming. The new food waste is part of LWNT's ambitious plan to make the estate carbon neutral by 2030.

As this is a pilot scheme we are looking for resident feedback. If successful the scheme may be expanded to other blocks on the estate.



Residents can contact LWNT if they have any queries or would like to give their feedback on 0800 389 2005 or lancasterwestoffice@rbkc.gov.uk

In-house refurbishment Team



Refurbishment now quicker than ever

Our in-house refurb team continue to refurbish properties around the estate as they become empty.

LWNT's internal refurbishment team completed their first 4-bedroom flat in under 100 days (95 to be exact). This is the fastest turnaround we have ever had for the full internal refurbishment of any property of any size. With a new kitchen and bathroom and new anti-slip recycled vinyl flooring throughout, the flat was ready to be re-let.



LANC WEST PROPERTIES REFURBISHED



HAVE NEW HEATING SYSTEMS INSTALLED



NEW KITCHENS INSTALLED



NEW BATHROOMS INSTALLED

Learning from pilots: Staying in your home while it's refurbished



Up until recently the in-house team has been refurbishing homes as they become empty but going forward the team will work in properties where residents are living.

Mushtaq has been living in his flat on the Lancaster West Estate for 37 years. It was home to his five children as they were growing up. When he had to move out following the Grenfell tragedy, he found he couldn't sleep so he was keen to stay put while the work was done on his home.

Why did you agree to stay living at your home while the work was done?

I've been living in this flat for the last 37 years and it has become a very comfortable zone for me. When I was moved out after the Grenfell tragedy, I didn't sleep. I have so many memories. My five kids grew up here, one was born here, so there is a sentimental, emotional attachment. I know there would be a lot of people who wouldn't

agree but I just thought it would be a good idea for me to do it.

What will the refurbishment mean for your home?

This building was built in the mid-70s and I moved in the early 80s, since then, nothing has been done. There is a very old heating system and old pipes. There are a lot of leaks. I think it is a very good idea to refurbish and bring in new, fresh things like cookers and heating systems. My hope is that my home will be safer, more comfortable and efficient when it is done.

What work has been done so far?

They have already redone my bathroom. It only took 3 or 4 days. They have removed gas so I have electricity

now which makes me very happy. Just changing the front door has made me feel more comfortable, because the previously door was not fireproof and this one is. I feel more at ease and secure.

What's the experience been like so far?

I'm confident in the team and the resident association which is working with W11. I'm confident that the delivery will be on time with minimal disturbance to me. The workers are very efficient. They come on time and leave on time. They try to clean up before they leave. I understand the next lot of work will be difficult for the workers and difficult for me, but I just thought it would be a good idea for me to get the work done.

Improving repairs to your home



Jo Read is the LWNT's Repairs Manager. She works with the team to prioritise and manage repair jobs as they are reported by residents and co-ordinates with the repairs team to ensure the right person with the right skill set is allocated to ensure first time fix.




“We aim to carry out repairs quickly and efficiently and to keep you informed throughout – always being considerate of the fact that we are working in your homes – and to provide you with a quality repairs service.

Our operatives aim to complete works first time ensuring minimal disruption to residents. The safety of our residents is at the heart of our repairs.



Routine repairs

The latest figures show that 100% of routine repairs were completed on time.

83%


OF RESIDENTS SATISFIED WITH THEIR LAST REPAIRS FOR 20/21

New fire safety technology trialled



We are exploring innovation on fire safety for our most vulnerable residents. As part of this commitment, Lancaster West Estate has become the first council estate in Royal Borough of Kensington and Chelsea to install the new Plumis Automist.

The Plumis Automist is a new fire detection and suppression system created as an improvement on the traditional fire sprinkler. The Plumis Automist is designed to intelligently target the fire and to work faster and be more reliable than traditional sprinklers.

We are very excited to be trialling this new technology on the estate. In an Open House, we asked residents what they thought. The feedback was overwhelmingly positive.

As the estate-wide refurbishment programme gets underway the team understands that for some residents, respite will need to be considered. Respite may mean different things, depending on your circumstances and needs. The team can point residents to resources in the local area and ways the LWNT can help. We are exploring respite options for our most vulnerable residents.

Managing the impact of Noise

In order to carry out the refurbishment work there will be a level of disruption but we will keep noise to a minimum

REFURBISHMENT WORKS IN YOUR BLOCK



TIME OF WORKS

Work will be carried out between 8am and 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

Structural works requiring the use of heavy duty power tools and breaking of concrete will be restricted to:

9am to noon and 2pm to 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.



Residents move under the Refurbishment Decant Scheme

We launched the Refurbishment Decant Scheme on the Lancaster West Estate last summer as a way for residents to minimise the disruption to them on the estate during the refurbishment. Residents living on the estate at the time of the Grenfell Tower tragedy can move permanently to a fully refurbished, like-for-like property offered on the scheme, ready to move in immediately. So far, 12 residents have moved through this scheme and we have more properties on offer for residents to move into. If you are interested, please contact the Lancaster West office for more information.

Moving into a permanent home

LWNT's Roksaneh Hashem gives Mr Darabi the keys to his newly refurbished two-bed flat on the Lancaster West Estate. After three years in hotels and overcrowded temporary accommodation Mr Darabi says he's delighted to finally have a permanent home under the Local Lettings Policy.

"After lots of personal difficulties I feel so calm. I'm excited to see my daughter grow up in this flat and to raise my future children here. I'm so grateful for the LWNT and Roksaneh for her help to make this happen"

So far 55 households have now moved into fully refurbished homes under the Local Lettings Policy, designed to reflect local housing needs and provide security for people recovering from the Grenfell Tower tragedy.

And there's good news the Local Lettings Plan has recently been extended. This means that more residents who need and want to move, will be able to remain in the area and stay part of the community. All residents will eventually benefit from lifetime secure tenancies.



Improving how we communicate with residents

Thanks to all the residents who took time to respond to the communications survey that was sent out with our last magazine. Getting your feedback helps us to keep improving how we communicate with residents.

We had 104 responses both online and paper returns with some interesting results.

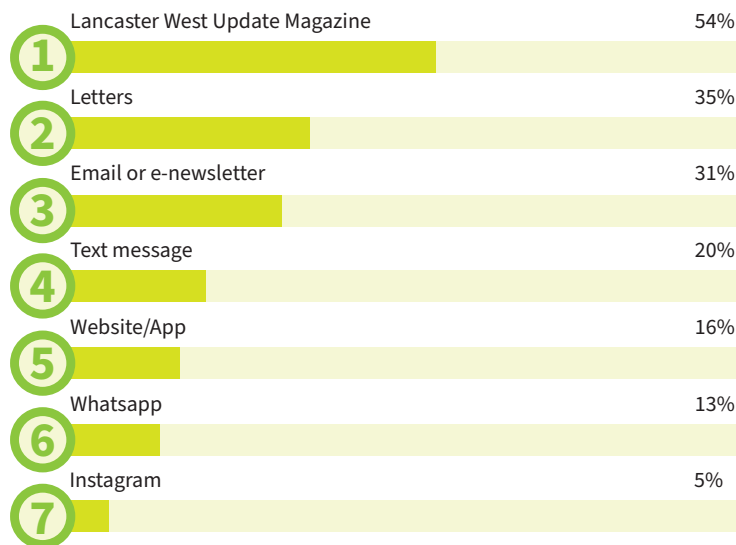


92%

OF RESIDENTS SAY THEY READ THE LANCASTER WEST UPDATE MAGAZINE

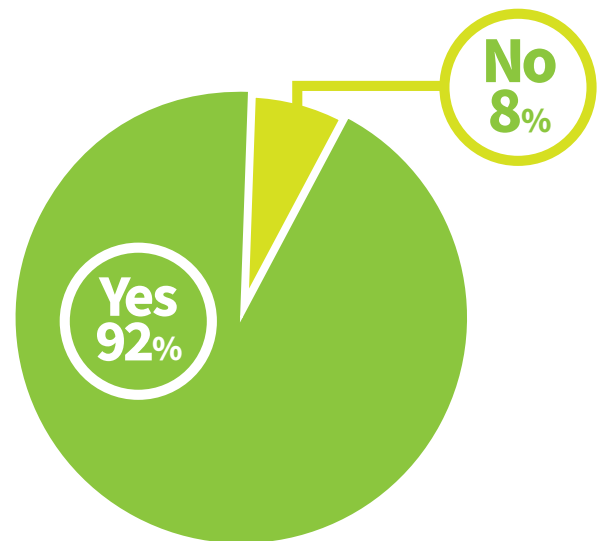
How do you prefer to receive news from the Lancaster West Neighbourhood Team?

104 out of 104 answered



Do you read the Lancaster West Update when it's delivered through your door?

101 out of 104 answered



You said:

92% of respondents say they read the Lancaster West Update magazine, and more than half chose the magazine as their preferred communication channel. 74% of you said you found the magazine useful or very useful. More than half of residents also said they'd sign up for a resident newsletter.

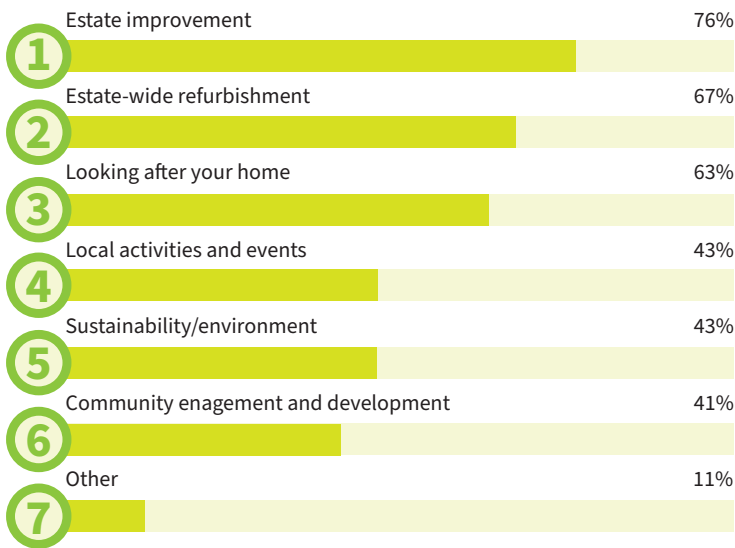
We did:

It's important for us to know that residents read the magazine and find it useful. We will continue to publish the magazine and deliver it to your door.

We have launched a resident e-newsletter, bringing news and information directly to your inbox. You can sign up using the QR code or visit WeAreW11 app.

Which topics most interest you?

102 out of 104 answered



You said:

76% of residents said they were most interested in stories about estate improvement, followed closely by estate-wide refurbishment. Local events and sustainability were also high on the list, both receiving 47% of the vote. Health and safety and anti-social behaviour also came up as important topics to residents.

We did:

Our purpose is to provide stories that are of interest to you. You can read about all the above topics in this magazine.

Other suggestions:

You said:

Some residents suggested block by block communication, and we had a few residents complain about the amount of communication they received through their doors, particularly the number of letters.

We did:

We now have five electronic noticeboards positioned around the estate under a pilot scheme. This allows us to communicate instantly with residents, and also put block specific information up. If residents name their block when subscribing to the newsletter, this will allow us to send out block newsletters in the future.

You said:

A few residents said they'd like to have an annual or monthly resident meeting or a social event such as a tea party as a way of improving communications.

We did:

The pandemic is restricting us from inviting residents to one location. We have moved many of our events online and will definitely return to in-person events when it is safe to do so.

You said:

"Update magazine needs to be more frequent"

We did:

To supplement our update magazine, we've launched a resident newsletter which will be released more frequently. The newsletter will be more reactive and will feature news, events information and much more.

You said:

"Provide translations of the magazine"

We did:

We now have Arabic, Farsi and Somali translations of the magazine in both print and digital summary copies. Please contact us if you would like a copy.

Tackling anti-social behaviour

Madeleine McHale, Courtney and Karim are three of the RBKC community wardens who now patrol the Lancaster West Estate. This is in direct response to residents' concerns about anti-social behaviour.



“We’re a friendly face for residents and here to break up any anti-social behaviour issues on the estate” says Madeleine McHale. Residents are encouraged to talk to the wardens about any concerns they may have when they see them out and about on the estate.

The warden service is on patrol throughout the borough between 7am to 11pm and can provide a presence to assist with deterring anti-social behaviour on the estate.

If you witness any forms of anti-social behaviour on the estate please ensure you report it to us by emailing our office lancasterwestoffice@rbkc.gov.uk or by calling 0800 389 2005.

All reports are confidential and the information you provide us will be vital should the perpetrators be identified as RBKC residents.

Any incidences of criminality should be reported directly to the police.

Olive Trees

Five olive trees have been planted on the corner of Whitchurch and Bramley Road. The trees were interspersed with blue grasses. Thanks to all the Friday lunchtime garden volunteers and LWNT staff who gave up their time to help.



First green living walls installed



LWRA with Meristem Design

The Lancaster West Estate has a green living wall, believed to be the first on a housing estate in Royal Borough of Kensington and Chelsea. There are more than 1,000 ever-green and flowering plants, chosen to improve air quality and biodiversity and residents' well-being.

This exciting project was built by Meristem Design and funded by the Lancaster West Residents' Association after they successfully bid for a Green Infrastructure Fund from the Westway Trust. There are actually four separate living walls outside the North Kensington Resource Centre, all with an automated irrigation system.

Check out our IGTV channel to watch the building of the wall.
[@lancasterwestneighbourhoodteam](#)



Radio-linked heat alarms installed

Thank you to residents who came along to find out more about the radio-linked heat alarms that we're installing in the Walkways.

These alarms alert neighbouring properties in the event of a fire ensuring affected part of the building are able to safely leave the block.

If you live in Walkways and are yet to have a radio-linked heat alarm installed please get in touch to book an appointment lancasterwestoffice@rbkc.gov.uk



From grey to green

A relaxing new garden space has been created outside Testerton Walk, partly paid for by the Estate Improvement Budget. The two new benches and a mix of steel and oak planters were chosen by Testerton Walk residents. A combination of mainly drought tolerant plants have been used, again all chosen by residents.

Do you have any ideas for your block? We want to hear from residents about how else to invest the estate improvement budget, an annual budget from RBKC that can be spent on estate improvement.

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

Do you have any suggestions on things that will improve the estate for all 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 khadra.ibrahim@rbkc.gov.uk



There are now five electronic noticeboards on the Lancaster West Estate, under a new pilot scheme.

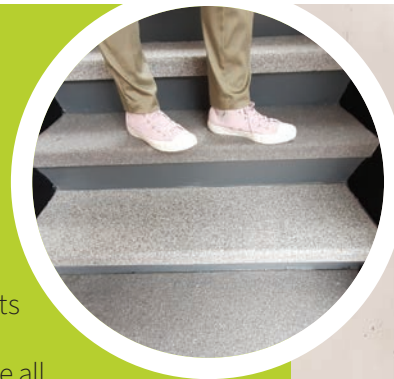
This gives us another way to communicate with residents, providing real-time updates on the services, refurbishment, events and more.

We would like to know what residents think. Would you like one in your block? Send an email to sarah.mortell@rbkc.gov.uk



Talbot Walk stair treads

We're pleased to show the new stair treads that have been installed in Talbot Walk, with residents selecting the colour and product. Work was undertaken to remove the old treads and ensure all steps were completely level before installing the new treads which are fully waterproof, and bring all-weather anti-slip covering to all external steps. The steps and stairwells have also been painted in colours chosen by residents. Did you know there are 100 steps in Talbot Walk? Thanks for your patience as work was interrupted due to the pandemic.



Greenery and benches for Camborne Mews

After consulting with Camborne Mews residents, they informed us they wanted to see more planters and flowers to brighten up the mews and lift their spirits especially during the pandemic.

We were delighted to use Cameron Gardens, a small local business, to install 12 new planters with irrigation. Our own operatives also installed two new benches where residents are able to sit down and enjoy the view.

Residents can enjoy the sweet-smelling Star Jasmine and Tellima Grandiflora which are low maintenance plants.



Tea Garden is officially open



Judith Blakeman said:

“This is a fantastic project and Robert has been working really hard. It’s made such a difference to residents.”

Notting Dale ward Councillor Judith Blakeman officially opened the Lancaster West Estate Tea Garden last summer. She was joined by residents of the Lancaster West Estate and our resident gardener Herb Robert to cut the ribbon on our weekly IGTV live broadcast of the LancWestFest. There was socially distanced music and plants and hot tea.

Residents are invited to enjoy the community space, whilst maintaining a social distance. There is seating, fresh produce such as basil and mint in the greenhouse trugs, a summer house, a water butt and compost bin.

Lavender Garden also opens

Gardening volunteers Rade and Anthony join resident gardener Herb Robert in the Lavender Garden on the Lancaster West Estate – a new space created by the gardening team for residents to take in the sights and smells of the crop of mauve and indigo blooms.



£1m target reached for residents

Since June 2018, the Community Development team has been successfully working with residents, across the estate, to offer support and identify employment, training and development opportunities.

In total, we have added over **£1,029,027** of value to the estate and wider North Kensington in terms of income, donations, grants and other benefits. This has been a tremendous team achievement given the challenges we've all faced.

We have identified training opportunities, at no cost to our residents, worth over **£14,040**. We have been able to invest **£8,695** to support local small business. We have seen an increase in household income of over **£21,748** through direct support to residents.

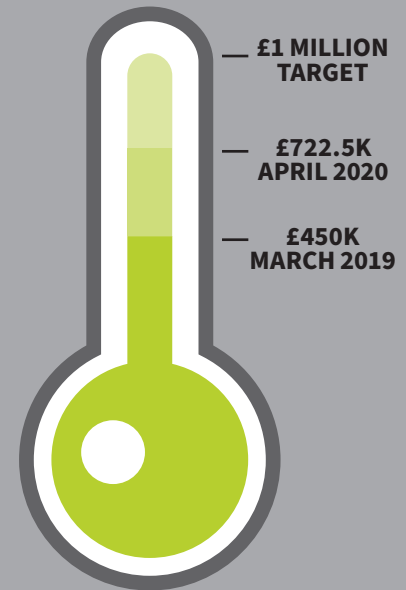
We have successfully applied for grants, funds and received donations worth more than **£48,140** which we have been able

to reinvest, back into the estate. This investment is used to support your health and wellbeing needs, improve the environment and reduce our carbon footprint.

We have also been able to provide apprenticeship placements, work experience and work placements for local residents.

We are committed to delivering even more value from the contractors and companies working on the estate as well as from our Council wide partners. The Community Development team is here to improve opportunities and improve the quality of lives for residents, not just from Lancaster West but from the local North Kensington community.

LWNT smash through £1m barrier of social value investment for residents.



We're recruiting – LancWest Works

LancWest Works is a new, open opportunity to work on a three month placement with the Lancaster West Neighbourhood Team, to gain new skills, contribute your talents to the local community, or kick start your career.

Opportunities might include working in building and construction (including skilled trades), project management, sustainability, housing management, service improvement, community development or engagement. This is part of our commitment to ensure that investment in the refurbishment of Lancaster West is also an investment in the wider community.

You will be paid the **London Living Wage** during your placement and we will offer you guidance, training, and coaching relevant to the role.

We're committed to promoting equality and particularly encourage applications from those with disabilities, the long term unemployed, care leavers, refugees with a right to work in the UK, young and older residents, women, black and minority ethnic residents, and LGBTQ+ residents, as these are all underrepresented groups in the housing, building and constructions sectors.

You must have the legal right to work in the UK, and we particularly encourage applications from residents of North Kensington.

To register your interest, please email us an up-to-date CV and cover letter

stating why you would like to work for us, and what you can offer. Tell us about your skills, passion and availability.

If an opportunity emerges in the team, or with the consultants and contractors we are engaged with, we will contact you for an interview.

E: lancasterwestoffice@rbkc.gov.uk





Women in Construction

The LWNT is committed to encouraging more women to work in construction.

Repairs Manager Jo Read started with the LWNT last year. She has 12 years of experience with Repairs and Maintenance, starting as a supervisor at a time when there were very few women working in construction. Her favourite thing about working in the construction sector is making things happen for residents! Jo has been an ambassador in promoting Woman in Construction.

LWNT will be looking for female operatives on an ongoing basis. If you are interested, please send your CV to lancasterwestoffice@rbkc.gov.uk

Sweet-smelling green screen

We asked residents to tell us what they wanted to see in the green space along Bramley Road.

You told us you wanted a living green screen to provide some privacy and potentially to improve the air quality and the view from your homes. In response we have planted a wall of sweet-smelling jasmine which flowers in the summer and will remain evergreen for residents to enjoy.



Volunteer gardeners

Gardening volunteer Hasan helps lay pebbles on the border beds on the Lancaster West Estate. Gardening is a great way to keep active and improve your mental health, as well as helping to look after the green spaces on the estate – socially distanced of course.

Do you have some free time and enjoy gardening? Join us in the Tea Garden every Friday at midday for our weekly 2-hour volunteering session.

Our community gardener Herb Robert can help you to get more involved.

Tools will be provided and activities will be kept at a safe social distance.

If you would like to join the gardening team, please get in touch with Herb Robert,

E: robert.halbert-pereno@rbkc.gov.uk
T: 07814 612876



Black History Month



Resident Michelle gets her takeaway Caribbean box



Baby and me on zoom

Live music and storytelling for parents and children under 5. Every Monday 10-11am. To join mail ewa.kasjanowicz@vckc.org.uk

Baby & Me

Live music, storytelling, information and support for parents and children under 5

Join the Maternity Champions and the fantastic Alex D Great

To register, please contact Ewa on 07961 232 431 or ewa.kasjanowicz@vckc.org.uk

Every Monday, 10am-11am on Zoom.

Residents enjoyed a special Lanc West Feast!

As part of celebrations for Black History Month in October, a Lanc West Feast was served up in the tea garden. Residents enjoyed music and cuisine from the Caribbean, cooked up by LWE resident chef Kim Monte. Councillors Judith Blakeman and Kim Taylor-Smith came to the event. The menu featured jerk chicken, rice and peas, mac'n'cheese and tilapia fish. **Verdict: delicious!**

News from the Lancaster West Residents' Association



LWRA helps deliver pop-up Covid vaccine clinic

The LWRA worked with the Lancaster West Neighbourhood Team and the NHS to deliver a pop-up community Covid vaccination clinic at the North Kensington Resource Centre at the heart of our estate.

87 residents were vaccinated whilst anyone with questions or concerns could come along and speak to medical professionals to find out why it is important for all those who are able to get vaccinated. It's a great example of how public sector service providers can work with the community to meet local need.

Lanc West Portrait Project

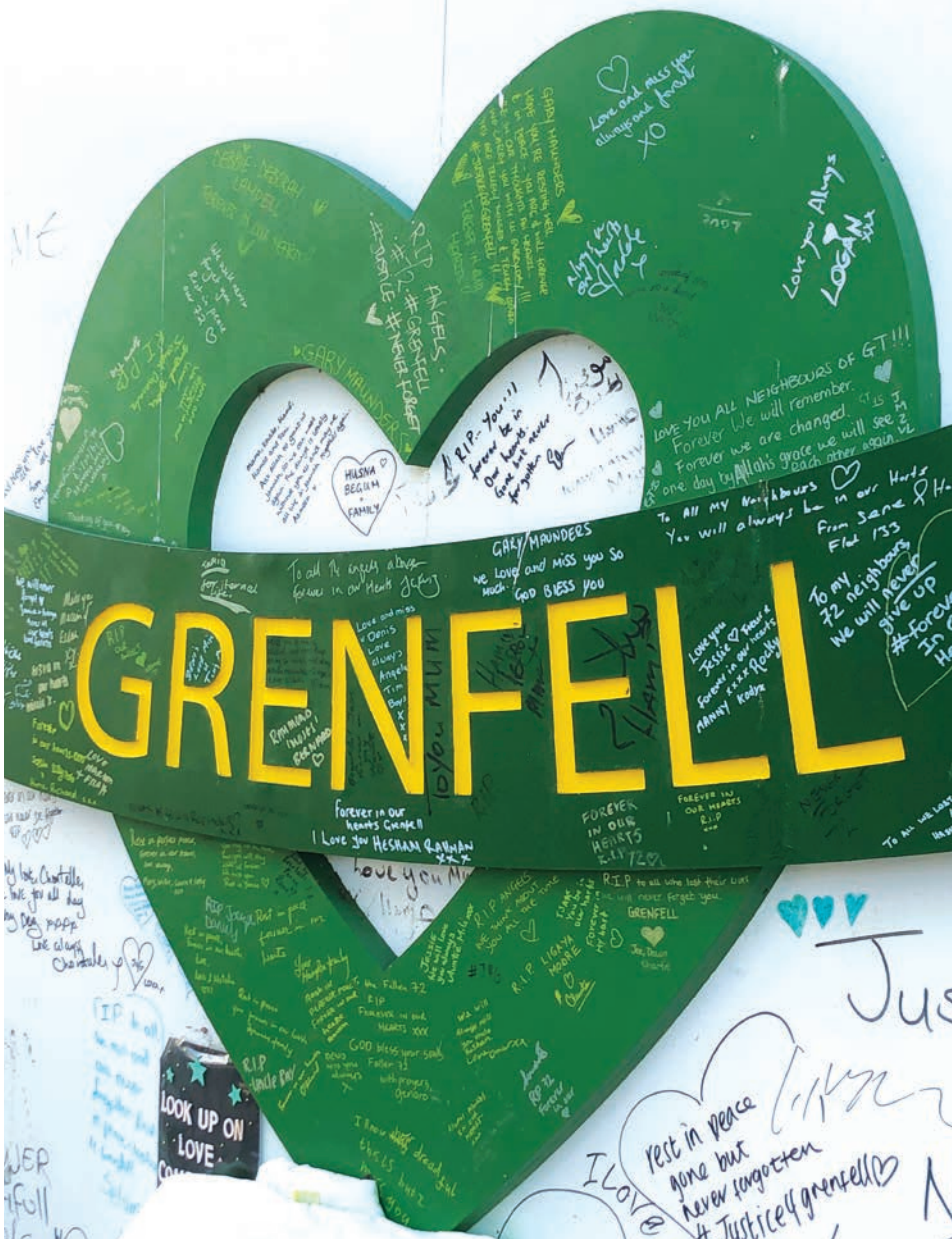
Thanks to all LWE residents who took part in the LWRA's Lanc West Portrait Project and collected their postcards. We hope you enjoy sharing them with family and friends. You can see all the photos online www.LancWest.com/portraits

Q&A with LWNT's James Caspell - Neighbourhood Director

The RA hosted a Q&A with James Caspell, Neighbourhood Director. If you weren't able to join, you can watch it on our Lancaster West Residents' Association YouTube channel.

We've had some really good feedback from residents about the event and we plan to run them regularly to allow you put James on the spot.

Grenfell site news



The future of Grenfell Tower

Grenfell community

updates

The Ministry of Housing, Communities and Local Government (MHCLG) has written to bereaved families, survivors and local residents about a decision on the future of Grenfell Tower. The government is keen to speak to as many bereaved families, survivors and local residents as possible, and hear any questions, concerns or comments.

For more details email GrenfellTowerSite@communities.gov.uk or phone 0303 444 0011 or go to: www.gov.uk/grenfell-community-updates

Grenfell Tower Memorial Commission

“I am extremely proud to be part of this community and to serve them in this important task.”

Sandra Ruiz, one of the commission’s community representatives for the bereaved families.

The independent commission is working with the community to create a fitting memorial. Read Sandra’s blog and get updates at ‘Grenfell Tower Memorial Commission’ website – www.grenfelltowermemorial.co.uk, or on Twitter [@GrenfellTowerMC](https://twitter.com/GrenfellTowerMC)

Grenfell Tower Memorial Commission

Share your views

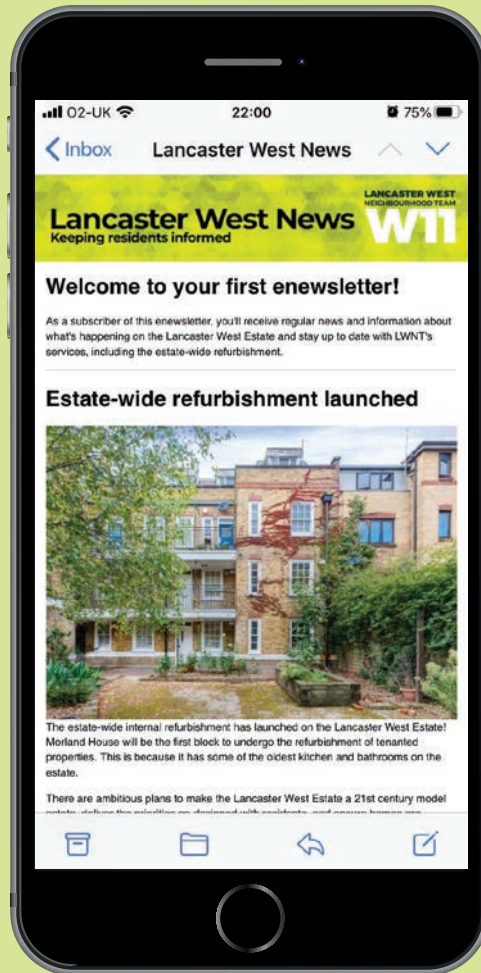
Specialist community engagement team, Kaizen, is gathering your thoughts on Grenfell Tower, as well as on a future memorial. Share your ideas in whatever way is best for you, including by email at info@kaizen.org.uk or on 020 7082 5505.

Environmental checks

Watch the virtual community event on the stage 2 soil sampling on YouTube youtu.be/mU5_cz4vi28 and see ‘Grenfell environmental checks: Stage 2 detailed design’ at GOV.UK

Subscribe to your new newsletter

Subscribe to Lancaster West News, a new newsletter for residents living on the Lancaster West Estate. As a subscriber you'll receive regular news and information about what's happening on the Lancaster West Estate and stay up to date with LWNT's services including the estate-wide refurbishment. Sign up using the QR code.

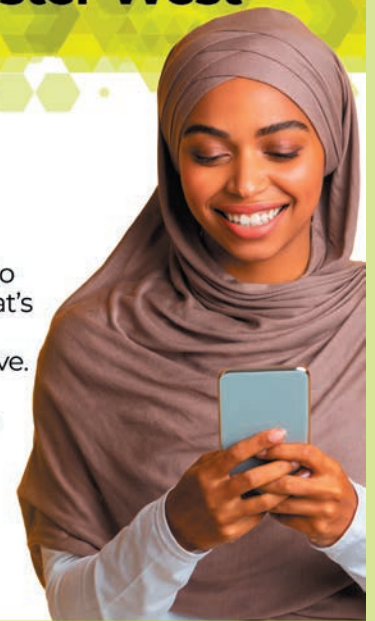


Subscribe to our new resident newsletter Lancaster West News



Be the first to find out what's happening where you live.


Subscribe using the QR code or the link in our Instagram bio.




How to contact us

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

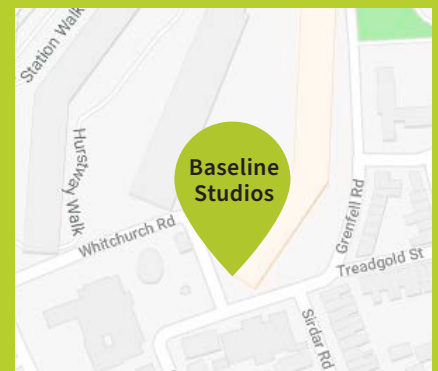
 Email lancasterwestoffice@rbkc.gov.uk

 If you prefer to call, please telephone 0800 389 2005

 Follow us @lancasterwestneighbourhoodteam

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

 Download our new app WeAreW11



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