

# **Property Refurbishment and Decarbonisation Update**

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Decarbonisation**

# 28% of tenanted homes refurbished

Highlights – % Increase from January

28% +5



of Total properties  
refurbished

16% +4



of properties  
fully refurbished

12% +1



of properties  
partially refurbished

21% +5



Have new  
kitchens

22% +4



Have new  
bathrooms

20% +3



New Heating  
Systems installed

# Refurbishments are getting quicker

Property Complete	Size	Contractor	Days to Complete	Target	"+/-"
420 Hurstway Walk	2	Danacom	81	105	<b>-24</b>
432 Testeton Walk	1	LWNT	74	95	<b>-21</b>
327 Testerton Walk	0	Vikfix	71	90	<b>-19</b>
339 Hurstway Walk	1	Vikfix	71	95	<b>-24</b>
520 Hurstway Walk	0	Cavendish	64	90	<b>-26</b>
423 Testeton Walk	1	Cavendish	64	95	<b>-31</b>
535 Barandon Walk	0	Cavendish	50	90	<b>-40</b>

# Lancaster West Neighbourhood Team

Lettings Dashboard  
April 2021

50

Moves through  
Local Lettings  
Plan

12

Moves through  
Refurbishment  
Decant Scheme

45

On LLP  
Waiting List

89%

Satisfaction  
with  
refurbishment  
(movers only)

Target = 90%

# Learning from Morland House

Respite needed	Number requested	%
RDS	2	9%
Friends/Family	3	13%
Temp decant	5	22%
Awaiting LLP	1	4%
None / Not Needed	4	18%
Refurb on Hold	5	22%
No Contact	3	13%

# Respite scenarios

<b>Minimal intervention (elective for tenants, minimal work for leaseholders)</b>		
<b>Forecast respite demand</b>	<b>%</b>	<b>Assumes 450 tenants for refurbishment / L/H can remain in property</b>
Permanent decant/move	14%	63
Stay with friends and family	21%	95
Temp decant	36%	162
None / Not Needed	29%	131
<b>Maximum intervention (all tenants and leaseholders)</b>		
<b>Forecast respite demand</b>	<b>%</b>	<b>All 795 homes would need decanting at some point</b>
Permanent decant	20%	159
Stay with friends and family	30%	239
Temp decant	50%	398

## **Lessons learned from the pilot programme**

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### **Aids and adaptations**

More residents require adaptations that initially predicted

To support residents and keep the internal refurbishment programme moving, we will complete minor adaptations where we can outside of the OT process. To account for this, options have been added to the resident choice brochure for grab rails that are subtle and modern in design.

### **Changes in bathroom option**

High demand for showers over baths

As many residents have requested showers as opposed to baths within their properties, we have adapted our policies to facilitate this choice.

### **Moving and storage**

Increasing support for vulnerable and elderly residents

In individual cases, we plan to increase support for vulnerable and elderly residents to move and store items while the internal refurbishment of their property is ongoing.

### **Resource pressures**

RLO stretched with decant function and processing noisy works complaints

To continue to support residents with property decants, respite and complaints, we have hired an additional temporary resource within the internal refurbishment team and intend to use of empty properties on the estate to support residents.

# Delivering **RBKC's** first **low energy council home** **Verity Close**

