

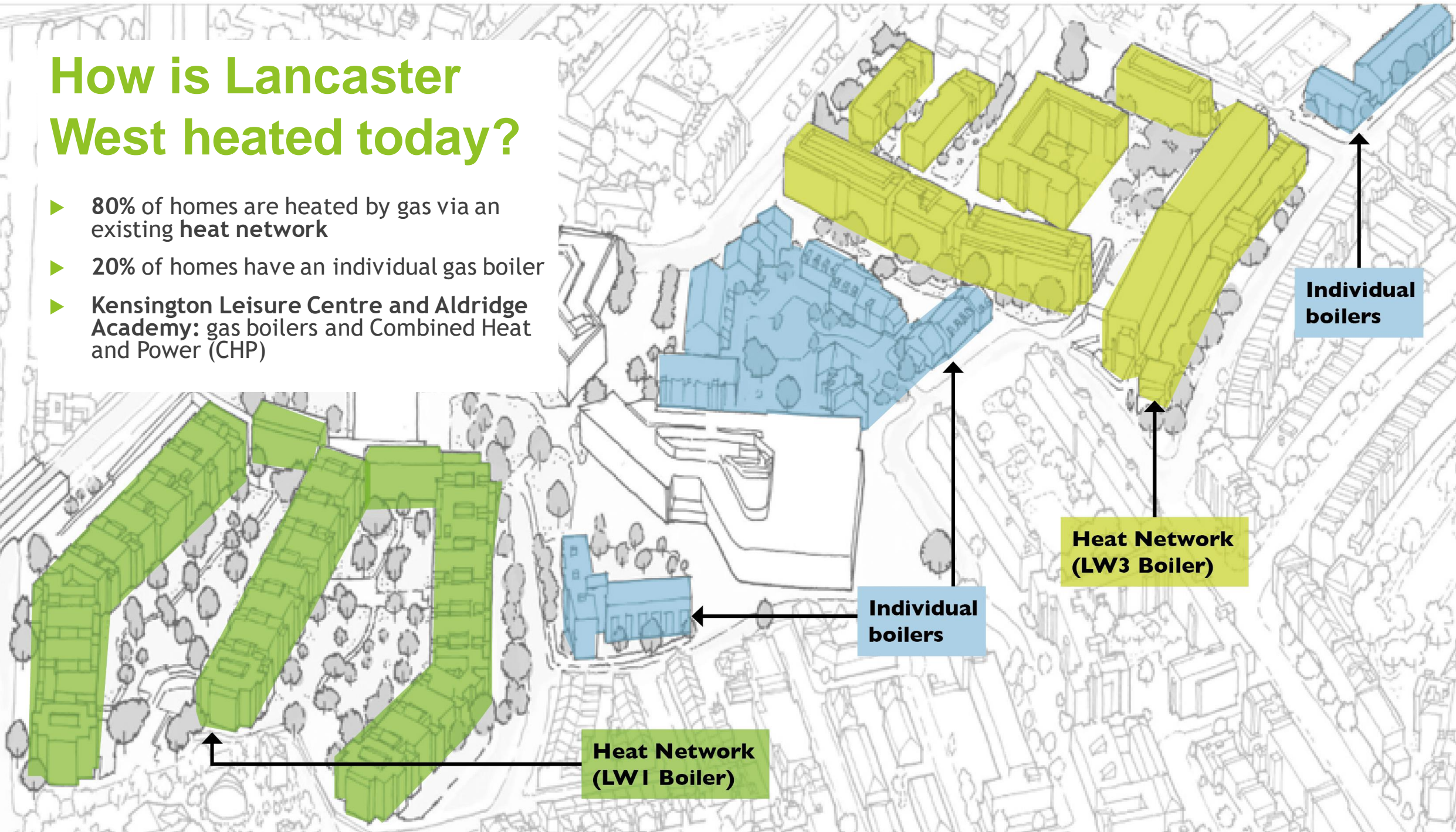
Notting Dale Heat Network

Refurbishment Programme Board

22 July 2021

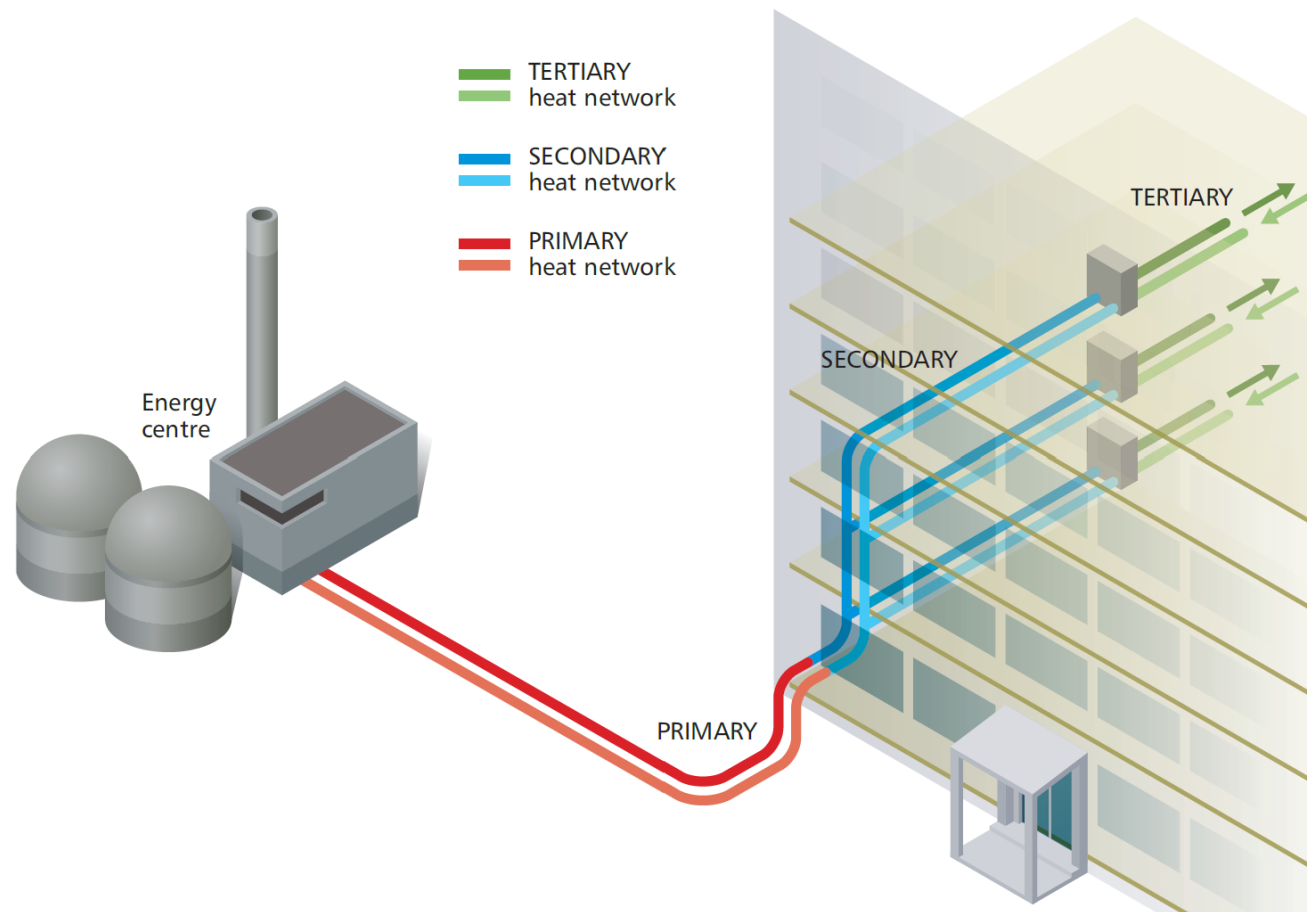
How is Lancaster West heated today?

- ▶ 80% of homes are heated by gas via an existing heat network
- ▶ 20% of homes have an individual gas boiler
- ▶ Kensington Leisure Centre and Aldridge Academy: gas boilers and Combined Heat and Power (CHP)



What is a heat network?

It is a system that supplies heat to several buildings via pipes connected to a local energy source.



A quick refresh

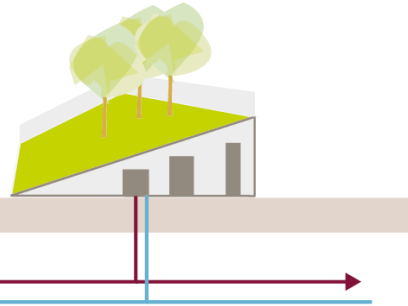
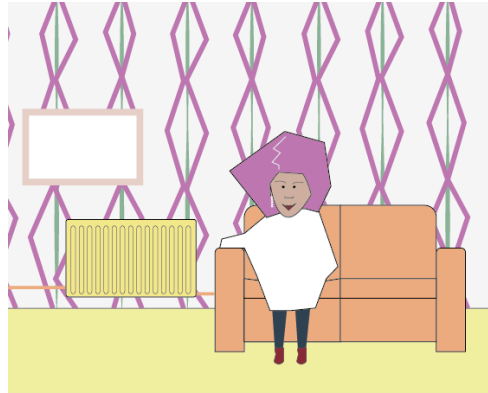
1. Major Refurbishment Programme scheduled for Lancaster West Estate.
2. Two existing heat networks at end of design-life require replacement.
3. Resident co-design and support.
4. Leadership Team on 9 June approved plans for a new Notting Dale Heat Network, with Financial Investment Decision schedule for December 2022
5. Core scheme: seeks to include all homes on Lancaster West Estate; Kensington Leisure Centre; Kensington Aldridge Academy; Baseline Studios; North Kensington Resource Centre; and Lancaster West Estate Community Centre.

Our vision is to deliver a nationally significant model heat network. The zero-carbon Notting Dale Heat Network will put residents first, rely solely on renewable heat sources, and provide affordable heating and hot water whilst tackling fuel poverty.

100% renewable heat by 2030

1 NEW PLUMBING

2021 onwards

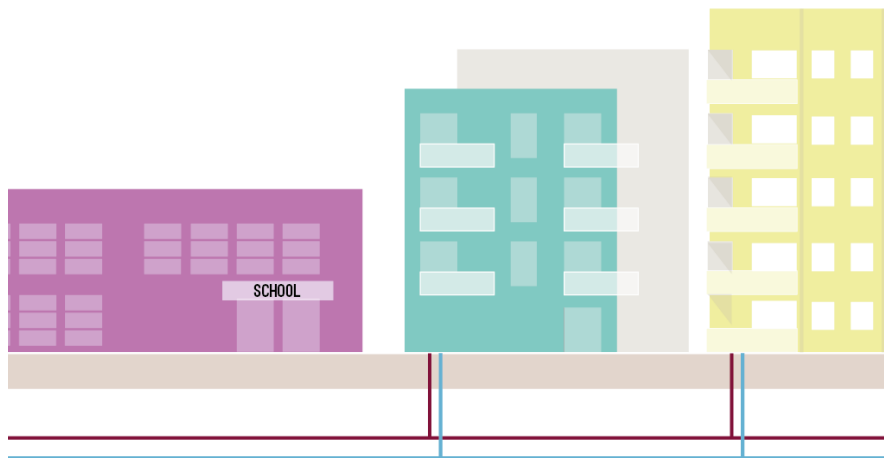


2 NEW ENERGY CENTRE

2023 - 2024

3 NEW PIPE NETWORK

2024 - 2026



LANCASTER WEST
NEIGHBOURHOOD TEAM

WT11

Resident Co-Design

2021 Events

- 5 Web Meetings
- 3 Pop-ups
- 3 Focus Group
- Block Rep Meetings
- LWRA Meeting
- 2 Surveys
- Interviews
- Instagram



Data Collection



LANCASTER WEST
NEIGHBOURHOOD TEAM

W11 Heating and Hot Water Survey

Last year, your block's Top Ten Priorities, showed that heating and hot water was high on the list of things to fix for many residents.

We would like to hear more about what you think of your heating today and what you would like to see in the future. This survey, is a first step to co-designing new and improved heating for the estate.

Please take a few minutes to complete the survey online, or return this form to Baseline by Sunday 7 March 2021. Survey available at : <https://lwnt.typeform.com/to/DXdwStaO>



0800 389 2005

lancasterwestoffice@rbkc.gov.uk

@lancasterwestneighbourhoodteam

WeAreW11 app

All Resident Survey

96 Survey Responses
Resident priorities for heating
Click to add text

Co-Design Survey

12 Survey Responses
Future design considerations

General Comments

81 Comments
Received via email, phone and at events

Treadgold House Survey

11 Survey Responses
Resident priorities, heating patterns and bills

Engagement Overview

A resident priority

Number of responses received

71 – Neighbourhood strategy

27 – Sustainability strategy

96 – **HEATING** survey

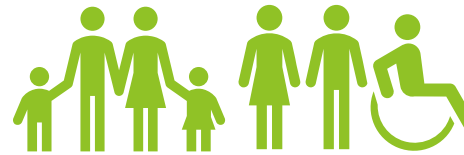
177 comments

96 surveys

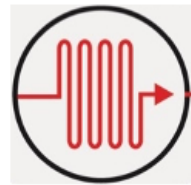
+ 81 individual comments

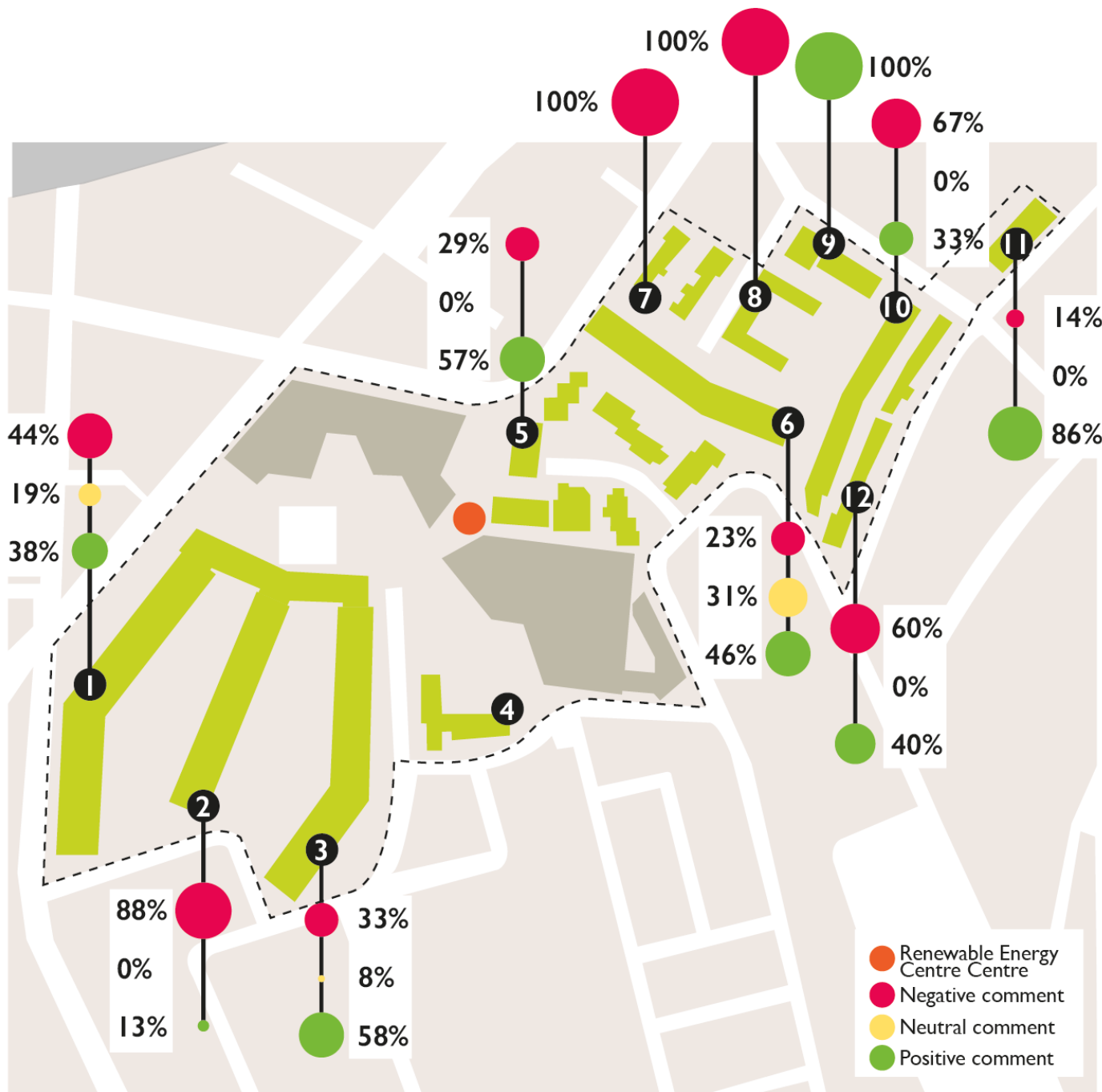


200+ residents
actively engaged



Comment Themes





“I would rather use electric radiators than the communal network as it is today, but it is too expensive.”

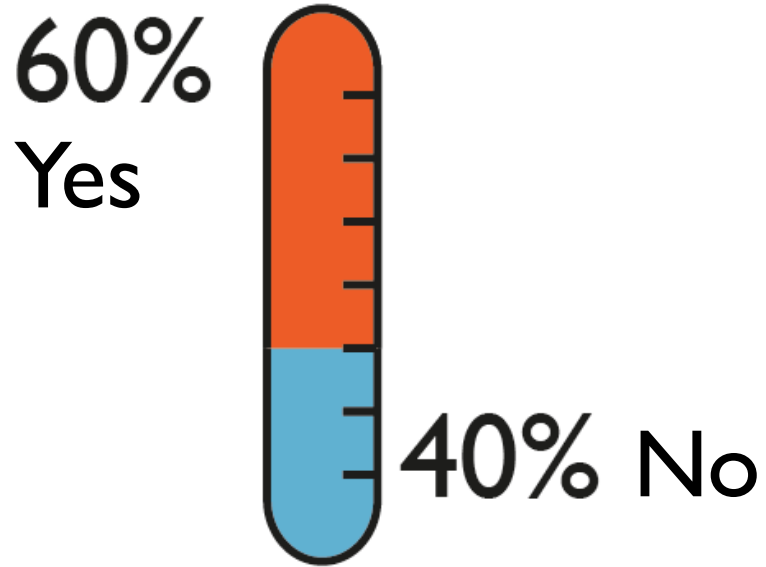
“How will works align to the other refurbishment? Can they be minimised?”

“Will the heating system remain the responsibility of the council?”

“I am more concerned about the future price of heating than the technical aspects”

“I like the potential of new heat controls being installed”

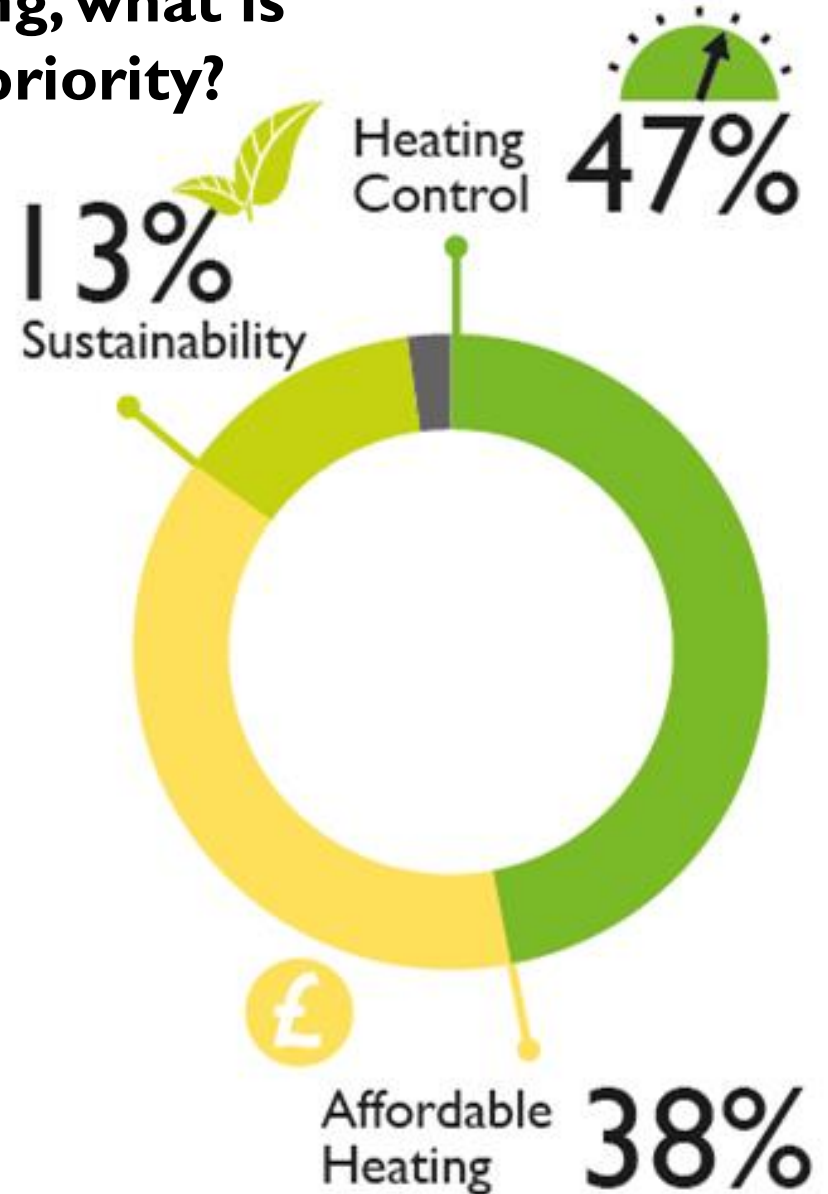
Do you heat your home to the level you would like?



Comments from 'no' said this was due to **over-heating, under-heating** and **lack of heating controls**

- 24% Hurstway Walk
- 24% Testerton Walk
- 18% Clarendon Walk
- 12% Barandon Walk

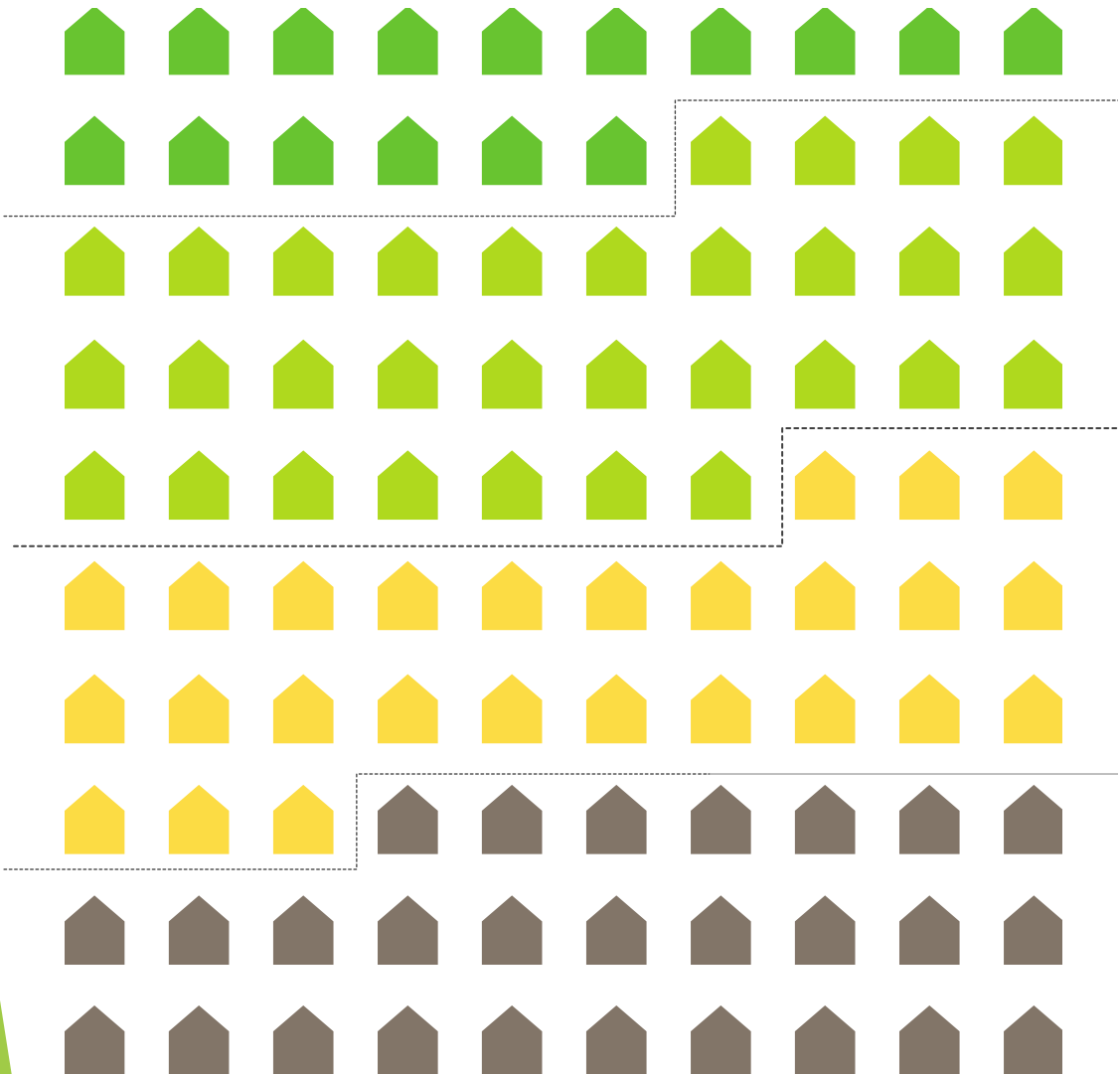
Thinking about heating, what is your priority?



Additional Impact Areas

Top Ten Priorities 2020	<ul style="list-style-type: none">• Heating featured as a Top Ten Priority for 9/10 blocks
Customer Service 2020	<ul style="list-style-type: none">• Walkways (LW1) 0.98 issues per household (6-month period)• East-Side (LW3) 0.59 issues per household (6-month period)• Individual boilers 0.47 issues per household (6-month period)
Neighbourhood Strategy 2021	<ul style="list-style-type: none">• Residents feel that improvements concerning sustainability and delivering a green environment have been made (58.2%, preliminary result).
Sustainability Strategy 2021	<ul style="list-style-type: none">• 61% Want to reduce electricity and gas use• 42% Would consider a switch to a green energy provider

Cost



Residents would change to a renewable supplier if energy was

More expensive (16%)

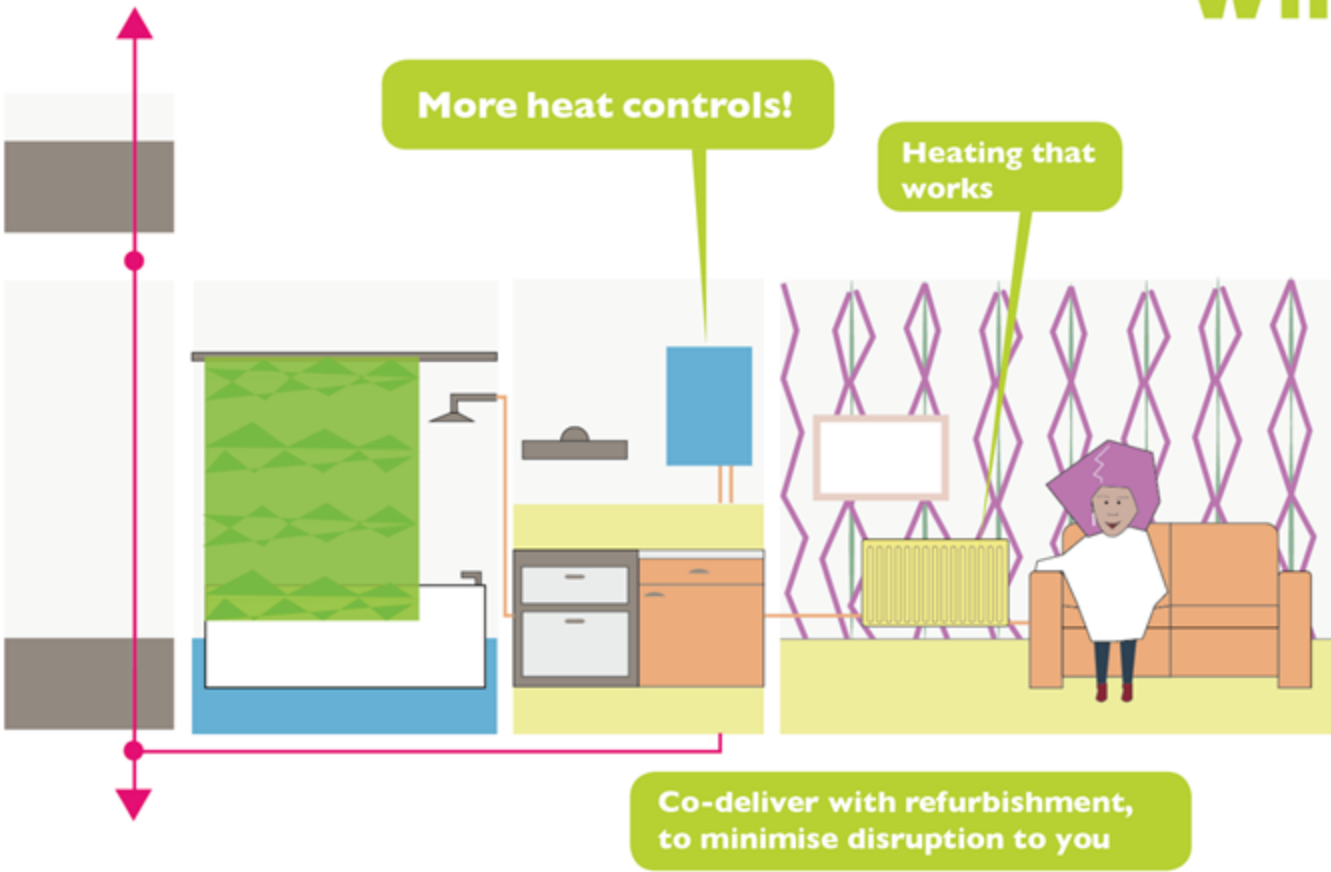
The same price (31%)

Cheaper (37%)

Did not respond (27%)

How do we address everyone's needs and awareness?

Competitive Energy Bills



- ▶ Refurbishment will decrease energy use.
- ▶ New technology is more efficient and will be cheaper to run than the existing heat networks.
- ▶ Residents will be in control of their own energy use.
- ▶ “Resident Price Promise” is being developed and will be shared with all residents.

Heat Network Co-Design Working Group Tuesday 20 July 6.30pm - 8.00pm

Join the Heat Network Co-Design Working Group

This group will bring together residents from across Lancaster West to develop a “Resident Price Promise” for the proposed renewable heat network.

To find out more, please
email janet.hall@rbkc.gov.uk
or call 07525 943 420



Customer Service Guarantee

To put residents first, we guarantee control, price, comfort, carbon and excellent customer service.



1. Control

Residents able to control heating in their homes



2. Resident Price Promise

Heat network working group output



3. Comfort Guarantee

21°C heat available to all homes, even when its -4°C outside (following refurbishment). Access to instant hot water; pay by use.



4. Environmental Promise

From 2024: LancWest will use mainly renewable heat with some gas support.

From 2030: LancWest will use 100% renewable heat



5. Customer Service

1. Heat Trust registration
2. Independent verification of Price Promise
3. Vulnerability Policy
4. Transparent resident tariff structure
5. Complaints procedure

Cross-Borough Energy Masterplan

1. £150k funding commitment secured from GLA's Local Energy Accelerator.
2. Opportunity to identify new heat network opportunities in Kensington and Chelsea, and the neighbouring borough of Hammersmith and Fulham.
3. Looking to build on model of 'Deep Retrofit + Zero-Carbon Heat Network' that has been developed for Lancaster West Estate.
4. Provides the evidence base for heat network expansion, decarbonisation of 9,000 Council homes in Kensington and Chelsea and the new Local Plan.
5. Expansion of the Notting Dale Heat Network increases the network's operational efficiency, helping keep control of future heat prices.

**GREATER
LONDON
AUTHORITY**



European Union

European Regional
Development Fund

Questions and thoughts

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The overall composition is clean and modern, with the text centered on a white background.