

CLARENDON WALK, CAMELFORD WALK, CAMELFORD COURT AND TALBOT WALK

Initial Design Ideas

Feedback Report

August 2021



Lower Clarendon Walk, Clarendon Walk, Upper Clarendon Walk, Lower Camelford Walk, Upper Camelford Walk, Camelford Court, Lower Talbot Walk, Upper Talbot Walk

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1. Foreword

Lancaster West Neighbourhood Team are delighted to share the progress made in the initial design ideas stage for the resident-led refurbishment of your block.

Across the estate, dozens of residents have engaged with our design teams to feedback on initial design ideas and options for their blocks. Through engaging in various surveys, webinars, in-person pop-ups and other events, your feedback and emerging preferences will enable us to develop a more detailed range of options that will transform your home, block – and the wider estate.

Opportunities for triple glazing, high-quality insulation and state-of-the-art ventilation systems are now being explored in line with this initial feedback. These opportunities have been made possible because of the new funding we have secured in partnership with the Lancaster West Residents' Association, from various levels of government.

Results of the initial design phase have been analysed, highlighting resident preferences for the different elements in each block

This report summarises what we presented, what you told us and what the next steps will be to take the initial designs to the next stage, developing more detailed designs.

This process will enable Lancaster West to move one step closer to becoming a model 21st Century social housing estate that will be carbon neutral by 2030.

Thank you for your time and effort in helping us deliver the resident-led refurbishment.

Yours sincerely,

A handwritten signature in black ink that reads "James". The signature is written in a cursive style with a horizontal line underneath the name.

James Caspell
Neighbourhood Director

2. Glossary

AECB - Association for Environment Conscious Building is the leading network for sustainable building professionals such as local authorities, housing associations, architects etc. The AECB Retrofit Standard promotes the delivery of Net Zero carbon retrofits, combining a whole house 'fabric first approach' with ambitious energy efficiency measures.

Airtightness - is the control of air leakage, or the elimination of unwanted draughts through the external fabric of the building envelope. This may be achieved by the correct and proper installation of a vapour check or vapour barrier. See Infiltration.

EnerPHit - This is the Passivhaus-equivalent standard for energy efficiency when refurbishing existing buildings. It follows a fabric first approach, and requires additional insulation, triple-glazed windows and mechanical ventilation with heat recovery.

Heat Losses - is a measure of negative heat transfer through a building's fabric from the inside to the outside. The colder the outside temperature, the warmer the inside, and the worse the thermal insulation of the building fabric, the greater the heat loss will be. Windows, doors, walls, ground floors and roofs all quickly lose heat unless they are well insulated. See U-values.

Infiltration - is the unintentional or accidental introduction of outside air into a building, typically through cracks in the building envelope and through old or poorly fitted windows and doors. Infiltration is sometimes called air leakage. See Airtightness.

MEV - Mechanical Extract Ventilation is a system which extract polluted air from wet rooms; without any heat recovery.

MEP - Mechanical, electrical and plumbing engineering systems of a building.

MVHR - Mechanical Ventilation with Heat Recovery is a unit that brings in fresh air and pre-warms this with the heat from outgoing air. This fresh, warmed air is then distributed to living areas, while stale air is extracted from kitchen and bathrooms. Windows can still be opened, but the building will still work even if windows are kept shut.

PAS2035 - PAS 2035 is the new over-arching document in the retrofit standards framework introduced following the recommendations of the Each Home Counts review. PAS 2035 essentially provides a specification for the energy retrofit of domestic buildings, and details best practice guidance for domestic retrofit projects.

Passivhaus - Passivhaus is a standard for energy efficiency construction in new buildings. It results in ultra-low energy buildings that require little energy for heating and cooling spaces.

Thermal Bridging - also called a cold bridge, heat bridge or thermal bypass is an area of a buildings construction that has a significantly higher heat transfer than its surrounding materials. Thermal bridging can be responsible for up to 30% of a dwelling's heat loss (BRE).

U-Value - A U-Value is the measure of heat transfer through an object or structure. U-Values are generally used to define thermal performance (heat loss) and assess the performance of a building. The lower the U-value the better insulated an element is.

3. Introduction

Introduction

This report is a summary of the feedback received from residents on the initial design ideas shared for the refurbishment proposals for the Lot 2 of the Lancaster West Estate. For the purposes of this document Lot 2 includes the following:

Lower Clarendon Walk
Clarendon Walk
Upper Clarendon Walk
Lower Camelford Walk
Upper Camelford Walk
Camelford Court
Lower Talbot Walk
Upper Talbot Walk

This report has been prepared by Penoyre & Prasad Architects in collaboration with the design team [XC02, Engenuiti, Potter Raper, Hickton Group and Trigon Fire] for the Lancaster West Neighbourhood Team and the residents of the Lancaster West Estate.

Principles

The 10 core principles that were agreed with residents are:

- The refurbishment will be resident led.
- All refurbishment work will be done sensitively and in co-operation with residents.
- There will be no demolishing of people's homes on the Lancaster West Estate.
- We will create a model estate where the community can be proud to live and that the council can be proud to own.
- We will make sure residents can make real choices on the refurbishment.
- We will listen to all age groups and communities on what improvements they want to see.
- The refurbishment will aim to provide local jobs and skills training for local people
- The refurbishment will improve local services, so they are of a high quality.
- The refurbishment will create a sustainable estate that can be maintained to a high standard.
- There will be transparent decision-making and feedback provided by the council at each step.

Purpose of this Report

This report collates the feedback received by residents on the ideas presented so far, and establishes a reference document for the next stage of the project when the ideas will be developed in more detail.

The purpose is to record the co-design process that has taken place so far, and ensure that resident views are incorporated within the design proposals moving forward

Next Stage

Residents will be able to make choices about the design proposals, informed by factors such as cost, levels of disruption and current regulations. Residents will remain at the heart of the design and implementation process, following the 10 core principals below.

4. Co-Design So Far...

The Story So far...

Following the engagement with residents across the Lancaster West Estate from the original Ideas Day sessions back in 2018, up to more recent direct engagement between residents and the Lancaster West Neighbourhood Team, key concerns that are central to resident's quality of living and their health and well-being, have been extensively documented.

Ideas Books

In 2018 the Lancaster West Residents' Association and Kensington and Chelsea Council worked together with the residents to co-design the future of Estate in collaboration with some of the UK's leading architects. The result was an Ideas Book for each block, summarising resident's concerns with their homes and blocks, and prioritising works for the refurbishment.

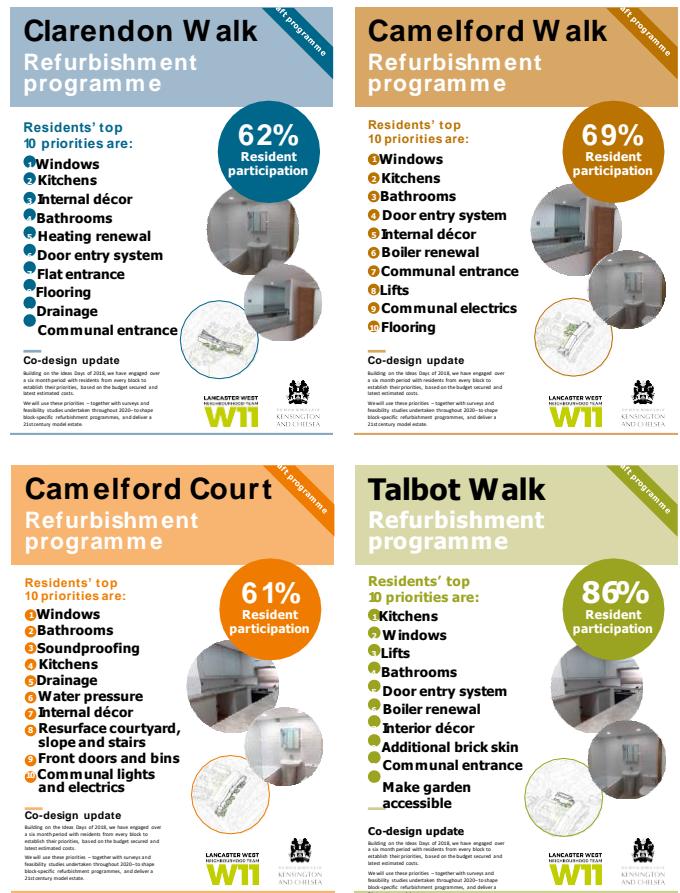
'Top 10s' for each Block

In 2019-20, Lancaster West Neighbourhood Team engaged the Lancaster West Resident's Association and hundreds of residents across the estate to prioritise what they would most like to be delivered through the refurbishment of their home and block, based on the level of funding secured. These "Top 10s" will be fed into the detailed design phase of the refurbishment.

Resident Priorities for our Blocks

There are many shared resident concerns across the buildings which are the starting point for our design proposals. The number one priority for residents is replacing the single-glazed windows, as well as improving kitchens and bathrooms. Residents highlighted issues with damp and condensation within the flats, as well as draughts, which can be addressed through the refurbishment works.

As well as shared concerns, we recognise there are also a number for block specific concerns and ideas that have been raised. These will be further discussed with residents and Lancaster West Neighbourhood Teams as the project develops.



▲ Residents' Top 10 Priorities for the our blocks.

Example comments from residents: Your homes



▲ Example from the Ideas Days Books

5. Your Blocks

The blocks

Talbot Walk, Camelford Walk, Camelford Court and Clarendon Walk were constructed in the 1970s and designed by Kensington and Chelsea's in-house architects as part of Phase 2 of the Lancaster West Estate development.

All the buildings have a lot in common as they have similar construction typologies. Talbot Walk and Camelford Walk in particular have more in common due to the same flat types used in the make-up of each block.

Camelford Court was built as a row of terraces rather than a block of flats; as such, building details vary slightly but the design will follow the same principles as the other three blocks.

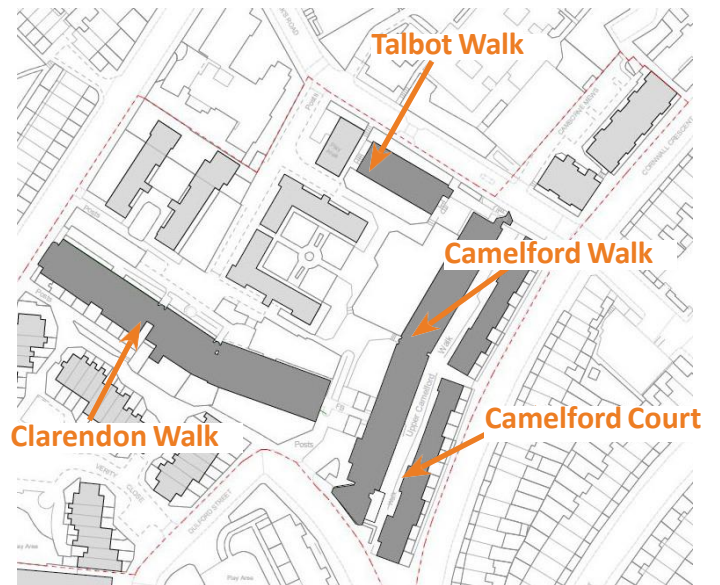
In all the buildings the need for refurbishment has come from the way the buildings were originally constructed, without the knowledge we have now of building physics. The building 'fabric', which is the external walls, floor and roof of the building, needs upgrading and is currently causing the issues highlighted by residents such as drafts, damp and internal condensation.

Aerial View



▲ Aerial view of Lot 2

Location Plan



A shared vision

Delivering a 21st century model for social housing making the existing buildings more energy-efficient, greener and safer
Designing homes that are carbon neutral by 2030. Creating homes and spaces that are co-designed with residents, sensitively and collaboratively.

Lot 2 Blocks

1. Clarendon Walk
2. Talbot Walk
3. Camelford Walk
4. Camelford Court

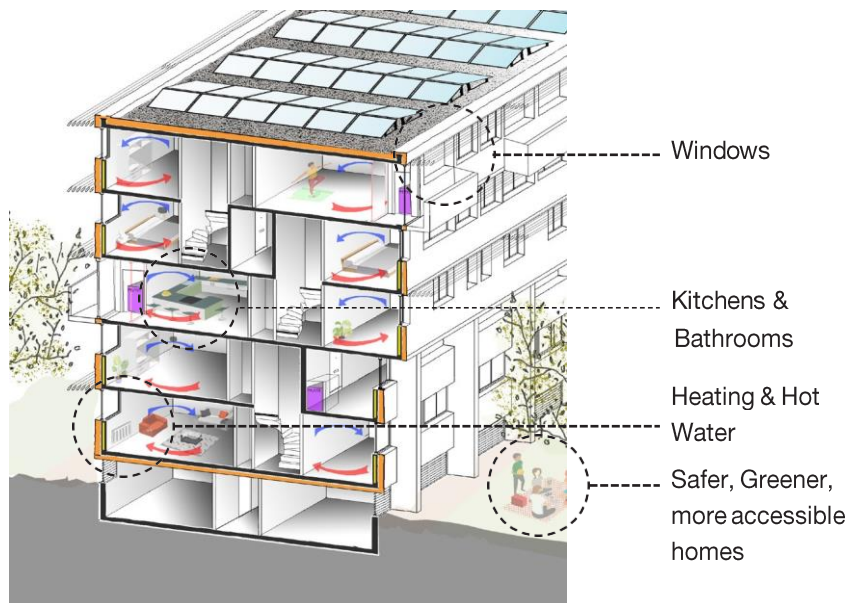
Total Number of Homes:

Total Number of Homes: 207

Understanding your priorities

Following on from the Ideas Day and workshops held in Early 2018. Your top priorities for the refurbishment include:

- New Windows
- New Kitchens & Bathrooms
- Upgraded Internal Decor
- Heating & Hot Water Replacement
- New Door Entry Systems
- Improved Refuse Storage
- New Lifts
- Improved Drainage & Water Pressure



Maximising Fire Safety



- Trigon have joined our team as an independent Fire Consultants
- The proposed fire safety provisions will exceed those recommended for compliance with the Building Regulations.
- Construction materials introduced to the building will meet high fire safety standards (Class A1 / A2 non combustible where possible)

Kitchens, Bathrooms and Interior Decor

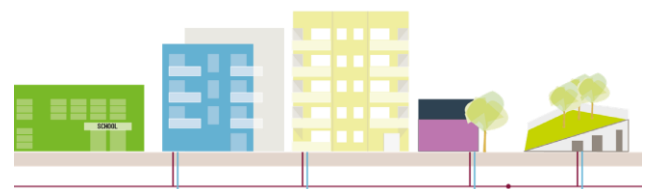
There is a parallel internal refurbishment programme run by Lancaster West Neighbourhood Team. This provides new high quality kitchens and bathrooms and internal redecoration, with resident choices available.



District Heat Network

A Heat Network is being proposed that supplies heat to several buildings via pipes connected to a local energy source.

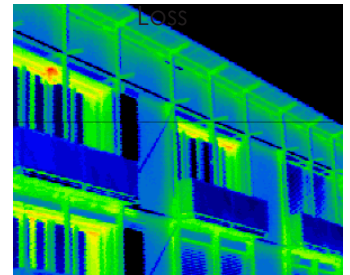
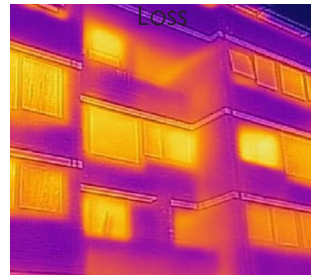
A resident survey is live, available online or request a paper copy or email Janet.hall@rbkc.gov.uk



Understanding the Issues

Cold Walls, Cold Roofs, Cold Floors

- Little or no insulation in the walls
- Minimal insulation in the roofs
- No insulation between the ground floor and the basement

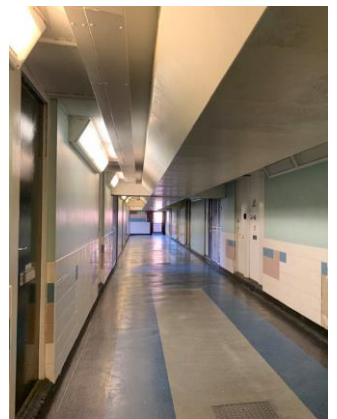


▲ Thermal imaging of blocks showing: Left; normal picture. Middle; heat loss of block. Right; energy efficient housing.

Single Glazed Windows

- Cold surfaces for condensation
- Insecure openings
- Condensation

Many residents have reported problems with condensation on windows, particularly after showering or in the kitchen. This is due to poor existing ventilation in the kitchens and bathrooms, and glazing of windows



Entrances, Corridors & Bins

- Door Security & Intercom System needs to be improved
- Internal Corridors need redecoration
- Bin Chutes are too small and noisy and no recycling within blocks

Surveys and Investigations

We have been analysing archive information and taking measured site surveys and structural surveys of the buildings

We have been modelling your building in 3D, in both physical and digital models

We have completed a drone survey of your blocks



21st Century Model Estate

Vision for the a 21st Century Estate

Our shared vision is for the refurbishment to meet Lancaster West Neighbourhood Team'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 Lot 2 blocks - Clarendon Walk, Talbot Walk, Camelford Walk, camelford Court - which will deliver tangible benefits to residents, as well as significant carbon savings to help meet Lancaster West Neighbourhood Teams' and the UK's Net Zero Carbon goals.

Our design proposals will include solutions specific to your 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, draughts and damp, accessibility issues and safety and security concerns. Throughout the refurbishment we will seek to keep resident disruption to a minimum.

The design 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 the design development.

Net Zero Carbon

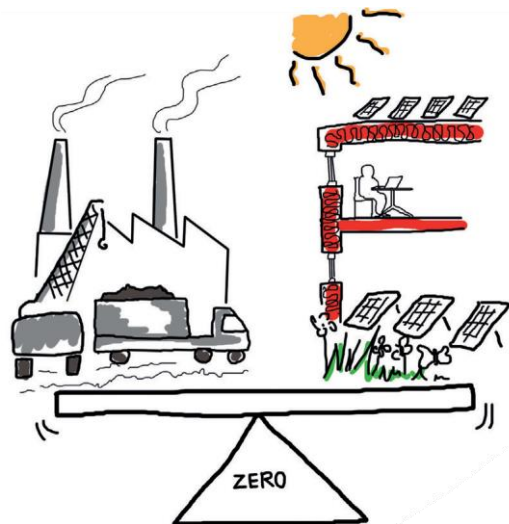
Net Zero Carbon is the term for creating a balance between what is put in to a building (building materials, heating cost, electricity..) and how that energy demand is met through renewable over its lifetime.

Moving away from reliance fossil fuels is key in reducing our countries' carbon emissions. The London Plan outlines how all developments are to achieve low sustainability targets.

What does Net Zero Carbon mean for your homes?

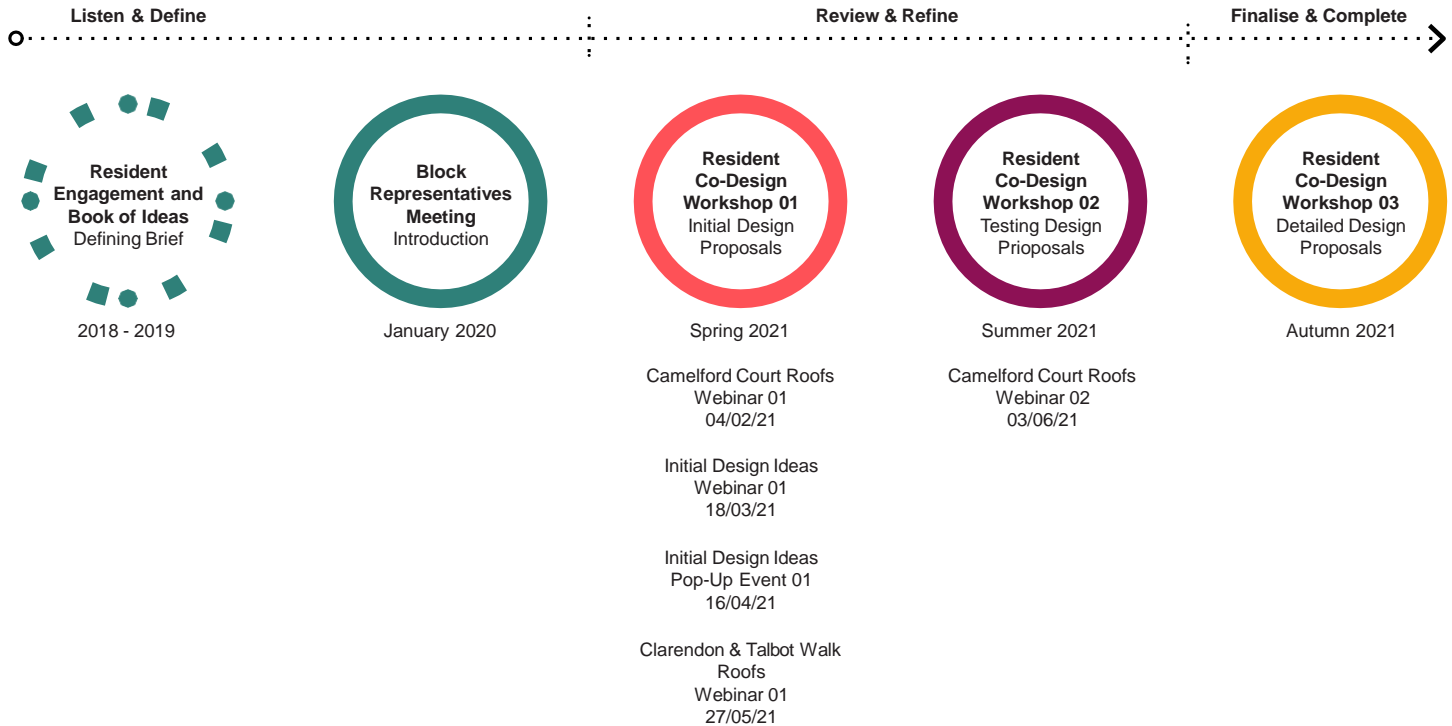
Healthier and more comfortable homes:

- Better thermal comfort through summer and winter
- Better ventilation and indoor air quality
- Lower energy bills and leaseholder service charges
- More soundproofing between flats



...and an opportunity to co-design and refurbish the buildings to standards others will look to follow!

6. Co-Design Programme



Our Co-Design Strategy is split into three phases:

Phase 01 - Initial Design Proposals Spring 2021

In this period we will fully establish what the existing issues are with your blocks, and gather feedback from residents on the initial design proposals.

All design options will be reviewed with residents in terms of the pros and cons, and no decisions will be made yet. We will aim to reach 50% of residents in our blocks during this period.

Phase 02 - Testing Design Proposals Summer 2021

During Phase 02 we will begin to narrow down the design options based on resident feedback. We will review in more detail how the design proposals might impact residents on the short, medium and long-term.

At the end of this period strategic design decisions will need to be taken as to which design options are going to be taken forward.

Phase 03 - Detailed Design Proposals Autumn 2021

At this stage we can begin to work with residents on the more detailed design options available to them. This will include window choices, and any options for external or internal finishes to the buildings.

Methodology

To ensure all workshops are accessible, we propose at each phase to hold both an online workshop and an in-person pop-up event.

For online workshops, we intend to hold these on zoom and use online tools, such as Miro, to ensure these workshops are interactive, and we are able to gather as much feedback as possible.

For pop-up events we will produce exhibitions boards and physical models to help explain to residents our design ideas. We will also use 3D images, hand-sketches and diagrams as appropriate.

All resident feedback will be recorded, and fed back to the design team and Lancaster West Neighbourhood Team.

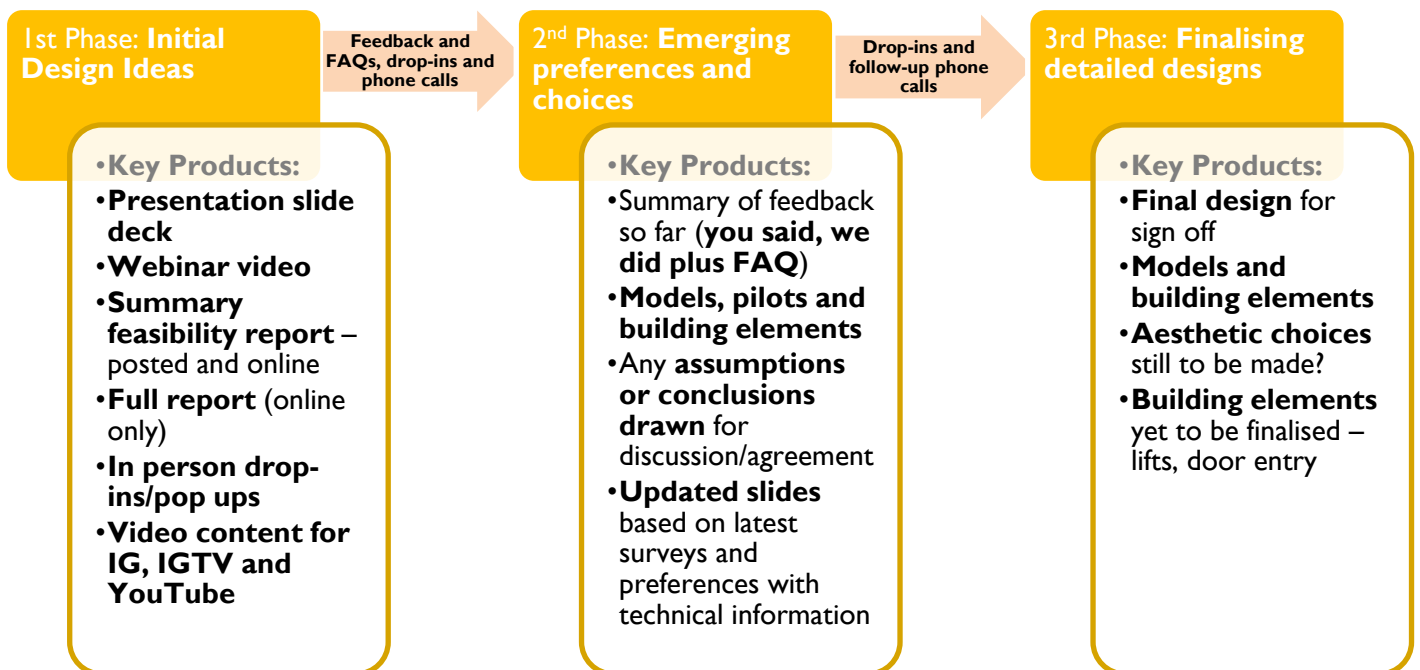
The 3-Stage Co-Design Process

Our Aim throughout the refurbishment

- At the heart of our approach to your block refurbishment is the **3-stage co-design process**; where we present our ideas to you, listen to your feedback and respond with new ideas and proposals that incorporate your comments, concerns and suggestions as much as possible.

Our main objectives with engagement is

- To inform you of various aspects of the refurbishment, and to capture and address your concerns to allow them to inform our design
- To listen , co-design, iterate and explore refurb and design choices with you; and to respond to your comments, questions & concerns with our 'You said, we did' approach
- To decide and agree final designs with the resident majority



Over 50% engagement for each Lot

7. Initial Design Design Idea

Initial Design Ideas Webinar 01 18/03/21

On 18th March LWNT and P&P held a webinar with residents of Camelford Walk, Camelford Court, Clarendon Walk and Talbot Walk. The purpose of the event was understand residents concerns regarding the existing buildings, review initial design ideas for the refurbishment and answer questions & gain feedback on the proposals shown. There were around 52 participants in the webinar.

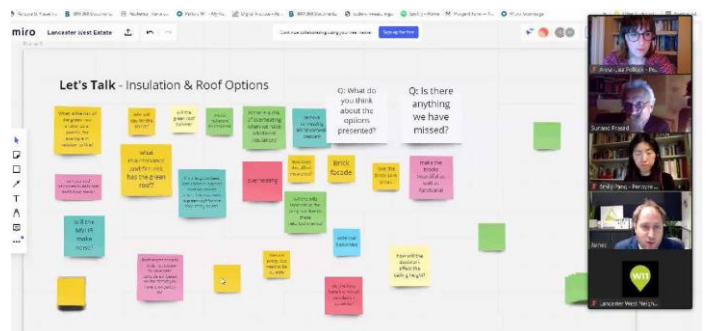
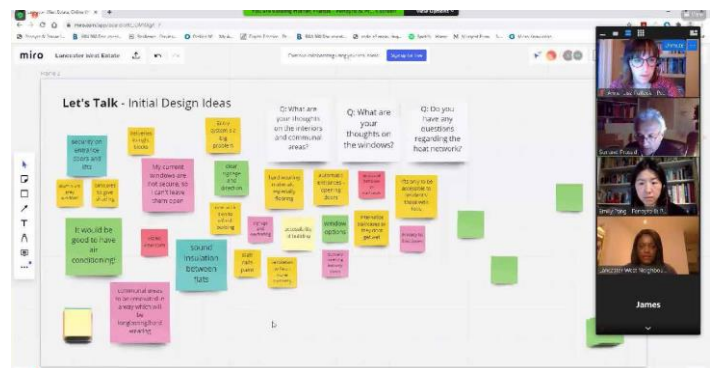
The feedback was then collated and reviewed by the design team. The Miro boards can be found over the next few pages, and a summary of resident feedback is at the end of this report.

Event Outcomes

- Inform and educate residents about the initial design options being explored for the refurbishment of their homes
- Gather initial feedback from residents on the design options being explored
- Answer any questions residents might have regarding the proposals and the co-design process

Format

For the event P&P had prepared a Powerpoint presentation to run through the initial design ideas, with three points to stop and ask residents for their feedback. In order to gain feedback we had a Miro board live during the webinar, where we could add in any comments residents made in person or in the chat.



Images from the Webinar

Initial Design Ideas Phase

Initial Design Ideas Pop-Up Event 01 16/04/21

On 16th April LWNT and P&P held a pop-up event on the Lancaster West Estate by Talbot Grove Gardens to meet with residents and review the initial ideas for the refurbishment. 18 households from the estate attended the event, which was held over the afternoon.

The purpose of the event was for the design team to meet with residents on a one-to-one basis, to review initial design ideas shared in the first co-design webinar and answer questions & gain feedback on the proposals shown.

Event Outcomes

- Inform and educate residents about the initial design options being explored for the refurbishment of their homes
- Gather initial feedback from residents on the design options being explored, including through the Initial Ideas Survey
- Answer any questions residents might have regarding the proposals, and capture any ideas.

Format

For the event P&P had prepared exhibition boards, which included a summary of feedback already received from residents to date. P&P also presented two wooden models to help explain the design proposals when speaking to residents. Refreshments were available for residents attending the event.

Gathering Feedback

As well as inviting residents to fill in our Initial Design Ideas Survey, the P&P team collected feedback from residents on post-it notes during the discussions, and invited residents to fill out their own post-it note feedback. All feedback was then collated onto our Miro Boards and fed back to the design team. A summary of the key themes from the feedback can be found at the end of this report, as well as images of the comments received on the next few pages.



Images from the Pop-Up Event

Initial Design Ideas Phase



Images from the Pop-Up Event

Initial Design Ideas Phase

Door Knocking 27/04/21

On 27th April the LWNT & P&P went door knocking to Clarendon Walk, Camelford Walk, Camelford Court and Talbot Walk to try and gather more feedback and more responses to the Initial Ideas Survey. They obtained around 16 responses to the survey.

The purpose of the door knocking was for the design team to meet with residents on a one-to-one basis, to review initial design ideas shared in the first co-design webinar and answer questions & gain feedback on the proposals shown.

Gathering Feedback

As well as gathering feedback through the completed of the Initial Ideas Surveys, the P&P team noted down feedback received from residents during their conversations.

Summary of Feedback from Door Knocking

Windows: Generally speaking new windows were welcome. Opening & ease of cleaning important, as well as security. Residents would like to see samples of windows.

Insulation: Generally people were supportive of external insulation, and this was their preference over internal insulation.

External Appearance: Some residents were happy with the current external appearance of the buildings. One resident commented how they appreciated the current aesthetic as it brings character but wouldn't mind being able to see something different from the curb on approach to Clarendon Walk. Some residents would like to see the outside of the buildings updated, as they currently look tired and dirty.

Costs: Leaseholders as well as council tenants raised concern about where the costs will be high and were concerns costs may be passed on directly to them.

Internal Insulation: Residents raised concerns

over noise between flats, and asked if this can be considered as part of the refurbishment works.

Ventilation: New MVHR generally welcomes as existing extractors are not very effective. Residents in Lower Clarendon Walk concerned over overheating in south-facing homes and would like more detail exactly how the windows and ventilation will help combat this. Residents welcome a pilot study for the MVHR unit. Some concerns over where the MVHR units might be located, with residents not keen to lose internal space.

Bins: Currently a problem for many residents, especially in Camelford walk, where chutes are 'too small' leading to build up of rubbish in stairwells and reported mice, cockroaches and foxes. Most welcomed new recycling facility but said 'must be easy for people to effectively manage their waste'. Some used existing facilities on estate for recycling.

Outdoor Access: Some residents would like better access to outdoor space. Camelford Walk resident wanted ground floor access to her flat, and to have some form of private outdoor space as they do not currently have a balcony.

Front Doors: Step into flats raised multiple times - keen for it to be removed and doors replaced. Access in general very difficult for people, including heavy doors into corridors.

Initial Design Ideas Phase

Below is a summary of the feedback we received on the initial ideas shown during the Co-Design Events.

Safety & security a top priority – Camelford Walk ramp and vents and railings along Cornwall Crescent allow access to roofs. Some residents do not feel safe around the Clarendon Walk ramp at night. Generally front doors and staircases not secure.

Concerns over overheating - Many concerns raised over existing overheating in homes. This seems largely due to the locations of the communal heating pipework. Residents would like better control over their heating and would like guarantees the refurbishment and new insulation will improve the existing issues, rather than make them worse.

Internal insulation - Residents generally not keen on internal wall insulation due to disruption within homes.

Cavity wall insulation - Residents have confirmed some buildings have some cavity wall insulation installed already.

External wall insulation - Some positive responses to external wall insulation and new brickwork. Mixed views on whether the buildings should look different after the refurbishment with a new skin. Preference for robust materials.

Lifts - Residents very supportive of new lifts.

Balconies - Mixed views on external projecting balconies, some residents had concerns over lack of weather protection. Existing balconies need to be protected from pigeons, and are used for drying clothes.

Windows - Support for triple-glazed windows generally. Tilt & turn windows popular option. Split between preference of aluminium or hybrid aluminium/timber.

Roofs - More interest in solar panels than green roofs generally. Concerns raised over

fire safety of green roof and pigeons/bugs attracted by green roof.

Front Doors - Step removal a priority for residents.

Landscaping - Residents expressed a desire to improve external lighting & landscaping.

Communal Areas - Residents generally supportive of internal refurbishment ideas for communal areas. Preference for hard-wearing materials and new lighting.

Bins - Current bin chutes are not fit for purpose and are noisy. General support for changing the bin stores and adding provision for recycling in the blocks.

8. Feedback and Analysis

Residents were provided with online and in-person survey feedback forms to provide their responses to the initial design ideas shared so far. The survey can be found on the next few pages.

A total of 73 surveys were completed (30% of residents) which was roughly the same across each of the individual blocks.

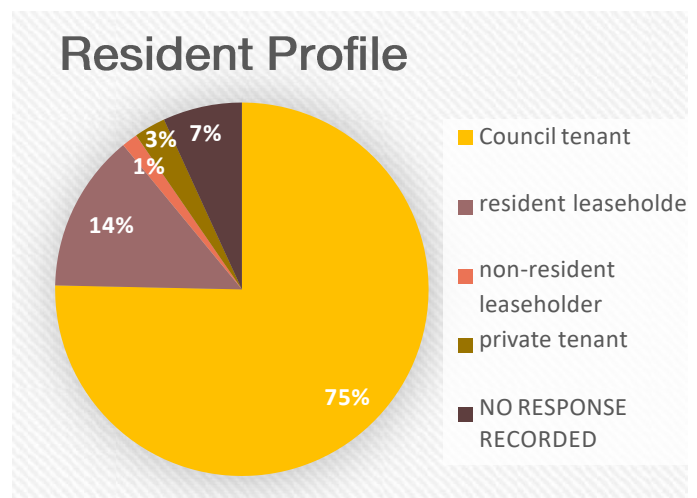
Of those 73, the majority (75%) were council tenants, with resident leaseholders the next largest group (13%). Camelford Court and Talbot Walk however had slightly more resident leaseholders represented in their blocks.

The data received from these surveys was added to the feedback already received from residents during webinars and pop-up event to date.

In the next section, we have analysed the results from the resident feedback to date and how this will impact on the design development moving forward.



of residents completed the survey



Your Building

Waste, Lifts and Entrances

Your responses

Generally residents were **positive** about improving the bin stores.

These were the ideas we shared:

- Option to create a whole new entrance
- A lot to workout at ground and basement
- Bin strategy and recycling facilities to be explored



▲ Yellow boxes show possible lift locations.

Communal Areas

- Reviewing options for removing steps into the flats and removing cross-corridor walls.
- Redecoration of communal areas, corridors and entrances
- Better lighting and security, and new finishes to be developed in co-design with you



Existing Corridor



Indicative lighting - soft lit using diffused light fittings.



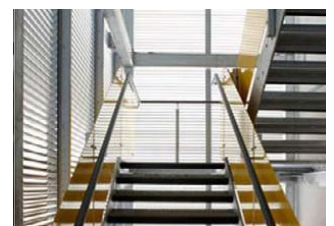
Example of a corridor with feature down-lighting



Example of material palette



Terrazzo floor & timber doors



Example of light enclosed



83% of respondents asked we positive of having dedicated recycling areas in the block



43% of respondents asked were open to replacing the existing bin chute with a lift



only 22% of respondents asked wanted to keep the bin chutes as they are

Next Steps

- Following resident feedback we will look to reconfigure the existing bin chutes and provide dedicated spaces for recycling.
- Lift positions and design will be explored in detail with the residents of each block.
- We will continue to develop the interior design options for the communal areas with resident input.

Your Home

Windows

Your responses

Residents were **positive** about the prospect of triple glazing, and satisfied with what was most efficient for the block's needs.

Some themes that came from the feedback from the survey, pop-up and webinar included:

Wanting windows that are easy to clean on the outside.

“Windows fully opening for cleaning” – Lot 2 Pop Up Event

“Fully reversible windows but safe for kids at the same time” – Lot 2 Pop Up Event

Wanting windows that pivot outwards and not inwards to allow for curtains to be hung.

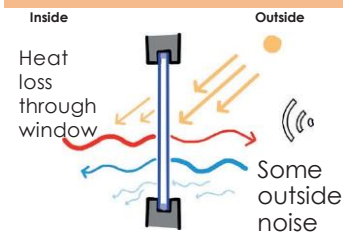
Key considerations are;

- Security
- Child Friendly
- Robustness
- Maintenance
- Ease of Cleaning

These are some of the ideas we have shared with you:

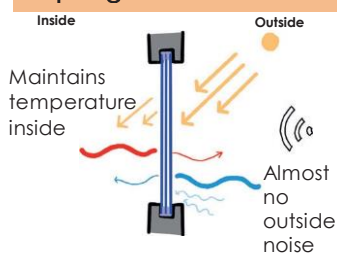
Window options

Double glazed



Aluminium Outside - Aluminium Inside

Triple glazed



Aluminium Outside - Timber Inside



of residents asked were positive at the prospect of triple glazing.



of residents were satisfied with the most efficient glazing for their block's needs.



of residents were positive about Aluminium windows

Next Steps

- Taking your comments into consideration we will select a shortlist of window types most suitable for your block's needs, focussing on an aluminium finish.
- We will display these at our next event with, Covid guidelines permitting, the opportunity to test them out and chose your favourite.

Window Opening



1. Outward opening



2. Inward opening



3. Tilt and turn (inward opening)



4. Fully reversible

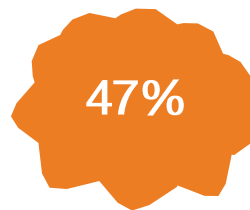
Your Home

Internal Wall Insulation

Residents were generally more positive about external insulation than internal insulation.

Themes that emerged around internal insulation included;

“I’d say no to this as I don’t want to take any space from the interior. I’d prefer the insulation to be fitted to the outside. The current internal refurb is already eating up a few centimetres within each room. To add insulation would be a significant chunk out of the size of our rooms.”
- Resident of Camelford Walk



of residents asked were positive at the prospect of internal insulation

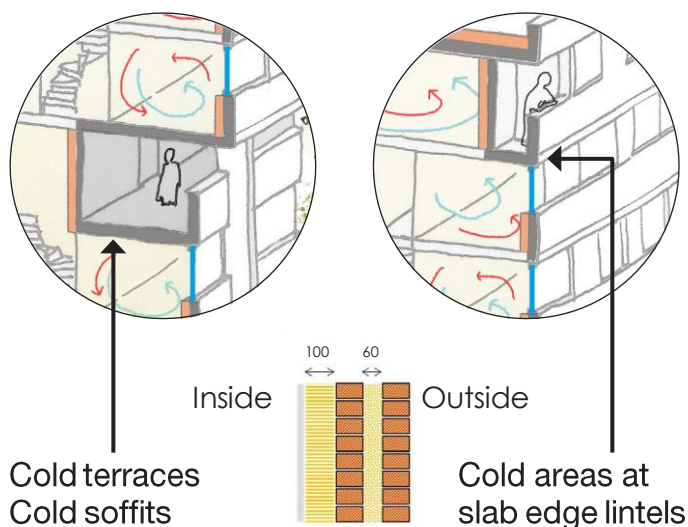
Next Steps

- Taking your comments into consideration we will focus on external insulation options for your homes.

These are the ideas we shared with you about internal insulation.

Cavity infill insulation to cavity brickwork walls plus additional insulation to the internal face of the external walls.

Solar shading to help prevent overheating.



Pros

- Building performance will be much improved
- Homes will be warmer and Greener
- Energy bills will be reduced

Cons

- Difficult to achieve the necessary energy reduction
- There may still be some damp, cold spots and draughts in flat
- Resident’s floor space will be reduced to allow for internal insulation
- Disruption for residents due to access requirements for internal wall insulation
- Access to flats required to install new windows and ventilation system

Your Home

External Wall Insulation

Comments received were generally supportive of the external insulation and change of building appearance;

“That would be great and if it could brighten up the estate, even better.”

- Resident of Camelford Court

“this idea is best as it will also make the block look less prison-like definitely needs new brick work.”

- Resident of Camelford Walk

71%

of residents asked were positive at the prospect of External Wall Insulation.

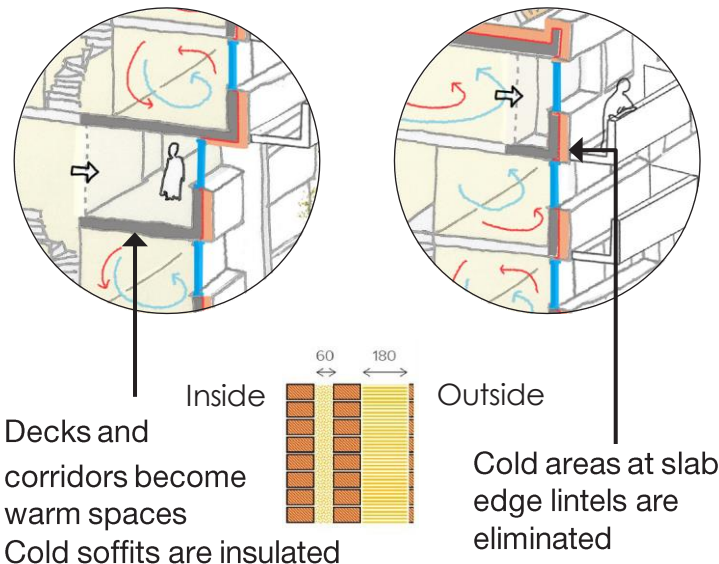
Next Steps

- We will move forward with detailed design of external insulation for your blocks.
- We will develop external elevation and material options for each block and share these with you in the next Co-Design workshops.

These are the ideas we shared with you about internal insulation.

Cavity infill insulation to cavity brickwork walls with new external wall insulation and external brickwork skin.

- New external balconies.
- Solar shading to help prevent overheating
- Flats to gain additional floor area.
- Highest level of energy performance!



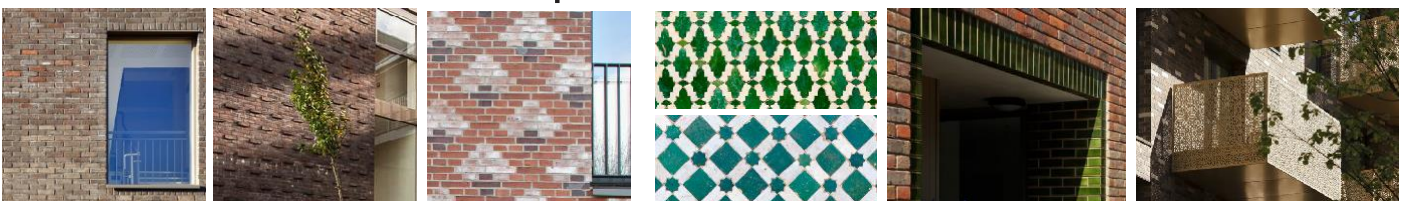
Pros

- Will support the project’s Net Zero Carbon aims
- No reduction of resident’s internal floor space, and some flats may gain internal floor space
- Potential for minimising resident disruption due to external wall insulation being constructed outside the homes
- Proposed design should prevent any future issues with draughts, damp and condensation
- Opportunity to strengthen building and estate identity with new external brickwork

Cons

- A higher upfront cost
- Scaffolding will very likely be required for external wall insulation
- Access to flats required to install new windows and ventilation system
- Longer construction time than internal insulation

External Insulation - Material Options



Your Home

Ventilation: Heat Recovery

Residents were generally more positive about having MVHR.

Comments received were concerned with extra pipework and noise in flats:

Concerns over the disruption caused by internal works.

Not wanting visible pipes

“Good idea but don’t think there’s room in my home for extra pipework”

– Resident of Camelford Court

57%

of residents were mainly positive on the option of having a MVHR system installed in their flat.

Next Steps

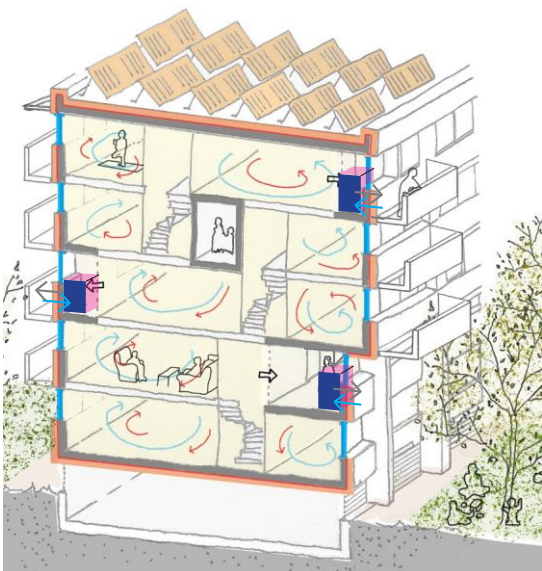
- We will develop a more detailed ventilation design based on the mainly positive feedback.
- MVHR will be installed in pilot flats for you to see (and hear) the units and all ducting implications to address your concerns.

These are the ideas we shared with you about internal insulation.

Mechanical Ventilation Heat Recovery (MVHR) filters outside air which is good for those with any allergies or asthma.

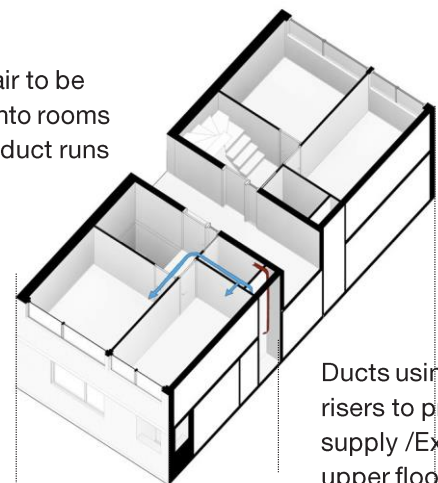
MVHR unit locations are being explored. The main driver would be to minimise the impact of the ductwork as much as possible.

By locating ductwork in storage cupboards and bathrooms ceilings, or by boxing around the ductwork in the corner of a room.



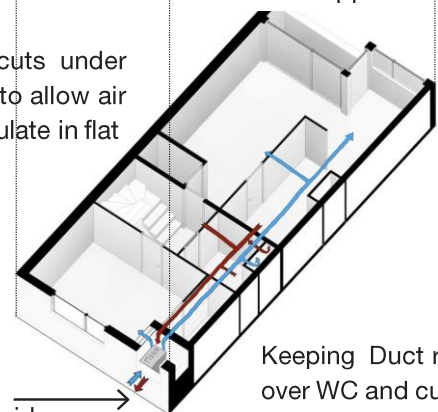
MVHR with attenuator

Supply air to be thrown into rooms to avoid duct runs



Ducts using existing risers to provide supply /Extract to upper floors

Undercuts under doors to allow air to circulate in flat



Keeping Duct runs over WC and cupboard spaces

MVHR Unit in existing balcony
Short Duct Runs to outside

Your Home

Roof Options

Following our initial co-design events;



from the latest co-design feedback 58% of Camelford court respondents have mandated to maximise solar panels.

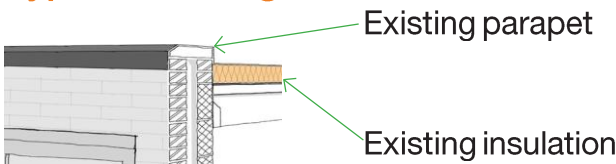
From discussion with residents, there is also a small area of green roof with gravel motif to be co-designed with residents – to be finalized in the next few weeks.

Next steps

- A Camelford court co-design event held over the next week will conclude the motif and colour preferences.
- Clarendon & Talbot Walk initial co-design shows a clear preference for maximised solar panels. Establishing the ratio of solar panels to either a warm or a green roof is the focus of the next co-design event.
- There will be further co-design on Camelford Walk.

These are the ideas we shared with you about roofs.

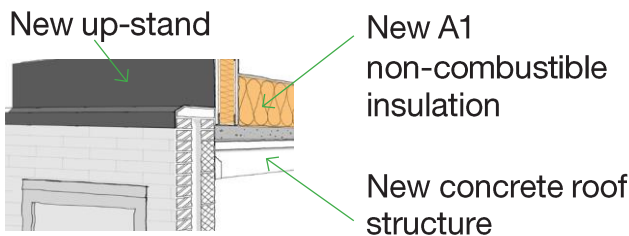
Typical Existing Roof



Your comments and concerns;

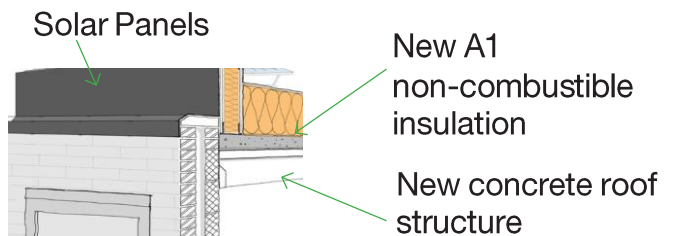
- Security of the roof, first and foremost.
- Cost of maintenance to the green roof.
- Cost of solar panels outweighing benefit.

01 Warm Roof



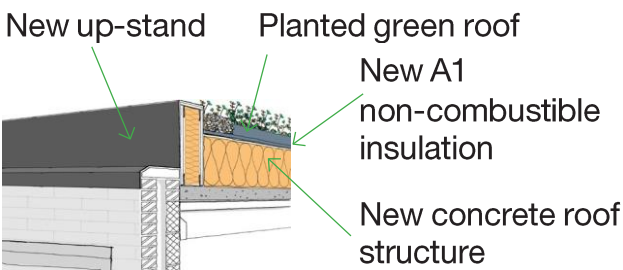
Proposed 37cm insulation + insulated up-stand

03 Ratio / Warm Roof + Solar Panels



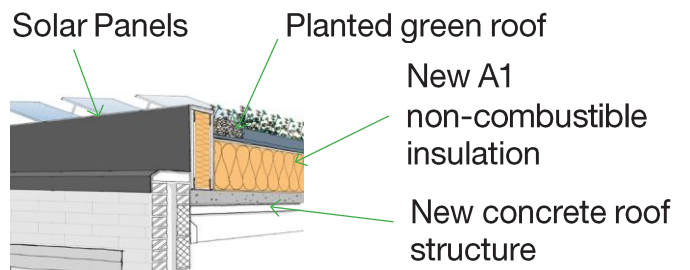
Proposed 37cm insulation + insulated up-stand. Solar Panels on the roof.

02 Warm Green Roof



Proposed 37cm insulation + insulated up-stand. Planting on the roof.

04 Warm Green Roof + Solar Panels



Proposed 37cm insulation + insulated up-stand. Planting and Solar panels.

Resident feedback on format of engagement events

While most of you were happy to attend the online webinar, one or two residents felt in should start later in the evening to allow more people to be able to attend. There was also some concern that not all residents had smart devices and access to the internet and that not all were comfortably able to get online and join the meeting.

To ensure all residents had the opportunity to not only to see our initial ideas and proposals, but to speak to us and the LWNT external refurbishment team directly, we held an in-person popup event a few weeks later.

I have a smart device but how do I access Microsoft Teams?

I don't have access to the internet, how can I find out about the proposals?

I don't have a laptop or a smart phone how can I give feedback?



Residents peruse the initial design ideas softboard and speak to a member of the refurbishment team.

The popup took place on a bright sunny day and residents who attended spent some time talking to us about the ideas we had proposed and the changes and upgrades they wanted to in their homes and block.

We had several story boards and a large-scale model of a block to help residents visualise our ideas and to help show residents what our proposals would entail and residents were happy to discuss their concerns and have their questions answered through one-to-one conversations.

For future engagements we want to

- ❖ hold more in-person events
- ❖ provide samples of building elements for you to see and feel
- ❖ have regular drop-ins where you can interact with the building elements and staff will be available to answer your questions.

9. FAQs

Following the Initial Design Ideas webinar in March, many questions were raised by residents about the proposed external refurbishment works of the flats & homes on the east side of the Estate.

We hope the answers below will alleviate your concerns and provide with regards to the initial ideas and proposals put forward for the refurbishment of your block.

My flat is south facing and gets very warm in the summer, how will it be affected by insulation, won't it make it overheat?

We have had a lot of feedback from residents regarding existing overheating in their homes, so this is a key area of focus for the design team. As part of the design development, we will be undertaking over-heating analysis to understand existing conditions and possible causes of excess heat. From here, we will move forward with care, and will model our proposals to understand the potential impact and how to keep your homes cool, as much as keep them warm.

Will anything be done about the asbestos? Isn't the asbestos there to prevent fire spread? If it is removed, what will it be replaced with?

Where any element is there for the purpose of fire spread prevention, and is required to be removed as part of the proposed works, there will be a review to ensure fire safety will not be compromised as a result. Our fire consultant Trigon will be on hand to support the design team and advise where additional or replacement measures will need to be provided.

Will the boilers be replaced?

Domestic heating tanks/appliances compatible with current/new district solution are in scope

Ceilings are being dropped even more in the voided properties in Upper Camelford to put in spotlights?

New ceilings would be to same height as in refurbished tenanted properties, and no lower

Boilers in my flat take up a lot of space, can they be removed?

We recognise that space is a premium and this will be considered. However, the resilience and requirements in relation to heating and hot water will take priority.

Are we going to be given storage space on the estate?

There is not currently an intention to locate additional storage around the site as part the refurbishment works, however, we will be looking at opportunities within and around each block where they present themselves as the design development progresses. These can't be promised until a thorough fire review is undertaken, as certain storage can sometimes put escape routes at risk.

Would it be possible to add locks on draws and cupboard doors within the kitchen or bathroom to stop children or a person of special needs from accessing dangerous items like knives & bleach?

Yes this is possible and can be arranged.

FAQs

Will the windows prevent the rooms overheating from direct sunlight e.g. greenhouse effect?

There is the possibility that once heat gets into the home, the new high performing windows, together with the other thermal upgrades, will contribute towards keeping it in for longer.

To mitigate this risk, we would aim to minimise the solar gain in the first instance. This can be achieved through a number of measures, from the specification of the glass to have a lower G-Value, to externally fixed shading mechanisms.

We would also look to enable windows to be operable in a secure way, to allow residents to bring ventilation through the flats from one side to the other in a secure way, so even homes at the lower levels can leave their windows open unattended.

Will the front door be replaced for leaseholders' flats too?

Front doors are the responsibility of the leaseholder, who will be expected to replace these if required at their cost

Will the windows be non-chargeable to leaseholders?

For Camelford Court and Camelford Court only, windows will not be rechargeable in their entirety. Windows for Clarendon Walk and Camelford Walk, the cost of replacing single to double will be charged, however the difference to provide triple will not be.

In addition to the doors, are you in a position to offer other buy ins for leaseholders like kitchens and bathrooms?

We will look to provide this option in 2022 onwards.

Are double doors for balconies an option? And can the doors open outwards? Can windows at Camelford Walk open outwards as currently you cannot hang curtains due to inward opening?

We will definitely review the possibility. Where balconies are upgraded, there will be more space that can support outward opening doors - where it is an existing balcony, this may be restricted by the available space. We will explore the windows and doors to the envelope further with residents at the next stage to identify the best solution to move forward with.

In regard to the proposed green roof, what type of maintenance would that require, and is it a potential fire hazard?

The level of maintenance will depend on the type of green roof applied but generally, 2-4 times a year is recommended. Other than that, it is best left to grow naturally. This can be supported by an annual maintenance contract with the system provider. In terms of fire risk, all green roof systems will need to demonstrate compliance with the relevant fire safety standards, before it will achieve building control sign-off. These standards will look at the growing medium and plant species of a system, to ensure the overall composition will have a low risk of catching alight in the first instance. There are then control measures such as gravel breaks at specific locations that will limit fire spread in the event the system does catch alight. In addition to these standard measures, we will also review the system choices and location risks with our fire consultants to ensure other risk factors such as accessibility, are also taken into account.

FAQs

Can we have a genuine brick slip skin, as opposed to a render, artificial bricks, metal/wood skin? As you can imagine we are very much against any kind of other skin for obvious reasons. Renders need costly painting and deteriorate over time, bricks do not!

It is important to LWNT and the design team that all materials considered for the external wall finish should be robust and durable, and also A1/A2 rated where possible. We would be keen that the character of the original blocks can somehow be maintained. Masonry finishes such as brick tiles are certainly being considered at the moment

Could ground floor Camelford Walk have balconies added? Currently we have no outside space. & could the EWI option also include the top floor balconies at UCW? Does this mean that balconies can be added to those which don't currently have one?

It has been noted by the Design Team that some homes such as Camelford Walk ground level units do not currently have any private outdoor amenity. It would involve a higher degree of refurbishment and disruption to those specific homes, but we would be keen to explore opportunities to discuss with residents at the next stage

Do you have to come into our homes for mechanical ventilation systems? How large would the ducts be and how extensive in each room?

The MVHR system will require access to your homes to install. This will be captured where possible as part of the internal refurbishment works to your home, such as the kitchen and bathroom upgrades and changes to your pipework etc. to minimise disruption to you as much as possible.

Once installed, the filters in the system will need to be inspected every 6-12 months, depending on the final system chosen. If the system is located with your homes, then access will be required for the maintenance check.

We are currently exploring where the MVHR systems can be located, that minimise loss of your existing storage, and minimises the extent and impact of the duct runs. Where any ceiling height needs to be dropped, we would do this locally to the side of the room, so the main space of your room is unaffected. In some instances, we may be able to locate the system outside of your flat.

It is important to note, MVHRs become a necessary requirement if an upgrade of windows and wall insulation is applied. It plays a key part in maintaining good ventilation through the home without compromise to your thermal comfort

Who pays for the energy costs for the mechanical heat ventilation?

The electricity cost is payable by the tenant/leaseholder, however the heat extracted will save more for residents than the cost of electricity. Plus MVHR will make the home more comfortable, and help tackle condensation, risk of mould and allergies in the home

Does the system connect each flat directly to the outside or to each other? Is the air circulated from outside to the home or does it go around the block?

Each home will have their own MVHR system so there will be no cross-over of air between homes. The MVHR works by drawing fresh air in through one strand of the system and delivering it to each bedroom and living room in the flat. Any air that is extracted from these rooms, runs along a separate strand and is expelled back to the external space outside the home, so there is no recirculation of air.

Can the communal lights not be on 24/7?

Yes, we will look to move to LED lighting using a range of sensors which means that common areas will be illuminated when they need to be, rather than all the time. Currently we spend £145k per year on communal lighting across

FAQs

When it comes to storage, what happens with those who live in a studio flat?

We will provide all residents with cardboard boxes to help them pack, and ask that in the first instance residents make their own arrangement in terms of storage. We will dispose of or recycle any items that residents that residents no longer need. For residents without a wider support network or unable to afford storage, we will have limited storage we can make available.

What are the key future dates and milestones?
When can we realistically expect a start?

The current target is to for a site start early next year - this is to ensure we have sufficient time and opportunity to co-design the proposals with you before they are developed for construction. The programme may shift a little depending on the progress of the co-design (e.g turn-out and any pandemic issues) and also if essential structural surveys can be undertaken to support the proposals. Access is currently proving quite difficult.

10. Next Steps

Continued Co-design

Co-Design opportunities remain at the forefront of the design team's considerations as the proposals develop.

Following this early stage of information collation and initial design proposals, all emerging ideas will be discussed with the residents to further shape the proposals and ensure the refurbishment is resident-led.

All refurbishment work will be done sensitively and in co-operation with residents of the Lancaster West Estate.

We still need your help...

To develop the proposals we will need to undertake more surveys to better understand your buildings and what impact of each of the proposals will have.

Structural Surveys

We have found volunteers and almost completed all the necessary roof level surveys to support the progress of the roof proposals.

Thank you!

To continue the conversation...

Any comments or thoughts very welcome!

If you would like to follow anything up, please contact:

Telephone: 0800 389 2005

Email: lancasterwestoffice@rbkc.gov.uk

Website: www.weare11.org

Moving forward

We are now entering Phase 02 of the Co-Design Process, focussing on Detailed Design Proposals. The resident feedback outlined in this document will inform the detailed design in the next stage.

There will be upcoming co-design sessions and workshops where we will present the detailed design proposals to you. These sessions will be interactive and we will welcome your further feedback and comments to adapt and develop the proposals with you.

We will be developing a pilot project in Camelford Walk to help show how your home might be impacted by some of the proposals, including new MVHR and entrance step removal.

Airtightness Testing

These are not intrusive, meaning there will not be any opening up works required.

But it may be an inconvenience for approximately 30 minutes.

Volunteers Required:

For these surveys, we will need a sample that covers all the different flat types that exist across all the blocks.

(Please look out for letters sent from LWNT)



Your Home

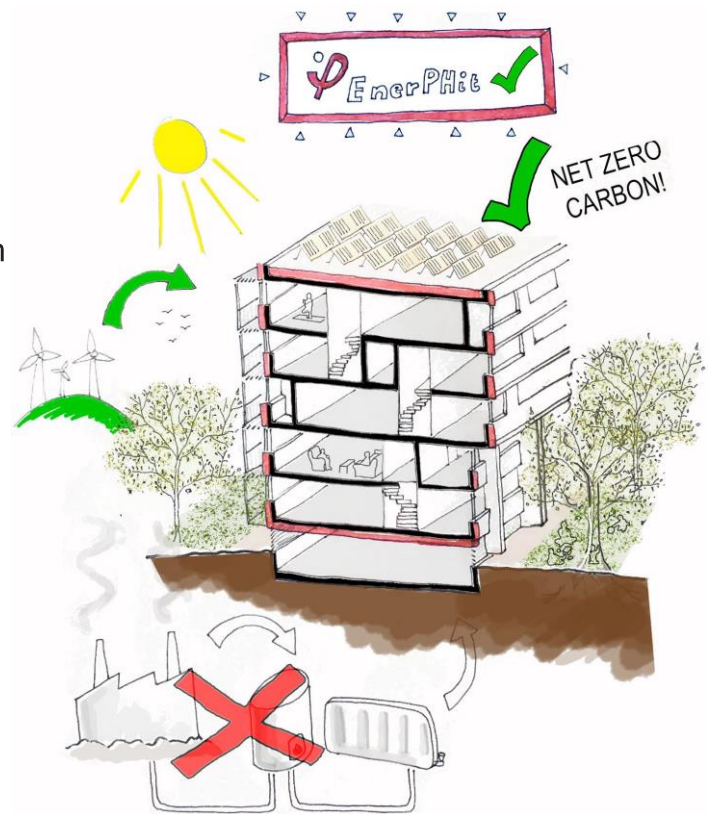
EnerPHit

The Lancaster West Estate Refurbishment is considering aiming for EnerPHit Passivhaus standards.

EnerPHit certification is a standard to ensure that refurbishment projects achieve a super high quality of design and construction.

- ✓ No Draughts
- ✓ No condensation or mould
- ✓ No hot and cold temperature extremes
- ✓ Comfortably cool in summer

- ✓ Warm in winter
- ✓ Better Air Quality
- ✓ Protection against Fuel Poverty
- ✓ Reduced carbon footprint
- ✓ Better Construction Quality



Key EnerPHit Principles

1 High Quality Insulation

2 Airtightness

NO DRAUGHTS

Roof Walls Ground Slab

3 Triple Glazed Windows

4 NO Thermal Bridges

Well Installed

Solar Shading

New Modern Balconies

5 Mechanical Ventilation + Heat Recovery

OUTSIDE INSIDE

STALE AIR FRESH AIR

MVHR

FAQs

Can you open the windows?

Yes. But you don't need to rely on opening the window because fresh filtered air comes through the MVHR ventilation system.

Will adding more insulation cause overheating?

As well as keeping heat in during winter, insulation and airtightness also keep heat out in summertime. Carefully designed elements like solar shading and glazing area are also important to avoid overheating. Combined with much needed improvements to the district heating system, and MVHR ventilation to maintain a comfortable temperature.