

## Treadgold House



# Foreword

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## Further information:

Website: [www.lancwestrefurb.com](http://www.lancwestrefurb.com)

This document is available to read in other languages. To request a translated copy of this book or for more information please contact NewmanFrancis on:

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A hard copy of this book can be found at Baseline Studios and with your block representative. Please use the contact information above to find out who your block representatives are.

To contact Kensington and Chelsea Council on any issues related to the Estate, please:

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

Or visit them at Unit 2, Baseline Studios,  
Whitchurch Road.

**“These books are the next steps in our work with architects and the Council to design the future of the Estate. This work will give us a major voice on the future of own our homes.**

**After the tragedy of last June, this is a fundamental step for residents to begin the process of rebuilding their lives.**

**Many of our residents attended the consultation events and we are clear on the need for positive change.**

**The LWRA is working to ensure that the Council lives up to its promises. We will continue to make sure they listen to residents to fulfil their promise to make this a model estate for the 21st Century.**

**Most importantly, we will secure our rights to improved living conditions and putting the ideas in these books into practice.**

**We will be approaching Central and Local Government to support us to achieve our aims and secure their support for the refurbishment of the estate.”**

Lancaster West Residents' Association

# Introduction

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## Purpose of this Book of Ideas

This book provides a record of the resident participation and co-design events held between January and March 2018 for Treadgold House.

### This book:

- Records the ideas and concerns that emerged from the engagement with residents.
- Establishes a reference document for the next stage of the project when the ideas will be added to, developed in more detail, and thoroughly tested for feasibility of implementation, including cost and disruption implications.
- Records the process of resident engagement and feedback that took place.

### At the next stage:

- Residents will be part of the process of selecting designers to take the refurbishment forward.
- Residents will make choices about these and additional ideas informed by factors such as cost, levels of disruption and current regulations.
- Residents will remain at the heart of the design and implementation process.

## The building

Treadgold House was built in the 1960s and is the first postwar building in the Lancaster West Estate. It has a total of 38 homes which are a mix of studios, one bedroom flats and three bedroom flats and maisonettes. The block is made of two wings, one facing North/South and one facing East/West in an L shape, both with deck access. It has a central stair and lift core. The block is set in enclosed, private grounds with parking that is accessed from Bomore Road. It has a close knit community, however, there are currently issues with maintenance and security.

## How we have consulted

We have carried out an extensive engagement programme. This has included Ideas day events, leafleting and door-knocking across the estate, block and cluster meetings, attendance at Residents' Association General Meetings, home visits where requested, and telephone and email correspondence.

The following resident engagement events have been held with residents from Treadgold House to collect resident comments on the current conditions and discuss possible ideas for new refurbishment works:

- Resident Ideas Day, Kensington Leisure Centre, 27.01.2018
- Block meeting, St Clements, 06.02.2018
- Individual resident consultations: six held
- Resident Ideas Day, Kensington Leisure Centre, 10.03.2018

## Findings

The following sections summarise the findings and resident feedback received during the engagement process. A series of possible 'early projects' are also identified as work which could possibly be carried out before the main refurbishment works without affecting future plans.

# Summary of findings



Treadgold House

## Your concerns:

After various discussions with residents, the following concerns were made about your homes, your block and the wider Lancaster West Estate.

- Poor security and access including broken gates, inadequate lighting and limited overlooking.
- Regularly broken and noisy lift causing access issues for residents and general inconvenience.
- Condensation and mould in homes.
- Underused external space. Parking issues, storage is oversubscribed, the garden is not used and there is no play equipment.
- The building and its entrances are hard to find.
- Home layouts do not reflect current patterns of living.
- Balconies are small and of limited use.
- Roosting pigeons are limiting the use of balconies and causing mess on the building.
- Concerns about the general lack of maintenance.

## Ideas we discussed:

The following ideas were suggested by the consultant team or residents in response to issues raised by residents during the consultation events.

All these ideas require further investigation to examine feasibility and costs. They will be discussed with and reviewed by residents.

- Re-plan access and entrances for better safety.
- Install new lift and secure doors to improve circulation.
- New insulation and ventilation plan to improve the temperature and air quality in homes.
- A more usable external space with new entrances, easier to use parking areas, improved storage lockers, bin storage and an improved garden and playspace.
- New building boundary with recognisable gates and signage.
- A lighting strategy for the building and outside space.
- Options for homes that maximise available space with a focus on kitchens and bathrooms.
- Usable balcony or garden space.
- Ensuring that designs will stand the test of time, age well and consider future maintenance.

## Immediate actions:

The following need to be taken forward as a priority:

- Audit and update the Fire Risk Assessment for all blocks, in both the short and long term.
- Implement an effective Repairs and Maintenance Strategy.
- Conduct a housing appraisal to establish whether people feel their homes respond to their current needs.
- Check for and deal with asbestos.

## Early projects:

### Works to your block or home

These are possible projects specific to your home or block that could start before the main refurbishment work begins.

- Replace temporary front doors.
- Resolve pigeon control issue.
- Repair broken kerbs and water ponding by entrance.
- Explore options for a temporary playground.
- Explore possibility of additional toilet in three bedroom maisonettes.

## Works across the estate

These are possible projects that apply to most homes, blocks and external spaces across the estate, and could start before the main refurbishment begins.

- Improve community safety through; additional and better street lighting, providing video door entry systems, and increased CCTV.
- Improve signage across the estate.
- Improvements to refuse areas, including providing space for recycling and disposal of larger items.
- Investigate interim home improvements in advance of full refurbishment, e.g. mechanical ventilation systems, heating, plumbing and water pressure.
- Introduce a local lettings policy to meet local needs.
- Provide secure bike storage, and improve play spaces.
- Make improvements to nursery facilities, and identify options for future location.
- Investigate and resolve pest control issues.

### Suggested Pilot Schemes

- Various works in vacant flats could be undertaken for technical investigations and to create show homes for residents to view.
- Surveys (incl. structure, services, drains, water and sewage).

# Concerns and ideas: In detail

## Improving safety and security

Safety and security is a priority for the residents of Treadgold House and should be a key consideration in any future renovation. Treadgold is a small block within enclosed grounds. As the block currently has an open stair, the main line of security is the external gate. This means that currently the threshold of people's homes extends not only to their front doors, but also to the grounds around their block. The ideas on the following pages respond directly to security concerns raised by residents and identify some key ideas to address them.

For context, in addition to these current issues there are concerns about existing antisocial and criminal activities happening within the block and grounds. This is significantly affecting safety for residents on the block. Addressing this is crucial to the success of any future renovation project.

### Early project - Immediate repairs

There are a number of necessary immediate repairs to ensure that Treadgold House is a safe and secure place to live. Resident priorities for early projects include:

- Ensuring the external gate functions and cannot be opened by kicking its base
- Ensuring the current lift is safe and reliable and does not cause problems for residents with mobility issues.

### Early project - Increased security

Residents are concerned that people who do not live in the block often get into the fenced area and knock on doors during the night. This is causing stress and discomfort to residents. The following early projects could be quickly implemented to improve security:

- An assessment of current CCTV coverage and installation of additional cameras where required
- Installing a video entry intercom, (this would be required in a new building of the same size as Treadgold House).



Video entry would help residents see who is at the external gate and CCTV could increase surveillance.



1963-72: Historic map showing Bomore Road on the North side

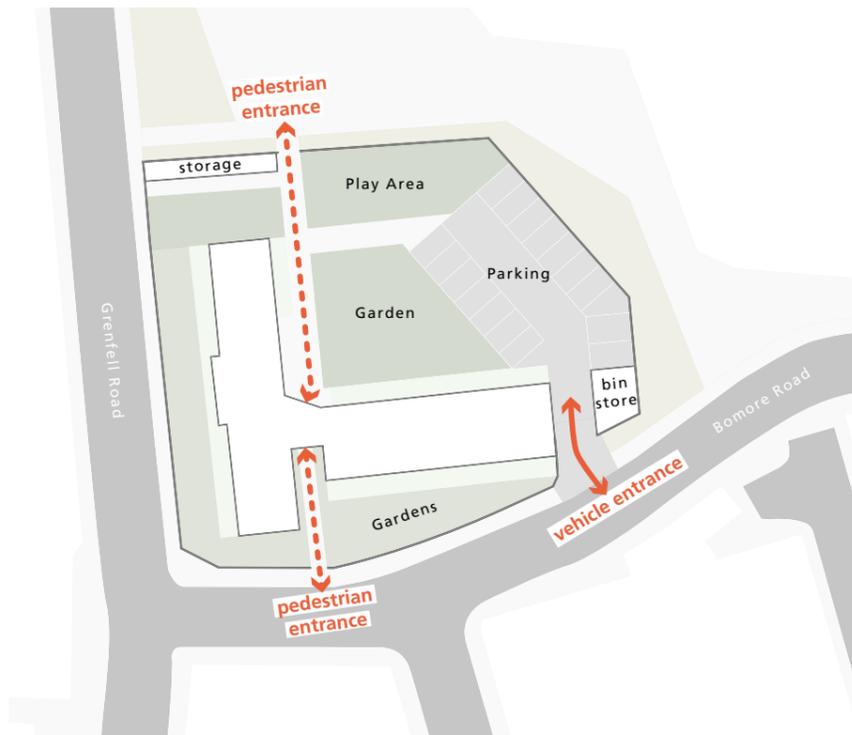


Today: Current condition with Bomore Road to the South

### Approaching the block

There is resident concern that the entrance to Treadgold House is not well overlooked. This issue is rooted in the block's history. Historically Treadgold House was entered from Bomore Road. When the rest of the Lancaster West Estate was planned, Bomore Road moved to the south of the block and with it moved Treadgold's entrance. As raised by residents, this has resulted in an entrance to the block that is confusing, counter intuitive and hard to find. Crucially the current pedestrian entrance from Bomore Road limits overlooking and makes it difficult to see who is approaching the building.

Four options have been developed for the external space which explore possible approaches to Treadgold House. These can be seen on the Ideas Day consultation board at the back of this book. There was support from the residents to develop option 4 further. This separates pedestrian and vehicle access and proposes a new pedestrian path from the north as well as a potential new pedestrian entrance from Bomore Road.



Option 4 proposes new pedestrian entrances to improve visibility, accessibility and security.

### ➤ Improved circulation

Treadgold House has a single 'circulation core' with one stair and one lift. Addressing the lift is a resident priority, as it is unreliable and its noise disturbs residents in their homes. To understand how the circulation could improve safety and access, four ideas have been developed. They explore potential locations for the lift and stair and consider the possibility of additional thermal and sound insulation, which could minimise noise disturbance from the lift and help contribute to a better temperature and climate in homes.

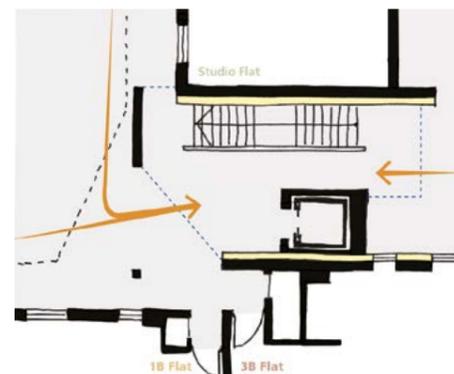
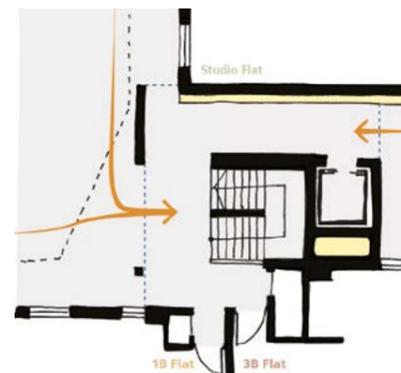
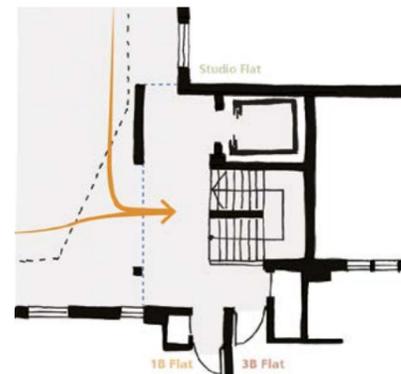
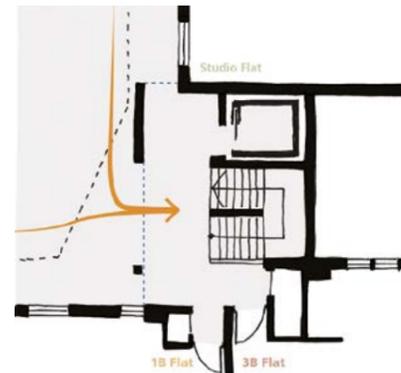
In response to security concerns all four options identify a possible position for a fobbed door, which could enclose the lift and stair adding an extra layer of security.

*Idea 1: Repair existing lift*  
Maintains the current condition with refurbishment of the current lift.

*Idea 2: Replace existing lift*  
Maintains the current layout with a new lift and may not allow for additional thermal or sound insulation.

*Idea 3. New lift and existing stair*  
Provides direct pedestrian access from Bomore Road and provides a new lift. There would be opportunities for thermal and sound insulation.

*Idea 4. New lift and stair*  
Provides direct pedestrian access from Bomore Road and opportunities for thermal and sound insulation. The circulation space would feel larger and the lift access would be more direct.



All four ideas were presented at the Treadgold House Block cluster meeting (06.02.2018). Idea 1 was considered a continuation of the current situation and would be unacceptable. There was not a clear preference of the remaining three ideas. However, the importance of soundproofing to minimise disruption in homes was reinforced. This could be challenging in ideas 1 and 2. Concern was also raised regarding what the impact of extensive works would be on residents' living situations. The circulation core should be explored in more detail in the next stage of proposals.

### ➤ Lighting strategy

Currently the main driver for lighting at Treadgold House is safety. Residents have raised that fixtures on deckways are very bright, institutional and permanently on. Conversely, external areas like the entrance gate are under-lit and are a safety issue. A lighting strategy should be developed in the next stage of the project and should consider softer and warmer lighting outside people's front doors and on the block, as well as considerate and effective lighting in Treadgold's external space.



Lighting on the block outside people's homes should be warm and external spaces should be well lit. (Image: Avanti Architects)

# Concerns and ideas: In detail

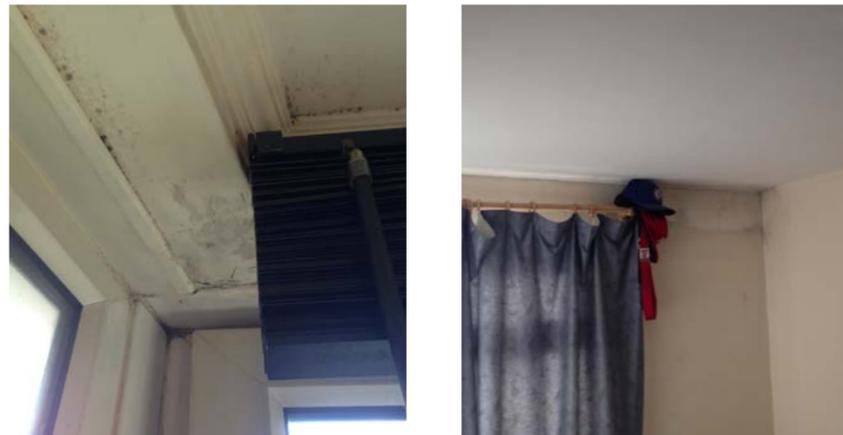
## Heating and ventilation

Treadgold House was built in the 1960s. Its construction is a combination of a concrete frame and infill cavity brick walls with solid brick walls on the ends of blocks. This means the white horizontal stripes on the building are exposed concrete structure. This is a poor thermal barrier that means heat can escape. The technical name for this is cold bridging. Cold bridging can cause condensation and mould in homes, which are made worse by poor ventilation. This is a typical issue of buildings constructed in this period and can be addressed through a combination of interventions. In Treadgold House some measures have already been taken: cavity wall insulation was installed in 2014 and, double glazed windows in 2000. These, however, have reportedly made little difference and may have increased condensation in flats. The ideas in this section therefore address current problems holistically and should be delivered together. They have been developed to address key issues raised by residents including:

- Condensation
- Mould in homes
- Too cold in winter (particularly 3 bedroom flats)
- Too hot in summer
- Draughty windows
- Health issues - sinus congestion and asthma

## Condensation and mould in homes

A number of residents have issues with mould in their homes. This is particularly common at a high level in rooms and near balconies, close to exposed concrete slabs. There is also condensation in bathrooms and kitchens where steam and vapour are produced and where there is currently poor ventilation. These issues are making it difficult to keep homes clean and sanitary and could be causing health problems.



Mould and damp in the top corner of a room where there is a poor thermal barrier.



Example of a building with a new brick skin  
(Image: Adam Khan Architects)

## New insulated brick skin

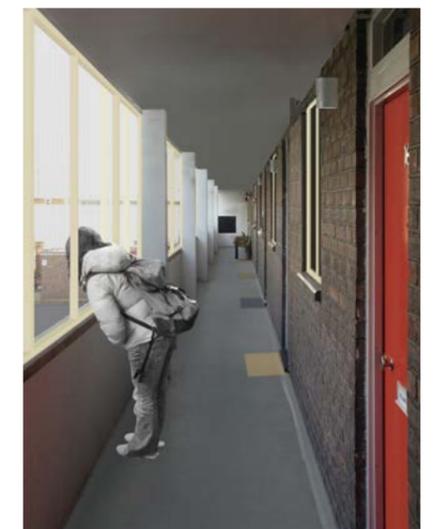
A new thermal skin could cover the exposed concrete slab and add a barrier between homes and the outside, which could improve the temperature and climate inside homes. Residents like Treadgold House's brick appearance. This should therefore inform choices when the idea of adding an external non-combustible insulated skin is considered.

## Enclosed deckway

Currently the deckways are a significant point where the building is losing heat. If flats are to be properly insulated this should be improved. One way this can be improved is to enclose the deckways with windows. Residents have mixed opinions on whether they would prefer to enclose the deckways or leave them open. In the next stage of the project both these approaches should be explored in more detail so that residents can make an informed assessment of both options and decide which would be better for their building.



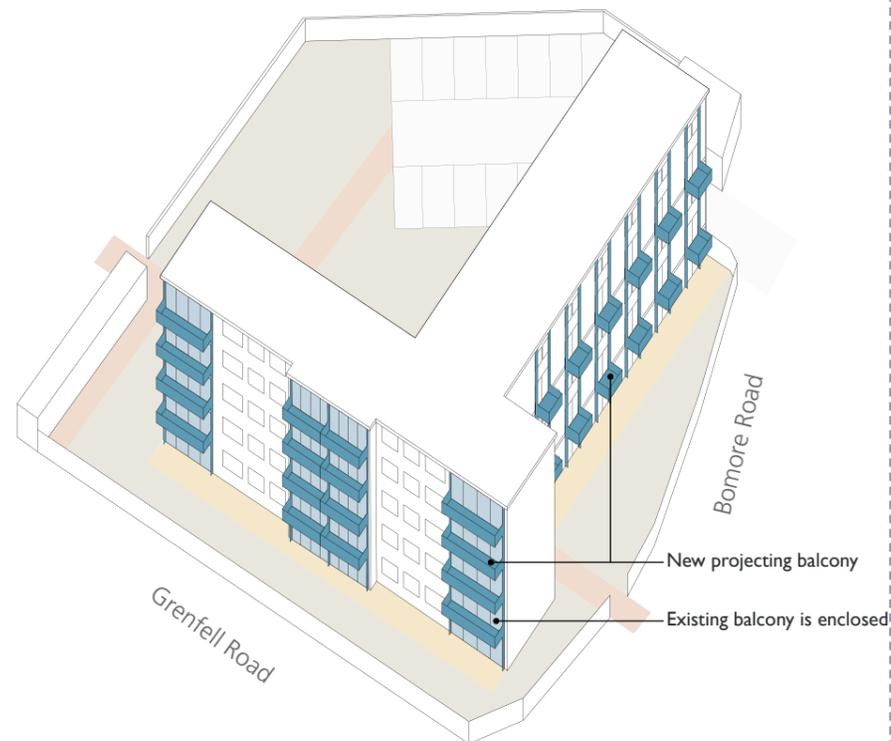
Improved open deckway



Potential enclosed deckway

## Balconies

The existing balconies are also causing a cold bridge. In the studio, one and three bedroom flats the inset balconies expose the ceiling and floor slabs and the projecting balconies in the three bedroom maisonettes similarly extend and expose the concrete slab. Options should be explored to enclose and/or replace the existing balconies. This could address the issues with the thermal envelope as well as creating much needed space in homes and, providing opportunities for new larger balconies to provide more private outdoor space (this is also addressed on the following page).



New balconies on the outside of the block could help with thermal issues and provide much needed private outdoor space.



Example of new balconies on an existing building. A range of materials can be used to enclose balconies. (Image: Lacaton & Vassal)



## Faulty windows

The current double glazed UPVC windows were installed in 2000, they are at the end of their effective life and a number of residents have reported that they are draughty. Options for new windows should be explored as part of a co-ordinated insulation and ventilation strategy. These should consider the thermal performance of the building, ease of cleaning and the impact they will have on the appearance of the building. They should be installed at the same time as the new insulated brick skin.



Example of new windows in an existing block. (Image: NL Architects)

## Heating and utilities

The utilities at Treadgold House will be assessed as part of an estate wide study. This will explore all existing utilities including water and plumbing, electricity connections, heating and ventilation. It will review the benefits and disadvantages of gas and electric powered systems. Residents have highlighted issues with the current systems including poor water pressure and flickering lights.

The proposed systems will aim to be efficient and environmentally sound. It is intended that in the long run they could reduce utility bills for individual flats.

Proposals will explore environmentally sound and self-sufficient systems.

# Concerns and ideas: In detail

## The layout of homes

The homes in Treadgold House were planned in the 1960s in line with 'Parker Morris' housing space standards and residents agree that rooms are generally a good size. There have, however, been changes in the way people live since the 1960s, which is particularly apparent in kitchens and bathrooms.

There are four flat types in Treadgold House: studio flats, one bedroom flats, three bedroom flats and three bedroom maisonettes. Conversations with residents have identified issues with each of these, as well as considerations across all flat types. Just as many historic homes get remodeled to adapt to changes in lifestyles, this estate renovation is an important opportunity to reassess the layouts of the homes in Treadgold House.



### Early Project - resolving poor block maintenance

There is a substantial level of outstanding maintenance works, resolving these is a resident priority. An early project should address:

- Replacement of temporary front doors
- Leaks from plumbing
- Leaks in ceilings
- Broken boilers
- Missing extract fans in bathrooms and kitchens
- Issues with pigeons and pests
- The need for a shower in place of a bath for people with mobility issues



### Reconfigured kitchens and bathrooms

#### Kitchens:

Responding to limited dining space, options have been explored for some flats to become more open plan. There was mixed opinion on this from residents and studies should be provided for both open plan and separate rooms. Many kitchens still have the original larders. These limit the layout of kitchens and could be removed to make more efficient use of space.

#### Bathrooms:

Residents find bathrooms to be limited in space and lacking in storage. Specific issues varied by flat type and are summarised below:

- In three bedroom maisonettes there was agreement of a need for an additional WC at entry level to provide larger families with more privacy. Options for reconfiguring the existing bathroom should also be explored.
- Three bedroom flats have a separate WC and bathroom - some residents support these being combined to make a larger bathroom, whilst others found the separate facilities useful. Options for both should be provided.
- One bedroom flat bathroom's are small with no storage. A more functional, space efficient layout with storage should be developed.
- Studio bathrooms should be reassessed as part of a wider study.

Overall there are a number of residents with mobility issues who would prefer a walk-in shower to a bath and this should be provided as an option for all types.



Storage is organised to maximise limited space.

(Images: MaccreeanorLavington)



Kitchens are reconfigured to give more flexibility.



### Improved storage

Ideas have been developed in response to issues raised by residents. These include addressing hard to use storage such as the larder rooms in kitchens, reconfiguring storage to ensure that they are functional - including wardrobes in bedrooms and ensuring that storage provision is considered in any future proposals.



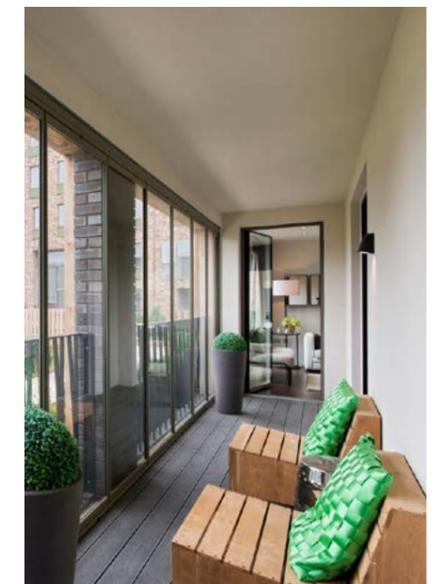
### Improved balconies

Residents raised a lack of usable private external space as a concern. All homes currently have external space, however, balconies are often very narrow and in the case of the one bedroom flats are not wide enough to place a chair. Ideas have been explored to enclose existing balconies and create winter gardens and/or add new balconies to flats. As well providing usable private outdoor space, new balconies could help improve the building's thermal envelope (this is addressed on the previous page).



Larger balconies could provide an extension of the living area.

(Images: MaccreeanorLavington)



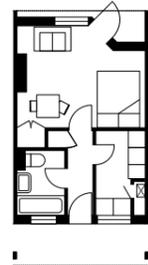
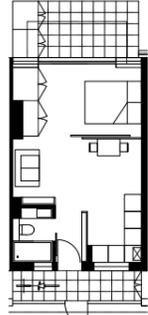
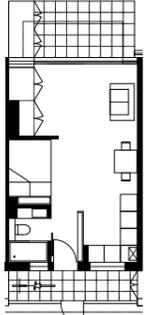
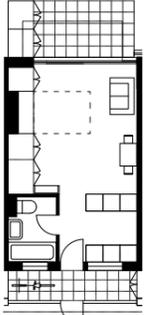
Winter gardens could give year round amenity.

## ➤ Ideas for flat types

Ideas for each flat type have been developed to respond to residents comments and issues.

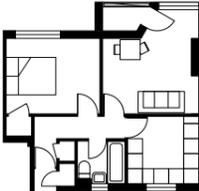
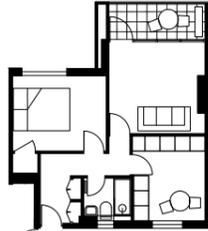
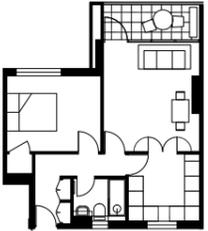
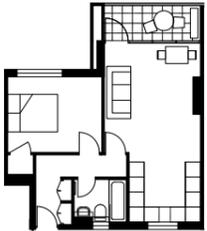
### Studio Flats

- Overall assessment of layout for efficient use of limited space
- Open plan kitchen and removal of larders
- Option for bathroom with shower
- Provision of defensible space at front and rear of flat
- Opportunities for external storage

	Existing Plans	Idea 1	Idea 2	Idea 3
Studio Flats				

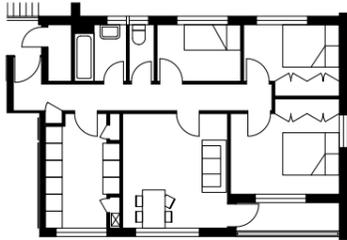
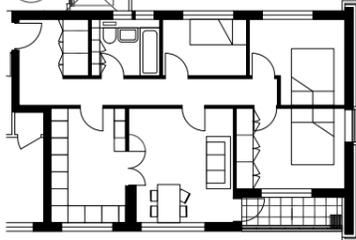
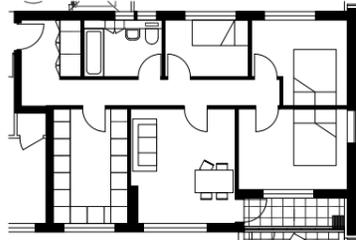
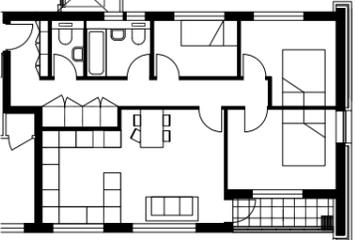
### 1 Bedroom Flats

- Repositioned front door for larger entrance hall
- Options for kitchen
- Options for bathroom (including storage)
- Enclosed balcony to increase living room
- Addition of new projecting balcony

1 Bedroom Flats				
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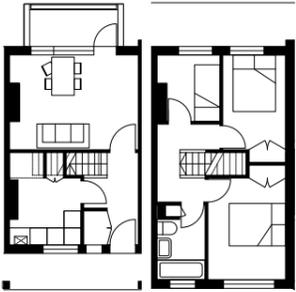
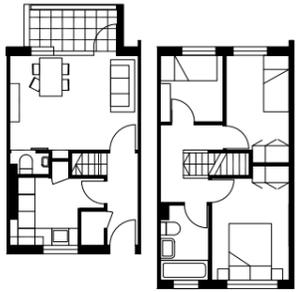
### 3 Bedroom Flats

- Repositioned front door for larger entrance hall
- Options for kitchen including open plan layout
- Options for bathroom, including shower options
- Enclosed winter-garden balcony
- Improved storage

3 Bedroom Flats				
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### 3 Bedroom Maisonettes

- Options for kitchen
- Options for bathroom, including shower options
- Possible toilet on entrance level
- Improved storage in bedrooms
- Possible new projecting balcony

3 Bedroom Maisonettes				
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Examples of initial layout tests for each flat type

# Concerns and ideas: In detail

## Treadgold's Garden

Treadgold House's outdoor space is only accessible to residents. As it is a small block with a close knit community, this external space provides an important amenity and shared garden.

The boundary of Treadgold's external space is historic and does not clearly relate to the surrounding public space. Ideas therefore propose an adjusted boundary. This enables a more rational and functional layout for car parking and minimises the stepping boundary that creates dark, hidden nooks. Residents really appreciate having outdoor space, but there are clear issues with the current layout. These include:

- A dysfunctional car park
- No play equipment
- Issue with dog mess
- Limited overlooking
- Insufficient storage
- No bin store
- Lack of defensible space for homes at ground level
- Underused rear gardens

### Enclosure, entrance and overlooking

Residents highlighted key issues with the current layout of the outdoor space. There are problems with limited overlooking due to the current fence and location of the entrance. In response, the redefined boundary offers an opportunity for a new wall or fence. Options should be explored with residents for fences that are more and less see-through and entrances should be clearly defined with new signage that announces the building. Careful consideration should be given to the relationship between Treadgold House and the future Memorial Garden.



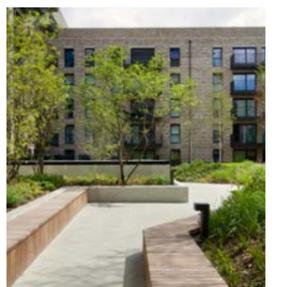
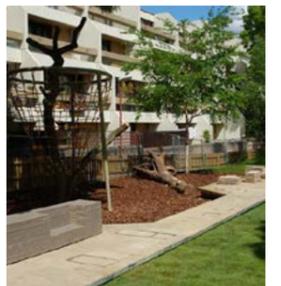
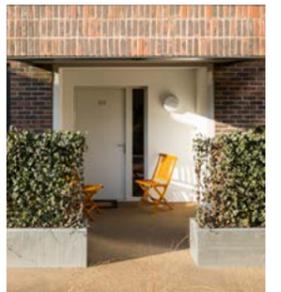
The outdoor space could be reconfigured to create a garden for Treadgold House (Images to the right: MaccreeanorLavington and Muf architecture/art)

### Garden area

A relocated car park would allow space directly in front of the building for a communal garden providing a space to relax outdoors with neighbours. This could include seating and planting beds and can be overseen from deckways. Residents raised current problems with dog waste. Future designs should provide facilities for dog waste disposal to ensure the garden and play area is clean and safe to use.

### Play area

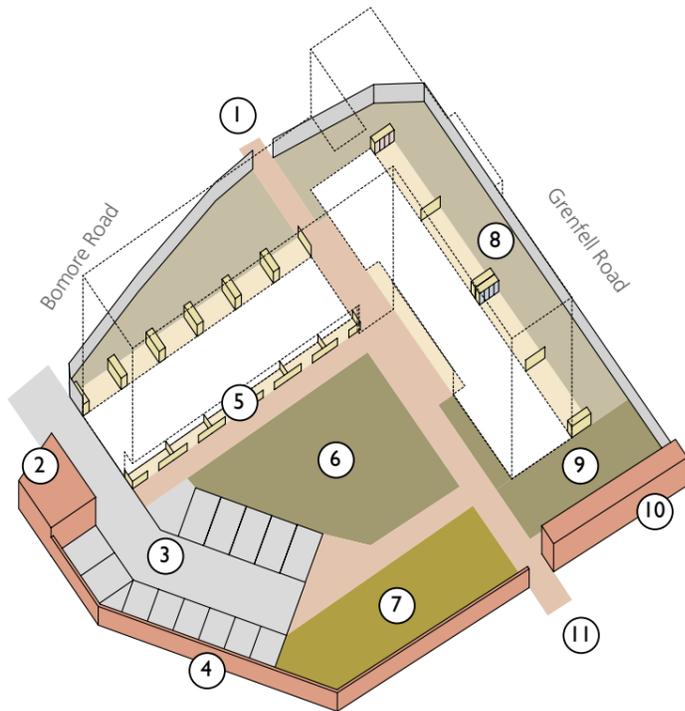
The current area designated for play is a hidden grassed space with no play equipment. Overlooking is difficult, making the space feel unsafe. As there are many families living in Treadgold House, a safe and engaging play area is a resident priority. In a reconfigured outdoor space this could be next to the communal garden and could invite play for a range of ages. Residents have asked questions about options for future play equipment and there are a range of opinions about what could work well. Different ideas could be tested through temporary play spaces as an early project.



Examples that could inform the garden.

Diagram showing potential interventions in outdoor space

- 1. Potential entrance from Bomore Road
- 2. Bin enclosure
- 3. Reconfigured car park
- 4. New perimeter wall or fence
- 5. Defensible space to studios
- 6. Communal front garden
- 7. Designated play area
- 8. Rear gardens
- 9. Fenced dog exercise area
- 10. Storage units
- 11. Potential entrance from public space



Car park

Residents have identified issues with the current car park. There is insufficient width to pull into spaces and its position directly in front of the building limits the use of the garden space, creating a vehicle dominated approach. In a reconfigured external space the car park could be planned to make it more efficient and easier to use. Proposals for a new car park will ensure that the number of parking spaces is maintained and dimensions meet current standards.

Bins

The previous bin store was demolished to create an additional car parking space. There are also currently not enough bins for the number of homes. In response to conversations with residents a reconfigured outdoor area provides an opportunity for a new and larger bin store to provide accessible, clean and well lit enclosure and accommodate an adequate number of bins.

Storage and Cycle storage

A shortage of external stores has been identified by residents, currently there are 12 with some inaccessible due to lost keys. A reconfigured garden would enable re-provision of the current sheds and a possibility for additional sheds. It would also allow space for separate cycle stores, which could be delivered as an early project to quickly make space in people's homes.



New storage and cycle sheds could free up space in people's homes. (Image: MaccreeanorLavington)

Defensible space to ground floor

The front door to the ground floor homes currently open directly to the car park. Residents have spoken of issues with items being thrown through windows and stolen pot plants. A defensible area could be added in front of homes providing privacy and external storage for studio apartments.

Back gardens

The 'back' gardens facing Grenfell and Bomore Road are not currently well used but could provide a more peaceful place for residents to relax and do gardening. The current entrance from the ground floor flats leads straight to the garden making it unclear whether the space is public or private. A defensible space could be created for ground floor flats which would define the external space and make it easier to be used by all. As raised by residents, trees should be well maintained and planting beds could provide opportunities for residents to do gardening.



Back gardens could provide a quieter more private space.

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
1.	Small block with a strong sense of community	Residents agree the scale of the building and its close community is one of Treadgold's strengths. Future proposals should consider and support this.	The design team agrees, Proposals will respect this and build upon it, collaboration with residents will be crucial.	There is unanimous support for this.	
2.	Poor block maintenance	Residents agreed that on going maintenance of the block has been poor.	Addressing outstanding maintenance issues with a rapid repairs programme has been highlighted as an early project.	There is unanimous support for this.	✓
3.	Lift - unreliable and noisy	The lift regularly breaks down causing problems for those with mobility issues. It can be heard by residents in bedrooms and is disruptive throughout the night.	Initial options for the circulation have been explored. This includes options for a new lift and noise insulation. In the short term the lift should be serviced.	There is unanimous support for this. This is a resident priority.	✓
4.	Temporary fire doors	Homes still have temporary fire doors, These do not close properly and are noisy.	It is understood that a process for this has begun. The refurbishment will ensure all homes have robust and safe front doors.	There is unanimous support for this. This is a resident priority.	✓
5.	Fire safety	This has been raised as a key concern, there needs to be assurance the block is safe.	A fire strategy block should be produced as part of an estate wide project.	There is unanimous support for this.	✓
6.	Lighting	There is insufficient lighting in the external space, conversely lighting on the building is too bright and institutional but doors are not illuminated,	A lighting strategy will address future lighting. In the short term temporary lighting should be provided for particularly unsafe areas.	There is strong support for this.	✓
7.	CCTV	There is limited CCTV and some residents believe cameras do not function.	Repair and extend CCTV system.	There is strong support for this.	✓
8.	Mould and condensation in homes	Many residents reported mould and condensation in homes - this is particularly bad near windows and balconies.	Current problems due to cold bridging and poor heating and ventilation will be addressed as part of a co-ordinated strategy for heating and ventilation.	There is unanimous support for this. This is a resident priority.	
9.	Draughty windows	A number of residents complained draughts of cold air are coming through windows. There were additional complaints about water between the panes and flaking plastic.	The windows were installed in 2000 and are nearing the end of their effective lifespan. Options for new windows will be explored as part of a co-ordinated strategy to address heating and ventilation.	There is strong support for this.	

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
10.	Flats are too hot in the summer and too cold in the winter	Residents reported that even with windows permanently open in the summer and heating on in the winter the temperature in flats is not comfortable.	This is due to poor heating and ventilation and will be addressed as part of a co-ordinated strategy for heating and ventilation.	There is strong support for this.	
11.	Asthma and sinus congestion	A number of residents reported poor health and sinus congestion related to humidity in homes.	Issues relating to poor heating and ventilation will be addressed as part of a co-ordinated strategy for heating and ventilation.	There is strong support for this.	
12.	Concerns about cladding	A resident raised concern about the safety of cladding	If a new brick skin is added it will be to improve the temperature in homes and reduce condensation and mould. All materials will be non-combustible. Options will be explored with residents.	There is support for this to be explored further.	
13.	Brick finish	Residents like the style and brick finish of Treadgold House, they describe it as dignified.	The design team agrees. Thermal improvements may involve a new insulated skin for the building. Options for non-combustible finishes will be explored and will include brick finishes. This will be discussed with residents.	There is support for this.	
14.	Green concrete cladding and maintenance of building exterior	Residents have raised the poor maintenance of the building's exterior, materials are stained. The green concrete panels have been raised as a specific issue.	Options for the exterior of the building will be explored. These will consider how materials stand the test of time and age well.	There is support for this.	
15.	Netting on deckways	This should have been installed on balconies, not deckways. Residents would like it removed.	The netting should be removed.	There is strong support for this.	✓
16..	Poor water pressure	Most residents find water pressure inadequate.	Investigate the possibility of providing better water pressure.	There is support for this.	✓
17.	Rubbish disposal	Bin chutes are too narrow, there is no bin enclosure and insufficient bins. There is currently fly-tipping of larger items.	A enclosed bin store will be explored. Improvements to bin stores and large item disposal are being explored estate wide.	There is unanimous support for this. This is a resident priority.	✓
18.	Pigeon Issues	There are significant problems with pigeons, this is making balconies unusable and causing mess on the building.	A co-ordinated approach is needed including initial solutions. Designs will consider measures to prevent pigeons from roosting.	There is strong support for this. Any immediate mitigation of pigeon issues would be appreciated.	✓

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
19.	Rodent and insect issues	A few residents reported pest issues particular in external stores next to homes.	Pest issues will be addressed as part of a programme of rapid repairs.	There is strong support for this.	✓
20.	Small balconies	There was consensus that balconies were too small and did not allow space to sit out.	Future proposals will explore more usable balconies for all homes.	There is unanimous support for improved balconies, but mixed opinion of covered and uncovered options. Both should be explored in the next stage.	
21.	No light on balcony	Residents don't have a light on their balcony	In a lighting strategy resident controlled lights on balconies will be explored.	There is strong support for this.	
22.	Level access	There is concern that there is not currently level access to flats and balconies.	Ease of access will be explored in the next stage, this will include flat and balcony access.	There is strong support for this.	
23.	Uneven pavement and deck surface	Several residents raised trip hazards on both the pavement and deck surfaces.	External and internal surfaces will be addressed as part of the refurbishment.	There is strong support for this.	
24.	Exposed cables on deckways	Electrical cables are exposed near lift on all floors. Residents are concerned this is unsafe.	The refurbishment will assess all existing utilities and improvements will be made where necessary.	There is strong support for this.	
25.	No security to stairs and lift	There is no enclosure to the stairs or lift. If someone gets through the gate they can access all front doors.	Options will be explored for different entrance options with residents. This will include fobbed entrance doors to the lift and stairway.	There is support for this.	
26.	Storage of mobility scooter	An older resident stores their mobility scooter in the circulation. Could this be protected near an accessible charging point?	Options for improvements to circulation will consider the location of the lift and stairs and how circulation could be used more widely.	There was support for this.	
27.	Unsafe steps	A resident is concerned that steps are too steep and too slim in the 3 bedroom maisonettes.	As part of a building survey there will be an assessment of the existing condition and how this compares to current building standards, but significant changes may be difficult to achieve.	This was not raised widely but should still be explored.	
28.	Broken entrance gate and ineffective fence	The entrance gate to the block can be opened without an access fob. Several residents feel this makes the block unsafe. The vehicle sensor also does not work.	There should be an assessment of the perimeter security. Options to create a secure but attractive boundary will be explored. In the short term the gate should be serviced.	There is strong support for this.	✓

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
29.	Entry gate not visible from front doors	Residents are concerned you cannot see who is at the entrance. People ring the buzzer at night disturbing homes.	A video entry system should be installed. This could be explored as an early project. Visibility of entrances will be explored in future proposals.	There is unanimous support for this.	✓
30.	Visual connection to Lancaster West and sports centre	Trees and bushes have been recently pruned. A number of residents enjoy having a visual connection to the leisure center and wider estate.	Options for boundary treatments will explore different degrees of visual permeability. The security implications of each option will be considered	There is support for this.	
31.	Relationship with memorial gardens	The dynamic between Treadgold's garden and the memorial gardens should be considered to allow respectful privacy for both uses.	Options for boundary treatments will explore different degrees of visual permeability. The relationship with the memorial gardens will be explored with residents.	There was strong support for this.	
32.	Gates and fences to rear gardens	The fences to the rear garden are too low. Strangers can jump over them. This is a particular concern for vulnerable families.	Boundary treatment options will explore different heights. The security implications of each option will be considered	There is strong support for this.	
33.	Hidden areas including playground	There are currently hidden areas in the external space. These are used for anti-social or criminal behaviour. This includes the playground, making it unsafe for play.	Designs for a reconfigured external space will minimise hidden areas and ensure overlooking where possible.	There is unanimous support for this.	
34.	Issue with drugs and needles	There is anti-social/criminal activity on the block which causes serious security concerns for residents.	This has been reported to the police. Going forward the design will consider issues of overlooking and will minimise 'hidden nooks'.	This is a legal and management issue.	
35.	Trees	There are concerns that the trees in both the front and the rear garden attract pigeons and make the garden unusable. Residents would like them cut down or maintained.	Existing trees and their impact on the building will be considered as part of a wider strategy for the outdoor space. This will involve the input of a landscape architect. A tree survey should be commissioned to inform future work.	There was strong support for this and different levels of retention should be explored.	
36.	Hard to find	Residents reported that people find the building and its entrance hard to find.	Future proposals will consider primary entrances to Treadgold House. Signage will be designed as part of wider proposals.	There is strong support for this.	

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
37.	There is nothing to do in the garden.	There is no play equipment and the organisation of the garden makes the space hidden and hard to use.	The project will consider reconfiguring the outdoor space so that it can deliver its many uses. This will improve facilities to relax, play and park cars.	There is unanimous support for this.	
38.	No play space and future types of play	There is currently no play equipment. Residents would like play equipment that is suitable for the children in the block.	Options for types of play facilities will be considered as part of a wider strategy for the outdoor space. A temporary play space could test appropriate types of play.	There is strong support for this.	✓
39.	Car Park	The current car park does not have sufficient width to pull into spaces. People from outside the block use the car park so there are insufficient spaces. A future car park should not get smaller.	Proposals will provide more generous parking spaces and manoeuvring widths that meet current standards. The gate will be more secure to ensure spaces are for residents. Proposals will not reduce the number of spaces.	There is strong support for this.	
40.	Electric car charging	Some residents have electric cars. Could charging points be investigated?	Charging points will be considered as part of wider designs.	There is support for this	
41.	Car Park and Ball Games	Due to previous damage a resident raised concern about the proximity of ball games to cars.	Future proposals will consider the proximity of uses and appropriate boundaries between them. Estate wide play facilities will also be considered.	There was support for this to be considered as part of ideas for the external space.	
42.	Storage and cycle parking	There are not enough storage lockers and keys are missing for some existing lockers. There is no cycle storage. People have many bicycles in their homes.	The proposals retain the current number of storage lockers and will provide additional storage if possible. Separate cycle storage will be explored. This could be an early project.	There is strong support for this, ease off access to storage should be considered.	✓
43.	Lack of privacy for ground floor homes.	There is no privacy for flats on the ground floor, strangers knock on doors and run away, throw rubbish through the windows and steal pot plants.	As part of a wider strategy for the outdoor space, defensible space will be explored, particularly in front of studio flats.	There is strong support for this from residents in all flat types.	
44.	Dog mess	There are currently issues with dog mess making the outdoor area hard to use particularly for play. Poor lighting makes this more difficult.	The open space will be reconfigured ensuring hidden areas are minimised. Improved lighting and bin facilities will be provided. An enclosed dog area could be explored.	There is strong support for this.	

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
45.	Pressing maintenance in homes	There are several outstanding repairs in flats including broken boilers, broken shower units, ceiling leaks, plumbing leaks and a reported collapsing floor.	Addressing outstanding maintenance issues with a rapid repairs programme has been highlighted as an early project.	There is unanimous support for this. This is a resident priority.	✓
46.	Poor repair in homes	Residents have reported uneven walls and ceilings, flaking wallpaper and paint, damaged internal doors and floors. Residents would like to ensure this will be fixed.	Interior finishes will be addressed as part of a renovation where required. How this relates to leasehold properties will be clarified at a later date.	There is strong support for this.	
47.	Poor workmanship of installation and repairs to-date	Work and repair to-date have been of low quality; they are delivered with cheap materials and do not stand the test of time. Many residents would rather have no repairs than changes at the current standards.	An assessment will be made of the current condition and quality of installations. Commissioning of future proposals will advocate for better quality and greater resident choice.	There is strong support for this.	
48.	Size of flats	Many residents said that flats were generally a good size, however there were issues with kitchens and bathrooms and the storage in bedrooms.	Following a building survey existing layouts and potential improvements will be explored.	There is strong support for this.	
49.	Kitchen improvements	The current quality of kitchens is poor and their configuration makes them difficult to use. Larders are redundant and there is insufficient storage.	Opportunities will be explored for the organisation of kitchens in all flat types. These should be explored with residents.	There is strong support for this.	
50.	Bathroom improvements	Bathrooms have several issues, including a lack of storage and a need for sanitary ware upgrades.	Opportunities will be explored for the organisation of bathrooms in all flat types. These should be explored with residents.	There is strong support for this.	
51.	Combined bathroom and toilet	The 3 bedroom flats have separate toilets and bathrooms. Some residents would like these combined.	Options will be explored for retaining the current condition and for combining the two rooms into a consolidated bathroom.	There is mixed opinion and both options should be further explored. For those that would like to maintain two rooms, options should be explored for a sink in the toilet.	

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
52.	Bath and mobility issues	Several residents raised that they have severe mobility issues. They are unable to get into the bath and would prefer a walk-in shower unit.	Future proposals will explore options for both showers and baths. If there are urgent mobility issues temporary showers should be installed as an early project.	There is strong support for this. For some residents it is a necessity.	✓
53.	Open plan kitchen/living room	The current kitchens do not work. There is not enough space to cook and certainly no space for a table.	Options will be explored for open plan kitchen/living areas where possible. These will be explored as an option alongside improved kitchens.	There is mixed opinion and both options should be further explored. In both situations more efficient kitchen layouts will be tested.	
54.	No space for a dining table	Residents in 3 bedroom homes in particular have highlighted that there is not enough space for a dining table. This is a particular issue for large families.	Options for 3 bedroom homes should be explored including more open plan spaces in flats which could enable a dining area.	There is strong support for this.	
55.	Additional toilet in the 3 bedroom maisonette	Due to mobility concerns or more privacy for large families several residents are interested in a separate toilet at entrance level.	Options for locations of an additional toilet will be explored with residents as well as how this could impact the entrance level of maisonettes.	There has been strong support for this from residents in 3 bedroom maisonettes.	✓
56.	Bedroom, 3 bedroom maisonette	The smallest room in the 3 bedroom maisonette is very small and hard to use.	Options will explore flat layouts and whether it is possible to make better use of available space.	There is strong support for this.	
57.	Limited space in studios	The studios have limited space and currently have a combined living/bedroom area.	Opportunities for a more rational and resourceful organisation of the limited space will be explored with residents.	There is unanimous support for this from studio residents that have participated.	
58.	Chimneys breasts	These use up space in flats and limit the way that rooms can be used.	Chimney breasts along with home layouts will be explored in more detail in the next stage. This should include input from a structural engineer.	There is strong support for this.	
59.	No change in flat	One resident does not want anything changed in their flat - they love it as it.	Changes will not be compulsory, through there may be some elements particularly to do with utilities and ventilation that might need to be implemented across all flats.	There is support for this to be considered as an option.	
60.	Asbestos	One resident was concerned that there is asbestos in ceiling tiles.	Asbestos reports have been produced for a number of flats. In this instance there does not seem to be asbestos. This should be confirmed.	There is strong support for confirmation of whether asbestos is present in homes.	
61.	Solar panels	A resident raised concerns that proposed solar panels would not work.	Proposals for utilities will be developed by a mechanical engineer and assessed in detail.	There was support for this to be explored further.	

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
62.	Demolition of block	Several residents raised concerns that they had heard the block was planned to be demolished.	The design team explained that in this work there are no planned demolitions.	There was strong support for this.	
63.	Demolition of block	Two residents questioned whether it would be easier and cheaper to demolish the block.	The design team explained that in this work there are no planned demolitions.	This was noted and in wider conversations the residents spoke of what they liked about the block.	
64	Relationship with Leisure Centre	Many residents spoke positively about the new leisure centre and would like to reinforce the relationship between this and Treadgold House.	Options for the external space could explore how this relationship is made stronger both in terms of the position of access and selected materials.	There was strong support for this.	
65.	Organisation and access to storage	Residents raised that the current storage was not well organised and had too many useless doors.	Storage both internally and externally should be assessed as part of future designs.	There was strong support for this.	

# Improvements to your neighbourhood

## Wider neighbourhood ideas:

Key ideas, developed together with local residents, consider safety and security, the quality of open spaces and local streets, architectural identity and the provision of community spaces. As part of the refurbishment of the wider estate, the design and location(s) of nursery and other childcare provision for the estate would be reviewed with residents and service providers with a view to enhancing the current provision.

For more details please refer to the 'Wider Neighbourhood' book which details key concerns, key ideas and possible early projects.

## Treadgold House:

Safety and security as well as quality of garden space have been identified as priorities for residents of Treadgold House. Lighting and landscape strategies have been proposed that will benefit both local residents and the wider neighbourhood in helping to reinforce safer streets and open spaces.



### Key

- ←- - - → Improved local pedestrian and bicycle routes
- ←- - - → Improved surrounding street environment
- Enhancing entrance points
- Improving surveillance and eyes on the street

## Landscape ideas:

Key ideas developed together with local residents consider trees and greenspaces, pedestrian routes, fronts and back gardens, courtyards, playspace and local streets. Outdoor spaces for residents to meet and gather were seen as positive improvements with an emphasis on high quality accessible spaces for practical use.

For more details please refer to the 'Wider Neighbourhood' book which details key concerns, key ideas and possible early projects.

## Treadgold House:

Ideas include a review of existing trees around the building with ideas to replace some which are too cramped for their location. An improved parking layout would retain a practical provision whilst allowing a more generous and attractive garden space to support communal use, away from parked cars. New lighting and consideration to boundary treatments and security would be required within future designs.



### Key

- |   |                    |   |                      |   |                 |
|---|--------------------|---|----------------------|---|-----------------|
| ① | Walkway courtyards | ④ | Lower Clarendon Walk | ⑦ | Camelford Court |
| ② | Whitchurch Road    | ⑤ | Camelford Walk       | ⑧ | Camborne Mews   |
| ③ | Clarendon Walk     | ⑥ | Verity Close         | ⑨ | Treadgold House |

# Energy and sustainability

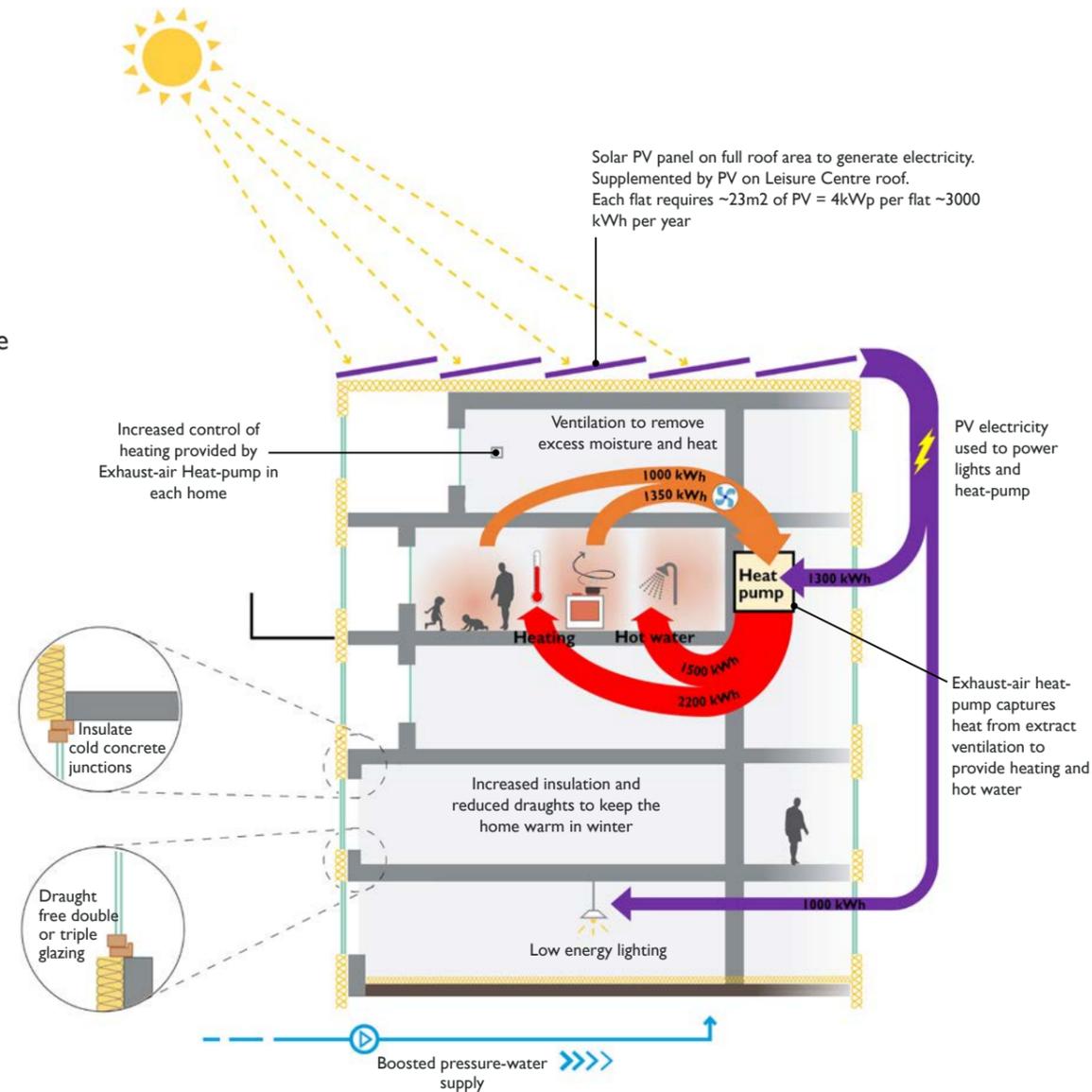
Residents' concerns include condensation, water leaks, draughts, lack of heating system control, insufficient water pressure, summer overheating, energy bills, as well as rodent infestation along pipe routes, exposed gas pipe concerns and poor-quality services installations.

In response, and to make these homes fit for the next thirty years, the proposed idea is to take the opportunity offered by improving the building envelope, to substantially improve the indoor environment and replace many of the aging water and energy systems. New high-performance windows, draught proofing, thermal insulation and waterproofing, together with a choice of external brick or other finishes and solar PV renewable energy generating roofs are proposed. This approach draws on best practice retrofit from around the world, particularly the Dutch 'Energiesprong' where they aim to upgrade each home in a matter of days, with the focus on achieving whole life cost neutrality.

In heating system terms, this offers the opportunity to recycle the waste heat given off by residents, appliances and cooking within each home using individual exhaust-air heat-pumps to deliver both heat and pressurised hot water, as per Danish best practice (see Option 1). By additionally using renewable PV electricity from the roofs, the homes could become zero carbon. Total individual control would be provided, and would avoid the need for fossil fuel gas-fired boilers and distribution pipework. This system removes the indoor generated moisture which otherwise has created condensation issues on the estate when new windows have been installed. In summer the proposed exhaust-air heat-pumps would also cool the ventilation as it creates hot water.

## Suitable for :

- Treadgold House
- Camelford Walk
- Camborne Mews 13-36
- The Walkways
- Clarendon Walk
- Talbot Walk
- Camelford Court



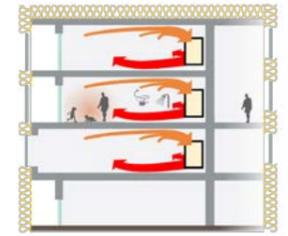
## Heating System

The type of suitable heating system is dependent on the level of thermal insulation. Higher levels of insulation and better glazing mean that waste heat from residents, appliances and cooking could become a sufficient heat source to meet the home space heating and hot water needs, reducing energy needs and residents' bills as shown in Option 1 (above, top right).

If insulation levels are lower, or parts of the building envelope are not insulated, then extra heating would be needed. This could come from

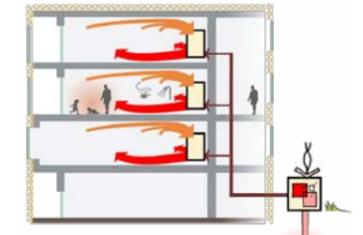
### Option 1 Recommended option: each home has an exhaust-air heat-pump:

- 😊 Recycles waste heat
- 😊 High insulation needed
- 😊 Lower energy bills
- 😊 Individual control
- 😊 Low maintenance costs
- 😊 Electricity powered
- 😊 Enables on-site Zero Carbon



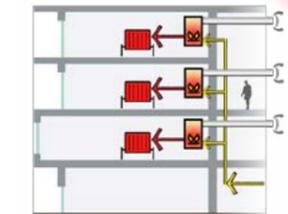
### Option 2 Exhaust-air heat-pumps+communal ground-source heat-pump:

- 😊 If less insulation installed
- 😊 Higher energy bills
- 😊 Individual control
- 😊 Higher maintenance costs
- 😊 Electricity powered
- 😊 Zero Carbon needs additional off-site renewable energy



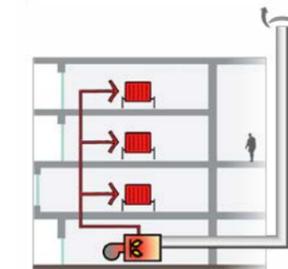
### Option 3 Gas boiler in each flat:

- 😊 If least insulation installed
- 😊 Higher energy bills
- 😊 Individual control
- 😊 Higher maintenance costs
- 😊 Fossil fuel gas use
- 😊 Not Zero Carbon
- 😊 Flue discharges near windows



### Option 4 Upgrade Communal boilers:

- 😊 If least insulation installed
- 😊 Higher energy bills
- 😊 Individual control
- 😊 Highest maintenance costs
- 😊 Highest fossil fuel gas use
- 😊 Not Zero Carbon



a communal ground-source heat-pump as per Option 2. If this extra needed heat is relatively small, then the community heat-pump would only need to run during peak winter.

Where the insulation levels are lower, for example if windows are double glazed only, then significantly more energy needs to be delivered. This would normally be provided by fossil fuel gas, either to serve individual gas boilers in each home (as Option 3), or for renewal of the community heating system (Option 4).

# Community energy ideas

## Buildings become 'Power Stations'

The largest urban renewable energy resource is our roof area. It is ideal for mounting PV solar electric panels, even for roofs that do not face directly south or have a slope. As PV panels can be a significant money earner during their life, current best practice is to set up Community Energy Co's so the local community can directly benefit from this. The new London Plan puts particular emphasis on this approach and there are now grants and financial support for setting up Community Energy Co's.

For the Lancaster West Estate we would aim to significantly upgrade the building envelope and replace the heating and water systems. This would create an opportunity to reduce home energy demand sufficiently to allow each home to be powered by roof PV and hence tap into this financial benefit.

The Community Energy Co. could potentially also mount PV panels across most of the currently unused large roof area of the Leisure Centre to supplement the estate buildings that fall short of the sufficient roof area needed to deliver enough PV power for their homes.



External insulation and prefabricated building elements

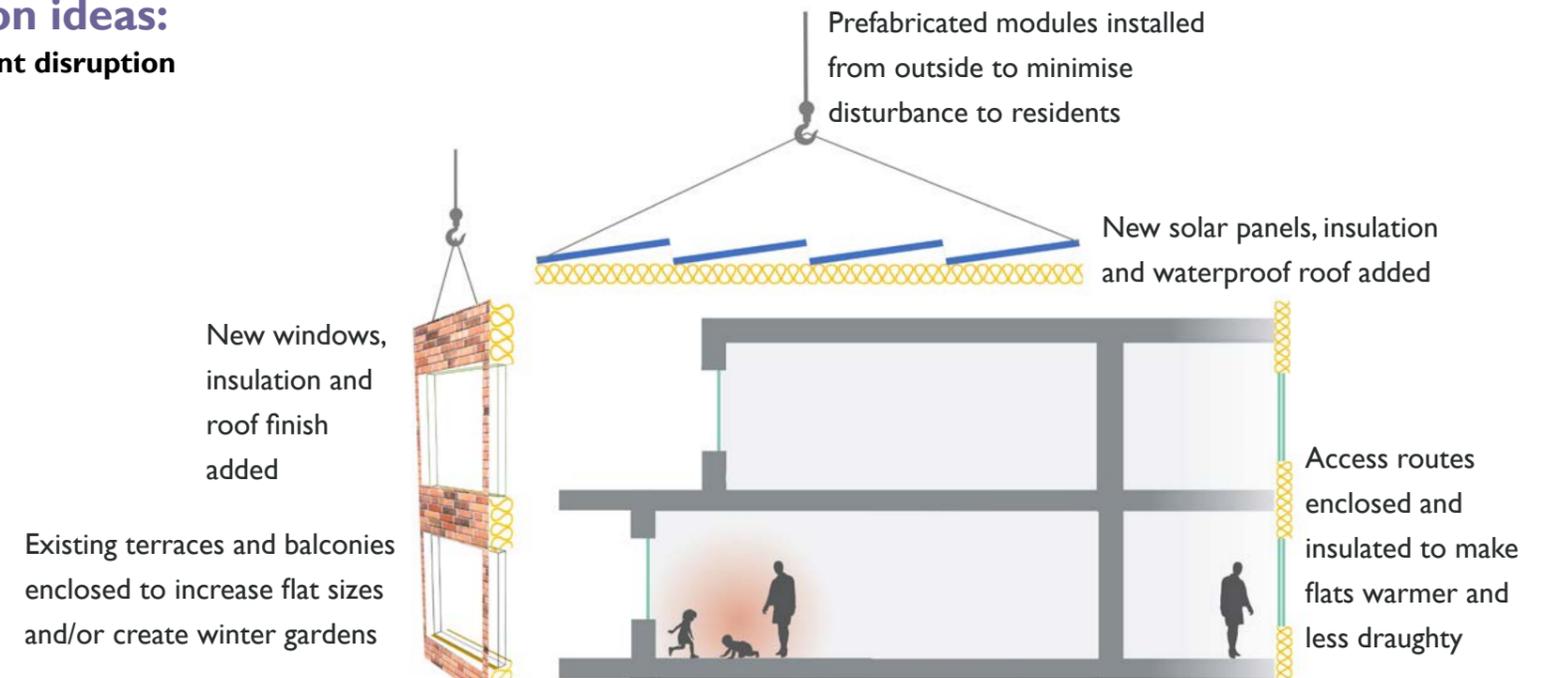


Prefabricated elements to reduce disruption and improve performance



Solar panels

## Construction ideas: Reducing occupant disruption



Buildings as 'Power Stations' - adding solar panels to existing roofs



# Appendix

# Engagement boards: Your homes

## Treadgold House

## Your homes

### Have your say...

Residents we met thought their homes were bright and sunny. Do you agree?

Some residents have told us that the flats can be too cold or too hot. What is your home like at different times of the year?

Do you think your home is in a good state of repair? Is there anything that doesn't seem to work as it should?

We've been told the rooms are a good size and are well laid out. How does your home work for you?

There is no private outdoor space for studios on the ground floor. Would you like one?

Replacement front doors and new windows fit poorly and are draughty.

The balconies are very small - especially on the one bedroom flats. They are too small to sit out.

There are damp patches inside some flats - some from leaks some from condensation.

### Photos of your home:



All homes have some outdoor space



New doors don't fit well



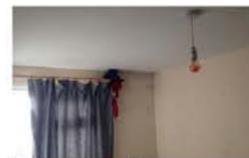
Homes have individual boilers



Doorways are recessed

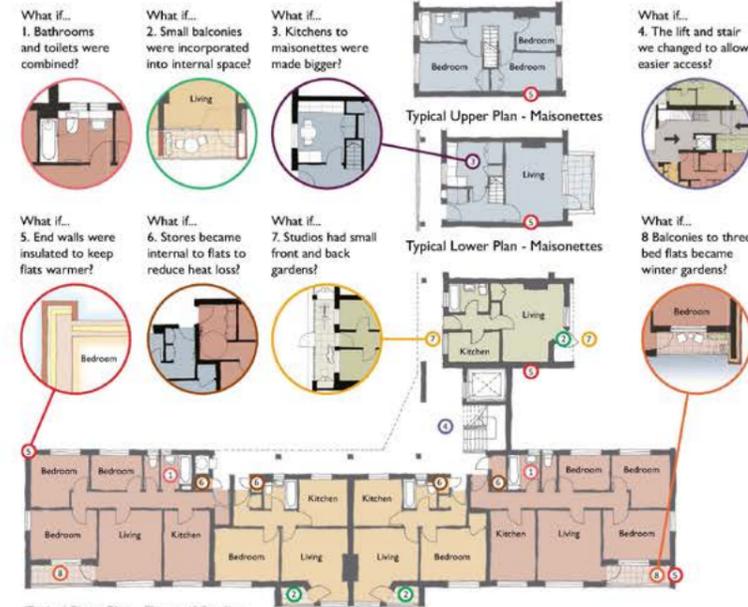


One bed flats have small balconies



Mould growth at cold spots

### Early ideas



Typical Floor Plan - Flats and Studios



How Treadgold House looks now



Some ideas for Treadgold House

### Examples of good design:



Improve small and dark balconies



Rationalise storage to work better



Semi-private garden areas for studios



Winter gardens to reduce cold spots



Better entrances to homes



Bigger kitchens to maisonettes

What are your thoughts...



# Example comments from residents: Your homes

I need a downstairs toilet – it is too difficult going upstairs, this is a big issue.  
(3bed maisonette)

We like the winter garden – we should have this on our decks too!

Fire safety must be the No 1 priority.

Metal balconies will make the pigeon problems worse not better.

Fences and gardens to studios would be great.

Remove doors and walls to existing storage (in kitchen) to make them more open.

Being able to eat in my kitchen would be great.

(3bed maisonette)

Sort the inside of the home before looking at the outside.

The renovation needs to deal with long term maintenance.

Open plan kitchen/living room would be much better.

We need a bigger balcony for our family and more storage.

(3bed maisonette)

# Engagement boards: Your buildings

## Treadgold House

## Your buildings

### Have your say...

The residents we met said they like the sense of community in the estate & love the location. How could we improve this?

People we spoke to said they like that Treadgold House is a small block. What do you think is good about your block?

Original signs are part of the building's history. Do you think they should be kept or is it time for a change?

Residents told us they enjoy being able to talk to each other from the decks. How could we improve the sense of community?

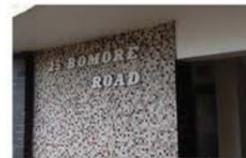
Do you feel secure in your home? If not, could you explain why?

Have you experienced problems with the lifts? How do you feel using them?

Some residents have reported problems with pigeons. Do you agree? If so, how does this affect you?

Some residents would like more space for refuse storage, parking and play areas. Do you agree?

### Photos of your block:



Original signage is in good condition



Attractive building and gardens



Views from decks create community



No bin storage



Mess from pigeons



Entrance is not overlooked by flats

### Early ideas



Road layout 1963



Road layout today



Current garden and parking layout



What if... A new pedestrian entrance was added from the north and cars were moved away from homes?



What if... A new pedestrian gate was added on Bomore Road and ground floor flats had small gardens?



What if... Parking, gardens and a play area each had a defined space?



Create a friendly welcome, addressing storage issues and improving the communal gardens

### Examples of good design:



New external/bike stores



New windows



Refurbish original signage



Attractive, car-free gardens



Alternatives to concrete panels

What are your thoughts...



# Example comments from residents: Your buildings

The garden is a nothing at the moment.

Big sign saying 'Treadgold House'- nobody can find us at the moment.

Better lighting is needed

We used to put out plants but people stole them so we don't bother anymore.

There is not enough lighting on the staircase – switch it on earlier or have on a sensor.

The play area is too hidden at the moment. There should be a playground.

I'd like the parking to move away from the front doors. It would be great to have a front garden.

The stores are not in good condition but are useful.

Nothing has been done to maintain the block.

We need a bin store to keep things tidy.

The main gate is not secure and the entrance is unsafe. People come in who we do not know or who do not live in the block

# Engagement boards: Promise to residents and FAQs

## Promise to residents

### Refurbishing Lancaster West

The council has promised to refurbish our estate. The promise is to do this “sensitively”, collaboratively” and to create a “model for social housing in the 21st century”. The council have set out 10 principles describing what this programme aims to achieve and how the council will work with residents, they are:

- **The refurbishment will be resident led**
- **All refurbishment work will be done sensitively and in co-operation with residents**
- **There will be no demolition work 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**

## Reassurances

The improvements to the Lancaster West Estate will be designed to last for the foreseeable future. Residents will be consulted on any future work after the delivery of the programme.

The refurbishments will not result in rents rising above the going housing rates payable in the rest of the borough.

We aim to make your home safe, comfortable and warm. Where we can do this through the reduction of gas and electricity use we will pass on the savings in service charges directly to residents.

## Grenfell Site

Work continues on the Grenfell Site. It is conducted by the independent Grenfell Site team, who provide updates to the Council and community. It is estimated that the Tower will be fully wrapped in June. The police expect the site to remain a crime scene until the summer, as they complete their thorough investigation within the Tower.

The bereaved, survivors and the wider community will be at the heart of the decision making regarding the future of the site, working in accordance with a set of principles that they have agreed with the Council and the Ministry of Housing, Community and Local Government (MHCLG). These principles were published on 1st March.

## Frequently Asked Questions

### Questions and answers about the Lancaster West Co-design Process

#### What is today's event about?

The 'Lancaster West Ideas Day' is part of a series of activities that will develop a refurbishment plan for the estate. The meeting is co-organised by the Lancaster West Residents' Association and the Council. Today features top architects who will listen to residents and use their ideas to generate plans for the estate. The plans will be co-designed by residents, this means the council and residents will work together to produce designs for the new estate and refurbishment works

#### Who is organising today?

This co-design process is resident-led and supported by the council. NewmanFrancis and Fluid are independent advisers working for the residents, they are also helping to arrange it.

#### I cannot stay long today - how can I provide ideas?

There will be a website set up to capture people's ideas at [www.lancwestrefurb.com](http://www.lancwestrefurb.com). Alternatively, if you prefer please email the Lancaster West estate neighbourhood director [steve.jacobs@rbkc.gov.uk](mailto:steve.jacobs@rbkc.gov.uk) or drop by the Estate Office at Unit 2, Baseline Studios, Whitchurch Road.

#### Who can take part? Who is the refurbishment for?

Residents from Hurstway Walk, Testerton Walk, Barandon Walk, Treadgold House, Verity Close, Camelford Walk, Upper Camelford Walk, Clarendon Walk, Upper Clarendon Walk,

Lower Clarendon Walk, Talbot Walk, Upper Talbot Walk, Camelford Court, Talbot Grove House, Morland House, Camborne Mews and from Grenfell Tower & Grenfell Walk can all take part.

#### What about my current repair issue

The Council's neighbourhood team are happy to help. Representatives are attending today. You can also reach them at the Estate Office, at Unit 2, Baseline Studios, Whitchurch Road. If you prefer to call them, please call 07710053437 or 07710053431. Their office opening hours are currently Monday – Friday 9am to 5pm.

#### Is Bramley House part of this process?

The council are currently talking to Bramley House residents on their own refurbishment process.

#### What is the aim of the process?

Following the Grenfell Tower tragedy, there was clear recognition of the need to make real improvements around the estate. With that in mind, both local and central Government have committed funding to support an ambitious and resident-led refurbishment of the estate. The council has said that it aims to create a model estate for the 21st Century and that this work will be carried out collaboratively and sensitively.

#### Will there be any demolition?

There will be no demolition work of people's homes on the Lancaster West Estate.

#### What happens after today?

At the end of this stage of the consultation process each block will have an Ideas Book of design ideas, resident feedback and proposals for early projects. In stage 2 of the refurbishment programme, residents will work with staff to select block and estate architects. Once selected architects will work with block or cluster groups and the proposed Resident Steering Group to develop viable, detailed and costed proposals.

#### Will leaseholders be expected to pay for this refurbishment work?

Leaseholders will not be expected to pay for improvement work to the common parts of the estate. At this early stage of the co-design work we are still determining what works residents would like to see on the Lancaster West Estate.

This co-design process involves all residents on the estate. The council is already listening to the concerns of leaseholders and the council will keep them informed as this work progresses.

#### Who made the decision regarding appointing the consultants involved in the process?

The Ministry of Housing, Communities and Local Government (MHCLG) identified a range of architects based on their relevant skills and experience. The Residents' Association agreed the architects and added others with local knowledge. The selection was done this way to ensure that the process could get underway quickly with the right specialist support. Residents will be involved in the selection of consultants for future stages of the refurbishment.

# Engagement boards: Way forward - indicative timeline



# Further information: Cluster meeting boards

## Ideas for Exploring flat layouts

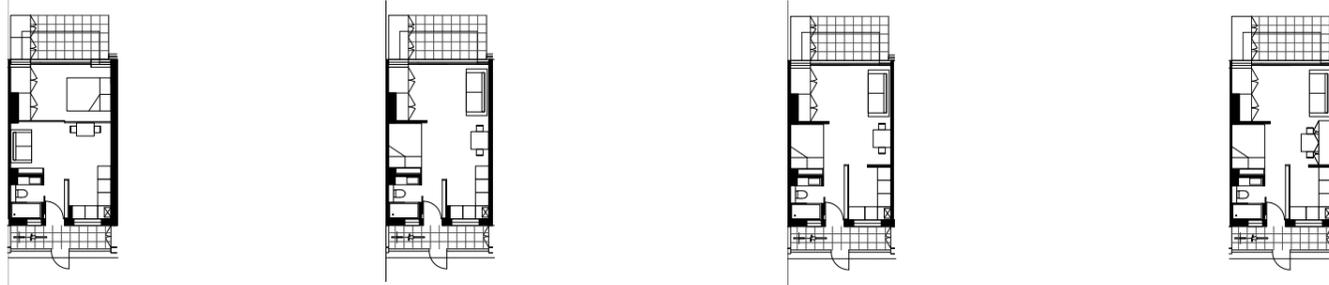
Treadgold House, Lancaster West

06 Feb 2018

### Type A Studio Flats

#### Key ideas to be explored

- Removing larder from kitchens
- Defensible space at front of flat
- Open plan kitchen
- Efficient use of limited space
- Opportunities for external storage



### Type B 1 Bedroom Flats

#### Key ideas to be explored

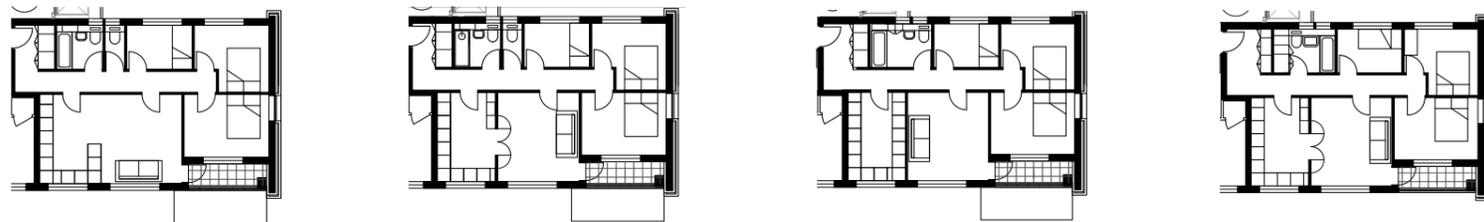
- Organisation of bathroom and opportunities for storage
- Organisation of kitchen
- Improving small balcony



### Type C 3 Bedroom Flats

#### Key ideas to be explored

- Opportunities for bathroom and toilet organisation
- Wintergarden
- Opportunities for both open plan and separate kitchen/dining
- Options of bathrooms with showers



### Type D 3 Bedroom Maisonettes

#### Key ideas to be explored

- Organisation of kitchen and storage
- Possibility for toilet on entrance level
- Cupboards in bedrooms
- Organisation of bathroom
- 'Box' bedroom



**Ideas for Deckways**  
Treadgold House, Lancaster West

06 Feb 2018



Existing deckway condition



Idea 1: Improved deckway



Idea 2: Enclosed deckway



Existing deckway condition



Idea 2: Enclosed deckway



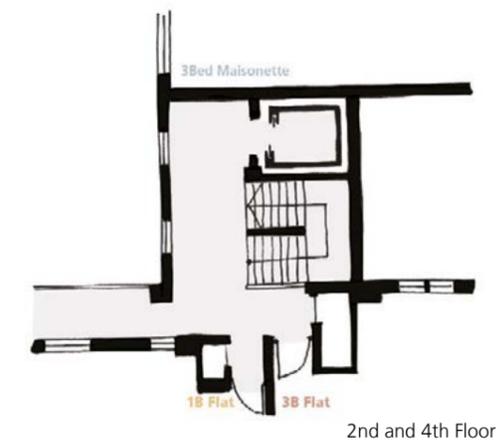
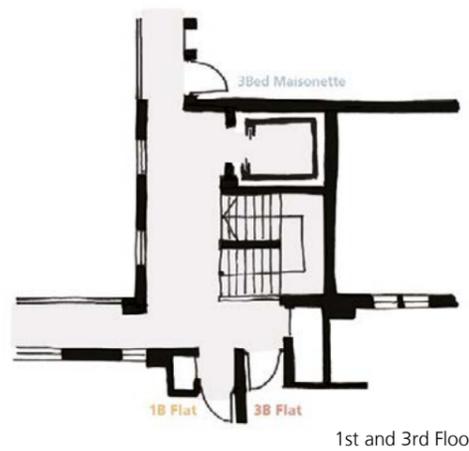
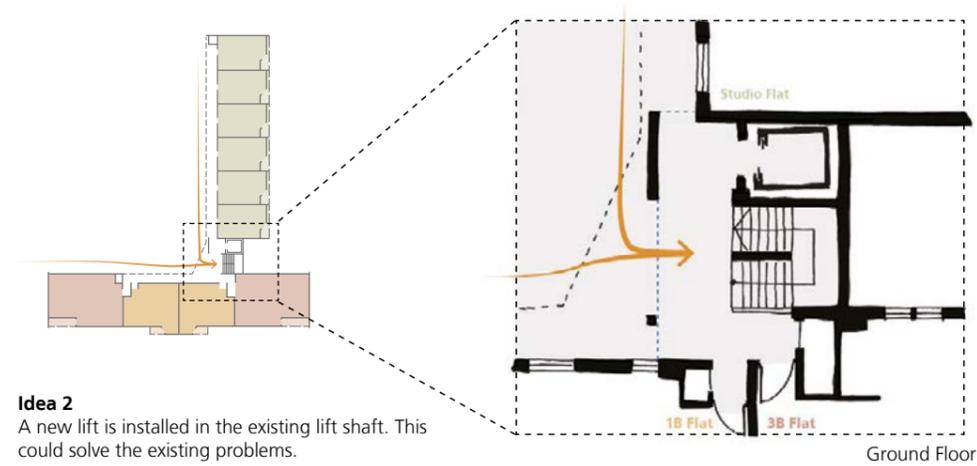
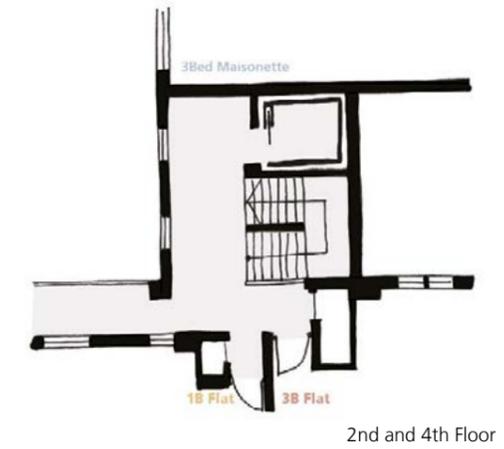
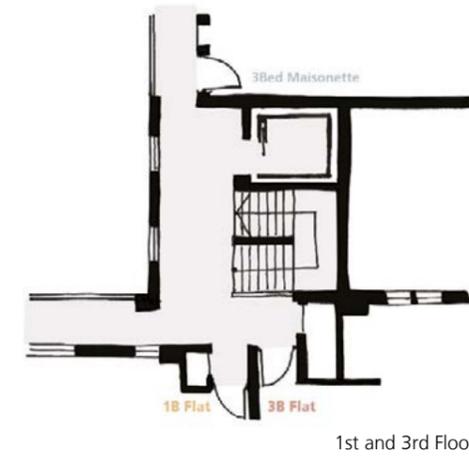
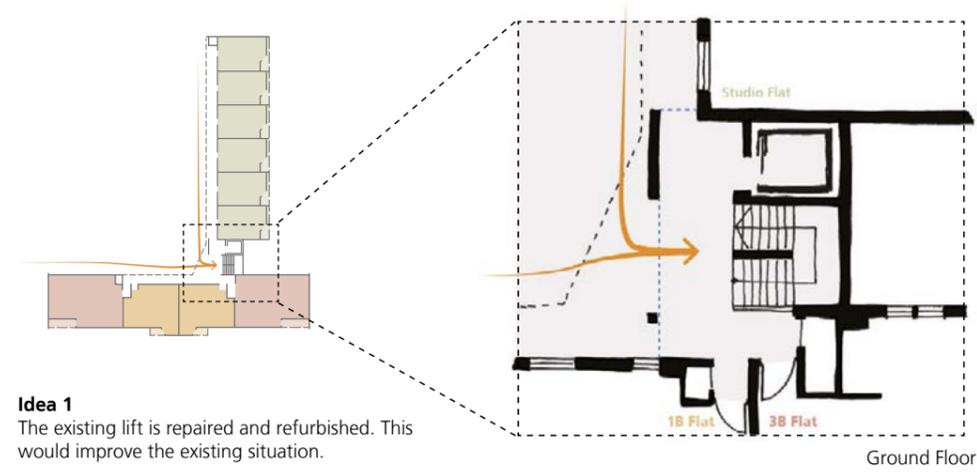
Example of an enclosed deckway

# Further information: Cluster meeting boards

## Ideas for Entrance and Circulation

Treadgold House, Lancaster West

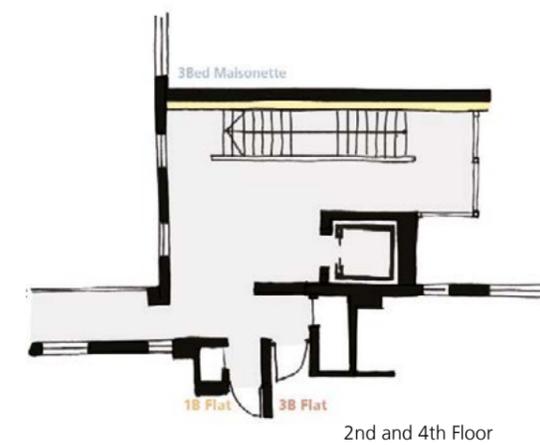
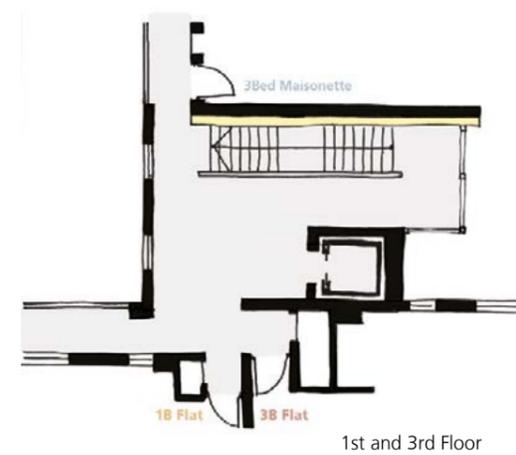
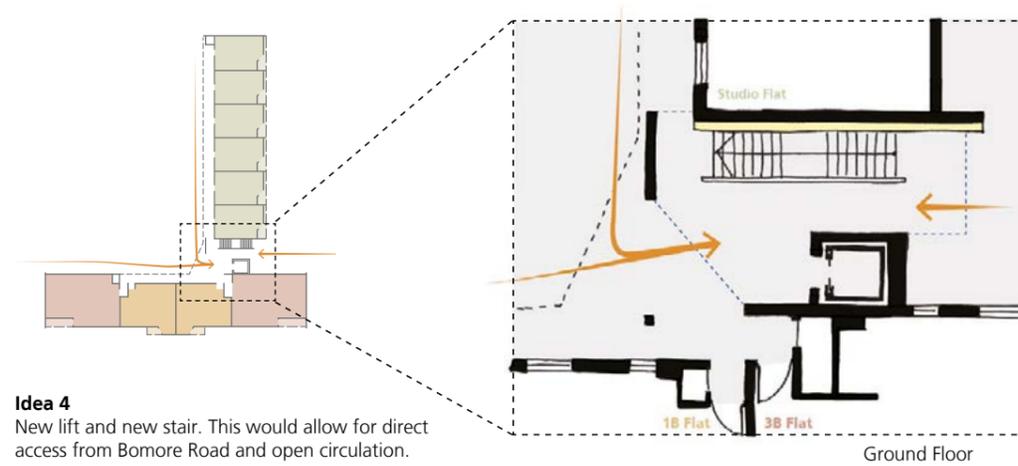
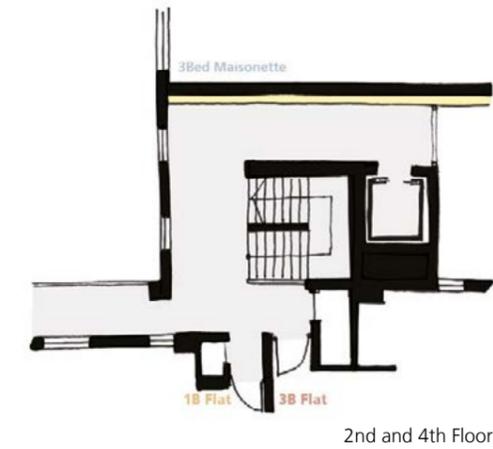
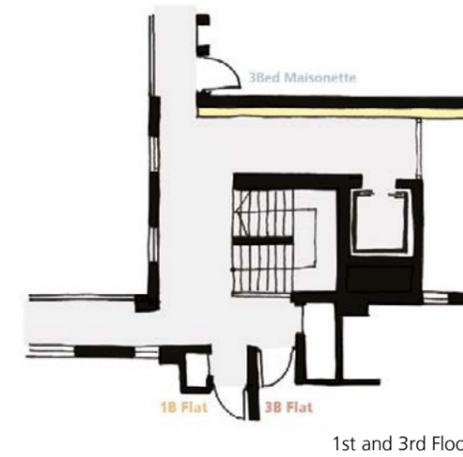
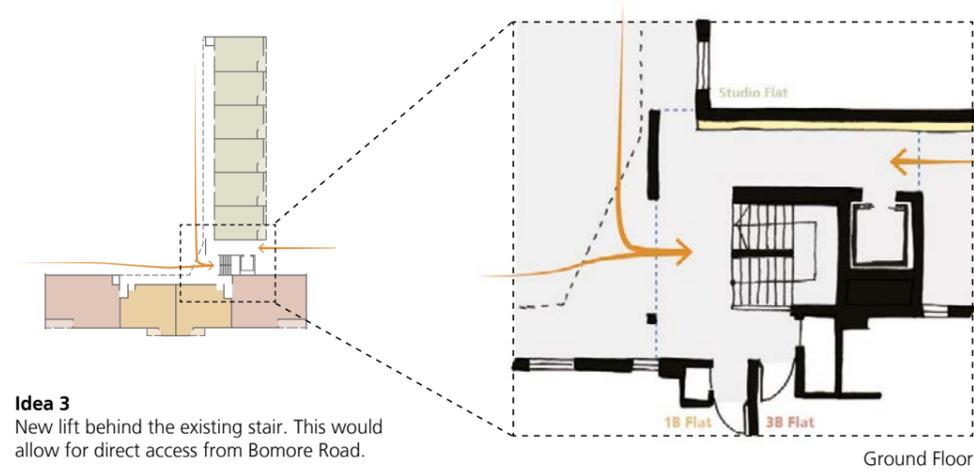
06 Feb 2018



## Ideas for Entrance and Circulation

Treadgold House, Lancaster West

06 Feb 2018

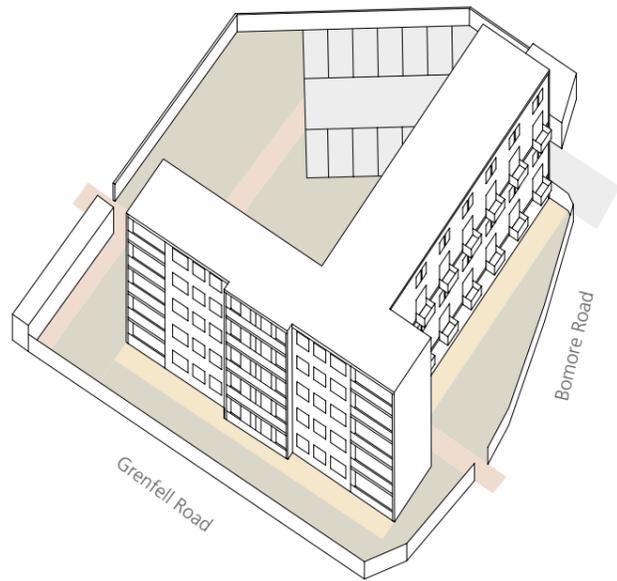


# Further information: Cluster meeting boards

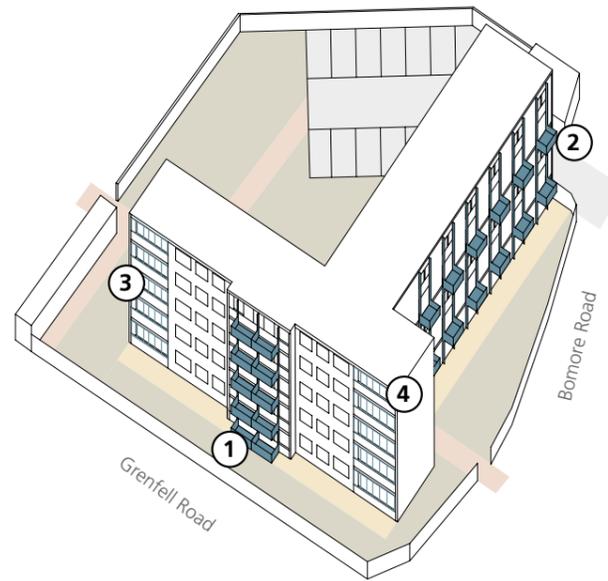
## Ideas for Balconies

Treadgold House, Lancaster West

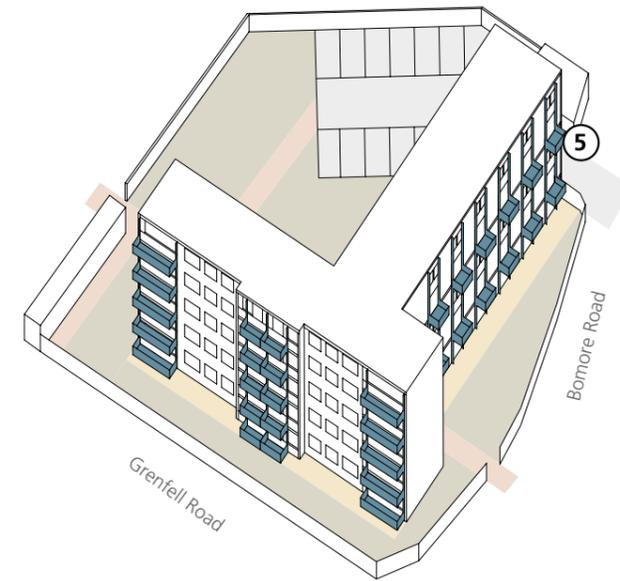
06 Feb 2018



Existing condition



Study 1



Study 2

### Balconies: key ideas that should be explored

1. Adequate usable space
2. Measures that could improve temperature and moisture in homes
3. Opportunities to maximise light in homes
4. Options for enclosure
5. Consideration of pigeon issues



Larger balconies would enable an extension of the living area.

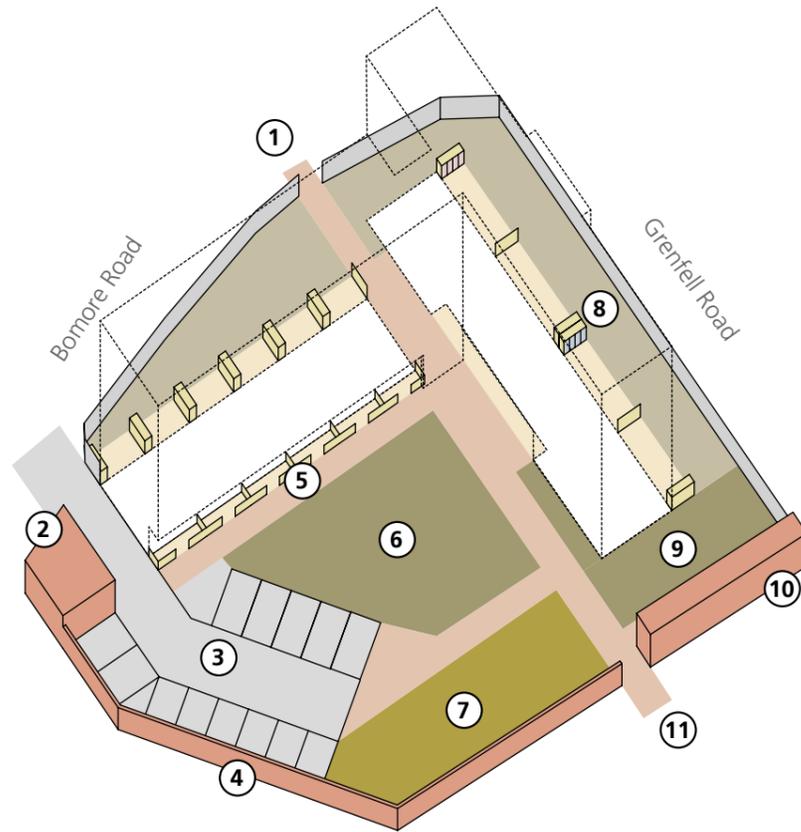


Winter gardens could provide year round amenity

## Ideas for Outdoor Space

Treadgold House, Lancaster West

06 Feb 2018



1. A new entrance from the south could provide direct access from Bomore Road



2. A new bin store for a clean and organised shelter and more rubbish bins



3. A reorganised car park with the same parking capacity in a more usable format and a separate entrance for vehicles



4. A new perimeter wall with a better material relationship with Treadgold House that provides a secure perimeter and a visual connection to the sports centre and public space



5. Defensible space in front of the studios could provide more privacy



6. A communal front garden that is a place for residents to relax together outside



7. A play area under the trees with a range of play equipment for the younger members of Treadgold House



8. Back patios for flats on the ground floor and tidy back gardens that are a peaceful place for all



9. A small area could be identified for dog walking with a dog waste bin



10. New storage sheds could provide more residents with secure outdoor storage



11. A new entrance from the north could be safer and more visible pedestrian connection from the public space outside the sports centre

## Further information:

Website: [www.lancwestrefurb.com](http://www.lancwestrefurb.com)

This document is available to read in other languages. To request a translated copy of this book or for more information please contact NewmanFrancis on:

Freephone: 0800 644 6040 (free from landlines)

Office: 020 8536 1436

Email: [lancasterwest@newmanfrancis.org](mailto:lancasterwest@newmanfrancis.org)

A hard copy of this book can be found at Baseline Studios and with your block representative. Please use the contact information above to find out who your block representatives are.

To contact Kensington and Chelsea Council on any issues related to the Estate, please:

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

Or visit them at: Unit 2, Baseline Studios, Whitchurch Road.

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## English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

## French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

## Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

## Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

## Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

## Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

## Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.