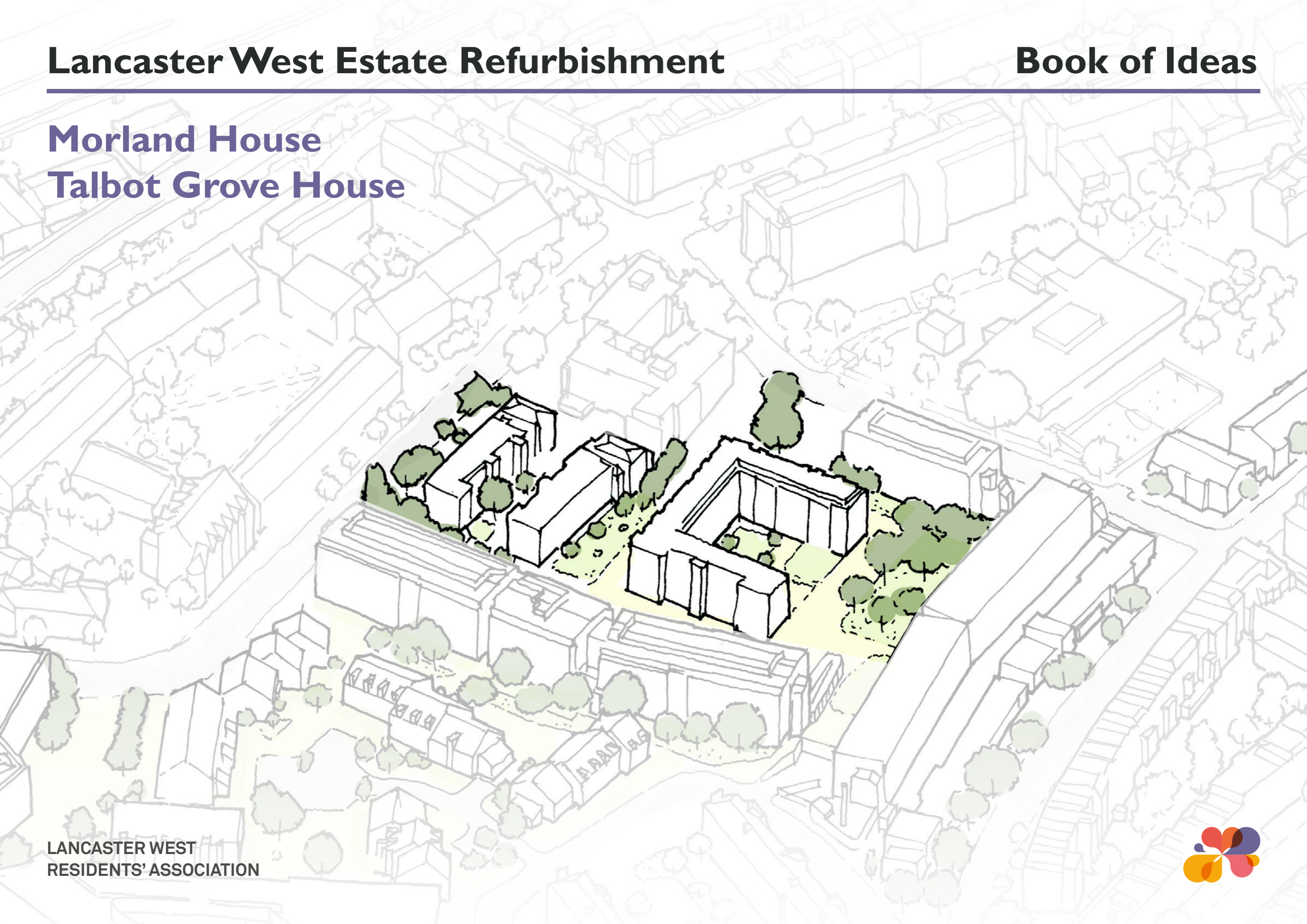


**Morland House**  
**Talbot Grove House**





# 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:

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.

**“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 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 Morland House and Talbot Grove 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 buildings

Morland House and Talbot Grove House date from the 1930-40's, and feature stairs leading to open access decks, with ungated communal spaces between buildings. Both blocks suffer from poor maintenance, single glazed windows and lack of lifts. Security is also a major concern, both in terms of block access, and the spaces between the buildings. There is a lack of external open space, both communal and private, which is poorly designed and not easily accessible.

## 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 Morland House and Talbot Grove House to collect resident comments on current conditions and possible ideas for new refurbishment works:

- Resident Ideas Day, Kensington Leisure Centre, 27.01.2018
- Block meeting 1, Latymer Centre, 07.02.2018
- Block meeting 2, Methodist Church, 07.03.2018
- Individual resident consultations: 7 No. 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



Morland House



Talbot Grove House

## Your concerns:

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

- Numerous concerns about the lack of continued maintenance of and around the blocks.
- Electrical, plumbing and drainage systems in urgent need of upgrading.
- Guttering and drainage is badly maintained and urgently in need of repair to prevent flooding.
- Bathrooms and kitchens in need of upgrading.
- Performance of existing sash windows and concerns about lack of double glazing.
- Accessibility issues especially for the disabled, the elderly or single mothers.
- Flooring badly maintained and potentially dangerous in some communal areas.
- Concerns about design, safety and access to communal external areas, entrances and cores.
- Sound insulation between flats and shared areas is poor.
- Lack of and poor usage of existing open spaces.
- Lack of bike storage and recycling bins.



## 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.

- Develop flexible “open plan” layout options to increase the feeling of spaciousness inside your homes.
- Create a private balcony, roof terrace or patio for each home.
- Make the communal exterior courtyards and gardens more accessible to residents.
- Create new, secure and clearly identifiable main entrances for each block.
- Install lifts to existing blocks to improve accessibility for disabled or elderly residents and make deliveries easier.
- Safer access to Morland House’s internal courtyard by re-landscaping and creating a better and safer entry from the street.
- Remove barriers and fencing where possible to improve connections across the estate.
- Create a small community pavilion to serve residents on the east side of Lancaster West Estate.

## 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.

- Blocked guttering and drainage to be repaired to prevent further internal flooding.
- A community building could be created along the edge of Talbot Grove House courtyard.
- Security to Morland House could be made better by remodeling the internal court and improving visibility.

## 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



## Maintenance and repair

Both Morland House and Talbot Grove House were originally constructed in the late 1930's with the last major refurbishment carried out in 1975. Over the intervening years many long-term maintenance issues have developed that now require urgent attention. The majority of these issues will be addressed in the enhanced Repairs and Maintenance Strategy that is being developed for the Estate as whole.

## Poor Services

All flats inspected had major problems with their electrical, plumbing and drainage systems. Conversations with residents made it apparent that this was a recurrent problem in both Morland House and Talbot Grove House. It is clear that any upgrade to existing flats would first have to address these issues. The main concerns raised by residents were:

- Poor water pressure and lack of hot water.
- Rusted water tanks.
- Leaky plumbing and drainage.
- Foul and storm drainage overflowing on the ground floor.
- Surface mounted electrical services prone to damage.
- Insufficient number of electrical points.

## Gutter maintenance and flooding

The guttering at Talbot Grove House and Morland House needs urgent cleaning. Its current condition has caused successive flooding to various flats. In the short term, the immediate cleaning of the guttering would prevent further flooding and in the long-term further, technical investigation may provide a detailing solution that could prevent flooding in the case of poor maintenance.

## Kitchens and bathrooms



All the bathrooms and kitchens inspected were in need of an upgrade. Some of these dwellings had already received such an upgrade recently. However, residents commented that the materials and workmanship was sub-standard and many had deteriorated rapidly. The more fundamental issues relating to the condition of existing electrical, plumbing and foul drainage services had also not been taken into account.

Some residents suggested that they would like to see a degree of variation available when offered an upgrade. Other residents requested that the option of a shower tray, rather than a bath could be offered to gain space within flats.

Given the past experiences of many of the residents there were concerns about quality control of any new work. Residents wanted to know what protocols could be put in place to ensure quality.

Not all residents wanted a bathroom or kitchen refit and it was noted that nobody would be forced to upgrade these rooms.

## Window performance

Both Morland House and Talbot Grove have single glazed wooden sash windows, except in their mansards where single glazed white PVC windows are used. A number of residents commented that they couldn't open their sash windows properly, that their windows were drafty and rattled on windy days. On the ground floor, residents were particularly concerned with security, whilst in the Mansard level residents were more concerned with leaking windows and ventilation.

Some residents have requested the possibility for replacing existing wooden sash units with double glazing. However, there were concerns that this could affect the historical character of the blocks which was generally liked and some residents strongly resisted the idea of replacement PVC or equivalent windows.

## Accessibility issues



Talbot Grove House is made up of three blocks which form a "U" shape around a courtyard. Access to individual flats is currently either directly from the ground floor or via a stairwell that is situated on the



street side of the block. Talbot Grove has three stairwells, each serving 10, 12 or 10 flats respectively over 4 floors, with the last floor formed primarily by two storey maisonettes. Similarly, Morland House is made of two blocks facing each other, each with a stairwell accessed from the internal courtyard and serving 12 homes over 3 floors. The top floor consists of two storey maisonettes.

The higher floors of both Morland House and Talbot Grove House are currently very difficult to access by elderly or disabled residents. Similarly, residents commented that families with young children have trouble accessing homes on upper floors.

It was observed that the communal stairs are very narrow and residents noted that the delivery of furniture and white goods is currently very difficult.



## ➤ Safety, access and privacy

Ground floor windows and front doors generally do not have 'defensible' thresholds, making these areas vulnerable to anti-social behaviour. Residents commented that dogs often gain access to these areas, and residents reported attempted break-ins. Talbot Grove House is particularly vulnerable in this respect as the ground floor flats are accessed directly from the Lancaster Road.



Morland House is accessed via an internal semi-private courtyard with uncontrolled access. Most residents complain that strangers constantly come into the courtyard and that they didn't feel safe due to poor visibility across the courtyard caused by the overgrown trees and shrubs. Residents felt that the courtyard was a security issue that was worse at night time and that the ground floor is particularly exposed. Flats located on the upper floors are accessed via a secure gate at the base of the stairwells. Residents commented that the gate was poorly designed, unsafe and hidden from view. Most, but not all, residents would like to see a better defined main entrance with better lighting, CCTV and a better entry door system.

## ➤ Noise issues

Many residents complained about noise issues with nearly all residents commenting that there is substantial noise transfer between homes, between homes and communal stairs/walkways, and between rooms within each flat, both vertically and horizontally. Residents who lived adjacent to the communal stair commented that the noise issues were particularly bad in this area.

## ➤ Communal amenity space

Most residents felt that there was a lack of communal open space and that the current space is poorly designed and not well used. Most residents supported enhancing the landscape areas and improving access to these areas, but did not support the idea to opening them to those who didn't live in the adjacent blocks.

In the case of Talbot Grove House, the communal amenity space is a large open external courtyard facing east, accessible via a stairwell in one of the blocks or through the gates on the eastern boundary. Both access points are generally locked with only one resident having a key and so are difficult for residents to use.

Morland House has communal amenity spaces on either side of its blocks and also an external entry courtyard on their inner side. Some residents felt that the outer amenity spaces with its mature trees were useful buffers against the street and didn't support the development of other uses in these areas, but did comment that they would like to see some more private outdoor space for ground floor homes. Most residents considered the internal courtyard to be their main communal space and welcomed a redesign of this area.

The principal concerns/ideas raised by residents were:

- Improvements to courtyard security.
- Replacement of existing trees.
- Creation of a more urban character.
- Removal of dirt flooring.
- Provision of seating, play or resident gardening areas.
- Provision of dedicated storage or secure bike parking areas.



# Concerns and ideas: In detail

## An Opportunity for improvement

Talbot Grove House is a five storey building made of three separate blocks formed around an external communal courtyard and consists of the following 45 homes:

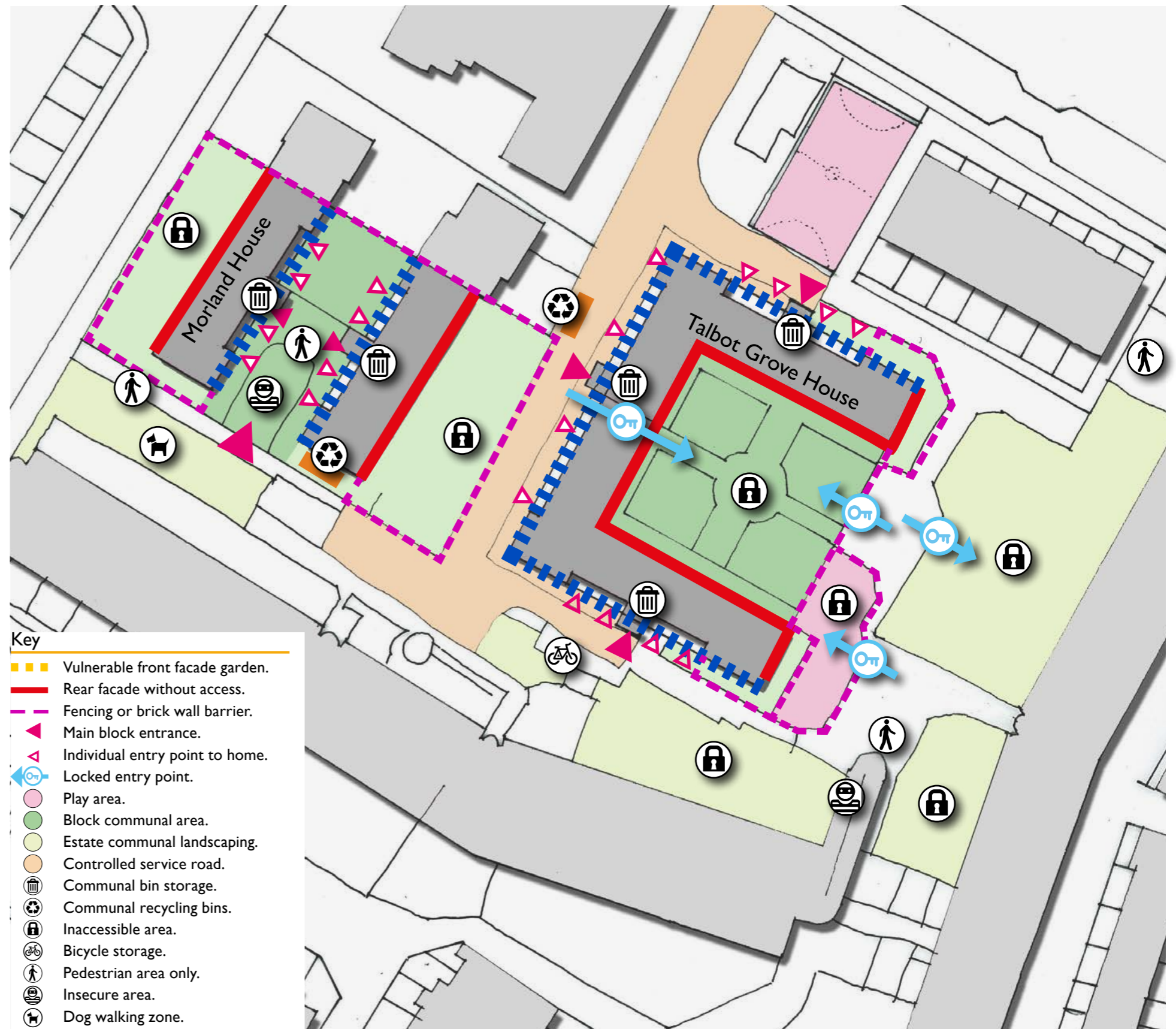
- 4 x 2 bed 3 person flat
- 18 x 2 bed 4 person flat
- 11 x 3 bed 5 person flat
- 1 x 4 bed 7 person flat
- 2 x 2 bed 3 person maisonette
- 4 x 2 bed 4 person maisonette
- 5 x 3 bed 5 person maisonette

Morland House is made up of two parallel blocks, separated by an external entry courtyard. Overlooking the street are two additional communal spaces, where matures trees are located. Each block has four storeys and together they contain the following 34 homes:

- 18 x 1 bed 1 person studio flat
- 10 x 1 bed 2 person flat
- 4 x 2 bed 3 person flat
- 2 x 2 bed 4 person maisonette

Both Talbot Grove House and Morland Houses saw a substantial refurbishment in 1975. This resulted in a very varied layout with a large number of different flat layouts. Each block also has a limited amount of communal open space which is difficult to access and is currently under used by residents. Most homes have no private amenity space.

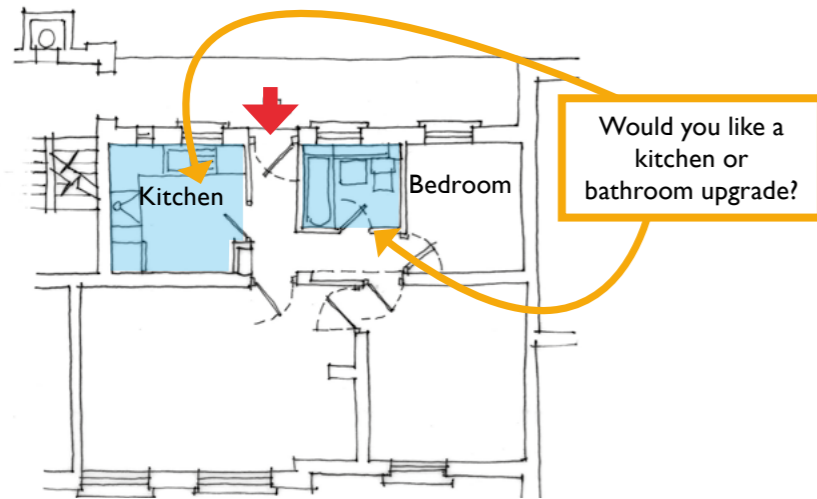
Refurbishment would offer an opportunity for the reassessment of flat layouts, on a flat-by-flat basis, to meet the needs of each household; to improve communal amenity spaces; and provide new private outdoor space for homes.



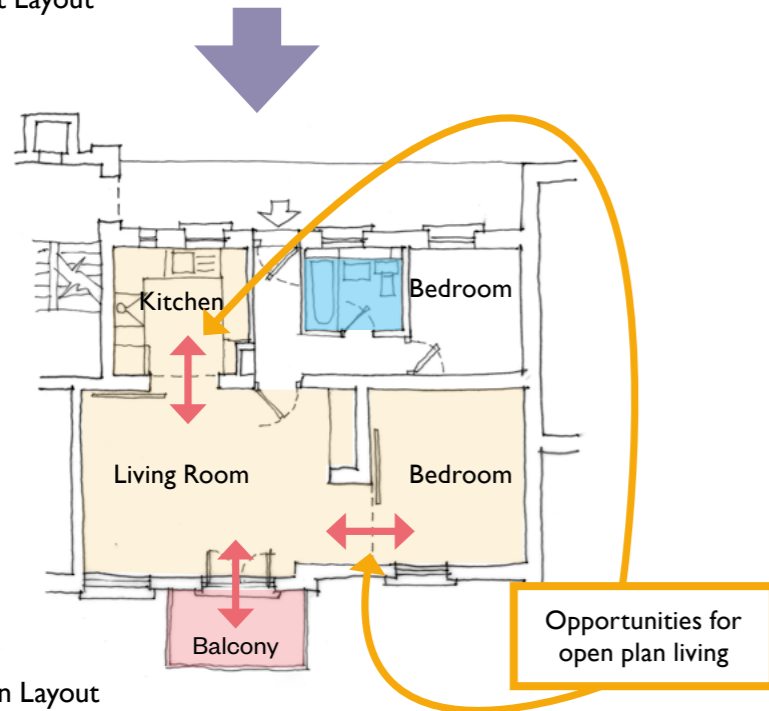
Constraints & Opportunities at Talbot Grove & Morland Houses



➤ Improving Flat Layouts



Typical Flat Layout



Open Plan Layout

Most residents like their homes, despite the fact that they are small by modern space standards.

Due to the construction of both blocks it will be difficult to physically increase the size of flats without losing homes overall, but internal flat

layouts could be made brighter and more flexible to use by making them more open plan, subject to resident discussion.

Though flat layouts vary widely, initial investigation suggests this would be possible by introducing the following strategies:

- Open kitchens to the living room
- Using sliding doors more between rooms to save space and help flexibility.
- Combine small unusable rooms or unwanted storage areas to make rooms bigger.

These ideas were generally supported by residents, but not everyone. Therefore any works would have to be agreed with each household. Larger homes could also be created by combining flats but it was agreed with residents that this would again only happen by agreement with the residents involved.

Some residents expressed concerns about leaving their flats during the refurbishment. It was explained that disruption would depend on the extent of the works to each home. This might range from no need to leave your home but the works taking longer to leaving your home and then moving back, but the works carried out more quickly.

It was agreed that residents would be involved in any decisions on both the extent of the works and how they would be carried out, including decisions on moving out of your home temporarily.

➤ Creating new private outdoor spaces: balconies, patios and gardens

Both blocks currently have very little private outdoor space such as balconies, patios or private gardens. Residents generally supported the idea of creating small new private balconies, roof terraces or rear gardens for every home, but would need to understand what changes would be necessary to existing window openings to allow access.



A room with a balcony



Proposed new balconies and patios at Morland House



# Concerns and ideas: In detail

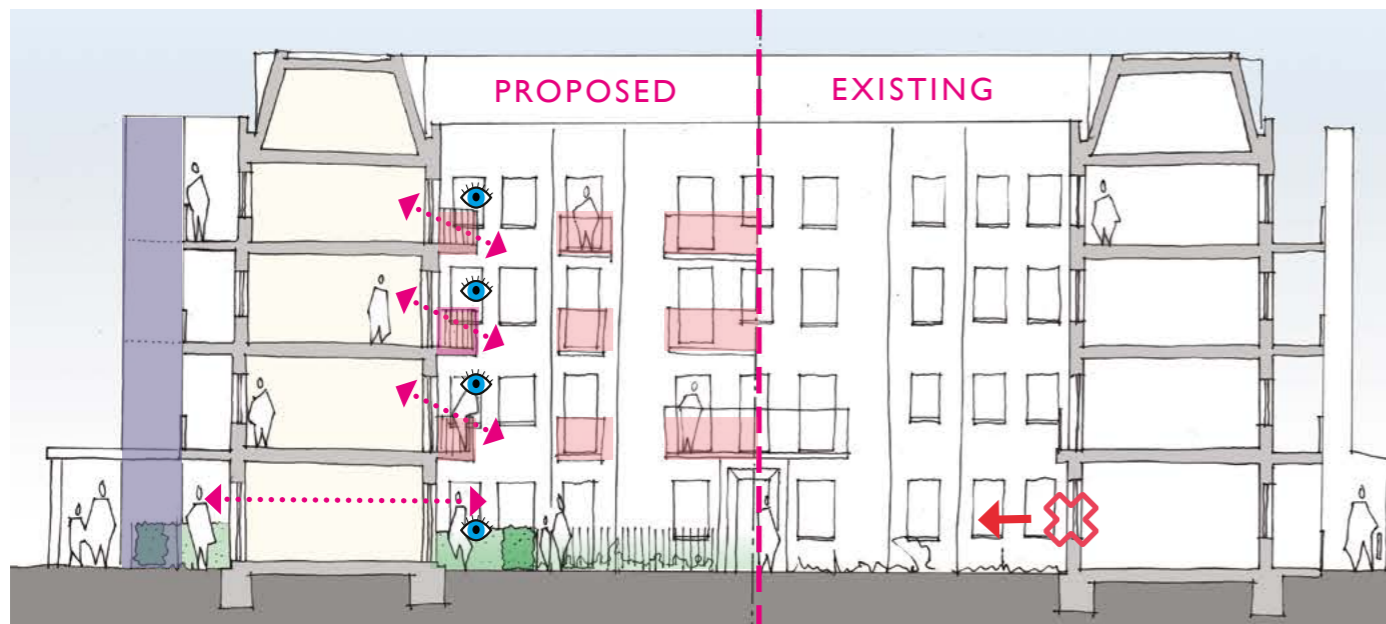
Where could we place a balcony, a garden or a lift?



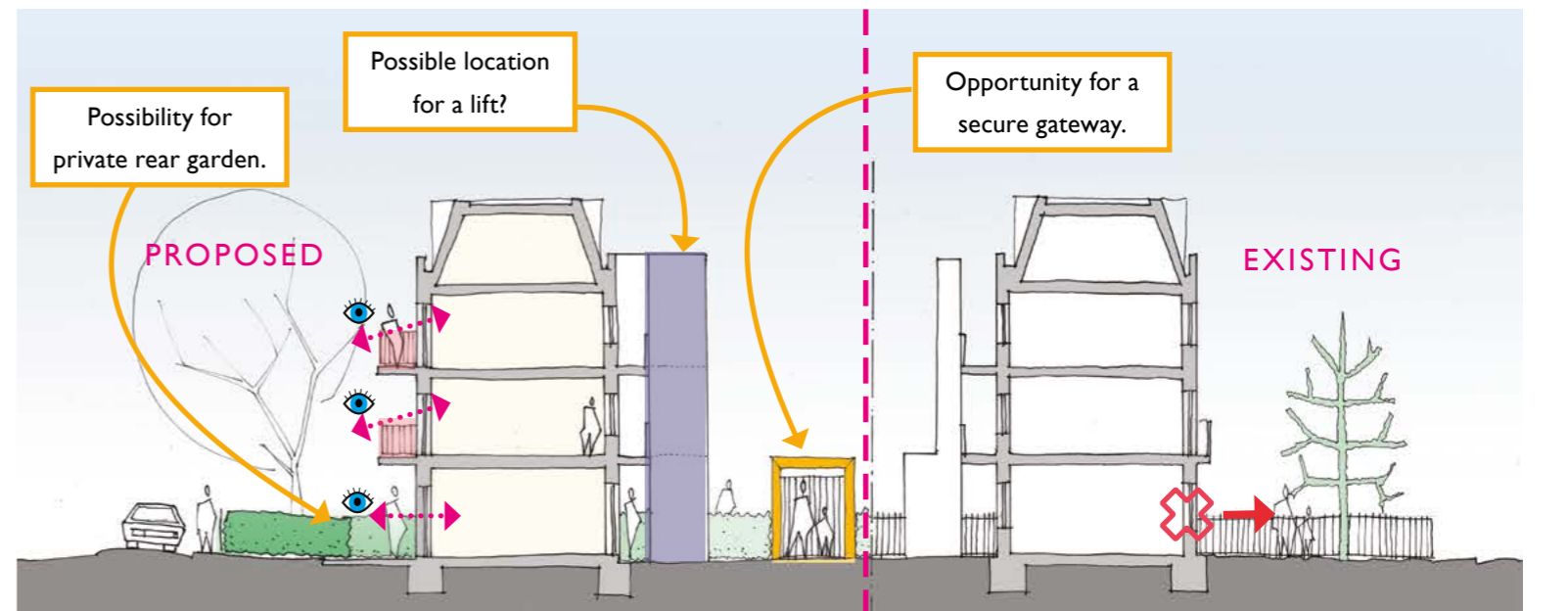
Example of a "bolt on" balcony



View of Talbot Grove House Courtyard with the proposed balconies and rear gardens



Talbot Grove House - Proposed and existing sections



Morland House - Proposed and existing sections



### ➤ Improving communal open spaces

Improving the general access to existing communal outdoor spaces of both Talbot Grove House and Morland House was generally supported, but only if entry was controlled for block resident's use only.

Further improvements to these areas could be achieved by removing fences or barriers, by planting more trees, by increasing overlooking of the space so that residents feel safer and by locating new secure bicycle storage in this area.

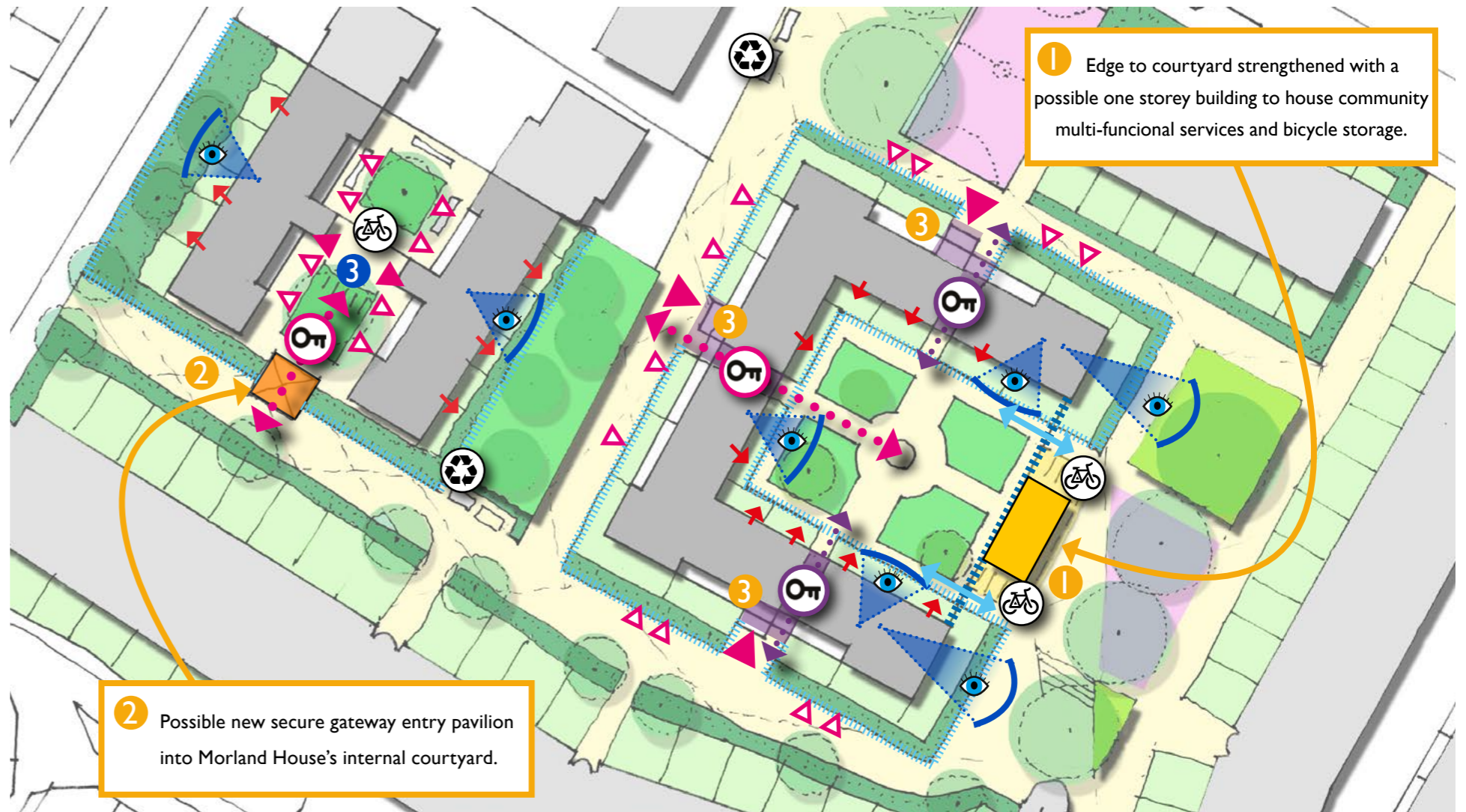
Residents from both blocks expressed an interest in being involved in any detail design of these outdoor areas.

At Talbot Grove House, proposals to replace the current padlocks to the external courtyard with an electric fob system for ease of entry were also generally supported by residents.

Residents also noted that direct access to the courtyard from the other two stair cores would be desirable if possible.

Additional direct access to the courtyard could be obtained from ground floor homes, through the proposed rear gardens or patios located around the perimeter of the courtyard.

A few residents were concerned that the increased use of the courtyard may create more noise and disturbances. This will need more detailed investigation at a later date, but it was suggested that the communal courtyard could be open at certain times during the day, to minimise potential issues.



Proposed improvements to communal amenity spaces



An example of a small community pavilion



An example of a secure gateway into a communal area



# Concerns and ideas: In detail

## ➤ Enhancing entrance areas

The refurbishment of individual block entrances and communal stairwells could also involve creating a clearer, more prominent building entrance, and together with the use of colour, materials and signage this could help give a more distinctive sense of identity to the block within the wider Estate. This may include creation of an entrance canopy or an internal entrance lobby at the base of the existing stairwells to highlight the location of entrances.



Possible new lift shaft, defining a clearly identifiable entrance area.

Security could also be enhanced by improving the communal lighting, introducing CCTV in entrance areas and by upgrading the current door entry system to add video links from the main entrance to each new home.

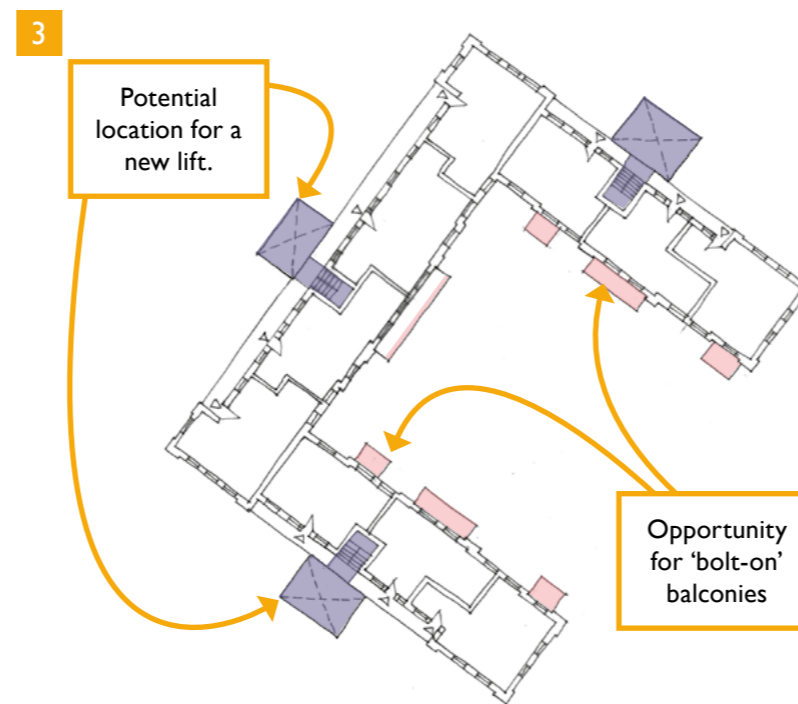
## ➤ Improving access - lifts

Lifts could be installed to either or both Talbot Grove and Morland Houses to serve almost all the flats & improve accessibility issues for disabled or elderly residents and aid the delivery of furniture and whitegoods.

Talbot Grove is likely to require a minimum of three lifts installed, one for each stair well. Each lift would serve between 10 to 12 homes up to the third floor. All homes would be accessible except for the 4th floor corner flats 41 and 17, located in the mansard. Access to these flats would continue via an internal private staircase accessible from the deckways on the floor below. The remainder of the 4th floor mansard is formed by the upper storey of two bed maisonettes, also accessible via private internal staircases.

Morland House is likely to require two lifts over three storeys, one for each block serving 12 homes or it may be possible to install a single lift to be shared between both blocks serving a total of 24 homes. Flats located on the third storey mansard are accessed via an internal private staircases entered from the floor below, where access to the lifts is also obtained. Direct access to flats in the storey will not be possible.

More design work will be needed to test locations, but this may require the removal of refuse chutes and the relocation of refuse stores. Any service charge implications for residents and on-going lift maintenance issues were raised by residents and this will need to be made clear prior to residents making any decision on new lift provision.



Talbot Grove House - Possible location of lift shafts.

## ➤ Improving security - Morland House

Morland House residents expressed concerned with the security of the external entrance courtyard. Currently there is no access control; strangers regularly enter the courtyard; and visibility is obstructed by overgrown trees making the whole area very dark and feeling unsafe. Ground floor flats feel particularly vulnerable because of easy access to the ground floor windows.

This area could be improved by restricting access through the creation of a new secure gateway from the street and redesigning the existing landscaping to promote more overlooking. This was generally supported by residents and a number of residents expressed an interest in being involved in the detailed landscape design of this area.

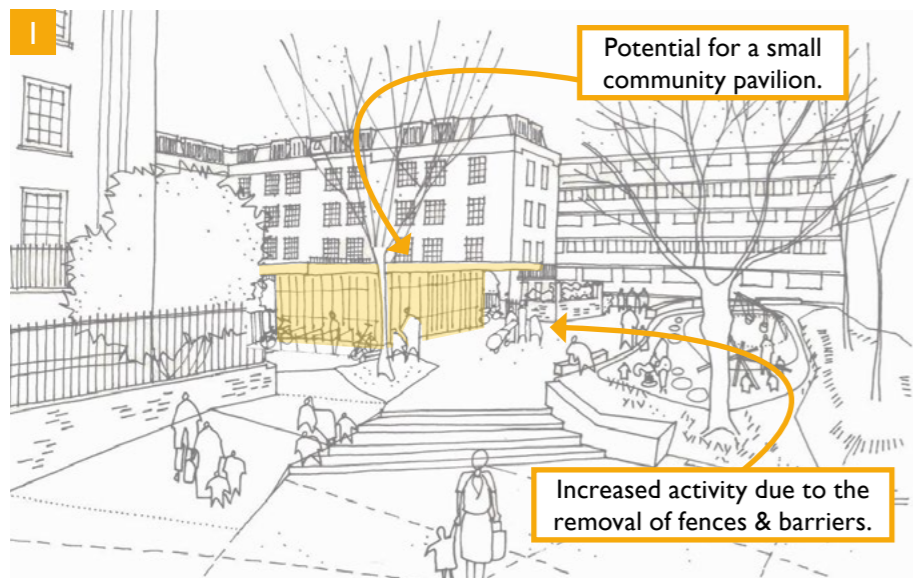


## ➤ Improving access - across the estate

A number of residents noted that movement across the estate was difficult due to too many fences and other barriers. There was support by some residents to remove some of the fencing to improve permeability across the Estate.



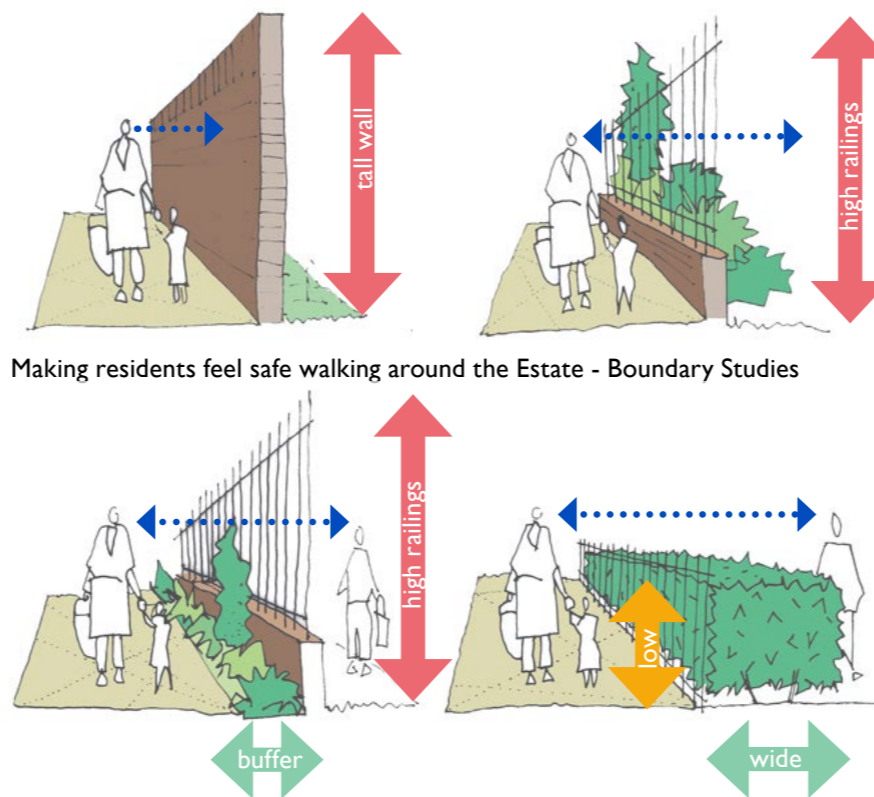
### ➤ Community pavilion



A number of residents noted that most community services were located towards the south of the Estate and suggested creating a community space nearer their block. It would be possible to create a small community pavilion on the open edge of the external courtyard at Talbot Grove House, to provide a single storey multifunctional room for community use. A number of residents supported this idea, but raised the issue of how this would be managed, and how possible noise issues could be controlled. Residents suggested that opening times could be controlled for any new building. Impacts on adjacent blocks would also need investigating.



### ➤ Increasing community safety



Making residents feel safe walking around the Estate - Boundary Studies

Most residents noted that lighting and overlooking of pedestrian routes should be improved as part of any refurbishment to make residents feel safer moving through the estate, especially at night. It was suggested a review of the landscape could be carried out to manage overgrown planting to improve overlooking for example.

### ➤ Improving signage and wayfinding

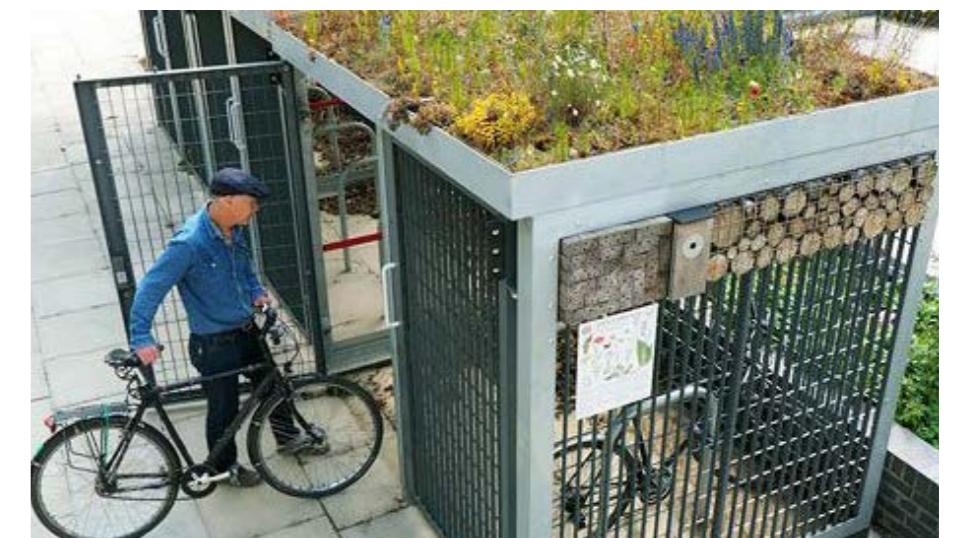
Residents also noted that the signage around the estate is currently confusing, and that they have problems with visitors, deliveries and emergency services finding the correct entrances. Improvements to signage across the estate could be upgraded. This could also help give a more cohesive character to the overall estate depending on resident's preferences.

### ➤ Improvements to refuse areas

Many residents commented that the refuse store, located next to block entrances, smells in summer and are generally badly maintained. It was proposed to identify a suitable location for a dedicated communal refuse collection point.

Some Morland House residents have requested that the dedicated recycling facilities are relocated outside the external communal area, as residents from other blocks are entering the space and dumping their rubbish here. It was suggested that the refurbishment could create a dedicated area for both communal refuse and recycling facilities for this block, located away from the main entrances, but situated close enough for ease of use.

### ➤ Introduce secure bicycle storage



Various bicycle stands have recently been provided at the base of Talbot Grove House Block 3, and within Morland House entrance courtyard. However, these existing bicycling stands are not secure and as a result are not well used. It was suggested that refurbishment could re-locate secure cycle storage within the secure communal amenity spaces within Talbot Grove House and Morland House to make this storage more secure.



# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
1.	Poorly maintained sash windows, without double glazing.	Conversations with individual residents revealed that different flats had different concerns about the performance of the existing sash windows. Ground floor flats were particularly concerned with security. Some residents explained that they couldn't open the windows properly.	Investigate the possibility of providing double glazed units. This should form a part of an overall sustainability strategy for the block.	Most residents requested the possibility for replacing existing sash units with double glazing. However, some residents were concerned that this could effect the historical character of the blocks.	
2.	Residents concerned about accessibility and requested a lift.	Elderly or disabled residents unable to access their flats properly. Also communal stairs is so narrow that delivery of furniture and white goods is made very difficult.	Install lifts within each core to the existing blocks. This would improve accessibility for the disabled or elderly residents and would facilitate deliveries.  It was explained that it might be necessary to remove refuse chutes.	Most residents would support installing a lift.	
3.	Poorly maintained and potentially dangerous outdoor surfaces to communal area within the building.	Various external surfaces are uneven or slippery due to poor maintenance. The communal concrete stairs are chipped, cracked or "patch" repaired.	Repair / maintain surfaces.	Supported by residents.	✓
4.	Bathrooms and kitchens need improvement	Many bathrooms and kitchens were in need of an upgrade. However, some dwellings had already received an upgrade, but residents commented that the materials and workmanship was sub-standard. The more fundamental issues with the condition of existing electrical, plumbing or foul drainage systems had not been taken into account.	Create programme for upgrading bathrooms and kitchens for residents who request it.  Upgrades should be considered as part of a general refit of existing electrical, plumbing or foul drainage systems within dwellings.	Some residents suggested that there is a degree of customisation or variety should be offered.  Many residents were concerned about quality control.  Some residents requested the option of a shower should be considered.	
5.	Poor sound insulation	Most residents felt that there was poor sound insulation between flats.  Residents near the communal core also noted that there was little sound control in this area.	Investigate the possibility of providing sound insulation	Supported by residents.	
6.	Guttering badly maintained and urgently in need of repair	The box guttering urgently needs cleaning at both Talbot Grove House and Morland House. Block guttering has caused successive floods in various flats of both Morland House and Talbot Grove House	In the short term clean the guttering as soon as possible.  In the long-term investigate the gutter detail further to discover whether it can be improved	Urgently required.  High priority and supported by all residents.	✓
7.	Water pressure poor	Most residents are unable to get sufficient water pressure.	Investigate the possibility of providing better water pressure.	Urgently required  High priority and supported by all residents.	✓



	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
8.	Communal spaces poorly accessible and badly maintained	Talbot Grove House is only accessible via the west service core or the gates on the western boundary. Only one resident has the key to access. Residents felt that this space is underused.	Make the communal courtyard and gardens more accessible to residents. In the case of Talbot Grove House, provide access through proposed ground floor gardens and open courtyard access up to the cores.	Generally supported by residents. Residents of Morland House would be interested in collaborating to define the new courtyard design	✓
9.	Poor Maintenance generally		Create rapid repair programme	Supported by all residents	✓
10.	Few Communal Facilities	Residents felt that most communal service were centered to the south of the Estate and wanted to create more opportunities for the community	Create a small community pavilion to strengthen the open edge of the Talbot Grove House internal courtyard.	Enthusiastically supported by most residents. One resident was concerned about possible noise disturbances at night and requested that the facility's opening times are controlled. Would need consultation with residents in adjacent blocks.	
11.	Communal access areas not secure.	Most residents concerned and asked for more control	Create new, secure and clearly identifiable main entrances for each block	Generally supported by residents.	
12.	Reoccurring problems with foul drainage.		Investigate existing drains as part the proposed rapid repair programme.	High priority and supported by all residents.	✓
13.	Problems with storm drainage.		Investigate existing drains as part the proposed rapid repair programme	High priority and supported by all residents.	✓
14.	CCTV	Only one camera off St Mark's Close. Residents says that it no longer works	Repair and extend CCTV system.	Supported by some residents. Strongly disliked by one resident as makes block look too defensive or unwelcoming.	✓
15.	Shared entrances for dwellings not liked	Top floor corner flats in Talbot Grove House share an entry door.	Explore the possibilities for separate front doors.		
16.	Some flats too small and others have accessibility issues.	Some rooms too small to be used. Residents requested that small rooms be knocked into bigger rooms to make space more accessible within the flat. Others suggested that bathrooms could be better designed as they could not stand up in the bath. Residents want more flexibility and accessibility in the internal layout of flats	Knock through under-utilised rooms and storage areas to create bigger rooms. Investigate the possibilities of open plan layouts. It should be noted that flat typology is very varied in the both blocks and each flat would have to be accessed separately and each resident should be given the choice of possible improvements to layout. If flats become vacant then it maybe possible to combine small flats. Pilot flats should be identified to demonstrate layouts and finishes.	Generally supported by residents. Some resident have requested that individual visits to flats would be useful in determining what would be possible. Some residents were concerned about leaving their flats. It was explained that it would depend on the extent of the proposed upgrade, but nobody would be forced to undergo the refit. General support for pilot flats, gives residents the sense of what's possible.	



# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
17.	Lack of exterior private amenity spaces	Very few flats have balconies, those that do are too narrow. Only one flat has the use of a private garden	Provide a private bolt on balcony, roof terrace or rear garden for each dwelling.	Very popular with residents.	
18.	Ground floor flats feel vulnerable	Talbot Grove House residents are particularly vulnerable to the street	Create private defensible front gardens space wherever possible.	Liked by residents on ground floors	
19.	Morland House residents are concerned with security of the entrance courtyard	There is no control of access to the internal entrance courtyards. Ground floor entry points are very exposed. Courtyard visibility poor.	Make access to Morland House's internal courtyard safer by re-landscaping and by creating a new secure entry point from the street	The idea is supported by residents of Morland House	
20.	Residents felt that movement across the estate was impeded by too many fences and architectural barriers.	Excessive fencing and other barriers create sense of insecurity	Remove architectural barriers and fencing where possible to improve connectability across the Estate	Generally accepted by residents. One resident did not agree with this.	
21.	Some residents felt that their homes were too hot.	Residents on the top floor complained that flats were too hot	Make building more sustainable and improve environmental performance and reduce overheating.  Ideas on how to do this will be investigated in a sustainability strategy for the block.	Priority for the residents.	
22.	Poor landscape quality	Residents felt that there was a lot of under utilised amenity space.	Improve existing external areas and create more green areas by planting more trees.  Improve the overlooking and use of amenity space by creating secure rear gardens to flats where possible.	Supported by residents.	
23.	Concerns for Block Security	Poor lighting and malfunctioning door locking system. Some residents concerned about strangers tailgating or jumping onto the refuse store to gain entry to the first floor	Redesign better entrance areas, with better light & CCTV. The possibility of an interior lobby area with two secured doors was discussed.	Supported by residents.  CCTV strongly disliked by one resident. Use of spiky bushes preferred to deter intruders rather than railings.	
24.	Concerns for security across the more general estate.	One resident requested that the area became a gated community, suggesting that the entrances from St Marks Close, Clarendon Walk and Lancaster Road all had secured entry systems	In general, the proposals have been to open up the access to the estate not the reverse.  However, it has been proposed that Morland House could be made more secure by proposing a secure gate at the entrance of its external courtyard.	Not generally supported by residents.	
25.	Residents felt that entrances were not identifiable.	Problems with receiving deliveries & guests.	Improve entrance areas and make them more clearly identifiable from a distance. Maybe through the use of colour	Supported by residents.	



	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
26.	One resident asked for air conditioning.	The resident in question has an excessively hot flat, possibly due to many hot water pipes running through the flat.	Investigate the reason for the excessive heat	The idea of AC was not generally supported by other residents	
27.	Some residents are concerned about leaving their homes for the refurbishment	Some residents were worried that after the refurbishment they wouldn't be allowed back to the homes.	It was explained that a more extensive refurbishment could take place if residents left their homes temporarily. Residents were re-assured that they would not be forced to leave their flats if they didn't want to and in the case that they did there would be given guarantees from the council about returning to the flats after the work had been undertaken.	Supported by residents.	
28.	Morland residents complained that their benches had been taken away and asked for new ones		It would be possible to replace the benches if the residents decided they would like this	Supported by residents.	
29.	Shortage of bike storage	Resident wanted more secure bike storage	Provide secured bicycle storage in the secured communal areas	Supported by residents.	
30.	One resident requested demolition of the residential block	One resident asked whether this option had been investigated. The argument was that the blocks were very old with many defects & maintenance issues and that it would be better to demolish & build a new block with bigger flats	Technically demolition and rebuild is possible	Not generally supported by residents	
31.	Some residents were concerned about wall & ceiling finish	It was explained that the walls were textured and in bad condition with cracks appearing periodically. Residents complained that they were difficult to smooth and requested that they could be re-finished.	Technically possible, should form part of the proposed general refit of the flats	Supported by residents.	
32.	Two residents suggested an external gym and a barbecue be included in the communal exterior areas.		This would be possible if the residents decided they would like this.	Supported by some residents.	



# 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.

## Morland House, Talbot Grove House ideas:

Strategic opportunity to reinforce an important route through the Lancaster West Estate that connects Clarendon Road with Thomas Jones primary school by creating a more pedestrian and bicycle friendly street and potentially through the incorporation of a new pavilion for use by the wider community.

Overlooking of other routes through introducing balconies to flats within Morland and Talbot House will improve eyes on the street thereby helping to create a safer environment.

Enclosing courtyards through better considering boundary treatment and through creating secure gateways will create safer private areas for surrounding residents.



### 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.

## Morland House, Talbot Grove House ideas:

Ideas include improving the quality of open spaces to ensure better pedestrian use and reducing dominance of cars. Solutions should consider low maintenance approaches with new bicycle storage and areas for shared community use. The creation of front and back gardens to provide amenity space for ground floor homes was suggested, giving further over-looking key footpaths used by local people.

Landscape improvements should reduce noise and anti-social behaviour as well as lifting the general appearance of outdoor spaces across this part of the estate.



### 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

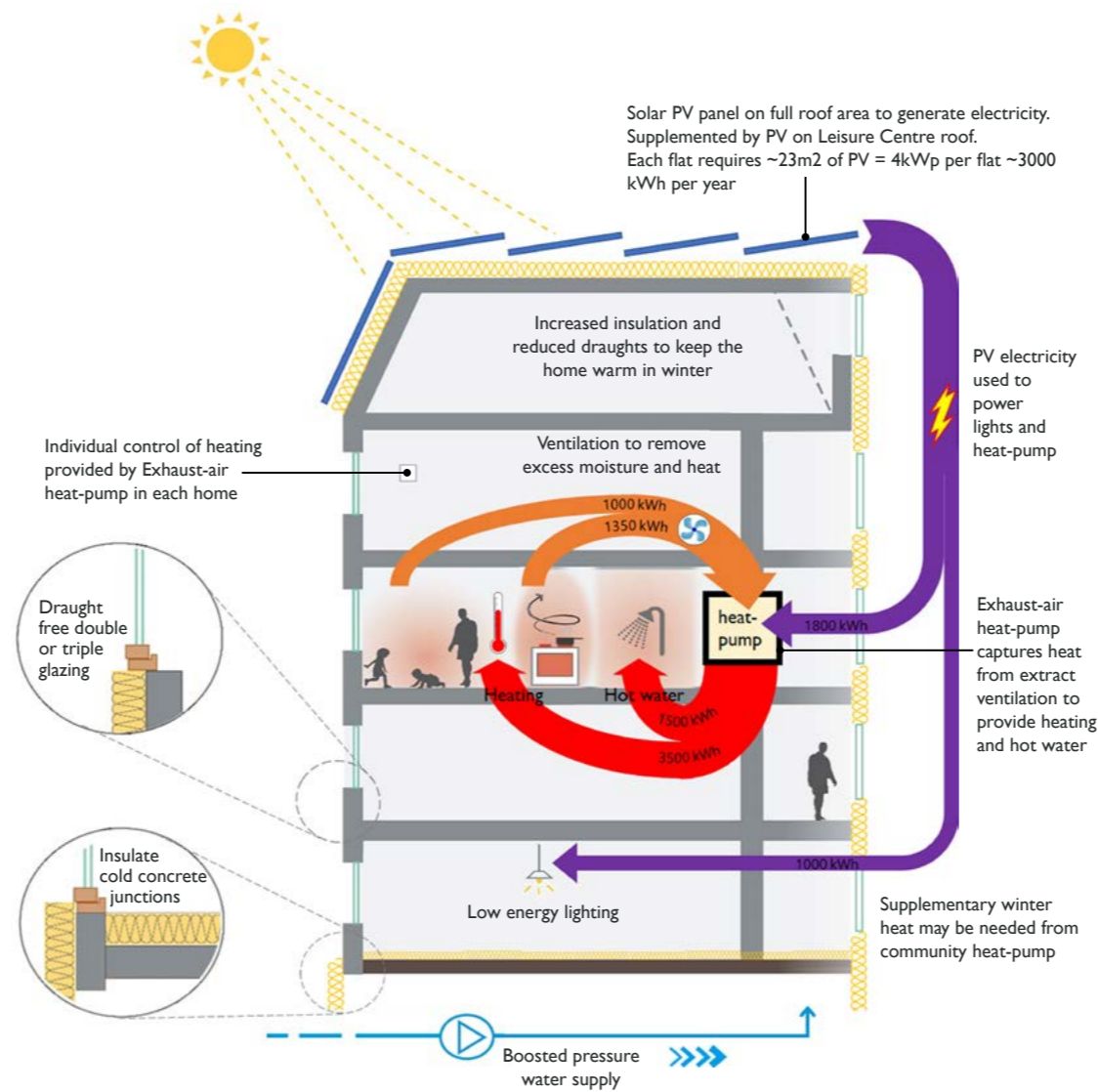
Residents' concerns include condensation, water leaks, draughts, lack of heating system control, insufficient water pressure, summer overheating, energy bills, as well as rodent infestation along pipe routes, exposed gas pipe concerns and poor-quality services installations.

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 :

- Morland House
- Talbot Grove House



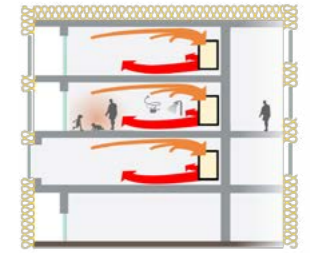
## Heating System

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

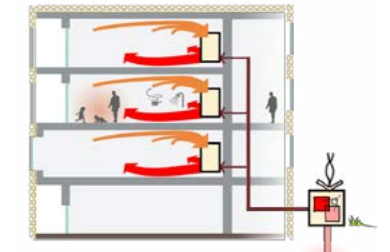
### Option 1 Recommended option: each home has an exhaust-air heat-pump:

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



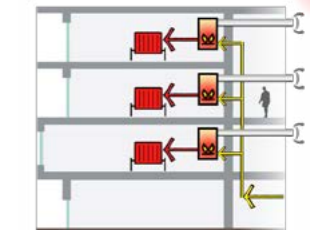
### Option 2 Exhaust-air heat-pumps+communal ground-source heat-pump:

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



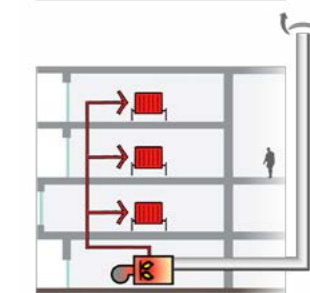
### Option 3 Gas boiler in each flat:

- ☹ 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'

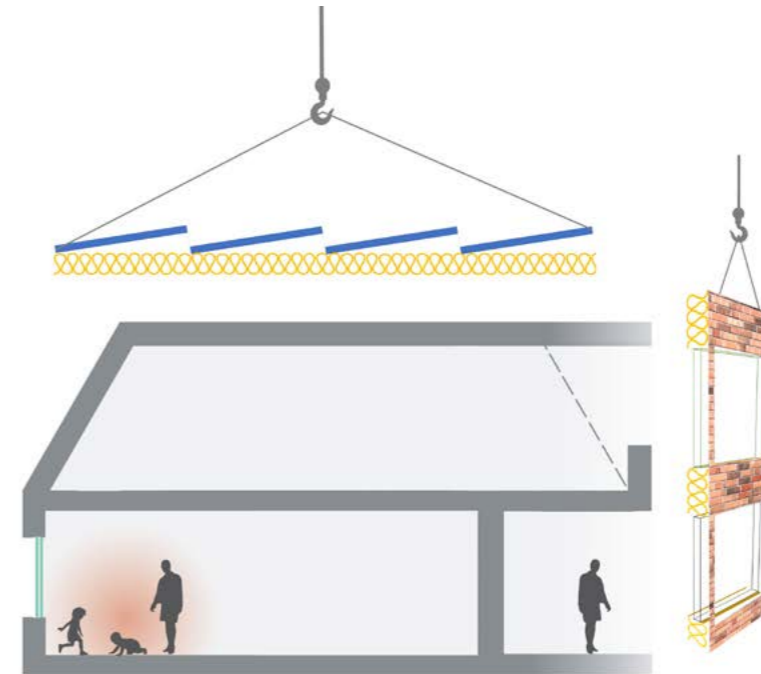
The largest urban renewable energy resource is our roof area. It is ideal for mounting PV solar electric panels, even for roofs that do not face directly south or have a slope. As PV panels can be a significant money earner during their life, current best practice is to set up Community Energy Co's so 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.

## Construction ideas: Reducing occupant disruption

New solar panels, insulation and waterproof roof added



Prefabricated modules installed from outside to minimise disturbance to residents

Access routes enclosed and insulated to make flats warmer and less draughty



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



External insulation and prefabricated building elements



Prefabricated elements to reduce disruption and improve performance



Solar panels







# Appendix



# Engagement boards: Your homes

## Morland House, Talbot Grove House

## Your homes

### Give us your opinion...

Does your home have a good view?  
How can we keep the communal garden well looked after?

We were told by some residents that their water tanks were rusted & that their plumbing or electric installations were badly in need of replacement.  
Is your home in a similar condition?

Is your flat warm in the winter & cool during the summer months?  
Would you like more local control over the heating in your flat?

Do you think that your home is in good repair, with sufficient light & ventilation?

Do you think that you need to upgrade your kitchen or bathroom?

Do you feel secure in your home? If you live on the ground floor does your flat feel overlooked or vulnerable from the street?

We noticed that some homes had no private balcony or garden.  
Would you like your own private external area of some kind?

Do you like the layouts of your home? Do they feel cramped?  
Would an "open plan" living arrangement make your home feel more spacious?

### Examples of good design:



A room with a balcony



Example of a bathroom refit



Example of a kitchen refit

### Photos of your home:



Electrical installation needs replacement

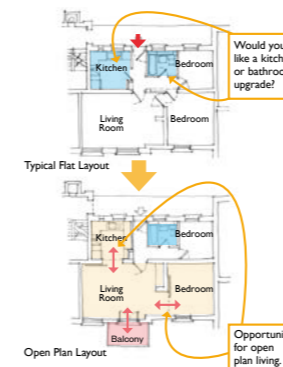


Existing water tanks are rusted.

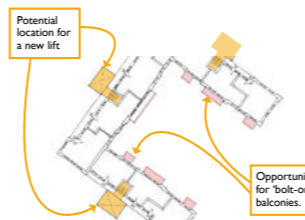


Ground floor vulnerable to the street.

### Early ideas



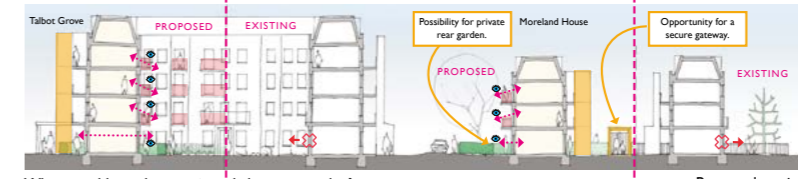
Would an open plan make your home feel more spacious?



Would you like a private balcony or garden?



Example of a "bolt-on" balcony



Where could we place a private balcony or garden?

Proposed sections

- Key
- Vulnerable front facade without garden.
  - Rear facade without access.
  - Fencing or brick wall barrier.
  - Main block entrance.
  - Individual entry point to home.
  - Locked entry point.
  - Play area.
  - Block communal garden or courtyard.
  - Estate communal landscaping.
  - Controlled service road.
  - Communal bin storage.
  - Communal recycling bins.
  - Inaccessible area.
  - Bicycle storage.
  - Predestrian area only.
  - Insecure area.
  - Dog walking zone.



Constraints & Opportunities



Existing front garden at Talbot Grove



Good example: Whitmore Estate

✎ What are your thoughts...





# Example comments from residents: Your homes

I can't stand up properly in my shower and there isn't enough water pressure to wash properly.

I like my flat but it's sometimes too hot and not cool enough in summer.

My home is too small for my family's needs. Is there a way it could be more open plan?

Foul water sometimes backs up in my bathtub, something is not right with the drainage.

I can't move about my flat easily, it's too small and some rooms are not usable.

The sash windows in my flat are old and in need of repair. On windy days they are drafty and rattle. Sometimes there is condensation on the glass.



My kitchen was refitted not so long ago, but the workmanship and materials were not very good. One of my cupboards still has a missing door and the extractor fan has never worked properly.

We would like a balcony or garden to sit in the sun.

I can hear my neighbours moving about in their flat. Sometimes I can even hear their television.

Electrical and plumbing services need maintenance and upgrading. Many flats have rusted water tanks.

I get nervous when it rains heavily as the Council doesn't maintain the guttering properly and flat has flooded on occasion because of the blocked drainage.



# Engagement boards: Your buildings

## Morland House, Talbot Grove House

## Your buildings

Give us your opinion...

Some residents said that there was insufficient space for bicycle storage and recycling bins. Do you agree?

Some residents told us that they liked the "historical character" of their building. Do you agree?

Do you think that the communal gardens are under used? Are you able to use these areas easily? Would you like better access?

We were told by some residents that there were too many fences that impeded movement across the Estate. What do you think?

Do you like the refuse chutes & the bin storage areas next to the main entrance or would you prefer a centralised collection point further away from your building?

We were told by a few residents that they would like to see some kind of communal facility near their block. What do you think?

We noticed that main entrances areas are difficult to find. Would you like a more clearly defined entrance with a lift?

Some Moreland House resident's liked their internal courtyard, but felt that its design & access made this area insecure. Do you agree?

Photos of your block:



Talbot Grove's courtyard is inaccessible.



Entry to Moreland House feels insecure.



Bin storage is located next to entrances.



Communal spaces not easily accessible.



Communal spaces are underused.

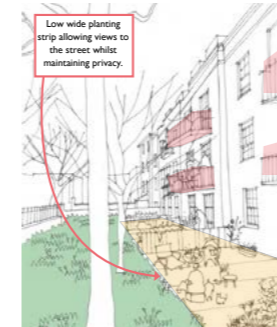


Entrances areas not clearly identified

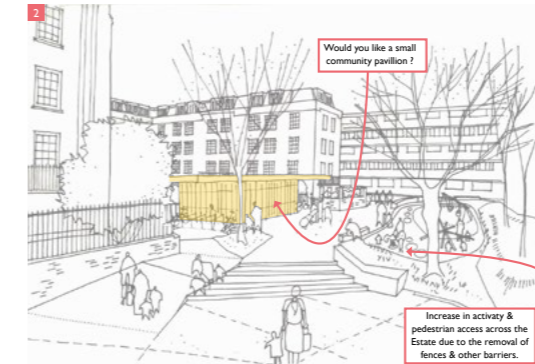
Early ideas



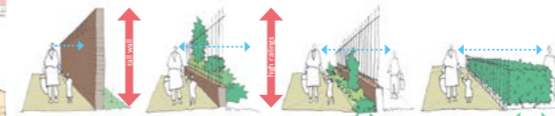
Could we remove the barriers to shared areas?



New gardens & balconies at Moreland House.



Would you like to see more accessibility across your estate?



Do you feel safe walking around the Estate? - Boundary Studies



Would you like a community facility near your home?

Examples of good design:



Storage areas for bicycles.



What could a community pavilion look like?



An example of a community room.



Secure gateway to communal area



New lift & defined main entrance.

What are your thoughts...





# Example comments from residents: Your buildings

I don't feel safe in my home. Anybody can come into Morland House courtyard.

Bikes are always getting stolen on the estate. There isn't anywhere to securely store a bicycle.

I don't always feel safe at night. The estate needs better lighting and more CCTV.

We need more recycling services. The refuse collection areas stink in summer.

It's difficult to move around the estate, there are too many fences and walls.

There are always difficulties with large deliveries. There is no lift and the stairs are too narrow...

I'm old and I would like a lift to get to my flat on the fourth floor.

Morland House, Talbot Grove House

Your buildings

Give us your opinion...

Early ideas

Exercises of good design

What are your thoughts...

WEST ASSOCIATION

Levitt Bernstein 2701.2016

Would it be possible to use the communal gardens better? Maybe we could have a sitting area or resident gardening area? I would love to be involved in redesigning the communal garden.

There is a lack of outdoor places to sit and meet with neighbours. There aren't many play areas.

Would it be possible to get access to Talbot Grove House's courtyard? It's always locked up!

Could we have a video entry system?

Sometimes visitors can't find the main entrance!

All the community facilities seem to be on the other side of the estate. It would be nice to have something close by for us to use.



# 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:

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.

Version number: 1

Created on: 09/04/2018

## 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.