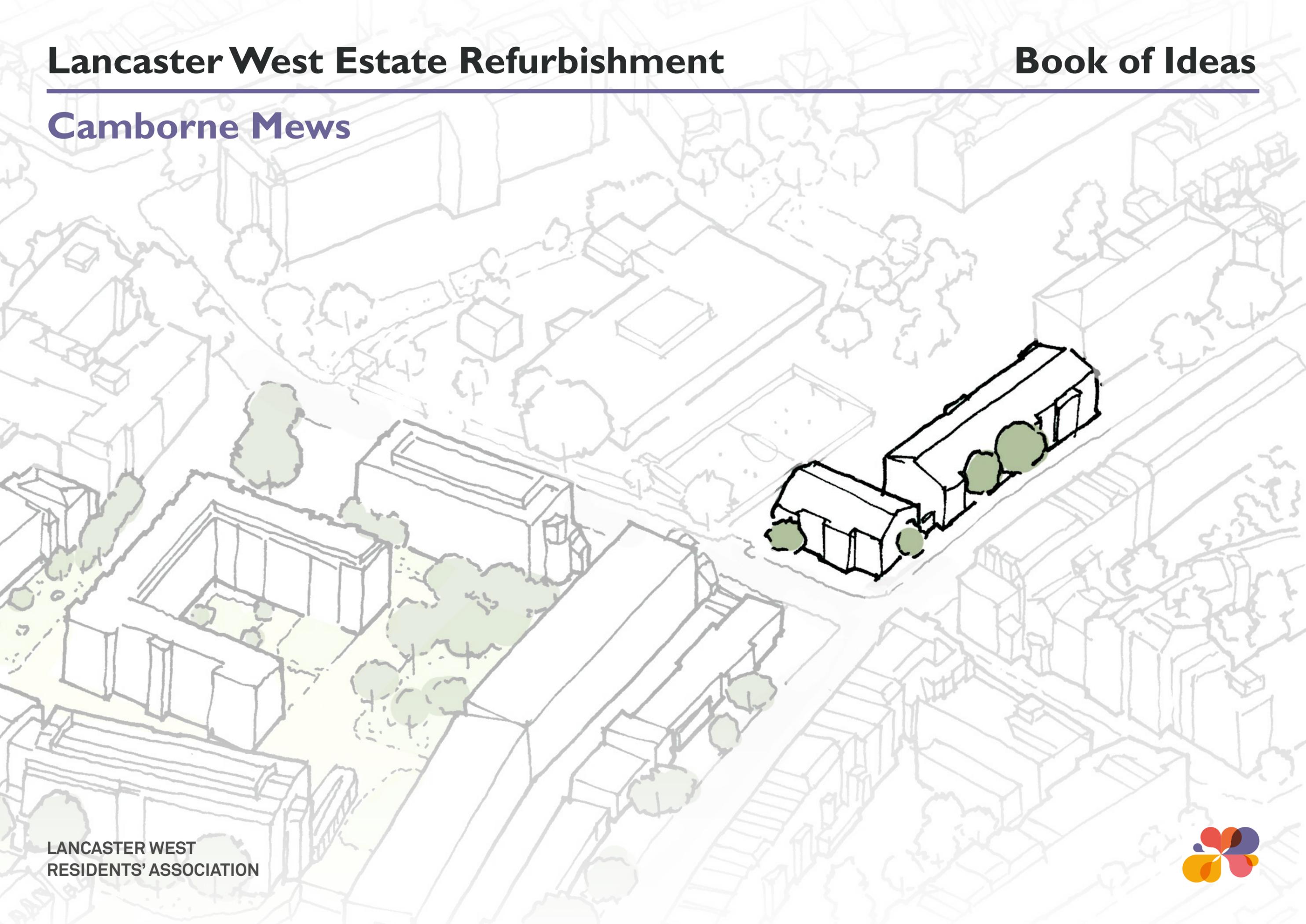


## Camborne Mews



# 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 Camborne Mews.

### 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

Camborne Mews is a small block consisting of two three-storey blocks on the edge of the estate, privately accessed through electric gates by both pedestrians and vehicles. All 36 homes are single bedroom, with the living areas facing onto the main street. Ground floor homes have private outdoor space while the upper floors do not. Homes are accessed through communal stairs with each staircase serving two homes per floor. The block is private and quiet, with shared space containing nice landscaping and ample parking.

## 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 Camborne Mews 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 1, Methodist Church, 07.02.2018
- Block meeting 2, Methodist Church, 07.03.2018
- One individual resident consultations
- 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



Camborne Mews

## Your concerns:

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

- There is no level access into the homes from the street and the steps into the circulation spaces are too high.
- The step into the private outdoor space on the ground floor is too high.
- Exposed pipework outside the gas and electric rooms.
- Poor ventilation has led to recurring mold in both the kitchens and bathrooms.
- Exposed boilers are located in the living room and are loud and unsightly.
- The ramp at the end of the parking lot serves no purpose.
- The bin stores are located outside the building.
- There is no private outdoor space for residents on the first and second floors.
- Windows are of poor quality, difficult to open and close, and are draughty.
- No lift access to the upper floors.
- There is a rodent infestation issue.

## 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.

- There should be level access to the ground floor flats from the street and car park. Eg. with the introduction of ramps.
- Raise the height of the private outdoor space.
- Remodel common areas to include space for refuse, a gas and electricity room and ramped access.
- Improve ventilation to kitchens and bathrooms.
- Move the exposed boilers to a dedicated space within the home.
- Re landscape the end of the communal space to remove dead-end ramp. Introduce more soft landscaping.
- Introduce balconies to first and second floors with full height glazing.
- Rodent pest control measures to take place.

## 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.

- Improve and/or repair mechanical ventilation within homes.
- Temporary ramps into the communal spaces providing access until the refurbishment works begin.
- Look at how we can help people find the right type of home to suit their needs. In the case of Camborne Mews this should focus on potential accessibility issues.

## 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



## No level access into homes from street

There are a series of steps which lead from the street to front door of the ground floor units. This is something which can be resolved. Level access into first and second floor units cannot due to the space requirements for a lift, and also the amount that would be required to serve the entire block.

The first set of steps are from the street directly into the block, after passing through the key-fob gates. The entrance off St.Marks Road has the potential to be ramped, giving level access into the shared space within the block.

Within the shared space itself, there is a curb separating the parking lot and the pedestrian route, this could be removed to make wheelchair accessibility much easier.

The final step is then into the shared circulation space within the block itself. This can be easily solved with ramped access.



## Exposed Pipework

There is exposed pipework outside the gas and electric rooms at the entrance to the blocks. This has been raised by many of the residents as looking unsightly and unsafe.



## Ramp Leading Nowhere

A ramp which used to lead to a third exit has now been blocked off, as such the ramp is a large piece of useless hard landscaping and could be removed and the space re-thought.



## Poor Ventilation in Kitchens and Bathroom

There have been many reports of mould in kitchens and bathrooms due to the poor mechanical ventilation. This needs to be upgraded.

## ➤ Exposed Boiler in Living Areas



Exposed boilers in the living spaces could be moved into a dedicated space within the unit.

## ➤ Lack of Private Amenity Space

The first and second floor apartments have no private amenity space. This is something which needs to be considered in the refurbishment of the units.

## ➤ Poor Quality Windows

Residents have complained of windows which are drafty and are difficult to open and close.

# Concerns and ideas: In detail



## Level Access from Street to Front Door

Accessibility is the main issue for residents and getting level access into the ground floor from the street is the key concern. This will involve removal of steps, introduction of ramps, and the raising of the parking lot to form a shared surface car park.



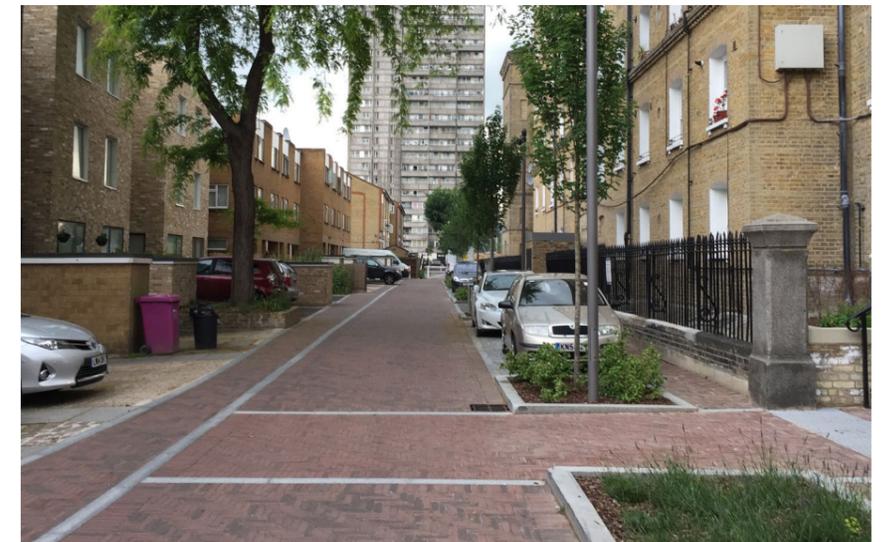
## Ramp down into Shared Space from Street

There are currently steps leading down from the entrance on St.Marks Road into the shared space, these can be removed and replaced with a ramp down.



## Shared Surface Car Park

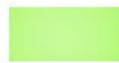
Raising the height of the car park so that it becomes a shared surface car park would make accessibility into the units much easier, especially for wheelchair users. The materiality of this space can also be much more visually appealing. The car parking could also be moved to the other side of the car park, separated by areas of soft landscaping and benches.



## Removal of Step into Block

This should be done in conjunction with redesigning the entrances to the blocks. The removal of this step would then allow full level access from street level into the units.



 Potential new areas for landscaping  
 Shared surface areas

### Raise height of Ground Floor Amenity Space

The private amenity space for residents on the ground floor could be raised as the current step down from the living area into this space is far too steep. Residents are currently using makeshift steps to get down into the space.

### Adding lifts

There is a possibility of adding a lift core to the entrance closest to the substation at the rear of the site. This will give lift access to four floors. Unfortunately, due to the nature of these homes, it is not possible to add lift access to all apartments.

### Redesign Entrances to Blocks

The current entrances into the blocks have a few issues; the refuse area is outside, exposed pipework runs outside the gas and electric room and the step up into the block is far too steep. All of these issues can be resolved with a redesigned entrance.

### Balconies for 1st and 2nd Floor Units

Provision can be made for private outdoor space for first and second floor by the introduction of balconies, this would also bring more light into units.

# Record of all resident comments received:

	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
1.	The steps into the blocks are far too steep	There are wheelchair users which have become reliant on help to leave their homes.	Remove step	This is a welcomed suggestion	✓
2.	The steps into the private outdoor space from the ground floor units are too steep.	It is difficult for elderly residents to use their gardens.	Raise level of outdoor space	This is a welcomed suggestion	
3.	There is exposed pipework outside the gas and electric rooms.	This looks unsafe and unsightly.	Integrate pipework into newly designed entrance spaces	This is a welcomed suggestion	
4.	Poor ventilation in the kitchens and bathrooms have led to mold.	Ventilation is required as there are no windows to kitchens and bathrooms.	Upgrade Ventilation	This is a welcomed suggestion	✓
5.	Boilers in the living room are loud and unsightly.	The boilers need to be relocated.	Move boilers to dedicated space in the unit	This is a welcomed suggestion	
6.	The ramp at the end of the car park leads nowhere.	This is a nice landscaped space and residents like having a garden.	Re landscape this area.	We like having some garden space and would like this to be maintained.	
7.	The refuse storage can be improved.	Better provision for recycling can be provided.	Integrate internal bin store into newly designed entrance spaces	This is a welcomed suggestion	
8.	There is no private amenity space for residents on the first and second floors.	It would be nice to have some amenity provision.	Addition of balcony	This would be great, especially for residents who have become house bound.	
9.	Windows don't close properly and are drafty.	The new windows are very bad.	Upgrade windows	This is a necessary maintenance requirement.	
10.	The step from the car park onto the path is difficult for wheelchair users.	There are wheelchair users which have become reliant on help to leave their homes.	Introduction of shared surface car park.	This is a welcomed suggestion	
11.	There is no lift access to upper floors.	There are disabled residents on upper floors who have become house bound.	Unfortunately the nature of the buildings mean that lift access cannot be provided to all apartments. We can look at providing a lift to access four apartments at the end of the block.	The idea of having some lift access would be great, but they need to be provided to the residents who need them, which may mean moving apartments.	
12.	Rodent infestation issues	There is a huge rodent issue and tackling this would be a high priority for us.	Investigate and resolve pest control issues	This is a necessary maintenance requirement and we think this should be an early project.	✓
13.	Antisocial Behaviour	There are people loitering on low level walls, this gets particularly bad during summer months.	Implementing security measures such as increased CCTV and security gates.	Residents would like to see increased security measures implemented before the summer months.	✓

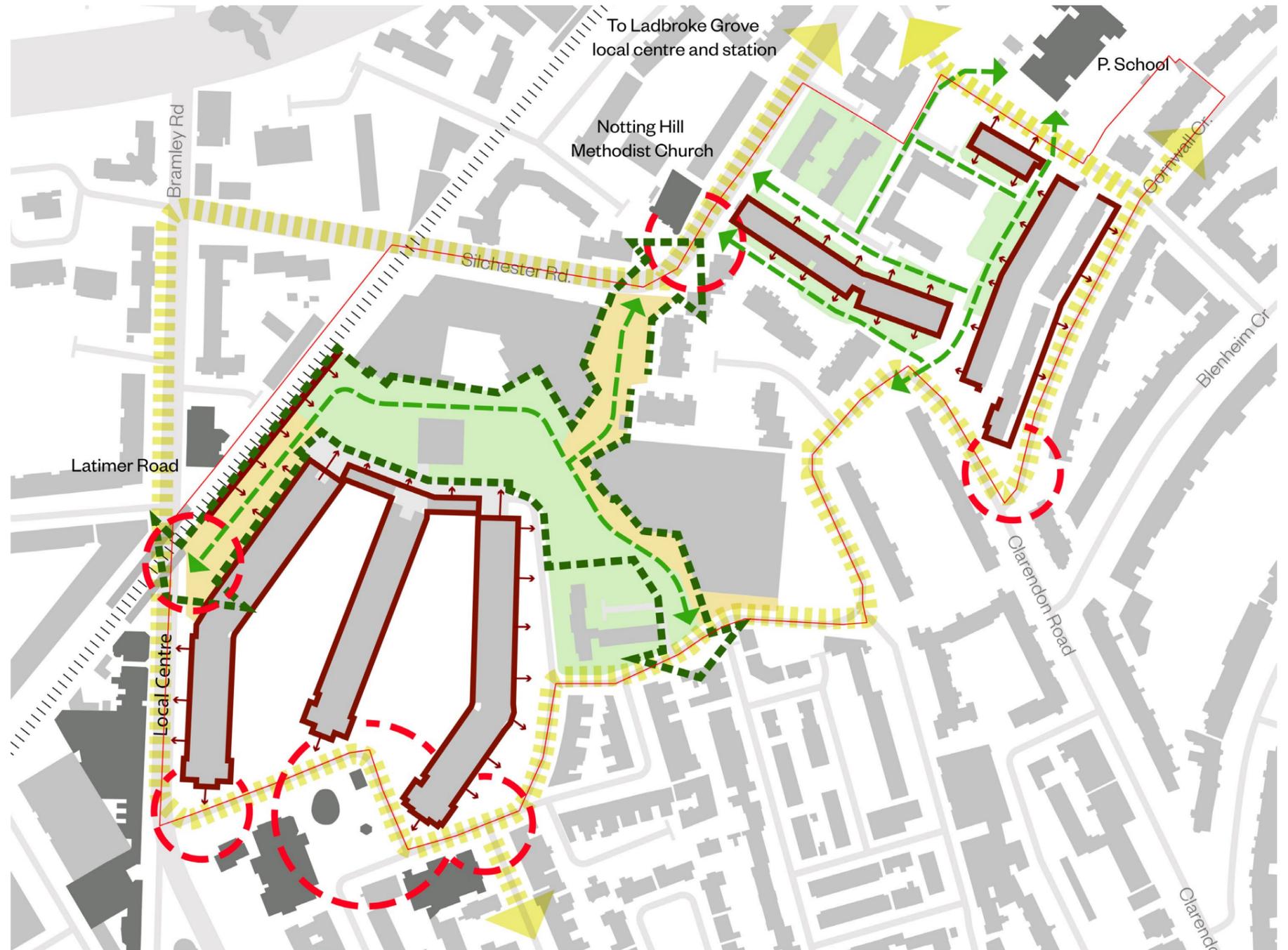
	Concerns:	Resident Comments:	Ideas:	Resident Feedback:	Possible early projects:
13.	Lack of outdoor space for children to play.	It would be great if we could provide outdoor play space for children.	Camborne Mews does not itself have the capacity or space to provide anything of significant size in terms of playgrounds or sporting facilities on the site. However, larger communal youth facilities can be integrated into the larger estate plan.	This is a welcomed suggestion.	✓
14.	The blocks are poorly maintained.	We require better maintenance of the block for example routine clean ups.	Implement an effective repairs and maintenance strategy for Camborne Mews.	This is a welcomed suggestion.	

# 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.



### 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.

## Camborne Mews:

Ideas include reducing dominance of cars and parking to the rear of the building whilst ensuring improved access for all residents. 'Greening' opportunities for new planting and trees are suggested to create the feel of a more domestic courtyard space within the existing gateline.

Solutions should consider low maintenance approaches with new bicycle storage and areas for shared community use. Landscape improvements should lift 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 |



# Heating System

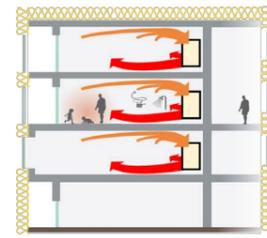
The type of suitable heating system is dependent on the level of thermal insulation. Higher levels of insulation and better glazing mean that waste heat from residents, appliances and cooking could become a sufficient heat source to meet the home space heating and hot water needs, reducing energy needs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

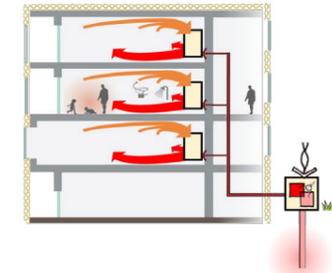
### Option 1 Recommended option: each home has an exhaust-air heat-pump:

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



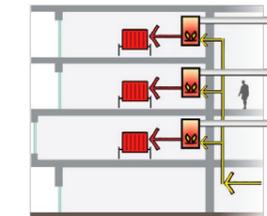
### Option 2 Exhaust-air heat-pumps+communal ground-source heat-pump:

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



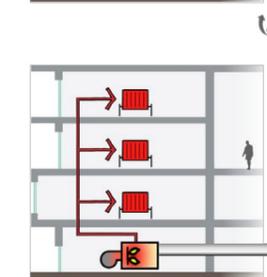
### Option 3 Gas boiler in each flat:

- 😊 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

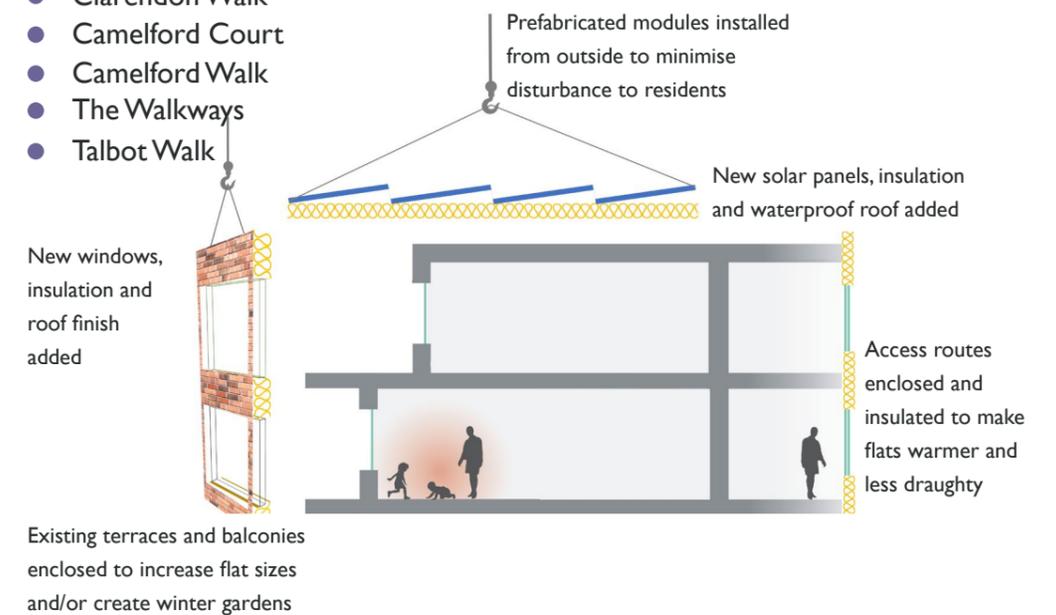


# Construction ideas

## Reducing occupant disruption

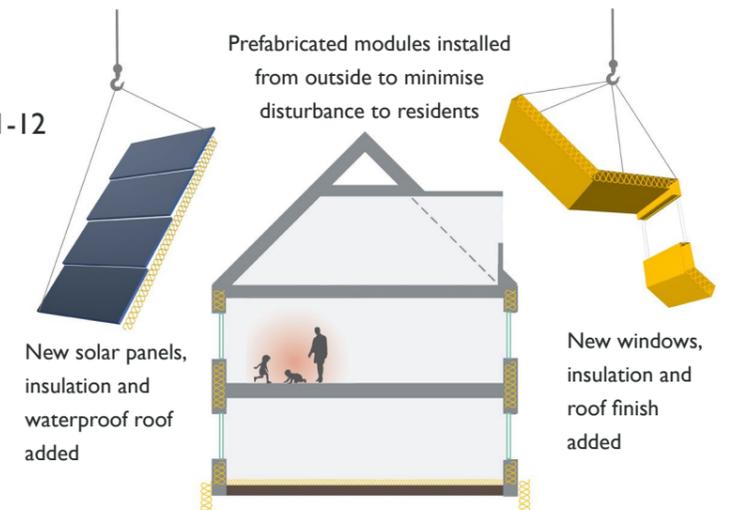
### Suitable for :

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



### Suitable for :

- Verity Close
- Camborne Mews 1-12



# 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. See diagram to the right.



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 and buildings

## Camborne Mews

## Your homes and buildings

### Give us your opinion...

Residents generally like their homes and their flat layouts. What are your thoughts?

Some residents have said that they like the mews being private and secured from the street. What do you think?

What are the conditions of your kitchens and bathrooms? Would you like them improved?

Do you enjoy using the communal gardens?

Access is poor with no level or ramped access into the mews itself. Additionally there is a large step into the communal block entrances and no communal lifts. Within the flats there is a big step to get into your garden. This is unsuitable for wheelchair users. Would you like these things improved?

Do you have any issues with your windows, and what are they?

Is there enough space for your refuse collection and recycling space?

There are individual boilers in the living rooms of some apartments which are not enclosed and look untidy. Do you agree?

### What works:



Typical living room



Planters protect views from the school



Well kept front gardens

### What doesn't work:



Stepped entrances to flats



Exposed gas pipes



No level access into the Mews

### Early ideas



We could create more gardens and level entrances to your homes

### Examples of good design:



Shared surface with level access to homes



We could re-arrange the car parking to create more gardens

 What are your thoughts...



# Example comments from residents: Your homes and buildings

The exposed pipework looks dangerous and should be removed.

The ventilation in the kitchen and bathroom is really poor and there is often mold.

The refuse area could be improved

The step down into the garden on the ground floor is too steep and hard to manage.

**Camborne Mews** Your homes and buildings

Give us your opinion...

What works:

Early ideas

Examples of good design:

What doesn't work:

LANCASTER WEST RESIDENTS ASSOCIATION Adjaye Associates 27.01.2018

The block is difficult to manage for wheelchair users because of all the steps.

The step up into the block is too steep and is difficult to get up. There are no lifts to upper floors.

Our boiler is in our living room, this takes up space and looks bad.

There is a large problem with rodents.

Our windows are poor and often don't close properly.

# 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.

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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.