

## LWE Refurbishment Programme Board

Minutes and actions of 27<sup>th</sup> October 2021



## LANCASTER WEST REFURBISHMENT PROGRAMME BOARD

27<sup>th</sup> October 2021 17:30-19:30

via Microsoft Teams

### Minutes and actions from meeting

#### Attendees

Cllr Kim Taylor-Smith	Deputy Leader & Lead Member, Grenfell and Housing (Chair)
Abbas Dadou	LWRA nominee, Chair and resident
David O'Connell	LWRA nominee, and Vice-Chair and resident
Stewart Hall	LWRA nominee and resident
David Ward	LWRA nominee and resident
Susan Al-Safadi	LWRA nominee and resident
Cllr Judith Blakeman	Notting Dale Ward Councillor
Anjni Patel	Department for Levelling Up, Housing and Communities
James Caspell	Neighbourhood Director (LWNT)
Shaun Haden	Head of Strategic Programmes and Innovation (LWNT)
Andros Loizou	Head of Refurbishment Design & Delivery (LWNT)
Alejandra Castillo	Project Support Officer (LWNT)
Hannah Smith	Sustainability Project Manager (LWNT)
Bunmi Shekoni	Senior Refurbishment Project Manager (LWNT)
Jeff Laidler	Heat Network Programme Manager (LWNT)
Janet Hall	Heat Network Engagement Manager (LWNT)
Linda Fenelon	Resident Engagement Lead (LWNT)
Yvette Freestone	Refurbishment Project Manager (LWNT)
Mamadelo Awotesu	Project Support Officer (LWNT)
Shabir Jafari	Project Support Officer (LWNT)
Sophia Schupke	Bid and Fundraising Manager (LWNT)

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Hibo Yusef                      Community Development Officer (LWNT)

### **Apologies**

Cllr Robert Atkinson      Notting Dale Ward

Nordeen Fahmy              Head of Community Development & Partnerships (LWNT)

Yasmin Bakali              Assistant Project Manager (LWNT)

Steve Mellor                Group Finance Manager (RBKC)

## **1.0 INTRODUCTION**

1.1 Kim Taylor-Smith introduces himself and all attendees to the meeting.

## **2.0 MINUTES & ACTIONS**

2.1 No comments for minutes of previous programme board meeting

2.2 All actions from previous meeting picked up in agenda items except Action 3.37 Social use of 3 HRA Baseline units. LWNT to meet with colleagues in RBKC week beginning 01/11/2021 to progress and resolve.

## **3.0 PROGRAMME UPDATE**

### **PROGRAMME & PROCUREMENT UPDATE**

3.1 **Mechanical & Electrical - Lot 1 (Heating, Hot Water, Ventilation, Electrical, Lighting)** Andros Loizou explained that TACE have provided their Stage 3 report for M&E works which will be incorporated into the Heat Network design. Electrical surveys have been completed. Reports for all blocks to be completed and supplied by mid-November. MVHR options are being explored.

3.2 **Lot 2 – (CCTV, door entry, and digital TV services) TGA Consultancy Services.** Andros Loizou explained HikVision are to provide a pilot door entry system which will be installed on the 1 November at Baseline. Fermax is also being explored. CCTV options via HikVision are also being explored.

3.3 **Lot 3 – (Treadgold House – Replacement Lift and new lifts in Lot 2) Chapman BDSP** - The lift designs and door entry systems have been presented as part of

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the EnergieSprong net-zero refurbishment of the block and so it is incorporated into the overall programme. The works are to be procured next year after Notice of Intention have been issued to the leaseholders

### **3.4 Multidisciplinary Consultants - Lot 1 Barandon Walk, Testerton Walk**

**and Hurstway Walk - Karakusevic Carson Architects** - Proceeding to Phase 2 of the resident co-design process - Emerging Preferences and Choices – the design options have been developed using the Initial Design Ideas feedback report as a starting point. KCA to provide engagement materials which will include samples, models etc. that residents can feel and use. Resident engagement will commence on Saturday the 23 October. Several window pilots have commenced.

### **3.5 Lot 2 Camelford Walk, Camelford Court, Clarendon Walk and Talbot Walk**

**- Penoyre & Prasad** - Proceeding to Phase 2 of the resident co-design process - Emerging Preferences and Choices – the design options have been developed using the Initial Design Ideas feedback report as a starting point. P&P to provide engagement materials which will include samples, models etc. that residents can feel and use. Resident engagement will commence on Saturday 23 October.

**3.6 Camelford Court Bio-Solar Roof Project** - Roof renewal works are progressing on site, as the scaffold is now up, and the strip out phase has begun to replace the existing roof layers. CWG have been reattaching resident satellites to the temporary scaffold to ensure TV signal remains strong during construction. Despite the fact that the insulation delivery has been delayed until the end of November, due to supply chain & delivery issues, CWG are pressing on with stripping out and replacing the vapour control layer (VCL) and have readjusted their programme accordingly. Andros Loizou advised that current delays in supply chain may have knock-on delays into the wider programme.

**3.7 Cllr Blakeman** asked what type of engagement is taking place. Andros Loizou advised a variety including engagement days, workshops, display materials in Unit 29.

**3.8 Clarendon Walk & Talbot Walk Roof Project.** Resident feedback has been incorporated into the final design. Green Homes Grant Project - Tenders to be returned 27 October.

**3.9 Lot 3 Morland House & Talbot Grove House - ECD Architects** Proceeding to Phase 2 of the resident co-design process - Emerging Preferences and Choices – the design

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options have been developed using the Initial Design Ideas feedback report as a starting point. ECD to provide engagement materials which will include samples, models etc. that residents can feel and use. Resident engagement will commence on Saturday the 23 October.

**3.10 Lot 4 Treadgold House - ECD Architects.** The Tender has been issued via the Fusion 21 Framework on Friday 1st October, with tender returns due on the 5 November 2021. Contract award is currently scheduled for January 2022.

**3.11 Lot 5 Camborne Mews - ECD Architects.** Proceeding to Phase 2 of the resident co-design process - Emerging Preferences and Choices – the design options have been developed using the Initial Design Ideas feedback report as a starting point. ECD to provide engagement materials which will include samples, models etc. that residents can feel and use. Resident engagement will commence on Saturday the 23 October.

**3.12 Andros Loizou** outlined the **pilot schemes** which are taking place across the estate.

**3.12.1 HikVision Door Entry** To be installed in Unit 29, in Baseline Studios, on the 01 November and will be demonstrated to residents by the end of November.

**3.12.2 411 Testerton Walk** To trial full retrofit measures, that include internal wall insulation, fire safety works, sprinklers, MVHR and full internal refurbishment that includes kitchen and bathroom renewals.

**3.12.3 505 Hurtsway Walk** Installation of new triple glazed windows, MVHR and sprinklers.

**3.12.4 301 Barandon Walk** Installation of new triple glazed windows, MVHR and sprinklers.

**3.12.5 25 Upper Camelford Walk** Removal of step to Front Door Entrance and installation of MVHR

**3.12.6 4 Camelford Walk** Installation of new triple glazed windows.

**3.12.7 54 Verity Close** Full retrofit refurbishment that includes internal and external insulation, renewal of roof, new kitchen and bathroom. Works to be undertaken to aim to achieve EPC Rating of A. Designs to be discussed with residents following pre surveys which have been carried out

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- 3.13 David O'Connell observed that there wasn't much engagement on Verity Close at the recent event on Saturday. Andros Loizou advised that LWNT were disappointed by what the architects had produced in terms of their project plan. He advised that LWNT are in conversation with the architects about this issue. James Caspell advised that the event in September was driven by the Masterplanning work being undertaken by Arup and not by the refurb team. James Caspell advised that some lots will move at a quicker pace than others for various reasons including technical, supply chain issues. James Caspell advised that LWNT need to be a more assertive as a client on the level of engagement material needed from architects
- 3.14 Stewart Hall asked if residents will be able to choose when they have their digital TV reinstalled as previously when this was done residents were not given the choice of appointments. The outcome was that some residents may have ended up paying for a service that they could not access because the contractor didn't access their home at the time of installation.
- 3.15 Councillor Taylor-Smith asked what future proofing was taking place in terms of satellite dishes and access to digital TV for residents as providers move away from dishes to delivery by broadband. James Caspell advised that TGA are looking into this issue. Fast broadband suppliers have rolled out access across the estate. Longer term LWNT will be making sure future service routes will be plotted in ways which don't disrupt residents as they currently do, meaning future upgrades will be easier to install.
- 3.16 Councillor Taylor-Smith asked if LWNT had worked out the estate wide strategy for CCTV and how this fits into the borough-wide plan. James Caspell advised there has been some initial work done on this. Residents indicate they want a blanket approach. Everything will be cloud based and we are exploring companies such as Hikvision. James Caspell advised that there will be conversations to make sure that the solution on Lancaster West links in with borough-wide provision.
- 3.17 Councillor Taylor-Smith asked about ongoing windows pilots and what systems are currently being looked at. James Caspell advised there is a variety of architypes on the estate which will lead to different choices. Residents have also expressed different preferences. The majority of residents across the estate have backed triple glazed windows

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although there are some differences in the type of frame people would like. James Caspell advised piloting the supply chain as much as the product.

### **DETAILED DESIGN UPDATE**

- 3.18 **Detailed Design Update** - Bunmi Shekoni shared update on the detailed design of the refurbishment and explained that LWNT has completed the first stage of the three-stage co-design process and initial design idea phase for all lots. Treadgold House and Camborne Mews residents responded very well and residents who spoke to LWNT were very engaged.
- 3.19 **Camborne Mews** - 81% of residents who engaged were mainly positive about external wall insulation; 83% were positive about the prospect of triple glazing; 42% preferred a combination of timber and aluminium for the window frame.
- 3.20 **Treadgold House** – 50% of respondents felt that the block appearance needed a lift; 71% of respondents chose tilt and turn windows; 57% of respondents chose white window frames. Proposed balconies to address existing thermal bridge issues and ensure warmer homes and reduce energy bills, whilst providing more private outdoor space.
- 3.21 **Walkways window options** – different window options being explored based on resident feedback. Looking into thermal performance, “Secured by Design” accreditation, window frame thickness (residents would prefer windows frames that are as thin as the existing frames) and cleaning ability of outer windows of each option.
- 3.22 **411 Testerton Pilot windows** – Trialling different window options. Also trialling other retrofit measures including wall insulation, balcony surface and deck insulation to reduce heat loss, MVHR, and sprinklers to maximise fire safety.
- 3.23 **Clarendon Walk, Camelford Walk and Talbot Walk** – in phase one the majority of residents in these blocks were open to the idea of replacing the existing system with lifts and a petition regarding lifts for Clarendon Walk signed by 65 residents. A lot of work to be done on upgrading the current system. There will be opportunities for residents to express preferences on the materials used inside the lifts. Refuse storage being progressed as part of phase two. Works are progressing on Camelford Court roof but there is a delay

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in the insulation delivery due to supply chain issues which is being monitored closely. The roof design will be the first bio-solar roof on the estate and in the borough.

- 3.24 Morland House and Talbot Grove House** – As a result of phase one residents were able to refine choices and preferences for phase two. In phase one, 80% of Morland House and Talbot Grove House residents were more positive about the external wall insulation. Based on this feedback LWNT are exploring more external finishes.
- 3.25 Climate Adaptation** – Following flash flood events in July 2021, LWNT exploring ways to future proof against future similar events. 25 residents had their homes destroyed. There was £200k in damage to property and £100k in decant costs as affected residents had to be placed in hotels. Met with all MDCs to discuss how to futureproof against this. Exploring different SUDS (Sustainable Urban Draining System) techniques which address drainage issues and increase biodiversity.
- 3.26** David O’Connell asked if there had been any investigation into what caused the flash flood event as there have been similar issues previously. Bunmi Shekoni explained that West London drains have been appointed to carry out CCTV drain surveys across the whole estate. Reports for Morland House and Talbot Grove House have been sent through and reports for the other lots are expected. The feedback from this will feed into the project.
- Action – Refurbishment Design and Delivery team to Engage Thames Water with regards to drainage**
- 3.27 Walkways refurbishment costs** – Breakdown of cost of refurbishment. Over budget by around £3.3m as a result of the fire safety works from the fire safety strategy being higher than anticipated. Breakdown of costs for fire safety works. It was noted that the Walkways buildings are difficult to navigate so fire related signage is essential work that must be carried out. Total cost for fire safety works is around £11.8m but the HRA fire safety budget is £6.6m so overbudget by £5.2m. Applying the same approach to other lots and have completed an in-depth cost review.
- 3.28** Councillor Taylor-Smith asked Bunmi Shekoni to clarify how far over budget the Walkways project is. Bunmi Shekoni clarified that the entire project is £3.3m over budget and the fire safety works are £5.2m overbudget. James Caspell clarified that this £5.2m is not in addition to the £3.3m over budget as there is headroom in the overall project budget meaning the fire safety works will eat into that headroom and therefore the whole budget is

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working at £3.3 overbudget. Councillor Taylor-Smith asked how this will be addressed. James Caspell answered that the budget has taken a healthily pessimistic approach and that there will be some form of phasing across all blocks and lots to help residents deal with disruption. This is still a challenge and a work in progress.

3.29 Councillor Taylor-Smith asked if multiple different window styles are being put in at the same time in the same block during trials or is the preference of the majority of people in that block being taken. Bunmi Shekoni replied that for 411 Testerton Walk pilot two different types of windows are being trialled. Andros replied that there will not end up being many different styles in the same block except for the pilot schemes.

3.29.1 Abbas Dadou commented that residents have been waiting a long time for the windows to be replaced. Stewart Hall asked if there is a timescale for the windows being piloted as after a style has been chosen there will be a wait time of 18 weeks for delivery. Andros Loizou replied that the pilot windows have already been ordered and the contractors have been invited to speak to the team, given the size of the project LWNT team can be fairly strict on timescales. Councillor Taylor-Smith commented that it is important to close the consultation quickly and move on with implementation and it is worthwhile tendering the first and second choices of style. James Caspell highlighted the importance of the engagement process with some residents still feeling they haven't been consulted or listened to.

### **RESPIRE OFFER**

3.30 **Respite Offer** – Linda Fenlon shared an update on the LWNT respite offer for residents. Initially the respite offer was designed to signpost residents to existing offers and events in the community and was centred around four themes: work, welfare, social and relaxation but then the pandemic occurred and most of these services were shut down so LWNT had to think about how we can provide these services ourselves. Through this LWNT have generated the Refurbishment Decant Scheme, co-working spaces, temporary decant properties, the Lancaster West Tea Garden, and the garden volunteering scheme.



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3.31 **Improving the Respite Offer** – Concern arose as to whether this offer was meeting residents' needs, so since July there has been one all estate drop-in session, seven in-person engagements, seven surveys returned to the team by residents, over one hundred residents providing feedback and over two hundred ideas generated by residents.

3.32 **Needs and concerns** – Four main concerns came out of this: noise disruption; not being able to stay at home; lack of free activities for children, young people, and adults outside of home; and support for those with serious illnesses and accessibility issues.

3.33 **Autumn 2021 Respite Offer** – A new offer has been generated which is constantly evolving. These are centred around health and wellbeing, work and learning, and cultural and heritage activities. These activities are provided to residents for free and would normally have cost them a significant expense. There is also work ongoing to develop green spaces alongside offering help to residents to pack, move and declutter and dispose of bulky items. LWNT are also looking to make these offers accessible to elderly residents and residents with accessibility concerns. The team have also developed a 'staying with friends and family' offer to help mitigate the costs for residents staying outside of their home.

3.33.1 Councillor Taylor-Smith asked for an update on people being decanted into other properties. James Caspell replied that there have now been sixteen households that have made use of the permanent refurbishment decant and twenty who have moved temporarily. **Action – provide a detailed update on that next meeting.**

3.33.2 Stewart Hall shared experience of using the refurbishment decant scheme and said that there were teething problems.

3.33.3 Stewart Hall asked how many temporary decant properties there are available for residents to use to relax, cook and sleep as there have been some complaints from residents. James Caspell explained that the properties are fairly full at the moment and ideas are being generated to solve this issue. Stewart Hall suggested setting up some of the empty units in Baseline Studios for this purpose. James Caspell replied he is meeting with Council colleagues to discuss this.

3.33.4 Councillor Taylor-Smith asked if people are being notified when noisy work is ongoing. Abbas Dadou said that it is under the control of RBKC.

## **SUSTAINABILITY UPDATE**

- 3.34 Sustainability Update** – Hannah Smith gave an update on the progress of sustainability projects on the estate. The sustainability strategy has been launched since the last programme board meeting.
- 3.35 Feedback from recent engagement events** – Some actions fairly quick and easy to implement, such as littering campaigns, which are already ongoing. Permeable paving on the estate is something that is being investigated and some pilots for the estate are being worked on.
- 3.36 Walkways food waste pilot** – Feedback from how the food waste pilot is going. Lots of very positive feedback from residents and participation rate is at 42.3% which is a lot higher than the borough average. Next steps including rolling it out across the rest of the estate as well as the whole borough and improving monitoring and reporting techniques. Work is being done to encourage reduction in food waste.
- 3.37 Social Housing Decarbonisation Fund Demonstrator updates** – Pulse airtightness machine is being used to measure airtightness of buildings. Staff are being trained up to use this. Work is being done with the London School of Economics which will look at the social impact of the refurbishment programme and interviews with key stakeholders are being organised.
- 3.38 Green building skills** – Seven LWNT staff undertaking Retrofit Co-ordinator Training, training opportunities being offered to the team at all different levels. Looking at rolling out training to contractors and residents.
- 3.39 SDHF Wave 1 bid** – Submitted bid to the next wave of the Social Housing Decarbonisation Fund, working with wider social management team. £1.2m for Lancaster West, mainly for Clarendon Walk and Talbot Walk triple glazed windows and for six pilot homes in Verity Close and Camborne Mews.
- 3.40 Future Neighbourhoods Fund bid** – Hoping to hear good news on outcome of this bid 28 November 2021 (tomorrow). Application is for the whole Notting Dale Ward and is looking to tackle environmental issues and biodiversity whilst also tackling inequality and support the development of new green skills and jobs. Working with many different organisations across the borough on this.

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3.40.1 Stewart Hall asked if food waste collection has increased. Hannah Smith answered that the van currently collecting the food waste runs on diesel and that RBKC are looking into swapping to a more sustainable option. Yvette Freestone replied that the council's environmental services team are looking to expand this scheme and to purchase more electric collection vans. Information is also going to be collected on the process of waste collection and how much waste is collected.

3.41 **Future Neighbourhoods Fund bid video** – Hannah Smith shared a video that was used for the Future Neighbourhoods Fund bid application.

### **HEAT NETWORK – RESIDENT FEEDBACK**

3.42 **Heat Network – Resident Feedback** – Janet Hall shared an update on the Notting Dale Heat Network project. The initial phase of the resident co-design process has been completed and information was gathered on any problems residents have with their current heating system and what they would like to see in the future. Phase two (emerging preferences and choices) is underway and research is being conducted into what kind of heating controls residents would prefer and what payments systems could be offered. Work is being done with a resident focus group to find out more information on this. The final part of the co-design will be confirming the final price promise and heat network pricings; final customer guarantee and vulnerability policy; and sharing the final design on a block basis.

3.43 **Different heating experiences in different blocks** – There has been a large variation in the level of participation from different blocks and this will be monitored going forward.

3.43.1 Councillor Taylor-Smith asked what the main concerns are from residents about current heating. Janet Hall replied that residents in the Walkways were concerned that they currently do not have good control of their heating. Morland House were concerned that their current connection to the heating network is not working correctly.

3.44 **Resident poll on new heat network** – Nearly 9/10 residents support the renewable heat network but when this data is looked at in more detail there is a difference between

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residents who are connected to the communal heat network and those who have individual gas boilers. Those on the communal network are very supportive of the project whereas those who have a combi-boiler are only around 50% supportive.

- 3.45 Resident Co-design Workshop** – a request was made at the last resident co-design workshop that residents would like more face-to-face engagement so LWNT plan to incorporate door knocking into their plan. There have been questions about what it means for the estate to be going away from gas and a definition about what this means needs to be finalised. There are also questions around solar panels. Communication needs to be improved on this.
- 3.46 Communicating the need for change** – The two existing gas boilers need replacing and the phasing out of gas by 2030 goal to achieve Net Zero Carbon goal has caused some tension with residents.
- 3.47 Supporting a smooth transition** - Transitioning from a system where some residents have no idea what they're paying for heating to a system where they will know exactly how much they are paying. Examples of other estates that have been through this transition have been looked at and as a result, LWNT are looking into installing heat meters before the renewable heat network is connected so residents can understand what their energy use is. A request is being made for residents with combi-boilers to share their bills with LWNT so they can understand their heat usage.
- 3.48 Codesigning our energy centre(s)** – currently shortlisting potential options for this and whether it will be one or multiple locations on the estate. Residents will be consulted on this.
- 3.48.1 Councillor Taylor-Smith asked if there were any current ideas for the energy centre. Andros Loizou answered that the team are looking into using the safety store or outside the Kensington Leisure centre and James Caspell added that there is a possibility of the room where one of the existing boilers is located being used.
- 3.49** David O'Connell asked how big the energy centre will be. Janet Hall replied that this depends on whether it will be one, or multiple locations, but it will be at least three shipping containers in size. Jeff Laidler replied that it depends how visible residents would like the heat network to be. Councillor Taylor-Smith asked if the location is being picked

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would be determined by trying to keep heat loss to a minimum. Jeff Laidler confirmed this and replied that the Kensington Leisure Centre location is best for this.

3.50 David O'Connell asked how noisy the energy centre will be. Jeff Laidler replied that Air Source Heat Pumps aren't very noisy but that the energy centre will be sizable and may cause some noise concerns, but this will be looked into further. Janet Hall added that there are a number of planning permissions around this as well.

3.51 Abbas Dadou asked how the pricing is being decided. James Caspell answered that the heat network resident focus group is working on this and LWNT are looking into a way to model prices in a way that should lead to improved affordability of heating. James Caspell noted that the biggest challenge is going to be persuading residents who are on gas combi-boilers, and this will be addressed at the next heat network focus group. Work is going into setting up a local energy provider for a special purpose vehicle so that the project can receive the £1.1m investment from the heat network programme grant but it does not close the door on options including keeping the energy centre fully council owned. Councillor Taylor-Smith pointed out that there is a big risk in putting the infrastructure into place and then residents not signing up to the network and that a lot of work is going to be going into persuading people. Stewart Hall pointed out that he and other residents he has spoken to are in favour of the proposed heat network as it helps move the estate towards more renewable heating.

3.52 Jeff Laidler explained that Treadgold House, which currently has individual combi-boilers will be made zero carbon from the beginning of the refurbishment and will provide an example for the rest of the residents.

3.53 David O'Connell pointed out that it is very important to have strong management of the local energy provider in the future and that residents have an input in the running in the long term. James Caspell replied that LWNT have analysed other heat network boards set up by local councils and none of them have resident board members, but LWNT are proposing that the board of the new heat network has resident representation. Councillor Taylor-Smith explained that originally the option of the energy company being privately run was considered but the decision to have the company being council run was very important to be able to provide residents with what best fits their needs.

## **RISK MANAGEMENT UPDATE**

**3.54 Risk Management Update** – Shaun Haden shared an update on risk management for the Lancaster West Refurbishment. The four high level risks: disruption and disturbance; costs aligned with budget, demand for decants and respite, and climate change impacts. These have been discussed throughout the meeting. These have been scored highly because the team are monitoring and mitigating them well. Since last month there has been an increase in the higher rated risks but a decrease in the total number of risks that have come onto the register. The team is mitigating risks through planning work carefully to minimise disruption and disturbances; developing a respite service; developing a system for reporting complaints; cost plans are being developed which are open and transparent; detailed design work is an ongoing process; and LWNT are continuing to work with funders to maximise the amount of money the projects have as well as trying to source additional income. There is some work to do on addressing the demand for decants and respite and this will continue to be high on the risk agenda. The impact of climate change to homes is a continual risk that will be managed.

**3.55 New Social Homes** - £509,000 of grant received from One Public Estate's 'Brownfield Land Release Fund' which will help to develop the proposal for 34 new homes with an emphasis on larger homes as the residents have requested. The homes will be 100% social rent and flat level access is a priority. These will be located in the undercroft of Hurstway Walk and Testerton Walk.

3.55.1 Councillor Taylor-Smith asked if this can be completed while residents are let in-situ in the properties above. Shaun Haden replied that this is something that is being looked into and part of the refurbishment work of the blocks will allow for enabling work to be undertaken.

3.55.2 Councillor Taylor-Smith asked what the timing on this project is. Shaun Haden replied that the fund must be spent by 2024 but LWNT are hoping the work will begin before that. **Action – Shaun Haden to provide more detailed update at next meeting.**

#### **4.0 FINANCIAL UPDATE**

**4.1 Financial Monitor** – James Caspell shared an update on the finance monitor. This covers initial funding from both council and the Department of Levelling Up. The main change in terms of budgetary direction is the increase of forecasted expenditure for the financial year notwithstanding the previously mentioned changes to supply chains. Included is a breakdown with block specific information of the various grants that have been received.

#### **5.0 PROPERTY REFURBISHMENT AND DECARBONISATION**

**5.1 Property refurbishment progress** - James Caspell shared an update on property refurbishment and decarbonisation on the estate. Now up to 32% of all tenancy homes on the estate have had refurbishment – either full or partial refurbishment as per what LWNT have required and what residents have asked for. The target is 32% for the financial year which will probably be surpassed.

**5.2 Decarbonisation** – James Caspell shared an update on the decarbonisation process through refurbishment including the average energy performance certificate and pointed out that some of the elements being taken out of void properties have started to be recycled.

**5.3 Percentage of refurbished tenanted properties by block** – James Caspell highlighted the map showing the percentage of tenanted properties that have been refurbished by block.

**5.4 Verity Close** – James Caspell shared the full report of 50 Verity Close retrofit which is available on the WeAreWII website and at the front of Baseline Studies. James Caspell highlighted that the heat demand result did not meet the target the project intended and that this offers a key learning for the team. Through this learning LWNT would be able to deliver the same project again for £30,000 less. This needs to be replicated at scale and looking at whole blocks in the future. Residents have been living in the property for around 6 months with no repairs needed and their experience is being documented. Another property (54 Verity Close) has been identified for external wall insulation. This should help to achieve the standards that were not achieved in 50 Verity Close as this property only received internal wall insulation.

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- 5.4.1 Councillor Taylor-Smith highlighted that the next step is to do the project again on another property and see if the costs can be reduced. The project would benefit from a report on which parts of the project are most valuable and where future funding should be directed.

### **6.0 COMMUNITY DEVELOPMENT AND SOCIAL VALUE**

- 6.1 Hibo Yusef shared an update on the progress of the Community Development projects. The Community Development Strategy is currently being finalised and focuses on four key areas: maximising financial and career opportunities; being healthier and well; living more sustainably on a garden estate in a greener neighbourhood; and living in a connected community as drivers of change, experiencing improved levels of equality. Just under £2m has been reinvested in the estate. Since April this amount is over £600,000. The LancWest Works scheme has been a great success and has employed nine residents to date. There are currently ten live garden projects on the estate. Several vaccination pop ups were delivered on the estate and 50 free massage sessions have been delivered on the estate which have been very well received. Over 600 hours of volunteering has been completed through the gardening volunteering scheme.
- 6.2 **Upcoming priorities** – diversity and improved nutrition, improving access to medical service and sports facilities on the estate as well as increasing physical and emotional wellbeing of the residents.

### **7.0 AOB**

- 7.1 Abbas Dadou asked why leaseholders have to pay for the fire safe doors. James Caspell replied that for residents of the Walkways, Treadgold House and Verity Close the leaseholders are not being charged. Leaseholders own their front doors and so are required by law to make sure that their door is compliant with fire safety regulations. LWNT are offering for these leaseholders to be able to buy into a programme at a better price.
- 7.1.1 David O'Connell asked why this was offered for free to the Walkways. James Caspell responded that this was gifted to the Walkways block as a result of the urgency required for their replacement. As it was gifted to the Walkways, this was also gifted to Treadgold House and Verity Close. The average cost to the leaseholder is around £1200 - £1550.



## **LWE Refurbishment Programme Board**

Minutes and actions of 27<sup>th</sup> October 2021

### **8.0 ACTION SUMMARY**

<b>ITEM REF</b>	<b>ACTION</b>	<b>OWNER</b>	<b>TARGET DATE</b>
3.26	Engage Thames Water with regards to drainage.	Andros Loizou	By next board meeting
3.33.1	Provide updates on RDS and temp decants at next meeting	James Caspell	By next board meeting
3.55.2	Provide an update on new homes progress	Shaun Haden	By next board meeting

**Next Meeting: January 25 2022**