

Lancaster West Resident Feedback Summary



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Foreword

- ▶ The aim of this presentation is to outline a summary of resident feedback generally and in light of our Sustainability Strategy. It is key to note resident priorities.
- ▶ A lot of the things W I I has accomplished and the many more that will be achieved share multiple Sustainable themes so it can be difficult to categorise them under one. However, it is generally important to note how wide-ranging the benefits of our work is.

Our 5 themes for a sustainable future

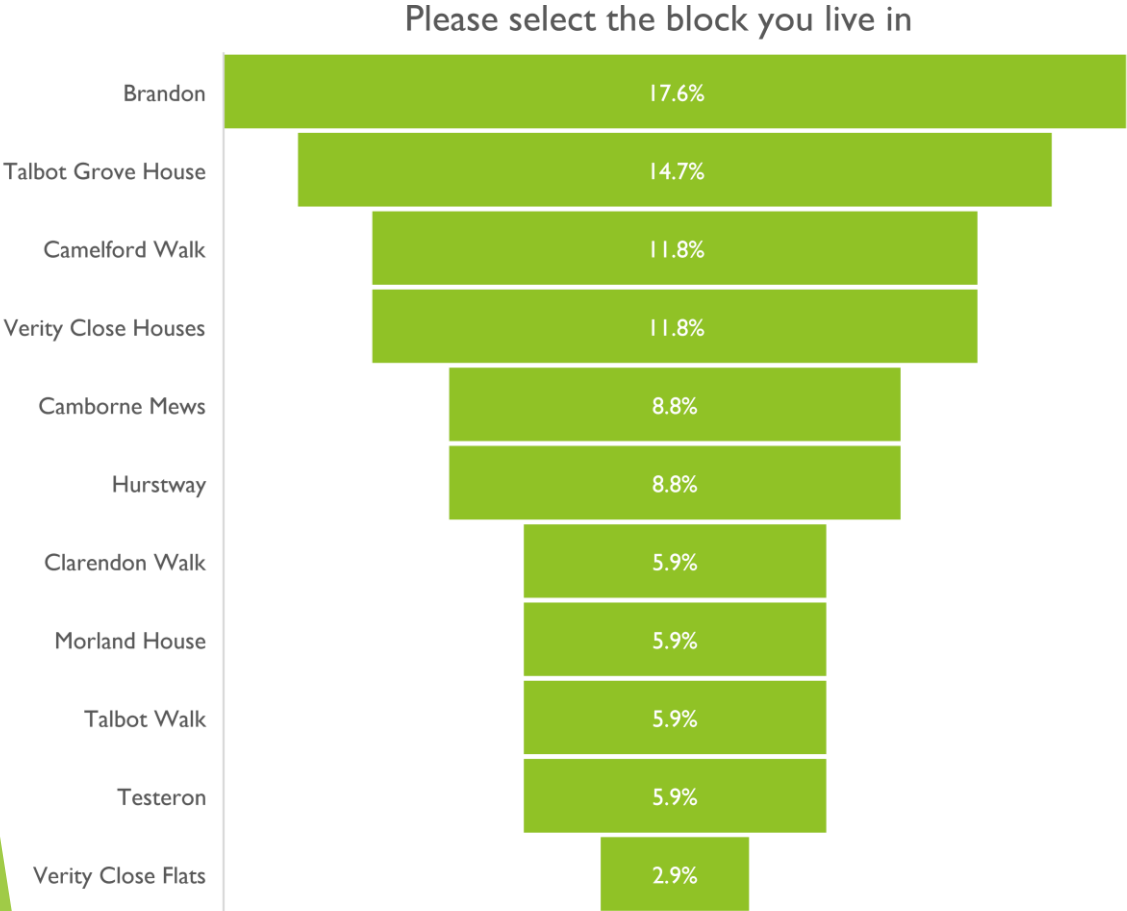
- 1. Refurbishing homes to be comfortable and energy efficient**
- 2. Generating a clean and green energy supply**
- 3. Creating a garden estate with a thriving environment**
- 4. Supporting sustainable living and a local green economy**
- 5. Developing green skills and services**

Sustainability Strategy

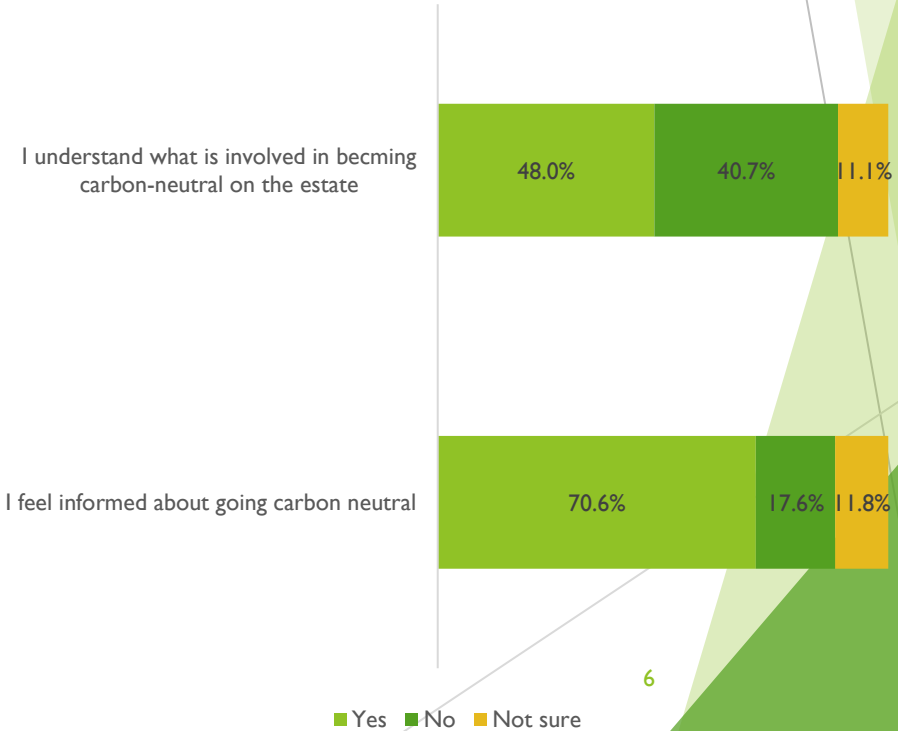
We will do this by:

1. Becoming a **carbon-neutral** estate by 2030
2. Refurbishing **all homes** and community spaces to a **high standard of energy efficiency**
3. Becoming a recognised **model 21st century estate** and **future neighbourhood**
4. Creating a local **circular economy**, while **minimising waste** and **tackling inequality**
5. Eradicating **fuel poverty** and ensuring residents live in **comfort**
6. Providing all **energy** on the estate from **clean, renewable** sources
7. Improving **air quality** to levels recommended by the World Health Organisation
8. Becoming a **green garden estate** with a thriving and biodiverse environment
9. Creating local **green jobs** and **training opportunities**
10. Putting the Grenfell recovery at the heart of a **green recovery**

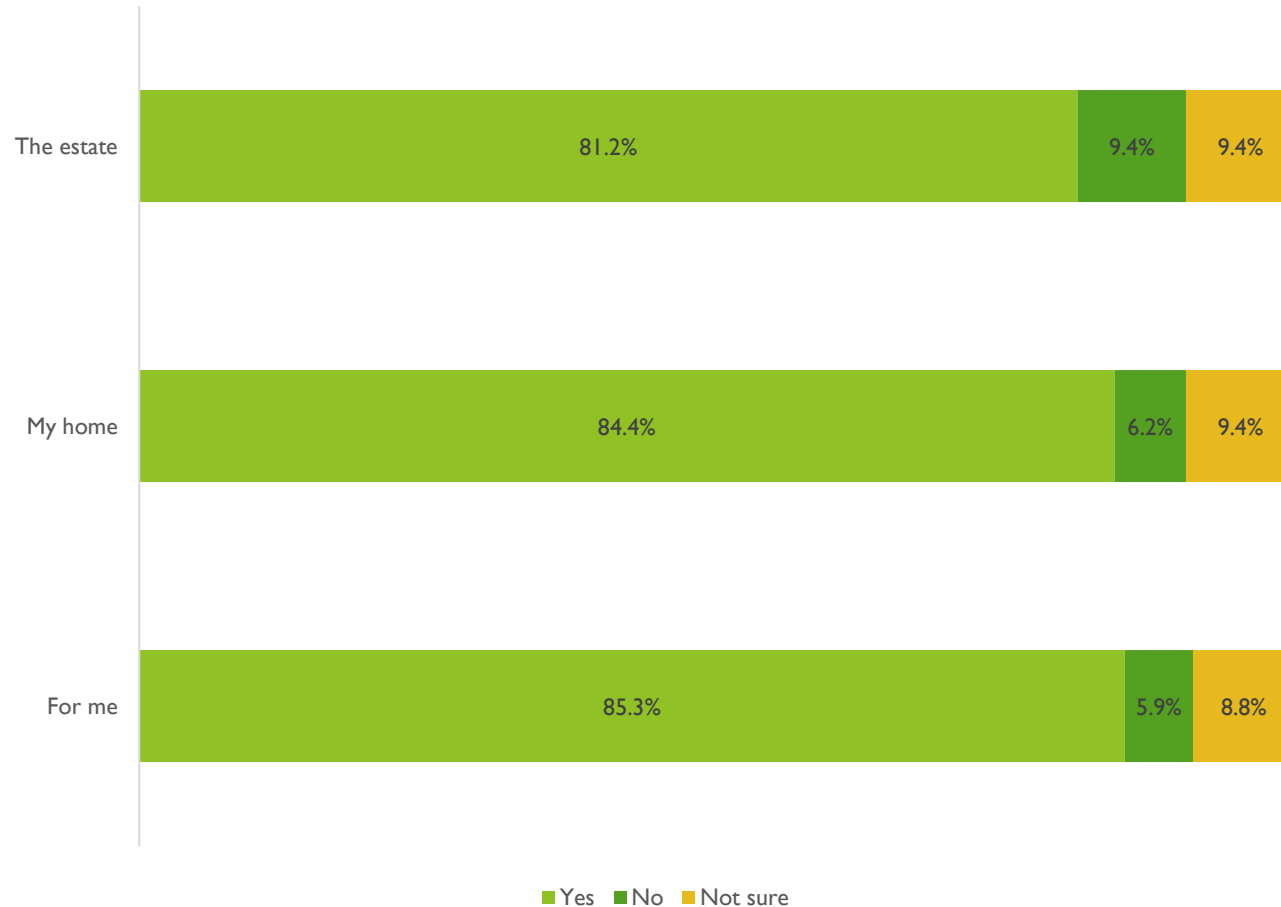
Consultation Findings: Which block do you live in, and do you feel informed about going carbon neutral?



Do you feel informed/understand what is involved in becoming carbon neutral on the estate?



Do you think that becoming carbon neutral is an important priority for you, your home and the estate?



Those who thought it was not important or not sure, were invited to say why they responded in this way.

Two respondents felt that there was a lack of knowledge/ information about becoming carbon neutral:

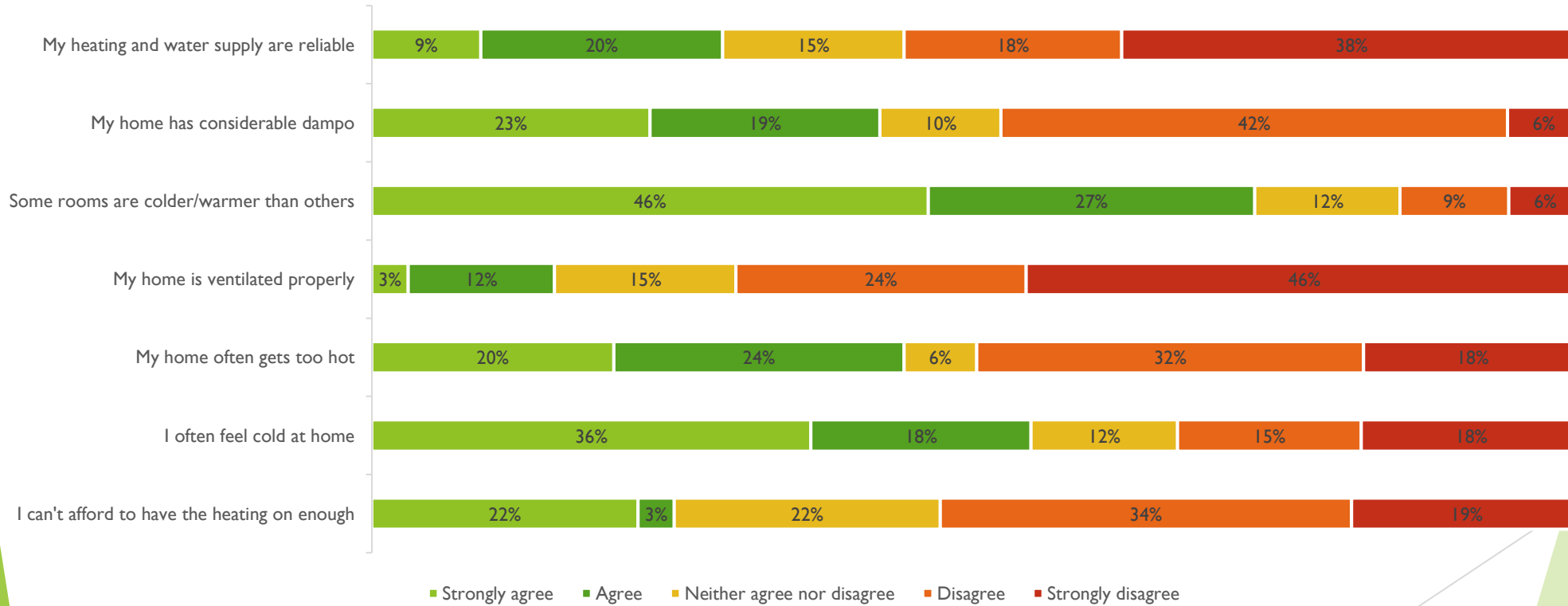
- ▶ **“I do not know enough about it to give opinion”**
- ▶ **“Information are very basic not explained. Also I find it myself on social media I don't think the estate is fully engaged...”**

Three respondents said that they did not think going carbon neutral was a priority:

- ▶ **“I don't care about whether a building is carbon neutral. It's only about the people...”**
- ▶ **“It's not a priority when there are other more important things like improvements to the aesthetics of the estate.”**
- ▶ **“There are other priorities, for example refurbishment”**

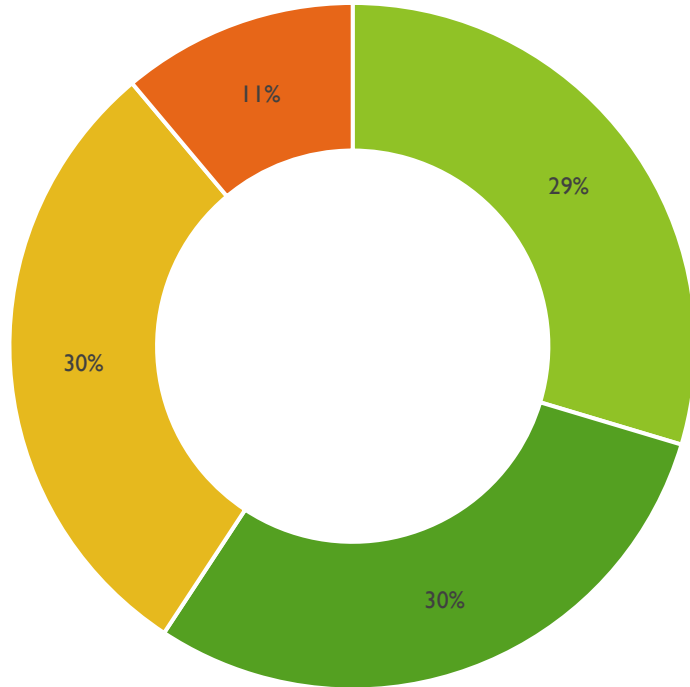
Sustainability Theme 1: Refurbishing homes to be comfortable and energy efficient

To what extent do you agree with the following statements?



Gas cookers and induction hobs

Which of these statements do you agree with?

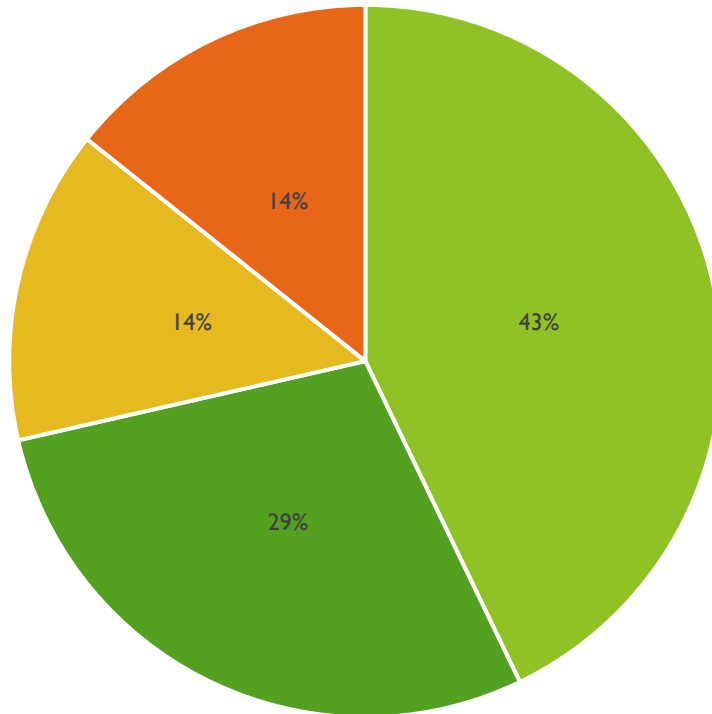


- I already have an induction cooker
- I currently have a gas cooker and am not sure of whether I would like to change
- I currently have a gas cooker and would like to move to an induction cooker
- I currently have a gas cooker and would not like to move to an induction cooker

Respondents were asked if they wanted to add 'other' statements about gas cookers and induction hobs. 33% of respondents made comments. 22% made comments about having an electric hob. 4% said they were a leaseholder, 4% said they had already installed an induction hob and a further 4% stated they preferred gas.

- ▶ **"I have an electric cooker"**
- ▶ **"I have an electric hob"**
- ▶ **"I have electric cooker and would move to induction"**
- ▶ **"I am a leaseholder with an electric hob"**
- ▶ **"I don't have a GAS COOKER..I have electric"**
- ▶ **"There is no gas in my flat, I use electric cooker"**
- ▶ **"Not applicable to me as you will not be replacing mine as a leaseholder"**
- ▶ **"At our own costs, we installed an induction cooker already"**
- ▶ **"Would prefer gas"**

We're thinking about potential improvements within homes to make them more energy efficient. Which of these do you think will make the biggest difference to you?



■ Repairing/replacing windows ■ Insulations ■ Radiator repairs ■ Ground source heating

Repairing/replacing windows

- ▶ Current windows are draughty. Which incurs high heating costs. Made from old wood which swells, making it hard to open and close.

Insulation

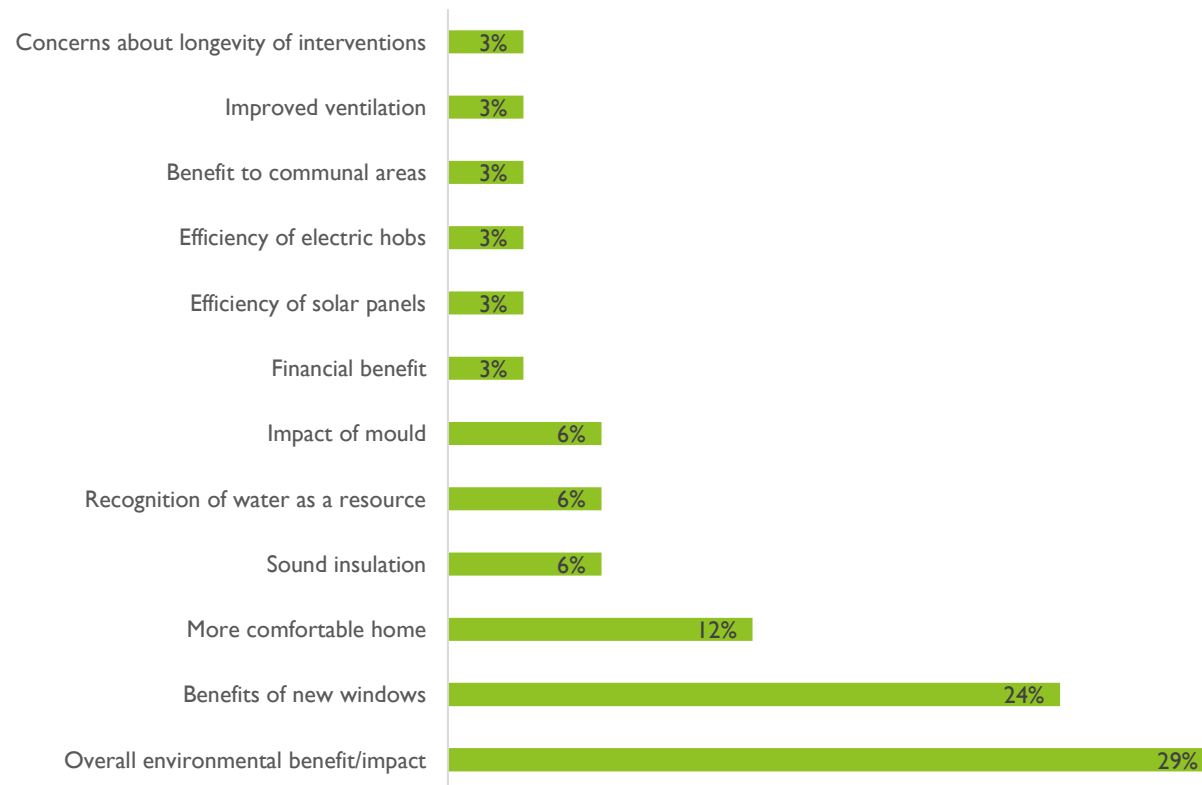
- ▶ Double glazing and insulation should be a minimum standard. Need for effective radiators.
- ▶ The mansard roof to Morland House was insulated in 1999. I paid for this as a leaseholder. Morland House is supposedly a bad insulator of heat. I believe a building needs to breathe, and therefore one should not expect to live in a chick incubator. The windows were designed for air-flow, yet residents neglect to use them for this reason, which detrimentally causes greater humidity around the sash window frames and consequent deterioration to them. The windows deserve to be treated much better. They are well worth looking after.

Radiator repairs

- ▶ Repairing old radiators, the valves of which no longer work

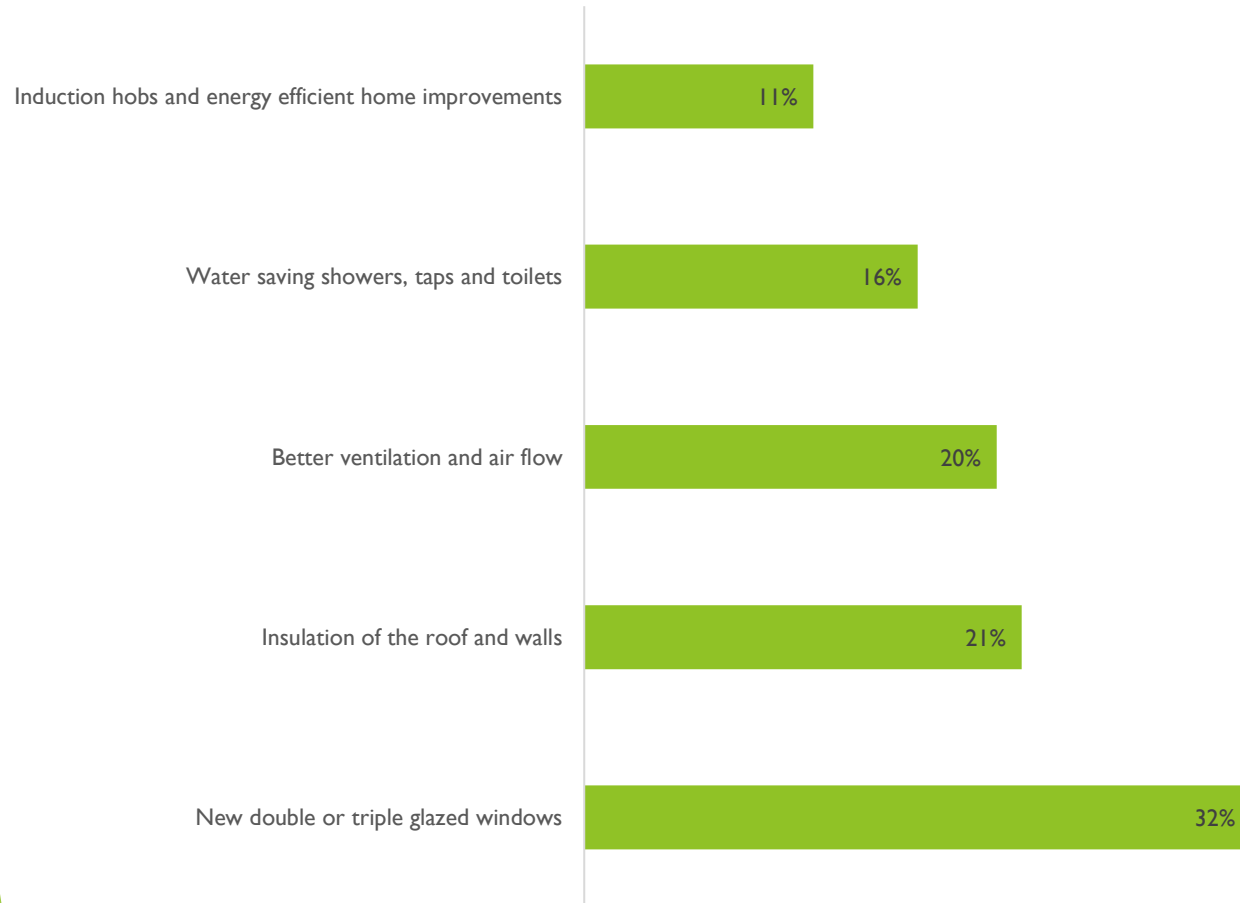
Refurbishing homes to be comfortable and energy efficient

Can you tell us why you feel these improvements will make a difference to you/your home?



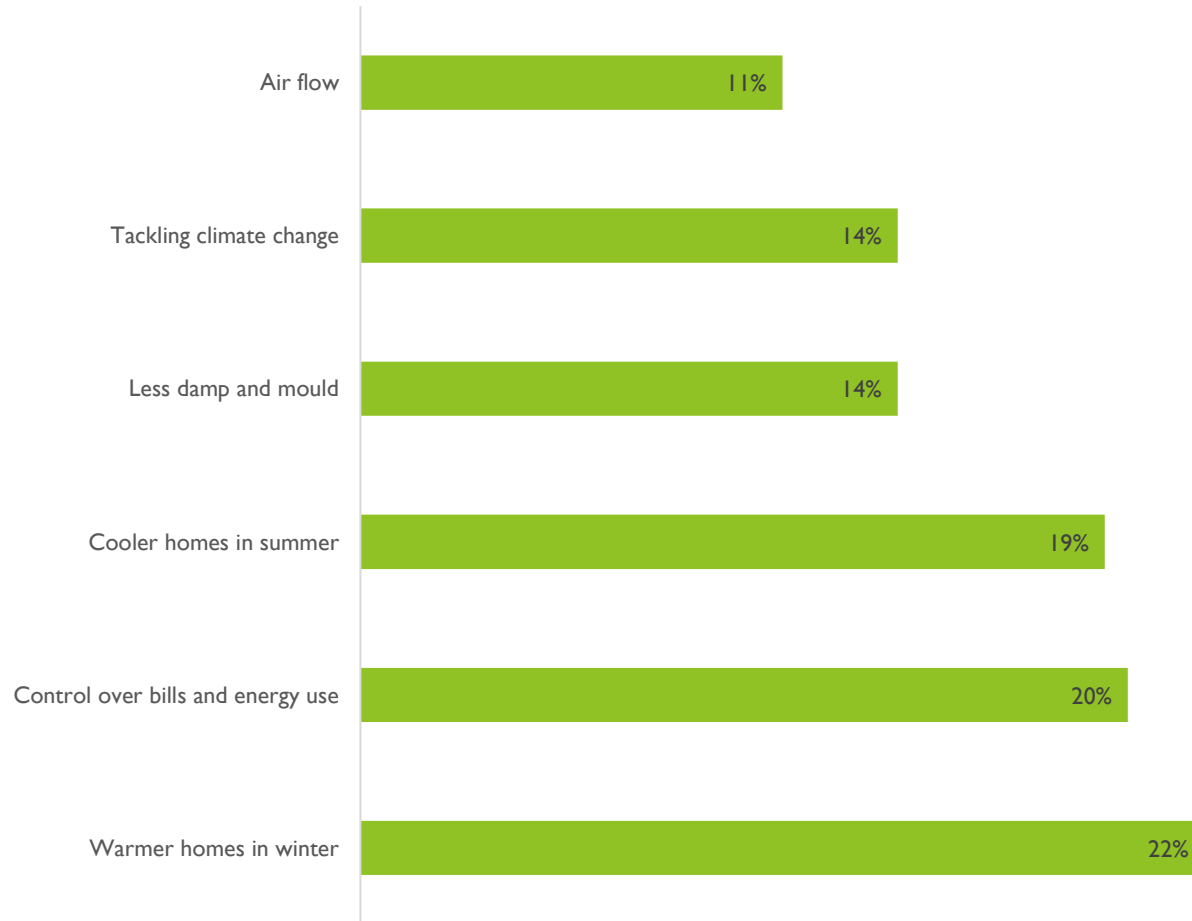
- ▶ **“...Energy efficiency will bring this about but also reduce negative impacts on the climate.”**
- ▶ **“...New windows would be a complete game-changer on so many fronts environmentally.”**
- ▶ **“A warmer and comfortable home.”**
- ▶ **“...It would be extremely important to improve sound insulation too.”**
- ▶ **“Water is such a precious resources and we must use it well.”**
- ▶ **“In our flat many of the windows are either broken or badly damaged by mould, making them very difficult to open”**

Which of these would make the biggest difference to you?



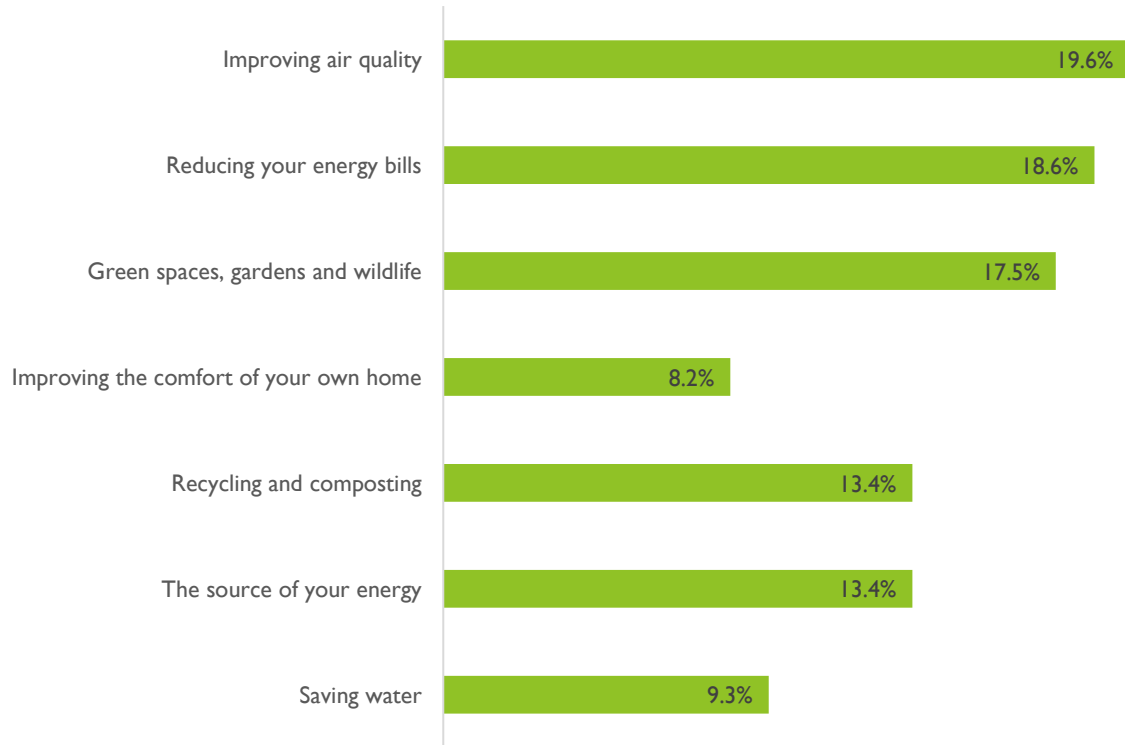
- ▶ **“Ground source heating”**
- ▶ **“Hands down double glazing and insulation...”**
- ▶ **“Repairing old radiators, the valves of which no longer work.”**
- ▶ **“...I believe a building needs to breath...The windows were designed for air-flow, yet residents neglect to use them for this reason.”**
- ▶ **“The old windows we have now are disgusting.They let in soooo much draft...”**

Select three things that you think will benefit you the most when becoming more energy efficient?



- ▶ **“I believe much is made of homes not being warm enough or too hot in the summer. My own experience for over 20 years has been very positive at Morland House. If anything, my flat has been too warm, and a saving perhaps could have been made there.”**
- ▶ **“Living experience is priority, we are freezing!”**

Select three things that you think will benefit you the most when becoming more energy efficient?



When asked to specify if they had other suggestions for what improvements/benefits would be important to them, five respondents replied. Their responses are below:

- ▶ **“Encourage more house plants as I do with A PLANT FOR EVERY HOME”**
- ▶ **“Everything to save the planet and reserve for future generations growing opportunities”**
- ▶ **“Having solar panels on the estate would be great.”**
- ▶ **“None”**
- ▶ **“Priority is warmth!!! Heating, insulation and double glazing please. We are freezing. It’s not humane. Also, we have green spaces but can’t interact with them, they are sloped and only dogs use them. There’s no way we can enjoy or interact with them. Disabled people can’t access the outdoors (no lifts to get out) and they can’t access the green spaces (not wheelchair accessible).”**

Overall Takeaways

According to the survey, there are issues with:

- ▶ The reliability of heating and water supply, and the affordability of it
- ▶ Damp inside homes
- ▶ Ventilation
- ▶ Some rooms are colder/warmer than others
- ▶ Cold homes

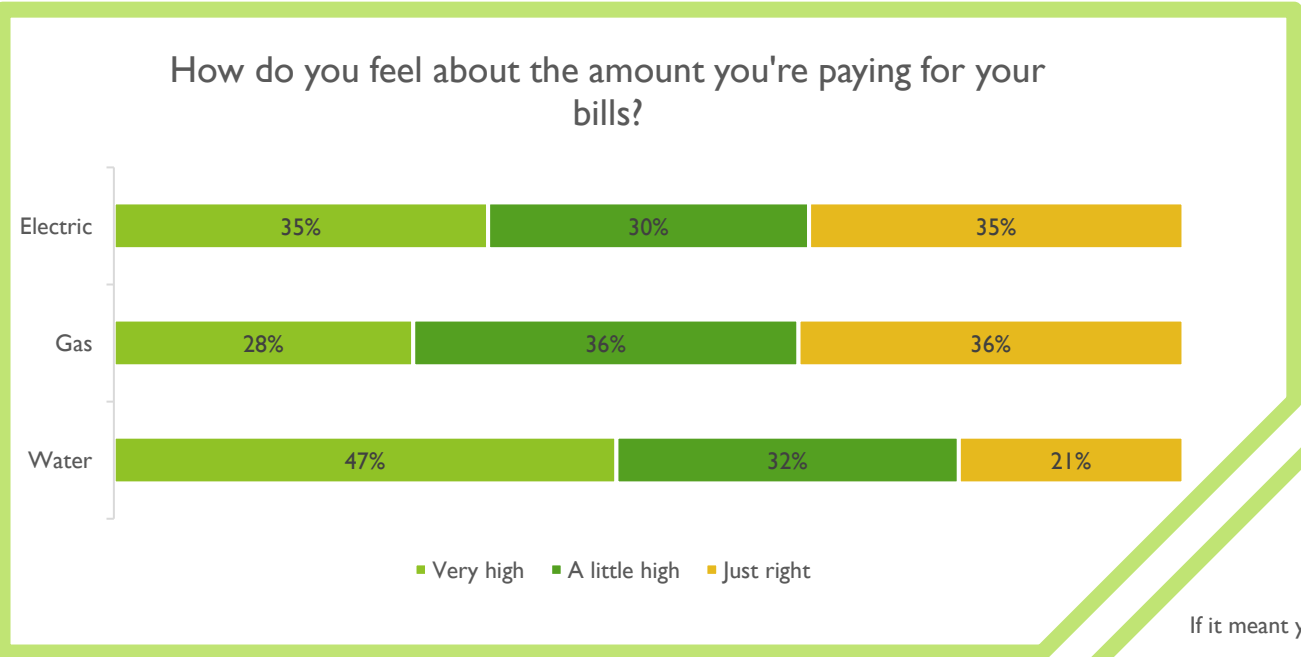
Residents prioritise the following in terms of refurbishment:

- ▶ Repairing or replacing current windows with double or triple glazed windows
- ▶ Improving insulation

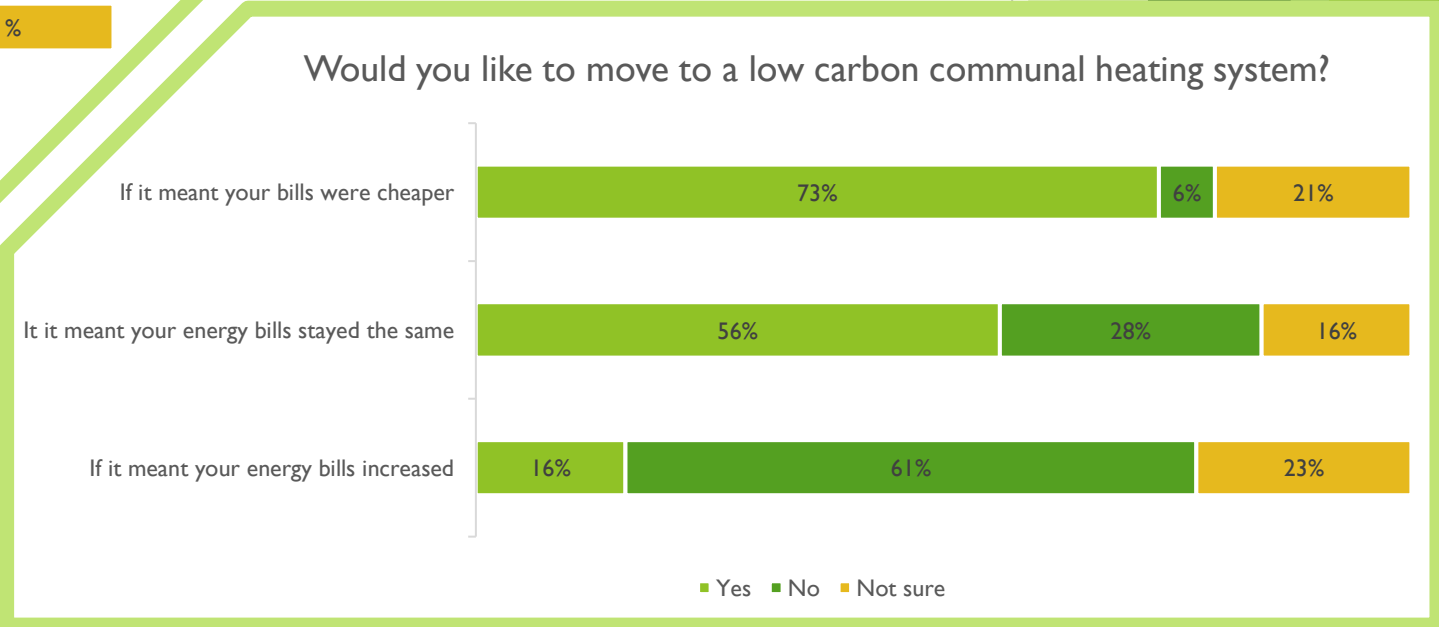
Residents view the impact of energy efficiency as:

- ▶ Improving overall environmental impact/benefit
- ▶ Providing warmer homes in winter
- ▶ Improving air quality as well as energy bills

Sustainability Theme 2: Generating a clean and green energy supply

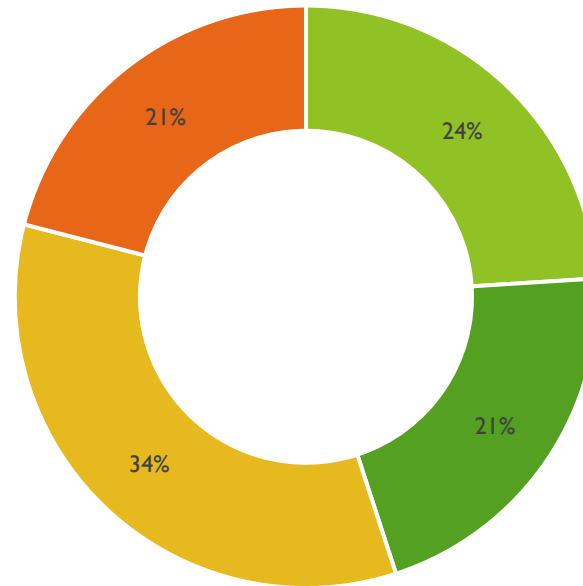


Household Bills



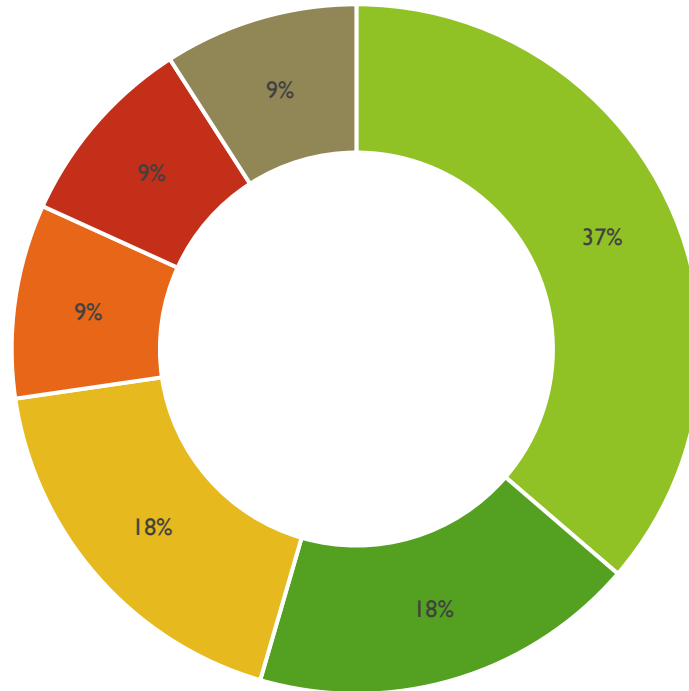
Sustainability Theme 3: Create a garden estate with a thriving environment

Which of these would have the biggest impact on the estate?



■ Better recycling and composting facilities ■ New external communal lighting ■ More accessible green spaces ■ New internal communal lighting

Which of these would have the biggest impact on the estate?
(Note: There were nine other suggestions about what would have the biggest impact on the estate.)



■ Improving green spaces ■ Renewable energy sources ■ Other
■ Better buildings ■ Education ■ Sustainable street furniture

- ▶ **“Not only improving the green spaces which exist, but also creating new green space.”** Improving green spaces
- ▶ **“Solar panels”** Renewable energy sources
- ▶ **“With due respect, there are too many desktop initiatives.”**

Improving green spaces

- ▶ Not only improving the green spaces which exist, but also creating new green spaces. For example, install green roofs so it provides better insulation to properties, attracts wildlife and creates a nicer view for properties overlooking roof tops - such as Camelford. Also exterior vertical green walls. These would make the blocks look so much nicer if each end had a lovely green wall.
- ▶ The more gardens we have the happier and healthier we are

Renewable energy sources

- ▶ Ground source heating + Solar panels

Other:

- ▶ Lifts in the building, double glazing, insulation of rooms, heating all year round. Wheelchair accessibility for flats and in the space between buildings and green spaces.
- ▶ I believe there is too much hard landscaping on the estate. There has never been a dedicated gardener on the estate. Not to diminish those that do gardening work, but their approach is much more about out-reach and socializing on the estate. There is no one to turn to who has a background in horticulture that can be utilized for the long term, in contrast to the many who are employed in oversight or project management / administration roles. So there is a resourcing matter that is being overlooked.

Better buildings

- ▶ Better windows and insulation, more efficient heating system

Sustainable street furniture

- ▶ Granite benches

During the pop up engagement event, the following ideas were proposed by residents under the...

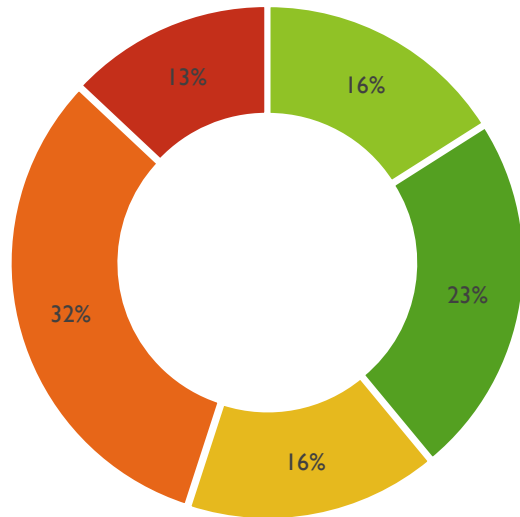
‘Create a garden estate with a thriving environment’ category:

- ▶ Fancy chairs for gardens
- ▶ Solar lights around garden
- ▶ Community day for plant growing
- ▶ Bee-keeping – honey produced should be managed by RA
- ▶ Rose Flower Beds
- ▶ Renew the plants
- ▶ Gardening party (BBQ)
- ▶ Flowers on balconies
- ▶ Planting block competition
- ▶ Bird feeders
- ▶ Get the raised beds up and running again
- ▶ Herb Garden
- ▶ Encourage cleanliness/no-littering
- ▶ Separate pit place for dogs

Many of these ideas have either been carried out, are in progress or are due to commence.

Sustainability Theme 4: Supporting sustainable living and a local green economy

What activities/actions do you think the Lanc West Neighbourhood Team can help you do more of?



- Reducing your water use
- Reducing your gas and electricity use
- Switching to a green energy provider
- Recycling and composting
- Green travel including cycling, walking and electric cards

- ▶ **“A zero waste food shop on or near the estate would be incredible, especially if it could be community owned and the prices set at a reasonable rate.”**
- ▶ **“Currently we are all paying standard water rates unless you contact Thames water to state your circumstances”**
- ▶ **“I don’t want any reduction...Give us heating all year round. Do you understand the problem here? Invest in giving us insulation and double glazing!!!”**
- ▶ **“I’d like our air quality to be improved. So, planting trees and surrounding us by plants and greenery to counteract car pollution from busy local roads and the a40 motorway close by.”**
- ▶ **“If there designated parking places for the residents of the estate with electric charging facilities, I would definitely consider getting an EV.”**

During the pop-up engagement event, these ideas were proposed by residents for the ‘Supporting sustainable living and a local green economy’ category:

- ▶ Permeable paving
- ▶ Electric scooters
- ▶ Electric car chargers
- ▶ Water fountain
- ▶ Flood mitigation strategy
- ▶ Cultural food day
- ▶ Recycling bins for pop ups
- ▶ Separate dog bin
- ▶ Stronger food waste bin bags



Our Response

- ▶ We are researching into permeable paving for different parts of the estate, such as the dirt path outside of Bomore Apartments and progress is well under way. Permeable paving supports flood mitigation.
- ▶ Electric scooters have been introduced to the area and you can see some of these outside of the Kensington Leisure Centre
- ▶ **Electric car chargers are also well under way**
- ▶ We often have various cultural food for community events

Sustainability Theme 5: Developing green skills and services

Under this category, we offer a range of services and opportunities such as:

- ▶ Retrofit and green training courses
- ▶ Sustainability Series – monthly 30-minute educational webinars
- ▶ Organise and support various green volunteer groups to garden across the estate
- ▶ Engaging the residents through green communal events

Grenfell Health and Wellbeing Services Volunteer Group



This collaboration comes under our Sustainability Strategy goal to put the Grenfell recovery at the heart of our green recovery



Gardens are a powerful healing space and encourage social interaction which is much needed in order to tackle the isolation which people have been left in by the pandemic and lockdowns



The volunteer group began on the 6th September and the 1hr 30min sessions run every Monday



There were many positive comments and the overall sentiment by the group was they felt either energised or calmed by the end of the group session



Professional NHS supervisors from the service are always at hand plus our own dedicated staff

Grenfell Health and Wellbeing Services Volunteer Group



During our first volunteering session, we planted lavender, amongst other herbs. Lavender has great healing and relaxing powers. One of our volunteers from the GHWS surprised us with a homemade traditional meal which we enjoyed alongside the fruit salads kindly provided by GHWS. This is a great example of what we want to achieve as part of our Sustainability Strategy:

- ✓ Circular economy
- ✓ Communal engagement
- ✓ Heightened physical and mental wellbeing
- ✓ Healthier lifestyle and eating
- ✓ Putting Grenfell at the heart of our green recovery
- ✓ Learning new green skills and opening up volunteers to wider green jobs and opportunities
- ✓ Engaging and enhancing green skills

Sustainability Series

- ▶ Delivered **15** episodes so far!
- ▶ Turnout would often be somewhere between 10-40

Collaborations:

- ▶ ReLondon
- ▶ Lettuce Grow
- ▶ Florist
- ▶ RBKC's Climate Change Team
- ▶ Better Streets4KC
- ▶ Upcycling Champion and Lancaster West resident
- ▶ Hubbub
- ▶ Clinical Fellow from the National Heart and Lung Institute at Imperial College London
- ▶ Director of Green Infrastructure Consultancy
- ▶ RBKC's Heat Network Team
- ▶ Retrofit Academy
- ▶ London Energy Transformation Initiative (LETI) and ECD Architects
- ▶ Sustainability Team Manager
- ▶ Ellen MacArthur Foundation

Sustainability Series Topics:

- ▶ Embodied Carbon
- ▶ Retrofitting
- ▶ Recycling and Waste Management
- ▶ **Aeroponics as a sustainable solution to urban farming**
- ▶ Insights from COP26
- ▶ Sustainable Travel
- ▶ Upcycling
- ▶ Food and our Environment
- ▶ Impact of Air Quality
- ▶ Biodiversity and Gardens
- ▶ Heat Network
- ▶ Sustainable Diets
- ▶ Circular Economy
- ▶ Sustainability Strategy
- ▶ Embodied Carbon

Overview

Community Day Events

Webinars

Treadgold House Co-Design Garden Concept
Online Workshop – Gathering Ideas

Pop Ups

- ▶ Camelford Court Roof Engagement
- ▶ KCA Walkways Co-design Engagement – feasibility
- ▶ Social Landscapes ECD Pop Up Estate Wide co-design engagement
- ▶ Talbot Walk and Camborne Mews Internal Refurb PP
- ▶ KCA Walkways Pop Up Heat Network Feasibility
- ▶ Treadgold Initial Ideas

Projects, funds and workshops

- ▶ Food Waste Launch
- ▶ Community Fund
- ▶ HubBub Growing kit Launch
- ▶ Sustainability Strategy Launch
- ▶ Plant4EveryHome
- ▶ Get Gardening!

Funding

FNF

Sustainability Series Topics

- ▶ Embodied Carbon
- ▶ Retrofitting
- ▶ Recycling and Waste Management
- ▶ Aeraponics as a sustainable solution to urban farming
- ▶ Insights from COP26
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- ▶ Biodiversity and Gardens
- ▶ Heat Network

Surveys

