

Unit 7, Baseline Studios  
Whitchurch Road  
W11 4AT

18 October 2022

Dear resident,

**Time to choose your Emerging Preferences and Choices for the refurbishment of your home and block (Walkways) & Invitation to Open House at 411 Testerton Walk**

We're writing to invite you to come to an Open House event, and to complete the enclosed survey for the refurbishment of your block.

Having completed the resident engagement for Phase 1 of the estate-wide refurbishment - **Initial Design Ideas** - we are now launching Phase 2 – **Emerging Preferences and Choices**. The new designs, which you will see in the online booklet, were created as a direct result of resident feedback from the Initial Design Ideas phase. We are keen to get residents' views on the new designs. This will then inform the final detailed designs for your block prior to commencing the works.

To help inform you of the refurbishment choices available, you can come along to the Open House event and read the **Walkways Emerging Preferences and Choices** booklet. You are also welcome to come down to LWNT's Refurbishment Showroom from Monday 24 October between 10am – 4pm, Monday to Friday at Baseline Studios if you'd like to speak to a member of the refurb or engagement teams about the survey or collect a booklet. All options are outlined in detail below:

**Open House invitation**

To help you make your decisions we are inviting you to the Open House at our pilot flat at 411 Testerton Walk, which has been fully refurbished. You'll be able to see many of the upgrades we are proposing for your home and block in person, including new triple-glazed windows, upgraded balcony, wall insulation, ventilation and more, some of which we are asking you to make decisions on in the survey. There will be refreshments.

Where: **411 Testerton Walk**  
When: **Thursday 3 November**  
Time: **3.30-7pm**

## Booklet



Scan the QR code to see a copy of the booklet which explains the proposed works and the options available in detail, some of which we are asking you to make decisions on for your block and home in the survey. If you would like a copy of the booklet, please come and collect one from our stands at Baseline studios or ask at the reception desk.



## Returning your refurbishment survey

Included with this letter is a survey which we would like you to complete once you have attended the event and read the booklet.


You should return the survey to us by midnight on **Sunday 20 November** via the following methods:

- ✓ Drop it into our new **silver survey box** at the front of Baseline (picture below)
- ✓ Send photos of your completed survey via **WhatsApp** to Linda Fenelon on **07814 608999**
- ✓ Fill in an **online form** by scanning the QR code below or pasting this link into your browser <https://www.surveymonkey.co.uk/r/Phase2WalkwaysLetter>



## Speak to someone

If you would like someone to sit down with you and go through the survey, you can contact Linda Fenelon on **07814 608999** or at [linda.fenelon@rbkc.gov.uk](mailto:linda.fenelon@rbkc.gov.uk); alternatively, you can

 0800 389 2005

 [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk)

 @lancasterwestneighbourhoodteam

 WeAreW11 app

make an appointment through our **weareW11 app**. Through the app, you can **book a 1-2-1 “Refurb and Respite” appointment** at a convenient time for you. Remember too you can also come down to LWNT’s Refurbishment Showroom unit 29, Baseline Studios from Monday 24 October between 10am – 4pm, Monday to Friday to speak to a member of the team.

### Subscribe to your resident eNewsletter Lancaster West News



The best way to stay up to date with all the refurbishment news and more, is to subscribe to Lancaster West News, a regular eNewsletter for residents. Scan the QR code. Give the name of your block to enable you to receive news for your block.



You can also join your block’s WhatsApp group to stay up to date with refurbishment news and more. Join by pasting into your browser the following link for your block:

**Walkways** <https://chat.whatsapp.com/EhPjld6k2TuCPY6LvYkvfl>

You can find all more information about the refurbishment of your block on our website [www.WeAreW11.org](http://www.WeAreW11.org) under Latest Block Designs.

If you have any queries or would like more information here, please contact Linda Fenelon your **Senior Resident Engagement Lead** at [Linda.Fenelon@rbkc.gov.uk](mailto:Linda.Fenelon@rbkc.gov.uk) or call her on **07814 608999, or 0800 389 2005**

We look forward to seeing you on **Thursday 3 November 3.30-7pm** where we’ll be offering refreshments as well as ideas and information.

Yours sincerely,



**James Caspell**  
**Neighbourhood Director**

