

Camelford Court and Camelford Walk, Clarendon Walk and Talbot Walk

Finalising Detailed Designs

Lancaster West **Refurbishment**



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LANCASTER WEST
NEIGHBOURHOOD TEAM

W11

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Part 1: Phase 3 Co-Design

Phase 3 Co-Design

What is it about?

What happened after Phase 2?

Following the surveys undertaken at Phase 2 of the co-design process, the most preferred design measures as voted by Lot 2 residents, were identified and incorporated to the latest design proposals.

The percentage of properties that responded to the survey are:

Talbot Walk:	93%
Camelford Walk:	74%
Clarendon Walk:	57%
Camelford Court:	29%
Lot 2 Overall:	62%

The Purpose of Phase 3

The purpose of this co-design phase is to show the final design proposals to residents.

It is also an important opportunity to highlight any issues previously not well understood, following the detailed development and technical analysis.

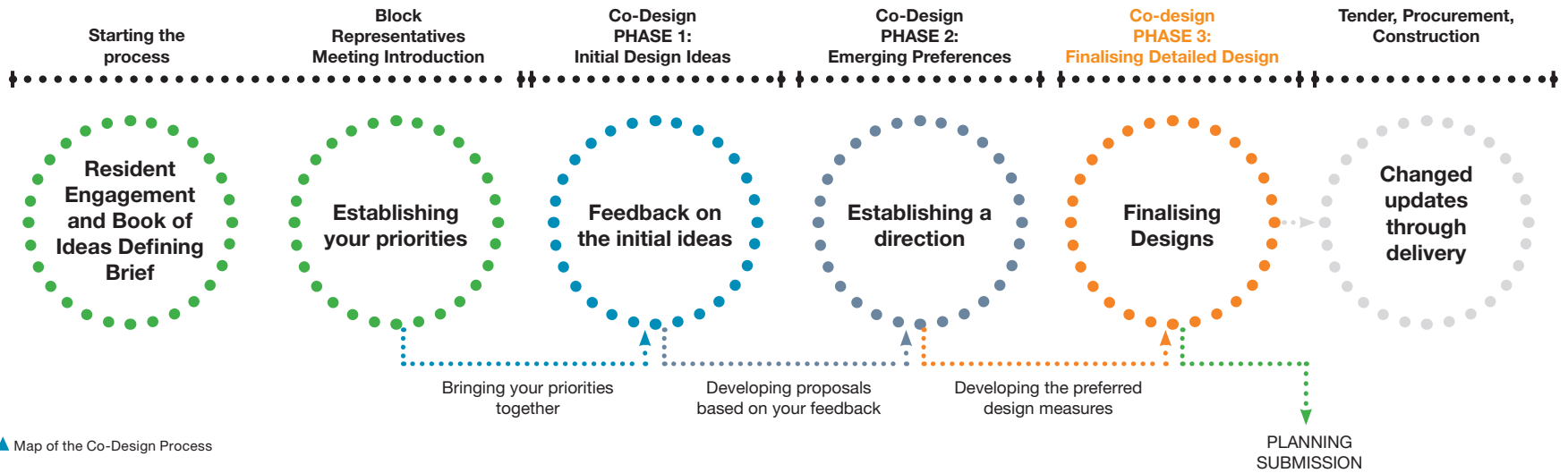
Residents now have an opportunity to provide final feedback.

Further Co-Design

This phase will look at final design choices.

Areas requiring feedback will be the communal corridors, balcony deck finishes and preferences for pattern developments to the balconies.

Co-Design Timeline



Camelford Court and Camelford Walk, Clarendon Walk and Talbot Walk Phase 3

Key Outcomes of Phase 2

External Wall System

88%
voted for...

Brick Finish

Brick colour

Most Popular
voted for...

Buff brick

Bin Chutes

82%
voted for...

Removing bin chutes to accommodate new lifts

Windows

58%
voted for...

Inward Tilt & Turn

Walkways

53%
voted for...

Keeping the walkways open

Staircores

77%
voted for...

Enclosing the Stairwells

Key Outcomes of Phase 2

Windows

58%
voted for...

Inward Tilt & Turn

The most preferred option was **Tilt and Turn – making up 58% of votes** across all blocks. This preference is consistent across all blocks. However, we have had feedback we now wish residents to consider.

	Camelford Court		Camelford Walk		Clarendon Walk		Talbot Walk		Total	
Tilt & Turn	4	67%	14	50%	21	64%	7	54%	46	58%
Top Hung Reversible	2	33%	14	50%	12	36%	6	46%	34	43%
Grand Total	6	100%	28	100%	33	100%	13	100%	80	100%

Walkways

53%
voted for...

Keeping the walkways open

Flats that were affecting (Flats 1 – 19 Camelford Walk, Flats 1 – 6 Talbot Walk) were asked their preferences for enclosing the walkways. While 20% were in favour overall, **53% were against the proposal to enclose the walkways** and 27% said they needed more information.

	Camelford Walk		Talbot Walk		Total	
Yes	3		0		3	20%
No	4		4		8	53%
Not Sure, Need More Information	4		0		4	27%
Grand Total	11		4		15	

Staircores

77%
voted for...

Enclosing the Stairwells

All respondents from Camelford Walk, Talbot Walk and Clarendon Walk were asked about enclosing the stairwells. Overall, **77% of these block's respondents were in favour of enclosing the stairwells**. This preference was consistent across all blocks.

	Camelford Walk		Clarendon Walk		Talbot Walk		Total	
Yes	21	66%	21	78%	14	100%	56	77%
No	9	28%	1	4%		0%	10	14%
Not Sure - Need more information	2	6%	5	19%		0%	7	10%
Grand Total	32	100%	27	100%	14	100%	73	100%

Part 2: Developing the Preferred Design Measures

Windows

What you most preferred...



Inward Tilt & Turn

58% of residents voted for the
Inward Tilt & Turn

- This is an inward opening window.
- The mechanism is a tilt (restricted opening) & turn (full opening).
- The inside frame is aluminium.
- The most preferred internal frame colour is White
- This range is secured-by-design rated
- The window comes with a child-safety restrictor key.

Detailed developments

There are a number of important implications associated with this option, and following feedback, we are recommending a similar model that opens outwards. These are explained in the following slides.

Windows: What it would look like...



Concerns

! **Dropped window head**
This may be needed to make space for blinds and curtains to avoid the inward swinging window.

! **Set-back dropped ceiling**
A deep set-back of your dropped ceiling will be needed to allow the windows to fully swing inwards. This may look unappealing.

! **Smaller Divisions**
To enable overheating to be mitigated, some fixed panes will need to be made operable.

Inward opening windows have a limit on opening size, so larger windows will need to be split into two smaller ones.

More frame = Slightly less energy efficient, slightly less daylight.

! **Furniture**
Windows may clash with furniture and kitchens when required to open fully on hot days.



Note:
This is only representative of a typical scenario.
The issues will be applicable to all windows

Windows: How they may affect your space...

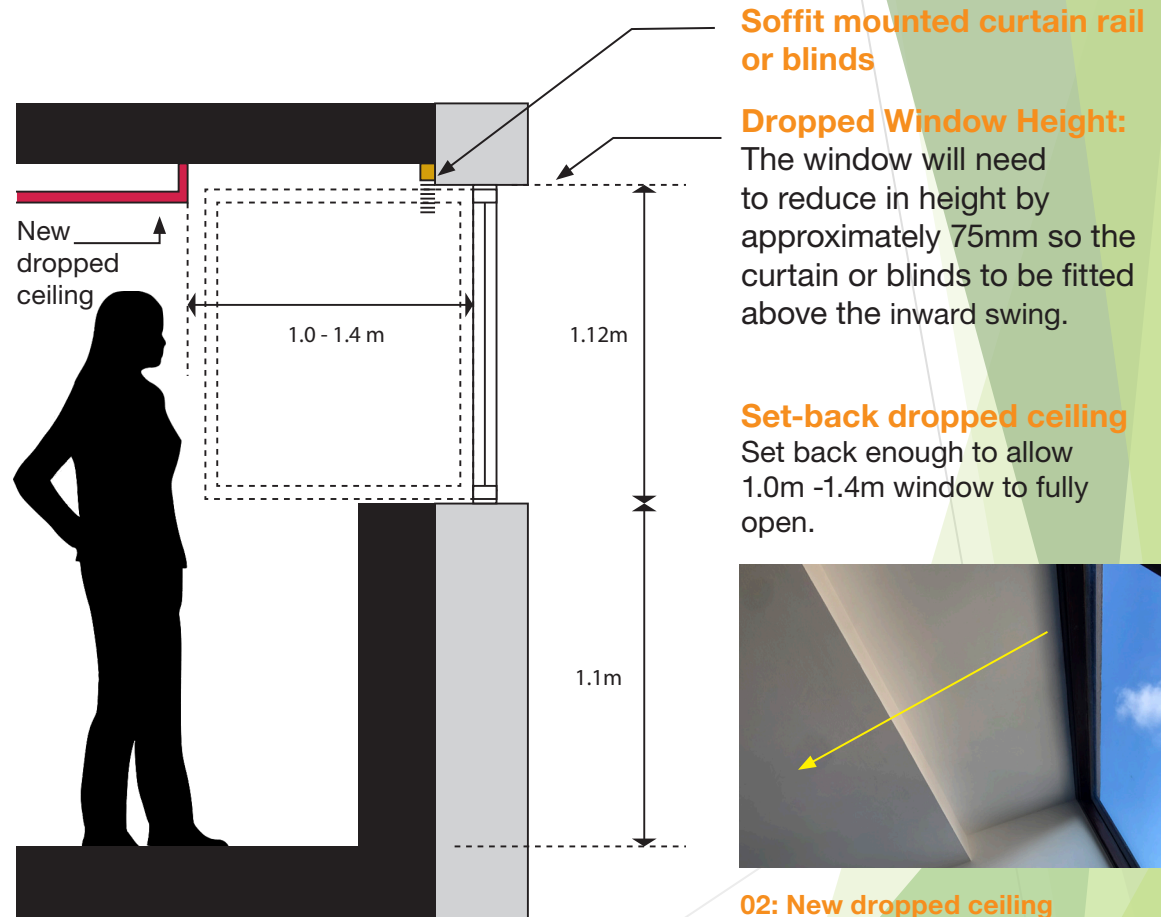
New Dropped Ceilings

The Lancaster West refurbishment includes dropped ceilings for all properties. These will be lower than the current top of the window.

To help prevent over-heating, a fully openable window should be possible when it is needed.

This means the ceiling will need to be set back far enough to allow the window to open without clashing. (diagram 01, 02)

Where flats have already been refurbished, this will need to be re-adjusted.



01: Cut wall section
Showing depth of a fully opened inward opening window

Soffit mounted curtain rail or blinds

Dropped Window Height:
The window will need to reduce in height by approximately 75mm so the curtain or blinds to be fitted above the inward swing.

Set-back dropped ceiling
Set back enough to allow 1.0m -1.4m window to fully open.



02: New dropped ceiling
and the set-back from the window. This will be much deeper into the room with an inward swing.

Windows: How they may affect your space...

Clashes with Kitchens

New kitchens are also being offered as part of the internal refurbishment. In some homes, these have been relocated next to the windows.

Cabinets next to the windows and tall taps will mean some the windows will not be able to fully open to support over-heating in the summer when needed.

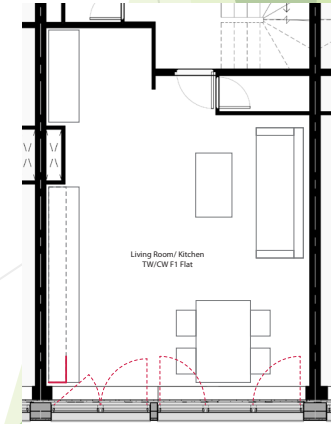
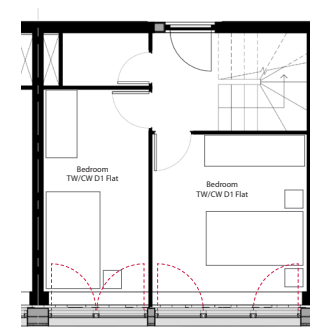
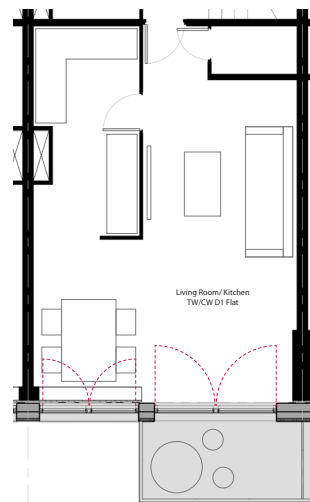


Completed refurbishments
With kitchens by windows.

Clashes with Furniture

On an everyday basis, you should **not** need to open the window fully.

However, when it is needed, inward opening window swings may make it inconvenient with some furniture arrangements.



Sample Flats Layouts
Showing the swing of inward opening windows when opened fully.

Windows: If they opened outwards instead..



Window head

Does not need to drop

Set-back dropped ceiling

Only a small set-back is needed

Furniture

Windows will not clash with furniture arrangements e.g. kitchen cabinets.

Window Divisions

Can be as per the original sizes.



Note:

*This is only representative of a typical scenario.
The issues will be applicable to all windows*

Windows: If they opened outwards instead...

The concern with Timber What you said...

"Current windows are wood and the have become rotten so ideally no wood on outside or inside, it also looks old fashioned"

"Aluminum exterior and interior makes it less likely that bits fall off windows in the future"

Why the new windows will be different...

Mould and rot to timber windows is typically caused by damp and condensation.

The new triple glazed windows and ventilation system will provide a warm and well ventilated environment. This will stop condensation from occurring and ensure the windows will stay in good shape.

The windows are also, not all timber...



Outward Opening Windows

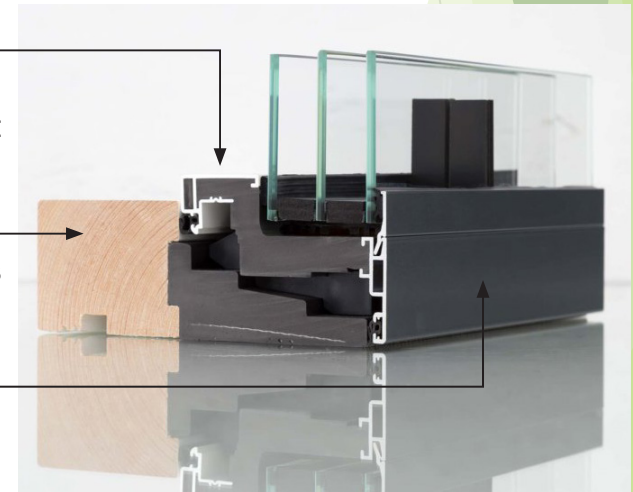
The window range that supports outward opening is a 'composite' frame, formed of a mix of timber and aluminium.

The frame that holds the glazing itself is **all aluminium**.

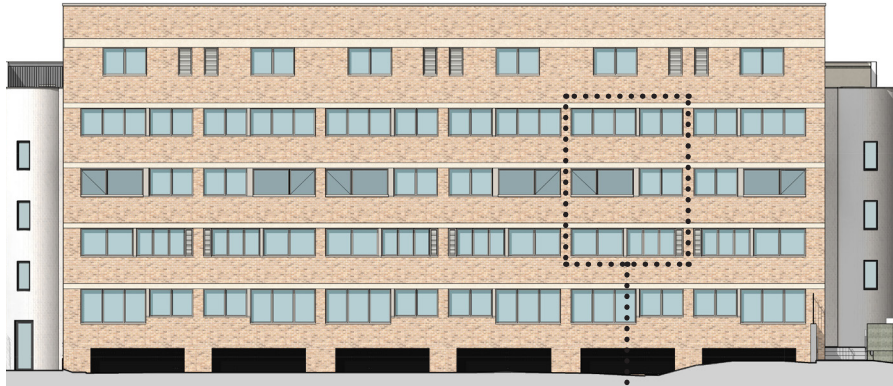
Aluminium — This part holds the glass and forms the opening part of the window.

Timber — This part is fixed and forms your internal frame.

Aluminium — This is the external part of the frame



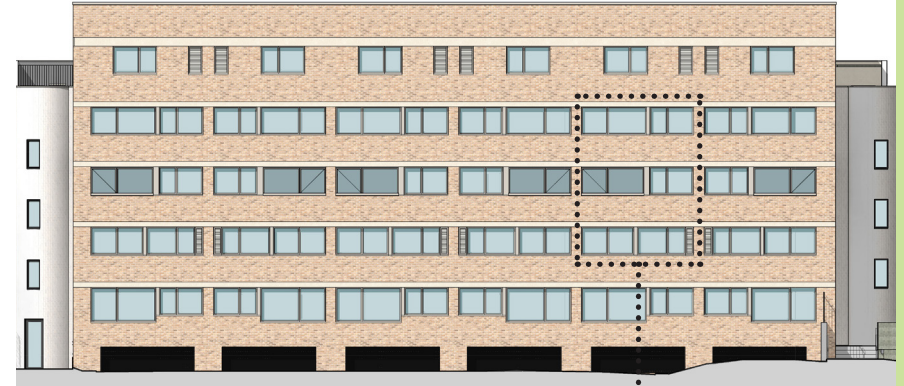
Windows: What it would look like from the outside



Inward opening windows

These are limited to a maximum width. Smaller windows will also help to minimise the impact of the inward swing to your spaces.

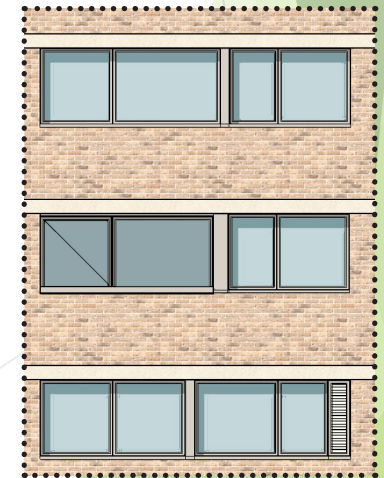
More frame = slightly less energy efficient, slightly less daylight.



Outward opening windows

Fewer limitations - Can be made as per the original window sizes.

Less frame = slightly better energy efficient, slightly more daylight.



Windows A Final Opportunity

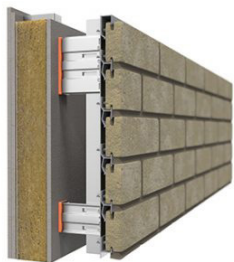
We are now in a position to better understand how the chosen inward-opening windows interact with the internal space and furniture within your home.

Given the potential concerns, we would like to propose a top hung, outward opening, reversible window instead.

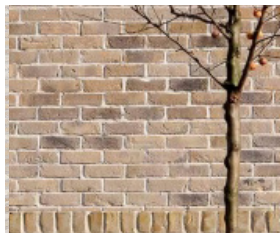
We would like to ask residents to confirm whether or not they are happy to move forward with this recommendation.

EWI System

What you most preferred...



Brick system



Buff Brick

88% of residents voted for a
Brick faced system

- A preference for a 'real' brick finish was emphasised.

The majority of residents preferred a **Buff Brick** to be explored.

EWI System: A New Appearance

Brick System with Buff Brick

The most preferred brick colour choice is a buff brick.

This will be a departure from the original red brick character of the estate, bringing in a new colour and appearance.

Residents should note there will be some elements of original red brick that will **not** be replaced as part of the proposals, such as garden and boundary walls.



Clarendon Walk
by Lancaster Road

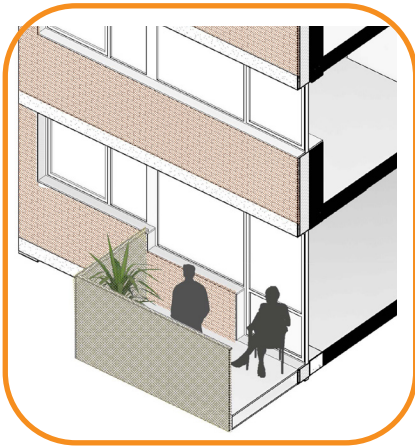


Camelford Court
Front garden boundary walls and rear garden separation walls will not change.

All blue railings are proposed to be painted a dark colour to match the final colour scheme.

Balconies

What you most preferred...



Bolt-on balcony

61% of respondents voted for a
Bolt-On balcony

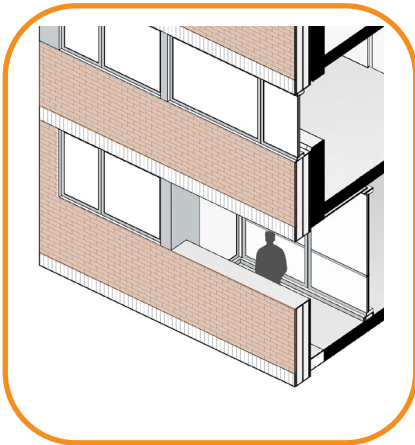
- This will increase your internal floor area
- The balcony will be a steel frame balcony formed of non-combustible materials.
- It would also enable a simpler thermal envelope and improve the energy efficiency.

Due to a number of challenges, these can no longer be offered as we have identified:

- Requires a steel intensive structural solution.
- Will overshadow neighbouring rooms below.
- Limited options on non-combustible deck finish (metal decks scratch easily, can be noisy and will get hot in the sunlight)

Balconies

Improved Existing Amenity



Refurbished Existing Balcony

The proposal is therefore to retain existing balconies as a **Refurbished Recessed Balcony**

- This will not impact your internal floor area.
- The area of the amenity space will be equal to the existing.
- New floor finishes using non-combustible materials.
- Opportunity to re-position the door.
- The soffit, floor and new glazing will provide improved insulation to your home.

Balconies

Improved Existing Amenity



Insulated Soffit

Hinged door to balcony

- Can be located as shown or to the side as existing.
- The door will be outward opening if top hung outward opening windows are preferred.
- The door will be inward opening if inward tilt and turn windows are preferred.

Insulated Floor
With new deck finish

Stairwells, Lifts & Entrances

What you most preferred...



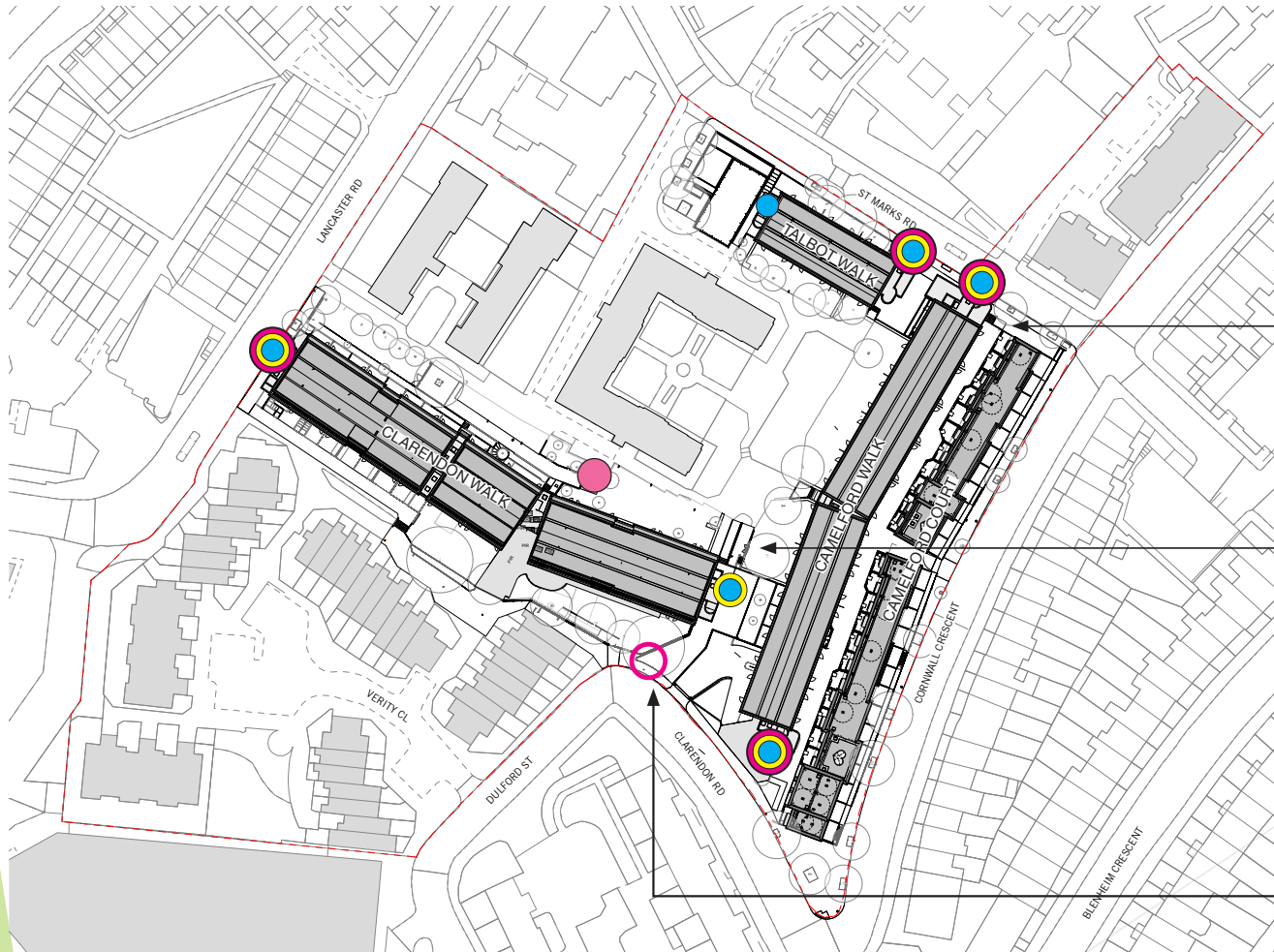
Enclosing the stairwells

77% of residents voted for
Enclosing the stairwells

82% of residents voted for
Removing the refuse chutes to install new lifts

83% of residents voted for
Removing the existing entrance ramps to install new lifts

Stairwells, Lifts & Entrances Final Locations



- New Main Entrance
- New Lift
- New Refuse Store
- Refurbished Existing Refuse Store

Demolished ramp
This is required to enable the new lift to be installed.

Partially demolished ramp
The upper section of the existing ramp will be demolished.

The lower section leading into the estate will be retained and a new section of ramp installed to maintain step-free access.

This is required to enable the new lift to be installed.

Additional Refuse Store
Proposed as part of future landscape works

Stairwells, Lifts & Entrances

Existing Ramps

Ramp Removal

83%

of residents supported...

the removal of the existing ramps to enable new lifts to be installed.



Clarendon Walk Ramp

Upper section to be demolished. Improving sight lines and natural surveillance.



Camelford Walk Ramp

Full ramp will be demolished, enabling natural surveillance to Camelford Court.

Stairwells, Lifts & Entrances Proposed Ramps



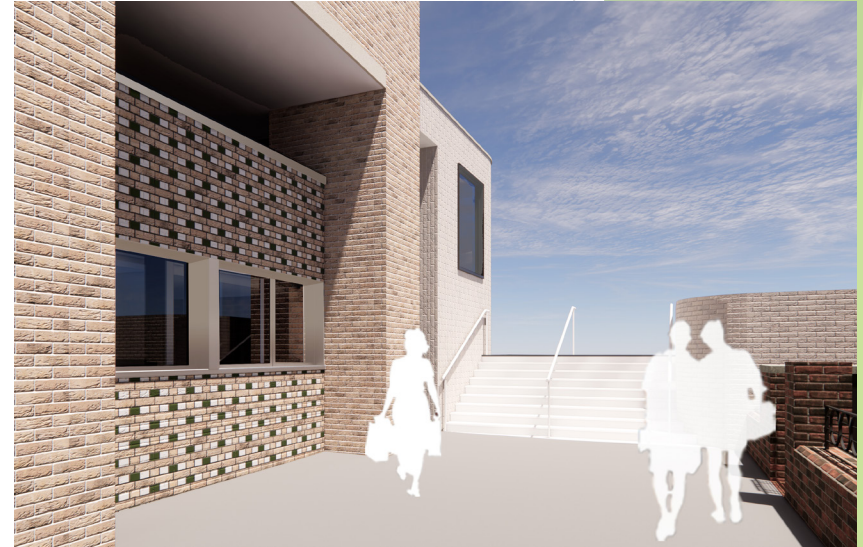
At **Clarendon Walk**, the existing ramp will be partially demolished and step-free access re-provided.



Stairwells, Lifts & Entrances Proposed Ramps



At **Camelford Walk**, the existing ramp will be completely demolished. Step-free access to the entrance will be directly from street level.



A new stepped access is provided up to street level from Camelford Court. The underpass through to the estate will be removed.

Lifts

A Standardised Approach

Lift Car Finishes

The lift car interiors will be standardised for ease of maintenance between the blocks.

The finishes proposed will be based on robust and easily maintained materials.

Full height mirror

On rear wall

Handrail

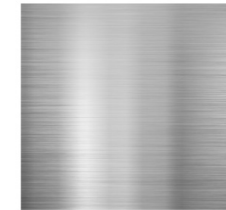
Brushed stainless steel

CCTV

All lift cars will be installed with a CCTV camera

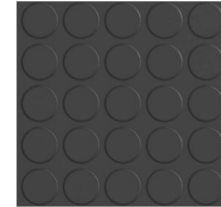


Wall finish



Stainless Steel

Floor finish



Slip Resistant Rubber



Entrances: Typical Features



Camelford Walk south Entrance

White Brick Staircores
Applied to all staircores to identify entry points and help way finding.

Glazing
To maximise visibility and natural surveillance.

Coloured Brick
Coloured brick banding to highlight main entrance features such as the intercom, block signage.

Approach Cover
An overhang provides a soffit lit cover and a sheltered route to the adjacent refuse store.



White brick with an accent brick colour



Metalwork colours
A dark colour is proposed for the entrances and will depend on the preferred colour scheme.

Walkways

Keeping them Open

Following resident feedback from Phase 2, the walkways will be kept open as an external space. This will mean the floor, walls, soffit and balustrades along the walkway will need to be insulated.

The implication of this is that the walkway will feel a little more enclosed, but will remain open-aired:

- The head height will be reduced
- The width of the space will be narrower



New Windows

All windows will need upgrading to be triple glazed inward opening.

Lowered ceiling

The ceiling will need to have insulation and new services installed. The overall height will be slightly lower.

Insulated Piers and Balustrades

To avoid cold bridges to your home.

Retained Fire Doors

The newly installed fire doors will be retained in their current position.

EWI

The walls will need to be insulated. A light coloured finish is proposed to maximise light. New external wall mounted lighting will be installed

Floors

The existing floor finishes will need to be stripped back to structural slab (including the removal of the existing screed) so we can insulate your home. The floor will be replaced with a new robust finish.

Services

The location of new incoming services is yet to be confirmed.

This may be on the ceiling or within the floor build-up.

What it will look like...

Camelford Walk / Camelford Court



Buff Brick

With white brick mix.

Open walkways

with patterned brickwork between piers

New entrance porches

Some will have MVHR store, some will just be a canopy cover.

New windows

Triple glazed

Boundary Walls

Existing walls retained.
Blue railings painted to match porch colour.

Camelford Walk & Camelford Court

What it will look like...

Camelford Court



Buff Brick

Two tones to help break down the elevation.

This is proposed to be created by using a darker mortar between the bricks to change the overall appearance of the brickwork.

Boundary Walls

Existing separation walls between gardens will be retained.

Camelford Court - Cornwall Crescent

What it will look like...

Talbot Walk



Brick faced EWI
with buff coloured brick

Bolt-on Balconies
with light coloured soffits

Open walkways
with patterned brickwork
between piers

New Entrance
with enclosed staircores
and lift.

Clarendon Walk - Lancaster Road

What it will look like...

Clarendon Walk



Bolt-on Balconies
With light colour soffits

Brick faced EWI
with buff coloured brick

New Entrance
with enclosed staircores
and lift.

Clarendon Walk - Lancaster Road

Part 3: Further Co-Design Elements

Camelford Court Porches

There are two porch designs to Camelford Court:

- 1 - Weather shelter & MVHR cupboard
- 2 - Weather shelter only

The purpose of the porch is to re-provide the weather cover over your entrances after the new EWI has been installed. Where there is enough space, the MVHR cupboard version is proposed.

The colour will be based on the final preferred colour scheme (see later slides). However, a dark colour is proposed for better wear.

The proposed design has the following features:

Door number and Soffit light

Hanging bar (optional)

A feature to enable hanging baskets or other features

MVHR cupboard

Saves internal space



Weather shelter & MVHR cupboard

Weather shelter only



Camelford Court Porches

Option 1 (Proposed)

- Hanging bar (front)



Option 2

- No hanging bar



Option 3

- Hanging bar (front and side)
- Chamfered roof



Metalwork Colours

Metalwork applies to:

- External Window Frames

And features such as:

- Louvres
- Porches

The proposals are based on Colour Scheme 1.

This uses a lighter colour for the window frames and louvres, to maximise light into homes, with a darker colour for the porches Camelford Court, to better conceal dust and dirt.

Residents are however invited to provide feedback and indicate whether they would prefer an alternative colour scheme.

All colour scheme options are indicated on the following slides.



Colour Scheme 1: Proposed



Light: Anodised and Silver Grey
All windows and features.

Dark: Basalt Grey
For contrast and to be consistent with main entrances.



Light: Anodised aluminium (windows) / PPC (polyester powder coating) paint colour (features e.g. Louvres)



Dark: Basalt grey PPC (polyester powder coating) paint colour (Porches)

Colour Scheme 2: Proposed



Dark: Basalt Grey

To match porches and main entrances.

Dark: Basalt Grey

To be consistent with main entrances.



Dark: Basalt grey PPC (polyester powder coating) paint colour (windows and features e.g. Porches)

Colour Scheme 3



Same medium tone colour throughout: Olive Grey
All windows and features, including entrance porches.

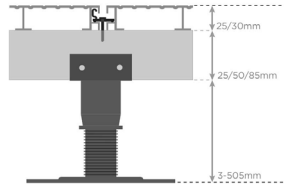


Medium: Olive grey PPC (polyester powder coating) paint colour

Balconies & Terraces Floor Finish

Recessed Balconies

The key consideration will be depth of build up to minimise impact to head height.



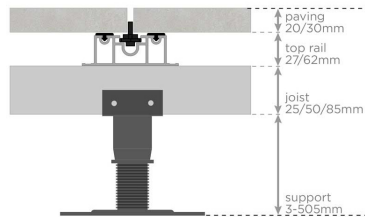
A1 rated - Ryno TerraSmart Rail



Metal Decking

Ryno or Mydek
A lightweight A2 rated metal deck finish. Colours selected to align with balcony proposals.

Residents will have options for concrete pavers, metal or composite decking.



A1 rated - Ryno TerraSmart Rail / Mydek box rail supports

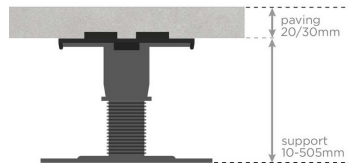


Composite Decking

Mydek - A1 rated composite timber effect decking to sit on box rail system.
01 Natural Oak
02 Natural Hickory

Terrace Balconies

Residents will have options for concrete pavers, metal or composite decking.



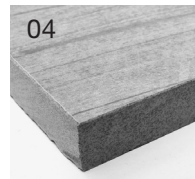
A1 rated - Ryno TerraSmart Pedestal



Concrete pavers

Ryno - A1 rated pavers to sit on pedestals.
01 - Hakura Natural
02 - Piata Textured Silver Grey
03 - Liora Textured Grey Granite

All materials proposed are A1 / A2 non-combustible rated.



Porcelain paver

04 - Wood effect porcelain

Final floor system will be subject to technical design development.

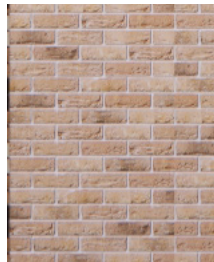
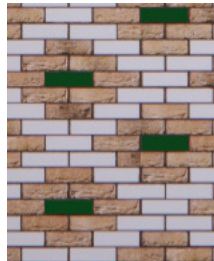
Brickwork Pattern: Locations & Preferences

Brickwork Pattern

A brickwork pattern is proposed at the lower levels between the piers, to add some visual interest to the buildings.

Residents are invited to select:

- A simple cross pattern
- A simple cross with added coloured glazed brick
- No pattern



Indicative patters



Example of where it will be applied

Brickwork Pattern: 1



Final pattern may vary slightly, subject to technical design development.

Brickwork Pattern: 2



Final pattern may vary slightly, subject to technical design development.

Brickwork Pattern: None



Final pattern may vary slightly, subject to technical design development.

Camelford Court Cornwall Crescent Elevation



South Block

A Darker Mortar

Proposal to use a change in mortar* colour with the same buff brick to visually breakdown the block.



Buff brick with a light mortar

Buff brick with a darker mortar

**Mortar is the fill between each brick holding them together*



North Block

Corridors & Stairwells

A Design Strategy

There are a number of constraints within the corridors that limit what can be done:

- Installed Fire doors (position)
- Installed Fire doors (colour scheme)
- Low floor to ceiling heights

This will mainly affect the ceiling and how the services will be installed. This will be separately reviewed as part of the technical development.

For the finishes, 3 strategies have been considered. The aim is to keep it neutral to enable residents' chosen front doors to be the main focus.

Residents are invited to:

- Select a preferred strategy
- Offer feedback on the proposals

There is also the option to have

Strategy 00 - plain white painted walls with grey flooring.



Existing condition - Upper Clarendon Walk



Existing condition - Upper Talbot Walk



Existing condition - Upper Clarendon Walk



Existing condition - Upper Camelford Walk

Corridors & Stairwells

Strategy 01:

Plain white painted walls with grey flooring.

- Highlight Entrances
- Maximum brightness



New Dropped Ceiling

This concealed ceiling proposal will need to be dependent on the technical design. A mock-up is proposed at Stage 4.

Entrance Cut Outs

A 'cut out' to the dropped ceiling is proposed in front of each entrance. This is to allow a zone of clear head height for residents to step in and out over the existing stepped threshold.

Retained Step Threshold

Due to new fire doors already installed, the existing stepped threshold needs to be retained to maintain integrity of the new fire doors.

Corridors & Stairwells



Strategy 02:

Grey or Neutral Surround
A painted grey surround against white walls with matching skirting and grey floor. Allows for a supersized graphic (which may duplicate fixtures residents have already applied)

- Highlight Entrances
- Highlight Floor
- Lighter light fittings
- Supersize Door No.s
- Linoleum floor finish
- Painted threshold steps



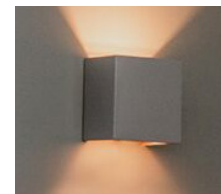
1a



1b



01 - rounded



02 - rectangular



03 - cylindrical

Ceiling proposal and final finishes may vary slightly, subject to technical design development.

Corridors & Stairwells



Strategy 03:

A neutral green tile dado to complement the majority of doors. Skirting and floor will be painted to match.

- Highlight Entrances
- Highlight Ceiling
- Lighter light fittings
- Linoleum floor finish
- Painted threshold steps
- Tiled dado



3



01 - rounded



02 - rectangular

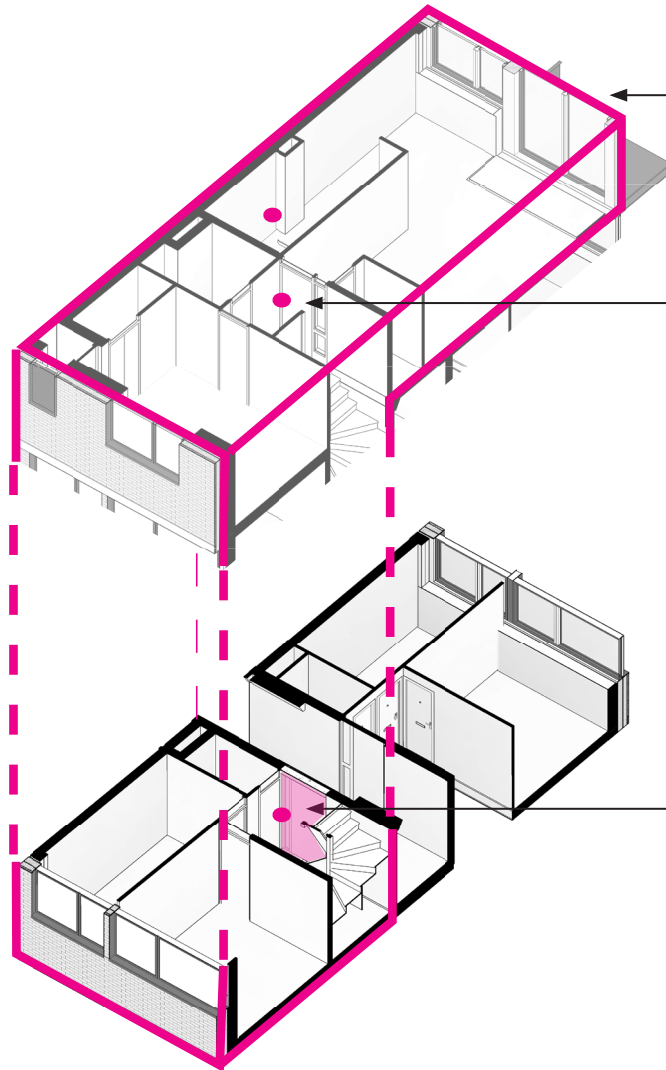


03 - cylindrical

Ceiling proposal and final finishes may vary slightly, subject to technical design development.

Part 4: Fire Safety

Fire Safety - Your Home



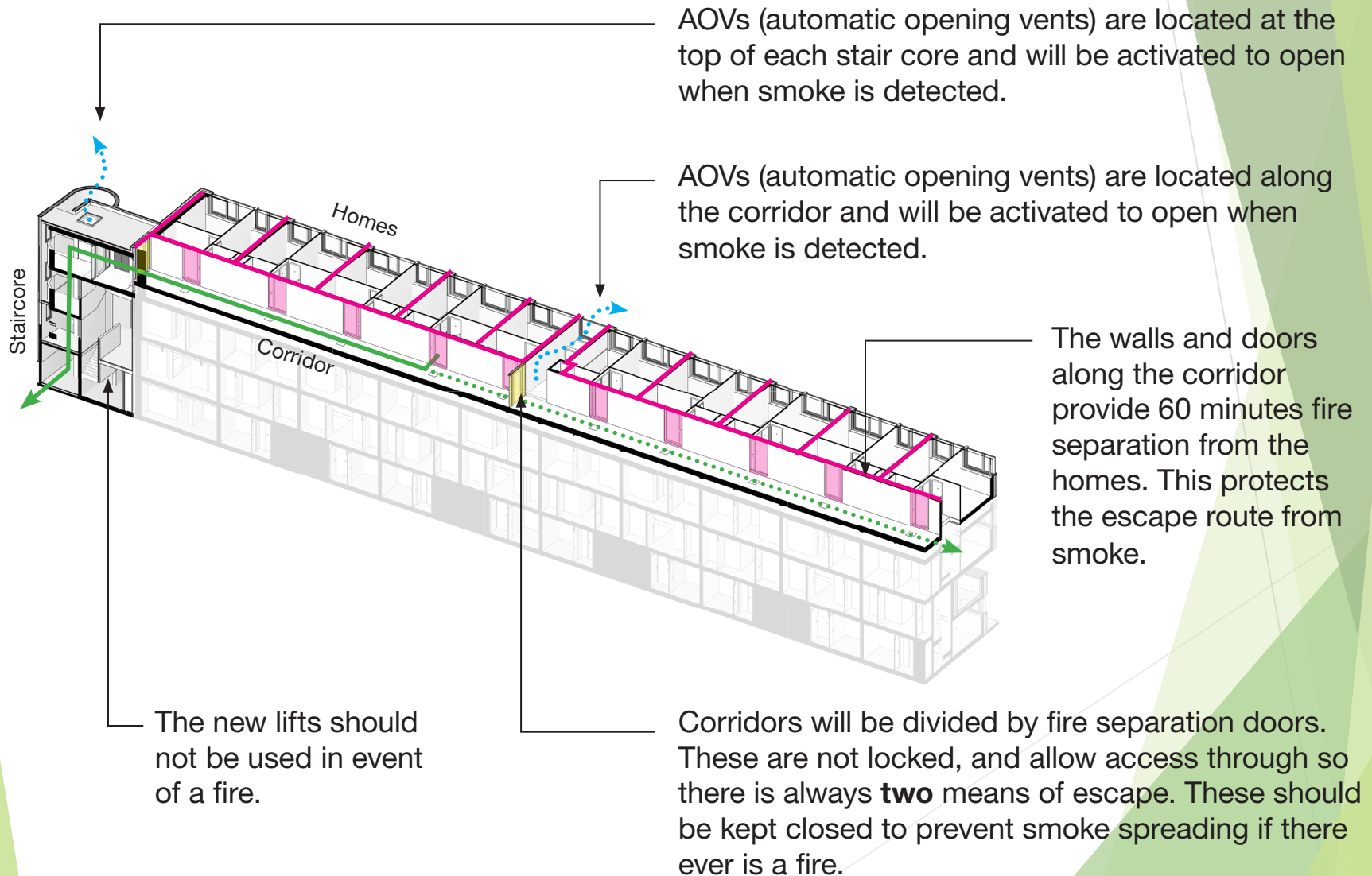
The walls, floor and roof you share with your neighbours will provide 60mins fire separation between your homes.

Each home will be updated to include a LD1 fire detection and alarm system.

All front entrance doors will be 30min fire rated.

(Most homes will have recently been upgraded through the RBKC fire door replacement programme)

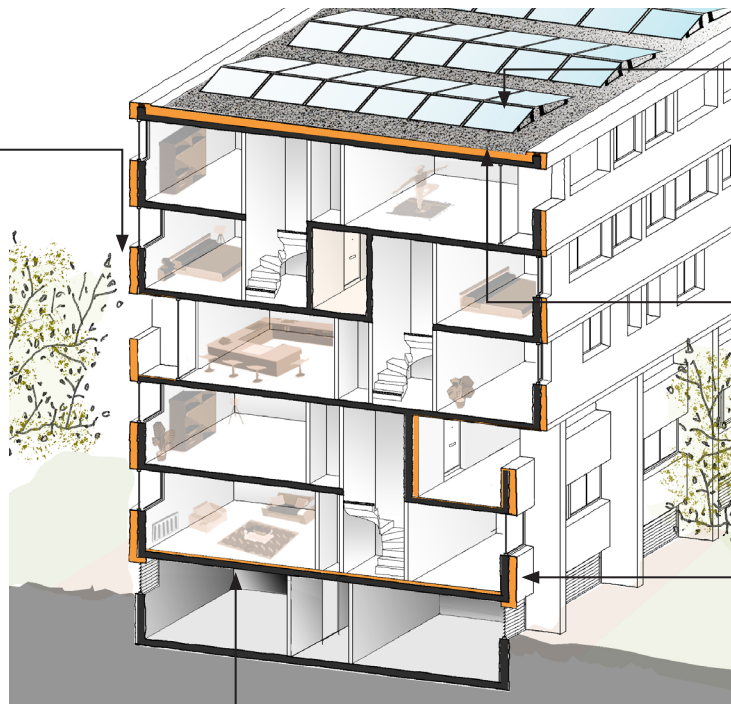
Fire Safety - Communal Areas



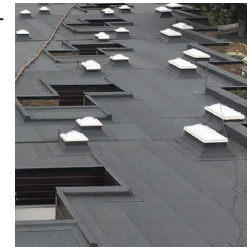
Fire Safety - Building Fabric



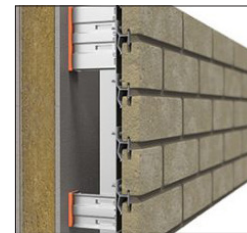
Balcony & Decking:
Steel frame with A1/A2 non-combustible rated components where possible.



Solar Panels:
Layouts designed with guidance from block specific fire risk assessments.



Roof system:
Designed to BroofT4 using A1 rated non-combustible insulation.



EWI system:
Based on A1/A2 non-combustible rated components where possible



Insulation:

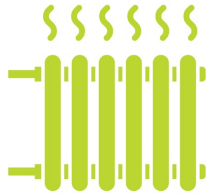
- A1 rated non-combustible mineral wool insulation.
- High performance A1 rated non-combustible aerogel insulation.

Fire Safety - Site

The Lancaster West Neighbourhood Team have commissioned a site wide fire plan to review fire tender access requirements and to ensure fire safety is maintained throughout the duration of the works.

Part 5: Heat Network

What will the new heat network provide?



Heating

- Available all-year-round
- New heating controls
- Get rid of the large, harton tanks
- Improved reliability, new pipework throughout homes and blocks



Hot water

- Improved pressure
- At temperatures of 55degC



New customer guarantees

- Resident price promise
- Once installed, any repairs reported by residents, must be resolved within a set period (4-12hours)

What will be installed?



Heat meter

Measures the heat and hot water use in your home.



Heat Interface Unit

Will replace your existing boiler completely.



New Radiators + Pipes

Existing radiators will be replaced with a similar type.



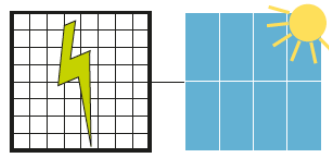
Thermostat

Controls for heating.

Smart thermostats are available for installation today – contact us for more information

How resilient is the heat network?

- The heat network is designed to efficiently operate even if temperatures outside reach -4degC .
- The heat network has been designed to have lots of back-up heat supply (see diagram below).
- Customers will be entitled to heating repairs or back-up heating within guaranteed response times. This forms part of a customer charter.



Energy source

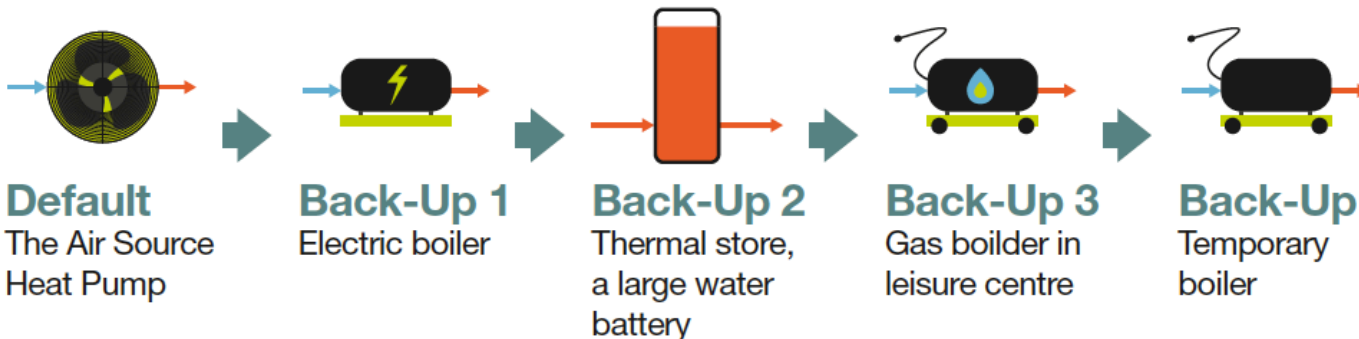
Around 5% of electricity will be generated on-site.



Leak detection

Network pipes will have leak detection, so problems can be quickly detected and fixed.

Heat supply resilience



Default
The Air Source
Heat Pump

Back-Up 1
Electric boiler

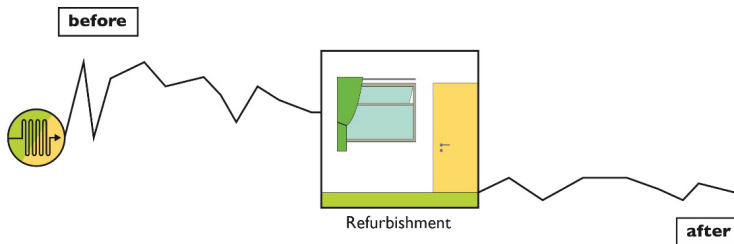
Back-Up 2
Thermal store,
a large water
battery

Back-Up 3
Gas boiler in
leisure centre

Back-Up 4
Temporary
boiler

Resident price promise

The price promise has been developed with residents, to support the resident transition to renewable heating. **Your heat usage charge will be no more than gas, until 2030.**



Price Promise 1

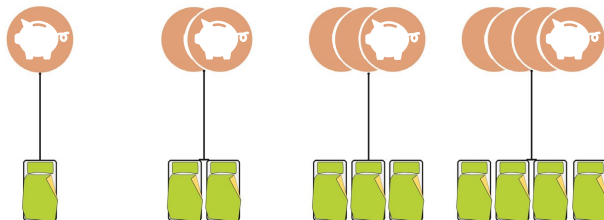
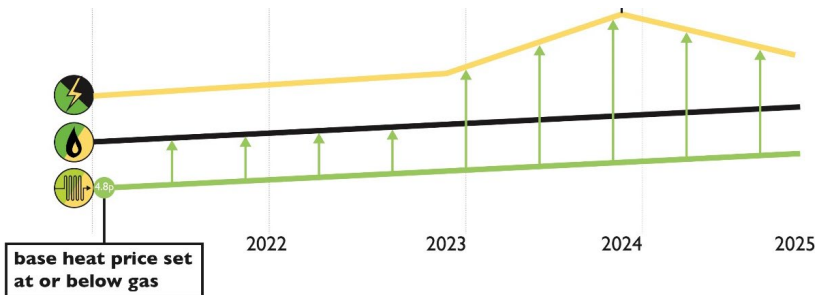
The Refurbishment Programme will help Lancaster West residents reduce their heat usage by 25%.

Price Promise 2

Up to 2030 residents will pay no more than gas per kWh.

Price Promise 3 (Leaseholders)

A fair standing charge based on property size. Leaseholders pay this only.



What does this mean for those on housing benefit?

The price promise has been developed with residents, to support the resident transition to renewable heating. **Your heat usage charge will be no more than gas, until 2030.**

Today housing benefits cover rent, **not** heating and hot water service charges.



Notting Dale
Heat Network

LANCASTER WEST
NEIGHBOURHOOD TEAM
WT11

The renewable heat network **won't** affect your housing benefits.

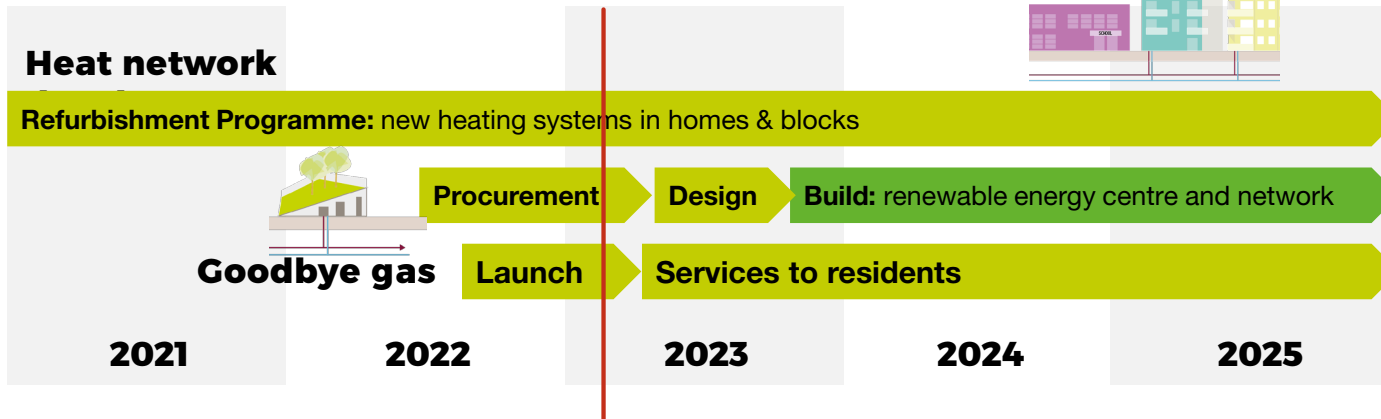


Notting Dale
Heat Network

LANCASTER WEST
NEIGHBOURHOOD TEAM
WT11

When will it happen?

The heat network will be delivered alongside internal refurbishment works for each block. We have already started to remove gas cookers across the Estate.



Goodbye gas

Swap out gas in your property
and receive a package
worth **£2,000**

'Goodbye gas'

Get ready for the new heat network today... We are offering the following to residents **today**:

- Get a smart thermostat installed...
- Replace your gas cooker with an electric cooker for free
- Speak to our resident energy advisor about reducing energy use in your home
- Join our energy monitoring group
Gain insight into how much energy you use, and help us design our energy and heating support services.

Contact the Lancaster West office now to access these services: 0800 389 2005, or lancasterwestoffice@rbkc.gov.uk.

Goodbye
gas

Next steps – emerging preference and choices

Time to choose.

Paper survey

All residents will receive a copy of the survey in the post. You can return your completed survey to Unit 22, Baseline or place in the dedicated silver survey outside the entrance to your block.

Online survey

All residents signed up to the e-newsletter will receive a link to the online survey. You can also access the online survey by scanning the QR codes shared on social media and on the booklets, posters and letters.

Text or WhatsApp us

Text or WhatsApp us on 07814 608999 and we will send you a link to the online survey and offer guidance and support where needed.

Don't miss out on your chance you have your say. All surveys must be completed by ???



Resident newsletter

Subscribe to our resident newsletter Lancaster West News



 JOIN HERE

Be the first to
find out what's
happening
where you live.

Subscribe using the
QR code.
Indicate your block to get
all your block's news.



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Please specify
which block
you live in
when
subscribing, to
allow us to
send you block
specific news.



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