

Consultation with Secure Tenants: Heat Network connection and removal of gas for heating and cooking

Consultation with Secure Tenants of Camborne Mews, Verity Close and 1-8 Clarendon Walk

Lancaster West
Neighbourhood Team



This is a statutory consultation as required by Section 105 of the Housing Act 1985.

The statutory consultation is amongst the Council's Secure Tenants living at Camborne Mews, Verity Close and numbers 1-8 Clarendon Walk.

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LANCASTER WEST
NEIGHBOURHOOD TEAM

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This document tells you about a consultation that is happening at the Lancaster West Estate (“the Estate”). This is a statutory consultation under Section 105 of the Housing Act 1985 and the Council is now seeking the views of its Secure Tenants who live in Verity Close, Camborne Mews and 1-8 Clarendon Walk. “Secure Tenants” means those who have a secure tenancy agreement with the Council as their Landlord. Introductory Tenants have also been included in the consultation.

It is called a statutory consultation because Secure Tenants of the Council have the right at law to be consulted when their landlord, the Council, is proposing to make changes to how it manages, maintains or improves homes and buildings that will affect its Secure Tenants.

Leaseholders, Shared Owners and Freeholders will have a separate opportunity to understand how these proposals affect them and what the Council is proposing for Leaseholders, Shared Owners Freeholders. Where required, there will also be separate statutory consultations with leaseholders in accordance with Section 20 of the Landlord and Tenant Act 1985 (as amended).

This consultation ends at 11:59pm on Monday 4 November 2024. Those who wish to participate have several ways that they can contact the Council to give their views. Support is available to ensure that every Secure Tenant who wants to participate in the consultation has an opportunity to do so.

The Council has appointed an independent adviser who can support those who wish to participate in the consultation to consider the proposals and contribute their opinions. This support is provided free of charge.

Why is the Council consulting residents?

Lancaster West Neighbourhood Team and the Royal Borough of Kensington and Chelsea (“the Council”) are undertaking a consultation with Secure Tenants of the Council who live in homes at Verity Close, Camborne Mews and 1-8 Clarendon Walk. Introductory Tenants are also being included in the consultation.

You will have received information about the wider refurbishment programme in the past, and you may have been one of the residents involved in ‘co-designing’ the programme. Currently, the Council is refurbishing some of the buildings on the Lancaster West Estate. These works involve energy efficiency retrofit and refurbishment works to insulate external walls and in most cases replace windows and doors with energy-efficient versions as well as upgrading roofs to warm roofs. The Council’s aspiration is to extend these types of refurbishment if possible to the other parts of the Estate, subject to funding.

Alongside the refurbishment programme, a new Heat Network is also being created to provide heat and hot water to homes on the Estate and potentially a wider area in the future. The Heat Network is called the “Notting Dale Heat Network”. The Council is currently consulting with those Secure Tenants who live in these parts of the Lancaster West Estate:

- Camborne Mews
- Verity Close
- 1-8 Lower Clarendon Walk

What is the Council proposing?

By law, Secure Tenants of the Council have the right to be consulted under the requirements of section 105 of the Housing Act 1985 ('Section 105') on:

“matters relating to the management, maintenance, improvement or demolition of dwelling-houses let by the Council under secure tenancies or the provision of services or amenities in connection with such dwelling-houses (unrelated to charges for services or facilities provided by the Council) that will substantially affect secure tenants.”

No demolition is being proposed. This consultation (explained in this document and the accompanying letter) seeks the views of Secure Tenants in accordance with the requirements of Section 105 on the following proposals:

- the Council’s proposals for the new Heat Network and specifically the Council’s intention to connect Secure Tenanted homes to the Heat Network to provide space (room) heating and hot water at a date in the future
- how heating and hot water usage will be charged to Secure Tenants in the future
- the Council’s proposal to disconnect these homes (once connected to the Heat Network) from mains gas for cooking and heating purposes
- the support arrangements offered to help residents who need to be out of their property during the day to allow the Heat Network works within the home to happen.

The Council is also interested in the views of other parties and owners who have an interest in residential property within the Estate. The Council will be consulting leaseholders, shared owners and freeholders (including those who are not living in their leasehold/freehold property as their main or primary home) at a future date. Secure Tenants living in other parts of the Estate will also be consulted with in due course.

Once the consultation has been carried out and the Council has considered the responses received, the Council has fulfilled its statutory duty under Section 105 in relation to how these proposals affect Secure Tenants.



This consultation will be running until and including Monday 4 November 2024.

If you'd like to tell us your views, please do so by 11:59pm on Monday 4 November.

You can see all the ways you can tell us your views on page 12.

The renewable heat network is an important part of the programme to improve energy efficiency at Lancaster West Estate. The existing communal heat network which serves 80% of homes on the Estate (including Clarendon Walk) requires replacement, and much of the pipework is in poor condition. Replacing the heat network has provided the opportunity to supply renewable heating to other homes at Lancaster West Estate, including those with a combi gas boiler. The key benefits that the heat network can provide are:

- Renewable heating provided by the Council at an affordable cost
- Improved reliability, repair and maintenance services. In the event of any issue with the heat network's performance, the new heat network has smart monitoring that can inform the maintenance team of issues promptly
- Better indoor and outdoor air quality, as the large gas boilers heating the communal network, and small domestic boilers are replaced by the renewable heat network

On pages 9 and 10 of this document, we have listed the Heat Network proposals and have explained the impact of these on Secure Tenants. For more information on the wider refurbishment proposals for each building that makes up the Estate, you can visit the Lancaster West Neighbourhood Team website at www.wearewll.org/en

As part of its work in planning the refurbishment and the Heat Network and agreeing the options that best meet residents' needs, Lancaster West Neighbourhood Team committed to use a process called 'co-design'. This means the proposals for the Heat Network and the wider refurbishment programme have been designed with the input of residents right from the start.

For each Lot (a group of buildings that are similar and located nearby to one another), residents have been involved in three phases of co-design:

- Phase 1 Initial Design Ideas: Feasibility and overall proposed refurbishment works – there were drop-in events, webinars and information was sent to residents.
- Phase 2 Emerging Preferences and Choices: Summary of feedback, models, pilots and assumptions/conclusions about design were discussed with residents.
- Phase 3 Finalising Detailed Designs: Models and building elements, final design work, building elements, clarity on those elements that were still outstanding was provided to residents.

From Summer 2018 until now, we have engaged with residents on the refurbishment of the Estate. We began by asking about the changes they would like to see in their homes and buildings, followed by asking for their preferences and choices on the ideas and proposals presented for each building. We engaged with residents at each stage of design. First we had the Initial Ideas and Design Phase (2020-21) where we presented the idea of a sustainable, energy efficient refurbishment to residents across the Estate. Next, we had the Emerging Preferences and Choices Phase (2021-2022), where we asked residents to give their preference and choices on key design elements. Now we are in Final Detailed Design Phase, which began on the Estate in 2023 and is ongoing. Our co-design engagement took the form of surveys, webinars, in-person events and 1-1 direct engagement, ensuring all residents were given the opportunity to participate and have their voices heard.

Building on this co-design and engagement over several years, this consultation is a final step requirement and is intended to seek further views of Secure Tenants on the Council's proposals for the Heat Network.

What will be the impact of the plans on residents and homes?

The Heat Network will provide heat and hot water to homes. The heat will be controllable by each household. In this section, we have set out each specific part of the Council’s proposals for the Heat Network and explained the benefits and impact of each on residents.

Heat Network: Details of proposals

Proposal	What the Council is proposing to do	What this will mean for residents and occupants
<p>Connect flats and houses to the new Heat Network to provide hot water and heat</p>	<p>A new Heat Network is being constructed for the Estate which will replace the existing district heating system serving some homes on the Estate. Flats that are currently connected to district heat will be connected to this new Heat Network. Flats and houses that are not currently connected to the district heat network are planned to be connected to the new Heat Network which will provide heat and hot water to homes in the future.</p> <p>A Heat Interface Unit (“HIU”) is a device that marks the separation between the communal heating system, and household heating system. The HIU will need to be located within each home. Occupants will gain heat control of their heating and hot water via a smart thermostat.</p> <p>Radiators optimised for the new Heat Network will also be provided, replacing the existing radiators.</p>	<p>This means residents will receive heating and hot water to their homes from the new Heat Network.</p> <p>Space will need to be found within each home to accommodate the HIU. Radiators may need to be replaced. Individual boilers will be removed.</p> <p>Works will need to be undertaken inside the home to connect the home to the Heat Network in the street (houses) or in the communal area (flats) and in gardens.</p>

Boosted Cold Water supply (flats)	As part of the new Heat Network works, most buildings containing flats will also be provided with Boosted Cold Water which is provided within the building to serve all flats.	This will improve the consistency of water flow to the buildings.
Mains gas will be removed from homes including for cooking	<p>The Council's intention is that gas will be removed from Lancaster West Estate. Homes that currently have an individual gas connection will have this disconnected once the connection has been made to the Heat Network.</p> <p>Individual boilers will be decommissioned and removed as part of the works.</p>	<p>Secure tenanted homes that currently have individual boilers for heating and hot water will transfer to the Heat Network.</p> <p>Homes that currently use gas for cooking will be offered alternative, electrical alternatives.</p>
Metering and billing arrangements	<p>When homes are connected to the Notting Dale Heat Network, residents will receive heat and hot water from the Heat Network instead of the existing communal network, or by consuming gas from individual suppliers. A Heat Meter will be provided in each home to measure heat used and this information will be used to calculate residents' bills for heat and hot water. Bills will vary according to the amount of heat used by each home., and smart controls will allow occupants to control the heat according to their needs.</p> <p>These arrangements will be compliant with the requirements of heat metering regulations.</p>	<p>In the future, heat and hot water charges will be paid to the Council or its Heat Network company. Rent service charges will be altered to reflect the new heat and hot water charges. This will not affect housing benefit.</p> <p>Accounts with gas suppliers can be closed as there will be no need for gas to be consumed once homes are connected to the Heat Network.</p>

How will residents be supported through the proposed works?

The works to construct the first parts of the Heat Network on the Estate have already commenced. These are the works in the street and between the buildings. This work will take several months in each of several locations across the Estate.

Separately to this, there will also need to be an amount of work done inside homes to connect the home to the Heat Network and to make the home ready for the Heat Network to supply heat and hot water to the home at a future date. To achieve these works inside the homes there will need to be surveys and planning visits. At these visits the Council and its contractors will explain how the works will be planned and scheduled. For some of the works, it might be necessary to ask residents to be out of their home during the day so that the works can be completed. This is for health and safety reasons as well as for reasons of comfort. The Council will always seek to minimise the number of days that residents are asked to be out of their flat during the daytime. Where households have any considerations the Council needs to know about (for example: young children, people who are disabled, health issues or vulnerabilities) we will ensure that we ask residents about these and understand these before a plan is agreed.

The Council understands that works (whether inside the property or to the wider building or area) will be disruptive and has worked to minimise the disruption as far as is possible. Once the Heat Network has commenced supplying heat and hot water to each home, any redundant equipment (including boilers) will be removed.

How can residents respond to the consultation?

Here are all the ways you can give the Council your views on the proposals, or ask for more information. These different ways are to give you choice about how to respond: you can choose the way that best suits you.

	<p>Phone us on 0800 389 2005 to arrange a member of our team to phone you back</p>
	<p>Email us at LancasterWestOffice@rbkc.gov.uk</p>
	<p>Write to us, remembering to include your name and address. You can write to us (a postage stamp is required) at Lancaster West Neighbourhood Team, Baseline Business Studios Whitchurch Road London W11 4AT or you can place your letter (no stamp required) in the silver post box located outside Baseline Business Studios at the same address.</p>
	<p>Talk with the Independent Residents' Adviser before the 4 November 2024. This is a service provided free of cost to residents.</p> <p>You can contact the Adviser by email lancasterwest@tpas.org.uk or by phoning 0800 731 1619</p>
	<p>Complete our online form at https://www.wearew11.org/en/page/92357</p> <p>or by scanning the QR code</p> 

What is the Council required to do and what will happen next

Housing legislation requires the Council to consult with its Secure Tenants when:

- demolition or improvements are proposed, or
- the way in which homes are maintained, managed or the services enjoyed by Secure Tenants are intended to change, and
- the proposed changes or works will substantially affect tenants and the use of their homes,

No demolition is proposed. This consultation is to seek to the views of Secure Tenants so that the Council can consider their views.

Where can Secure Tenants get independent advice?

Secure Tenants can obtain independent advice until the 4 November 2024 from:

- **Independent Residents' Adviser** – contact by email lancasterwest@tpas.org.uk or by phone 0800 731 1619