

# LANCASTER WEST UPDATE

LANCASTER WEST  
NEIGHBOURHOOD TEAM

# W11

9 FEBRUARY 2018

## Lancaster West Refurbishment – Ideas and Next Steps

Around 400 people came along to the Lancaster West Ideas Day last month. They provided over a 1,000 comments on the future of the estate and worked with the architects to start the conversation around the refurbishment work. The whole of the estate was represented and we heard from every block.

Working alongside the Lancaster West Residents' Association, we are aiming to develop specific ideas for particular blocks that can be combined together and create a better estate for everyone.

The next meeting is set for early March, with the location currently being confirmed, though it will be on the estate – we hope to see you there.

Residents also made many helpful suggestions to address their current concerns. They are being reviewed by the architects and will be included in the future proposals. Here are some of the issues residents raised:

- General accessibility in people's homes and blocks
- The need for more community facilities and green spaces. This includes children friendly play areas and dog friendly spaces
- Safety and security concerns within the blocks and wider estate.
- Reconfiguration of existing flat layouts e.g. larger bathrooms
- Better thermal control and thermal performance, this includes replacing windows and the provision of individual controls for heating/cooling systems
- Better maintenance of residents' homes and blocks

### HOUSING POLICY UPDATE

Tenants of Treadgold and Bramley House will now be given priority housing status after the Council agreed to extend the Wider Grenfell Rehousing Policy.

This means that together with tenants from Barandon, Hurstway and Testerton Walk they will be able to apply to join the Housing Register and receive 900 points when they move out of their hotels.

Following resident feedback the Council has also agreed to combine their 900 points with additional points for health needs and/or overcrowding where it is appropriate to do so.

Nine hundred points gives tenants who feel unable to remain living in their homes a high priority on the Housing Register, equivalent to someone who needs to be rehoused because of a serious medical problem.

While the Wider Grenfell Rehousing Policy has been approved, it is not yet live. The Council will be in touch with everyone about the application process.

You can read more here [www.grenfellsupport.org.uk/rehousing-residents-from-the-walkways/](http://www.grenfellsupport.org.uk/rehousing-residents-from-the-walkways/)



### MESSAGE FROM STEVE

It was amazing to see so many people come along to the Lancaster West Ideas Day. I spoke to dozens of people over the course of the day and there were some fantastic ideas about what we can achieve on the Estate.

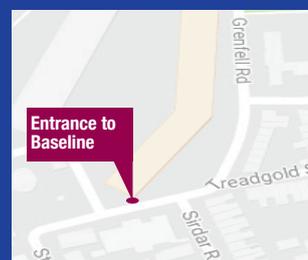
It struck me that a lot of what we were doing involved not just building work, but also long term work with the community to make sure everyone has access to the right services, training and opportunities.

If you missed the 27th then don't worry, there's a lot of other ways of providing feedback, including additional meetings and a website. You can also drop by the Estate office to look at the boards and give us your ideas.

I would like to give a heartfelt thank you to everyone who gave their time for the Ideas Day, including the local businesses who helped out by providing food and coffee through the day. If you have any thoughts on the Ideas Day, I can be reached on [steve.jacobs@rbkc.gov.uk](mailto:steve.jacobs@rbkc.gov.uk) or simply say hello at the office.

### How to contact us

You can reach us at the Estate Office, at Unit 2, Baseline Studios, Whitchurch Road. If you prefer to call, please call **07710 053 437 / 07710 053 431** Opening hours are currently Monday to Friday 9am to 5pm. We are committed to providing support to residents when they need it. So please let us know if you would like us to extend the opening hours. If you would like to sign up to email information updates from the Lancaster West team, please email [philip.baker@rbkc.gov.uk](mailto:philip.baker@rbkc.gov.uk)



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## Refurbishing Lancaster West

### - More opportunities to have your say!

#### Block & Cluster Meetings - 6 to 21 February 2018

A huge thank you to all of you who came along to the Ideas Day last month. Around 400 residents came to have their say and we really value all your views and comments. For those of you who were unable to attend, the block meetings this week and next week will provide an opportunity for you to find out what others have said and add your views. The details of meetings later this month:

#### Wednesday 21 February 2018

7.00pm Walkways / Barandon Hurstway Testerton  
Location: Methodist Church  
Architects attending: All Architects for meeting

7.15pm Upper Camelford & Lower Camelford  
Location: Latymer Christian Church  
Architects attending: Penoyre & Prasad

## CHARGES UPDATE

### Council agrees to pay rent and service charge compensation

The Council has agreed to pay compensation to residents who are living on the Walkways, Bramley and Treadgold House and Verity Close due to problems with services on the estate since the Grenfell tragedy.

Residents on the Walkways have told the Council about problems with the rubbish chutes, intercom systems and heating and hot water. Residents of Bramley and Treadgold House and Verity Close have also had problems with services, though on a smaller scale. The Council is working hard to put these issues right, some of which will take time.

In the meantime, the Council will pay 50 per cent of rent and service charges to tenants and 50 per cent of service charges to leaseholders living at home on the Walkways.

It will also pay 15 per cent of rent and service charges for tenants and 15 per cent reduction of service charges for leaseholders living at home in Bramley and Treadgold House and Verity Close.

This will be paid weekly into their rent or service charges accounts until Sunday 1 April 2018 while the Council works to improve services on the estate. This arrangement will then be looked at again. There will be no immediate changes to the way residents pay their rent and service charges.

All residents in emergency accommodation will pay their full rent and service charges. Residents of the Walkways and Bramley and Treadgold House in temporary accommodation will also pay their full rent and service charges but the Council will cover the cost of the rent and service charges on their temporary home.

Residents who received Housing Benefit before the tragedy will receive Housing Benefit again from Monday 5 February. The Benefits Team has written to those residents at their home addresses with more information.

Council tax will need to be paid in full from Monday 5 February.

We have written to all tenants and leaseholders with more information. We have also included contact details for any questions.

## COMMUNITY ACTIVITY UPDATE

### Half-term is almost here...

There's a lot of free or low cost-activities set for the February half term. For estate residents a full list can be found here: <https://tinyurl.com/y9hpvza9>. This brochure is also available at the Baseline Office.

In particular, the Kensington Leisure Centre is offering **free swimming** for all Under 8's. You can use this offer from Sat 10th February, during all of the February half term holidays, right up until 18th February. No need to book, simply turn up and join in during any 'Swim for All' or 'Swim for Under 5's and Adults' session. The Centre is also offering Mini Tennis sessions. The Centre is offering 20 spaces for a **free 2 hour Mini Tennis camp** on 13th & 14th February from 2pm-4pm for children aged 5-11. Simply contact **phil.kemp@gll.org** with your telephone number, child's name and DOB to sign up. Please note spaces are limited and will fill up fast!

## COMMUNITY SAFETY UPDATE

### One Life, No Knife: Keeping young people safe from knife crime

Hosted by the Safer K&C Partnership, the Local Safeguarding Children Board and the Met Police, the event will be held at **6pm to 8:30pm Tuesday 20 February 2018**

St Charles Sixth Form College, St Charles Square, London W10 6EY

This is a free event for parents and carers to hear from those whose lives have been directly affected by knife crime. You will also hear from the police, community support services and experts suggesting practical steps parents and carers can take to help keep children and young people safe. To find out more and to register, visit [www.rbkc.gov.uk/knifesafetevent](http://www.rbkc.gov.uk/knifesafetevent)

## CLEANING UPDATE

Following Grenfell tragedy we have been continuing to offer cleaning services to residents to help clean up the damage. So far over 260 households have made use of the services and they continue to be available. These services include:

- Steam cleaning carpet and rugs
- Cleaning balconies including removing unwanted items
- Cleaning sofas
- Cleaning kitchen units
- Cleaning floors for each room
- Cleaning bathroom and toilet tiles, bath tubs, showers and sinks

If you live on the Estate and you would like to book an appointment for one of these services, please email [Shopna.Aktar@rbkc.gov.uk](mailto:Shopna.Aktar@rbkc.gov.uk)



## FIRE SAFETY UPDATE

The installation of the fire curtains will be completed this month. To help make sure the work proceeds smoothly please allow workers to access your home if you have received a letter requesting access. For more information, please email [firesafety@rbkc.gov.uk](mailto:firesafety@rbkc.gov.uk)