

LANCASTER WEST UPDATE

LANCASTER WEST
NEIGHBOURHOOD TEAM

W11

23 FEBRUARY 2018



Lancaster West Refurbishment – What can you expect to see next?

The Lancaster West refurbishment is an opportunity to establish a new way of working with local people in improving the place where they live.

This ambitious, multi-million pound scheme is being led by local people. Plans are being 'co-developed' which means local residents will be involved at every step, from initial thinking to delivery. We are clear that residents will have the final say on what happens on the Estate.

From the recent Ideas Day it was clear that at the same time as discussing larger plans, the Council must work to achieve some urgent goals. Listening to residents, the Council is aiming to immediately tackle the repairs backlog around the estate by investing in more skilled workers to complete the work.

We have also heard how making people feel safer around the Estate is a priority, so we will be putting in more lighting, entry intercoms and CCTV in certain areas.

Following the Grenfell tragedy we know we need to rebuild residents' trust in our approach to fire safety. Any refurbishment plans will aim to meet the highest standards of fire standard. We've heard how people want to make small changes to public spaces that could have big changes to the way these spaces are used. These include improving signs around the Estate and making more of our gardens and green spaces.

It not just about what we build but also how we do it. As one example of this, as we carry out this work, wherever possible we will look to employ local people and local companies, and provide training to local people.

But this is just the start. Our co-design work for Lancaster West will come up with ambitious plans for all the blocks around the Estate. Working alongside the Lancaster West Residents' Association, we aim to design a place that could serve as an example of what's possible for community housing. To get involved please come along to our next Ideas Day event on 10th March, Kensington Leisure Centre. More details will be sent to residents shortly.

REPAIRS UPDATE

How are we going to do better?

The amount of time it has taken to fix many of the repairs around the Estate is not acceptable. Many residents have told us about some common complaints and we are introducing steps to put things right.

We are clear that things must change and we are making the following changes.

We are introducing new systems to avoid the current high number of missed appointments by changing the way appointments are made. When repairs are completed there will be more checks to make sure residents are happy with the work completed. We will change the way that emergency work is carried out to help make sure it is completed quickly. Finally, if we miss our targets people must have the right compensation.

One big change is that repairs specialist Jamie Occomore will be based on the Lancaster West Estate, at our Baseline offices, to sort

out any problems people are experiencing. You can reach Jamie on lancwestliaison@repairsdirect.co.uk or phone the team on **07710 053 437 / 07710 053 431**

Already, there's a move towards the type of repair work that aims to both fix problems and improve the reliability of our services in the future. A new pressurised unit is being installed for residents in Camelford, Clarendon, Talbot Grove and Morland House. Residents may notice a short disruption of one or two hours to their heating and hot water as the unit is installed between the 5th and 6th of March.

In future we will be keeping you updated on our progress on repairs and asking you how you think we are doing.

MESSAGE FROM STEVE

Sitting down to meet some of the pupils from the Kensington Aldridge Academy this month made me think about the future of the Estate and what we can build for them. They wanted to know what will happen to their homes and community and how they could help decide. It was great to hear from people so focused on the future.

I think the next Ideas Day event will be a big step forward in deciding what could happen to the Estate. After the first Ideas Day and block meetings, the architects have a huge number of ideas to work with, so this is your chance to see their 'work in progress' and give them your feedback. Plus there's still the free sports sessions and chances to meet people involved in the refurbishment that were available during the first Idea Day. If you have any ideas ahead of the event or any for the Lancaster West Update please let me know, either by email: steve.jacobs@rbkc.gov.uk or just drop by the Baseline.

Date for the diary - Lancaster West Ideas Day on March 10th

Plans for the Lancaster West Estate, including what improvements we can offer to your home and block, are continuing to take shape. On 10 March we will be hearing from architects on their plans to solve the issues residents have told us are important to them. The day will also include lunch, free sports activity, entertainment from a local school and a crèche where young children can be left. Join us at the Kensington Leisure Centre to have your say on what happens next.



THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

LANCASTER WEST RESIDENTS' ASSOCIATION UPDATE

It has been great to hear from so many residents at the 'Block Cluster' meetings that have discussed the ongoing refurbishment. These smaller meetings followed up from the points raised at the Ideas Day back in January. As they were smaller and more in-depth, we hope everyone had the chance to discuss in detail their ideas for the blocks. These ideas have been recorded and will be fed into the larger Estate wide event that will take place on the 10 March at Kensington Leisure Centre. I hope to see you there. In the meantime, if you'd like to get in touch on the refurbishment please email: lancasterwest@newmanfrancis.org or call **020 8536 1436**

LANCASTER WEST ESTATE

Lancaster West Connexions event

The Residents' Association family event is an opportunity for residents to come together in harmony and unity and just enjoy getting to know each other, our neighbours and our community. Come and spend some time with us, meet your Residents Association representative, Eat...Drink...Relax

Sunday, 25 February, 1pm to 5pm,
The Curve, 10 Bard Road, W10

COMMUNITY ACTIVITY UPDATE

Mini-tennis fun at the leisure centre

Many potential stars of the future picked up a racket and tried one of the nation's favourite sports at the local Kensington Leisure Centre earlier this month. Young residents tried out the junior version of tennis, as 20 spaces at a free two hour 'Mini Tennis camp' were offered earlier this month. A large number of budding swimmers also took part in their free swimming sessions for the under eights. The centre regularly runs free trial sessions of popular sports that estate residents can try out. Simply contact the Community Sport Manager phil.kemp@gll.org to find out what is on offer and how you can get involved



How to contact us

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

HOUSING UPDATE

Walkways, Treadgold and Bramley House tenants can now apply to be rehoused

Tenants living in the Walkways, Treadgold and Bramley House prior to the Grenfell tragedy, who no longer feel able to live in or return to their homes, can now apply to be rehoused.

The Council has written to all of these tenants to let them know that should they wish to move they will be given a high priority to move to another Council or housing association home.

High priority means that under the Wider Grenfell Rehousing Policy, residents who wish to move can apply for 900 points to join the Housing Register. 900 points gives tenants the same priority as someone on the Housing Register who needs to be rehoused because of a serious medical problem

Tenants currently living in emergency housing who do not feel able to return home will be moved into self-contained temporary housing until they are rehoused through the new policy.

The Choice-Based Lettings website, known as Home Connections, will reopen on Monday 12 March after being closed following the Grenfell tragedy to allow the Council to prioritise finding a home for former Grenfell Tower and Grenfell Walk residents.

To view and express an interest in available properties on Monday 12 March, residents must return their application form to the Council or Lancaster West Estate Office by Tuesday 6 March.

Available Council and housing association properties are advertised on the Home Connections website every week www.homeconnections.org.uk.

There is however, no time limit on when residents can apply for priority status.

Once residents have registered, we will send more information about the rehousing process.

We are holding four drop-in sessions for tenants who would like to know more about their options.

Monday 26 February -

10am to 2pm - Unit 38 Baseline Studios, Whitchurch Road

Tuesday 27 February -1

2 midday to 5pm - St Mary Abbots Centre, Vicarage Gate,

Wednesday 28 February -

4pm to 8pm - Unit 38 Baseline Studios, Whitchurch Road

Friday 2 March -

10am to 2pm Unit 38 Baseline Studios, Whitchurch Road

A copy of the Wider Grenfell Rehousing Policy and the application form can be downloaded at: <https://grenfellsupport.org.uk/housing>

ENERGY EFFICIENCY UPDATE

The Council, in partnership with Groundwork London, is offering free home energy visits to vulnerable residents to support them in having a comfortable and healthy home. Energy efficiency measures and 'warm packs' are part of the service. More information on who is eligible and how to register for a visit can be found here <https://tinyurl.com/yboguney>

LOCAL SERVICE UPDATE

As residents return to the Estate we would like to remind people that the local team at the Baseline Office are ready to help them. The team can assist on housing issues, repairs and advise on other council services. If you have a question please email: Lancasterwestoffice@rbkc.gov.uk