

# LANCASTER WEST UPDATE

LANCASTER WEST  
NEIGHBOURHOOD TEAM

# W11

8 JUNE 2018

## Here to help – your new neighbourhood team

You may have noticed some new faces on the estate, as new staff have joined the Lancaster West Neighbourhood Team in the last few weeks.

After a selection process that included the Lancaster West Residents' Association, James Caspell has started as the new Neighbourhood Director.

*James said, "It's a privilege to work for the residents of Lancaster West, one of the most diverse, resilient and talented communities in London."*

*"Your Neighbourhood Team will be here to listen, here to act, and here to help residents."*

*"In the weeks and months ahead, I'm confident we can deliver the high-quality services you pay for and deserve, starting with a local repairs team".*

**Ruth George** has joined as Senior Neighbourhood Manager, and will be responsible for all aspects of housing management and promoting financial inclusion.



Ruth George



Priscilla John



Monika Lee



James Caspell

**Priscilla John**, Office Manager, is passionate about improving customer service whether you want to talk to us in person, via email or over the phone.

**Monika Lee**, Principal Physical Works Manager, is developing a local Lancaster West Repairs Team, as well as working with the refurbishment team to ensure that planned investment improves the quality of the homes across Lancaster West for years to come.

We'll update you on further new starters in the weeks ahead, and you can email James to raise any ideas or concerns you may have at [james.caspell@rbkc.gov.uk](mailto:james.caspell@rbkc.gov.uk)

### REFURBISHMENT NEWS

The council is committed to making Lancaster West a model estate for the 21st century. Following two successful Ideas Days at the leisure centre, work has been moving ahead with residents helping to design their own blocks.

There was a clear message from residents that any refurbishment must also include an improvement in tackling the huge backlog of repairs on the estate.

The Early Wins programme is designed to tackle the repairs needed to communal areas, pipes, drain cleaning and communal play areas.

If you want to know what's planned for your block, contact [lancasterwestoffice@rbkc.gov.uk](mailto:lancasterwestoffice@rbkc.gov.uk)

### Fire door replacement programme

Over 80% of properties have had their fire door fitted in the Walkways and Treadgold House.

Fire doors are vital to improve safety for all residents in a block, and not just residents in individual properties. We are working with remaining residents to arrange fitting in the next few weeks.

Certificates will be posted to residents detailing the make and model, and all doors will be inspected by an independent third-party to verify that they provide 30 minutes of smoke and fire protection.

### Help with paying your rent

If you are having difficulty paying your rent there are a number of ways in which our Income Manager can support you, for example by balancing your income and expenditure, maximising your income, assisting with your claim for Housing Benefit, or any concerns regarding Universal Credit or any other Welfare Benefits.

You can contact Jacqueline Henry at Unit 3, Baseline Studios, Whitchurch Road W11 4AT or you can call her on **020 8206 7532** or **07710 709164**. Jacqueline will be available for walk in appointments every Tuesday.



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## Community heating summer switch-off

The district heating has now been turned off for the summer.

Residents will see an improvement in temperature over the next few days. The heating will be turned back on 1 October.

The boiler pipes, which were leaking earlier this year, have now been replaced. The leaks were caused by an earlier loss of heating and hot water to residents in the walkways and have been resolved by changing the pipework from rubber hoses to fixed metal that can last for many years before needing to be replaced.



# Community events to mark one year since the Grenfell tragedy

## Wednesday 13 June 2018

**6pm: St Clement's Church 24 hour Grenfell vigil**  
St Clement's Church, Treadgold Street, London W11 4BP

**7.30pm: A mass by Cardinal Vincent Nichols**  
St Francis of Assisi Church, Pottery Lane London W11 4NQ

## Thursday 14 June 2018

**11am: Anniversary memorial service followed by procession**  
St Helen's Church, St Helen's Gardens London W10 6LP

**11am to 12noon: Time for community remembrance and reflection.**  
Unveiling of Community Mosaic and one minute silence. Base of Grenfell Tower on path between KAA and the leisure centre.

**12 noon: Nationwide one minute silence**

**5pm to 6pm: St Clement's Church,**  
24hrs Grenfell vigil ends with a Eucharist

**5.30pm gather for a 7pm start: Silent walk begins**  
at Maxilla Social Club, 2 Maxilla Walk, W10 6NQ ending at Kensington Memorial Park (St Mark's Park).

**8.30pm: Remembering together**  
Kensington Memorial Park (St Mark's Park), St Mark's Road, London W10 6BZ

**8.45pm: Special prayers and remembrance**  
Al Manaar Muslim Cultural Heritage Centre, 244 Acklam Road, London W10 5YG

## Saturday 16 June 2018

**11am: ACAVA art event and tea time.**  
Outside Maxilla Studios (the former Children's Centre under the Westway)

**12 noon to 6pm: Community together for Grenfell**  
Avondale Park, Walmer Road London W11

**12 noon to 6pm: Grenfell Unity Fun Day**  
Kensington Memorial Park (St Mark's Park), St Mark's Road, London W10 6BZ

**3pm to 5pm: Community cream tea**  
Latymer Community Church, 116 Bramley Road, London, W10 6SU

For the latest information please see:  
[www.kcsc.org.uk/news/grenfell-tower-anniversary-events](http://www.kcsc.org.uk/news/grenfell-tower-anniversary-events)

## Places you can go over the anniversary

There are a number of places in the local community open over the anniversary, where you can call in to spend time, be around other people, or just chat over a cup of tea.

**Clement James Centre**, 95 Sidar Road, London W11 4EQ will be open as usual 9.30am to 6pm on June 14 and 15. The Samaritans will be based at the centre on Saturday 16 June. The Samaritans will also be based at the church next door to the centre from 13 to 14 June for support during the 24 hour vigil, drop in any time.

**The Henry Dickens Centre**, 104 St Ann's Road, London W11 4BU is open from 10am on the 14 June, there will be tea and coffee available as well as some friendly and supportive faces.

Quiet spaces are available at **The Dalgarno Trust**, 1 Webb Close, London W10 5QB (9am to 5pm throughout the week)

Quiet spaces are also available at **The Curve**, 10 Bard Road, London W10 6TP. Open 10am to 8pm on 14 and 15 June and 11am to 6pm on Saturday 16 June. The centre has extended opening hours on Wednesday on 13 June with Iftar from 8pm to 11pm.

**For urgent emotional and health and wellbeing support call 0800 0234 650.** Lines are open 24 hours a day, seven days a week.

**Contact our Outreach team**  
Our outreach team is working locally and can visit you in your own home. To arrange a visit, ring **020 8962 4393**. This service is available every day, from 9am to 8pm.

## Grenfell Tower – wrapping and illumination

Grenfell Tower will be fully wrapped ahead of the first anniversary of the tragedy. The existing white covering will continue up to the 20th floor and banners, designed in collaboration with groups from the local community, will cover the top four floors of the building



There are plans to illuminate Grenfell Tower as part of a wider initiative to mark the passing of one year since the fire. The specific proposal is for green lights at the base of Grenfell Tower to illuminate all four sides. Light pollution is not expected to be a significant issue, however the site team is working with the community to make sure it is safe and does not cause disruption to local people.

For more information please contact:  
[matt.hogan@london-fire.gov.uk](mailto:matt.hogan@london-fire.gov.uk)

## 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

LANCASTER WEST  
NEIGHBOURHOOD TEAM  
**W11**

