

# **Local Lettings Plan for the Lancaster West Estate and Bramley House**

## **Analysis of feedback survey**

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**Gary Wilson**  
Consultation Team Manager  
Royal Borough of Kensington and Chelsea  
020 7361 3616  
[gary.wilson@rbkc.gov.uk](mailto:gary.wilson@rbkc.gov.uk)



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KENSINGTON  
AND CHELSEA

# Introduction

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In August 2018 two independently facilitated consultation events were held with Lancaster West residents. At the events residents were keen to see a local lettings plan developed to ensure empty properties owned by the Council, and let on a secure tenancy, that become vacant on the Lancaster West Estate and in Bramley House are first offered to existing residents of the estate and Bramley House who wish to move, but remain in the local area and part of the community.

Therefore the Council developed a draft Local Lettings Plan for the Lancaster West Estate and Bramley House for consultation. The Plan differs from the Council's general letting plan and could therefore have implications for those on the Housing Register.

## Methodology and report

The Council was keen to hear the views of Lancaster West and Bramley House residents, as well as those on the Council's Housing Register, on the draft Local Lettings Plan. A paper copy of the draft plan, accompanied by a short survey, was sent to all those living on the Lancaster West Estate and in Bramley House (details also appeared on the Council's website). Those on the housing register were also written to and directed to an electronic copy of the draft plan and survey on the Council's website.

This report contains feedback from this survey. A total of 72 responses were received to the survey by the closing date of 30 November 2018. Graphs show percentage figures, where graphs do not total 100 per cent this may be due to non-response or where respondents have been able to select more than one answer.

## Appendices

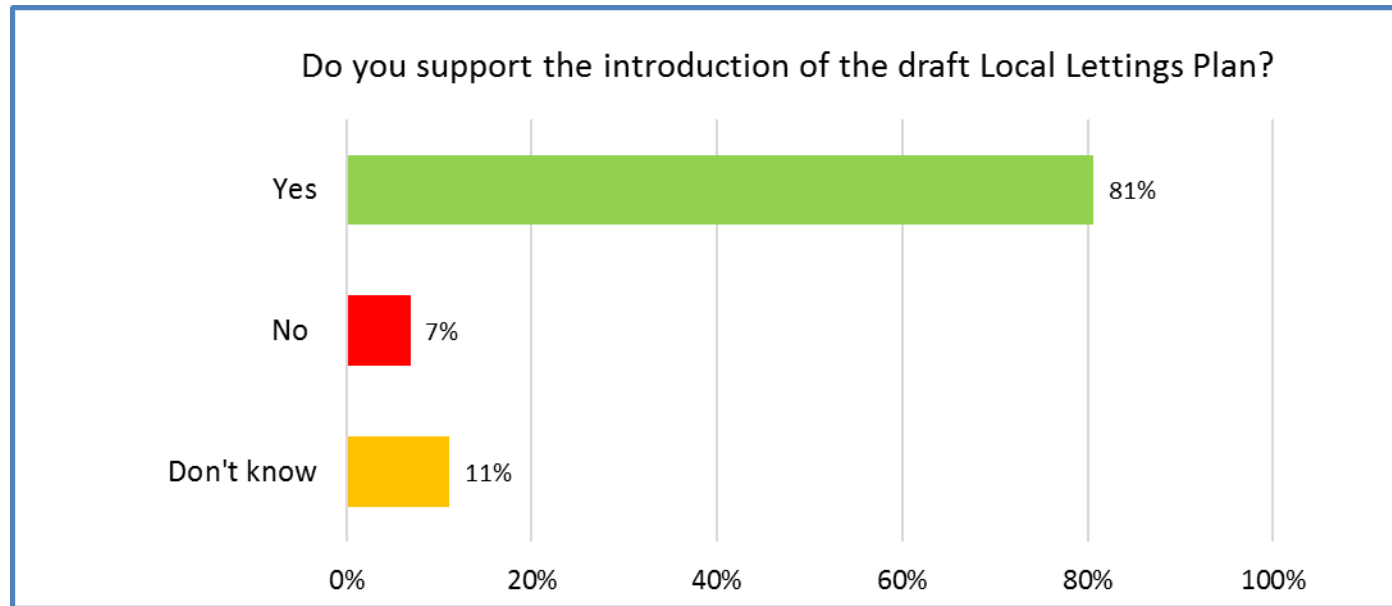
A separate appendix report accompanies this report. It contains data tables of results and all comments made by respondents.



# Survey Results: Support for the Local Lettings Plan

Respondents were asked if they supported the introduction of the draft Local Lettings Plan for the Lancaster West Estate and Bramley House.

- The majority (81 per cent) of respondents were in favour of its introduction.
- A total of seven per cent (five respondents) were against its introduction and 11 per cent did not know if they supported it.



*Base: All responses (72)*



# Survey Results: Support for the Local Lettings Plan

Respondents who were not in favour of the plan were asked to explain why. Some respondents also used the opportunity to comment their support for the scheme or to detail other aspects. All comments can be seen below:

## Reasons for not supporting the Plan

*Why are they being given priority. What about other neighbouring households?*

*Reason is that many people like myself [have] been on housing waiting list for 14 years with children and not been offered a permanent home since 2004. Why [are] you only offering those on waiting list from 2013 to 2017 properties they don't want? 2004 is a long nine year wait before 2013 anyway. Yes people that were in Grenfell Tower needed a home. Grenfell Walk would say maybe should [also] get a move. But these areas surrounding shouldn't be made an offer as too many people are trying to play on the tragedy for excuse to move and push the housing waiting policy. When others have not even been offered one permanent home. Not fair or right to do this.*



## Impact of Grenfell Tower fire

*Don't feel comfortable due to losing a family member in the Grenfell Tower.*

*I find it difficult to cope every day living right next to this reminder, I'm sure many others feel similar.*

*I have been affected by the fire and seeing friends pass away. Also I am currently in a studio flat with the help of my Care Co-ordinator, who also just died in Dubai. She was supporting me to try and move, so that my eight year old son, may have his first sleepover, as I need the 1-2 bedroom flat. Currently I suffer from mental illness and I am a member of Ladbroke Road Day Centre.*

## Size of property offered

*I think it is a bit much to expect a couple to live in a studio property; those are far too small for more than one person. Other than that, the policy is fine.*

## In favour of plan

*I think this seems good for overcrowded tenants to swap their place.*



# Survey Results: Further comments about the Plan

Respondents were asked to comment further about the draft Local Lettings Plan. The comments made have been grouped together by theme. The most common themes are presented in the table below.

All comments can be seen in appendix two. Some examples of comments made are provided on the following page.

Theme of comment*	Number of comments
In favour of plan/positive comments about plan	11
Available to other people/those on housing register	7
Points allocation or suggestions of whom should have priority	2
Want to remain in the area	2
Size of property offered	2

\* Themes shown with more than one comment



# Survey Results: Comments about future services and activities

## In favour of plan/positive comments

*The draft is a fair and good way of sharing and distributing housing for those in need.*

*I think it's a good idea. I would live there, there's lots of people on the register so more homes is a good thing.*

*It's a great idea.*

## Points allocation or suggestions on whom should have priority

*Should include priority for young adults with autism to be housed appropriately and accommodate to their needs and mental health. Ensure those who seek housing with extended family are not just doing so to get better properties.*

## Remain in the area

*Wish to remain in the area and part of the community.*

## Available to others/those on housing register

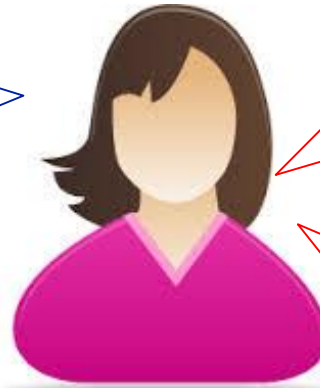
*It's a good idea to offer these flats to people who are on the housing register rather than leaving them empty.*

*For someone who does not fall within any of the categories to allow me to join the scheme but may still want to move elsewhere on the estate, I would have liked to see a category for this.*

*We are a couple living in a studio and require a one bed URGENT and this should be a priority too!*

## Size of property

*I think these available properties should be distributed to families that are looking for a bigger place. We are six in number but have been given a three bedroom flat, with my 150 points we think we deserve better.*



# Survey Results: Profile of respondents

To better understand responses, respondents were asked a series of questions about themselves. The following pages detail their responses.

Respondents were asked which housing tenure/circumstances best applied to them. Results can be seen in the table below:

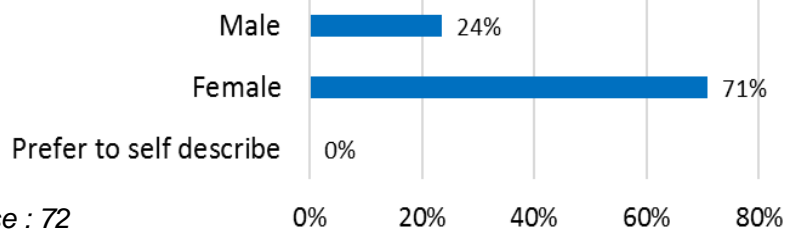
Housing tenure	Percentage	Count
Secure tenant living on the Lancaster West Estate/Bramley House	41.7%	30
Secure tenant living elsewhere in the borough	6.9%	5
Homeless household living in temporary accommodation on the Lancaster West Estate/Bramley House	5.6%	4
Homeless household living in temporary accommodation elsewhere in the borough	16.7%	12
Secure tenant from the Lancaster West Estate/Bramley House, currently living in temporary accommodation elsewhere	6.9%	5
Other*	15.3%	11

\* All 'other' answers given can be seen in appendix two.



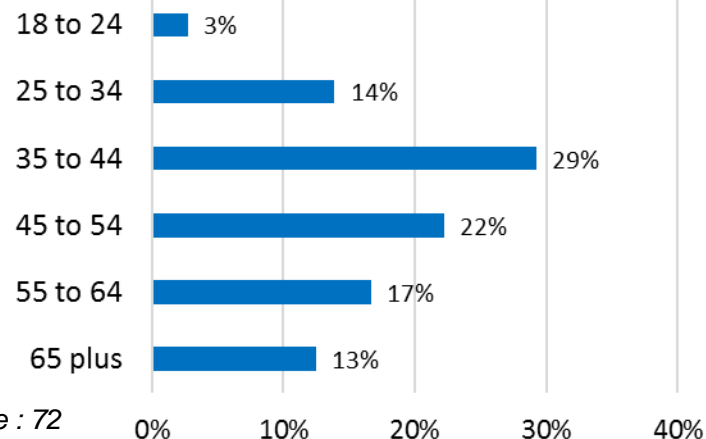
# Survey Results: Profile of respondents

What sex are you?



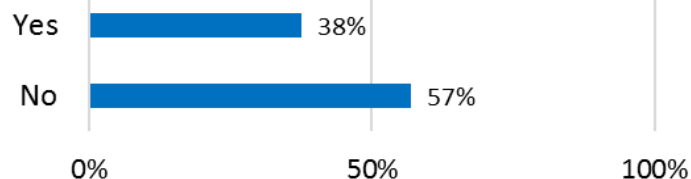
Base : 72

Which age group do you belong to?



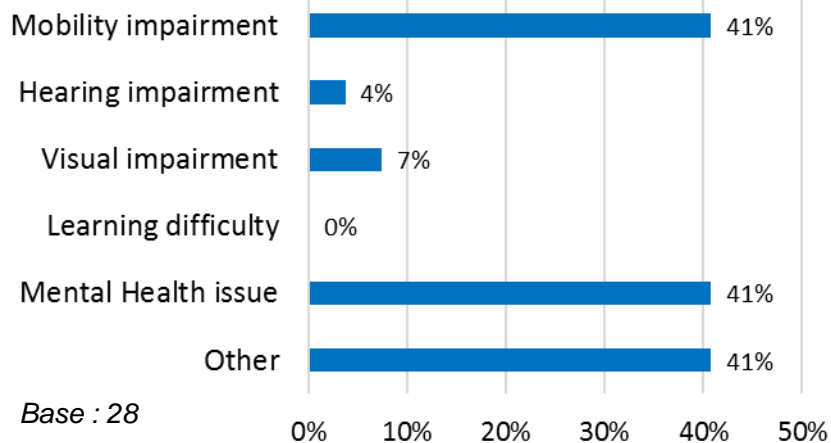
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Do you have any long-term illness, health problems or disability which limits your daily activities?



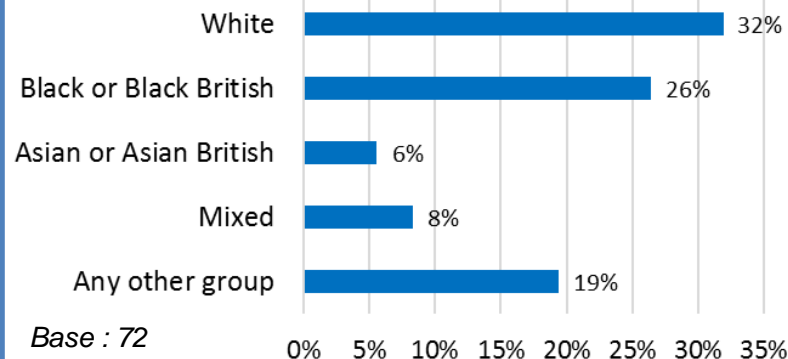
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If yes, please tick all that apply



Base : 28

How do you describe your race or ethnic origin?



Base : 72

