

LANCASTER WEST UPDATE

First LancWest residents move into refurbished homes

READ THE FULL STORY ON PAGE 2



The Cabelto family were the first residents to move into their refurbished flat, welcomed by LWNT's James Caspell

Resident Vladimir Volkov toasts his new permanent home, with LWNT's Desmond Zephyr





Resident Marcia Moses and her family receive their keys from LWNT's Khadra Ibrahim (left)

First LancWest residents move into refurbished homes

Lancaster West residents have started moving into the first fully-refurbished flats through the Local Lettings Plan. All nine households to have moved so far will benefit from lifetime secure tenancies.

The Cabelto family (pictured on the cover) moved into a two-bed flat in August: "To be the first family rewarded with a secure tenancy in a 21st century flat is such an honour. We love everything about it." Another resident, Vladimir Volkov (pictured inset on the cover), expressed his delight with his new one-bed flat: "It means a lot. I was in temporary accommodation before which was very stressful knowing you could be moved at any time. This is now a permanent flat, so I can make it feel like home."

Marcia Moses, who has recently moved into her new home with her three children was particularly pleased by the space in her new

property: "I finally get to have my own room and there's space for the boys. I've lived on the estate for 20 years and it's important for us to stay here. The new flat is amazing. It took my breath away. I didn't expect it to look so beautiful, and I can move straight in because all the work has been done."

The flats are being let under the Local Lettings Plan which came into effect in July. The Plan is a points-based system co-designed with residents. It ensures people living on the estate at the time of the tragedy get first choice of refurbished properties with secure lifetime tenancies.

More empty properties ranging from studios to three-bedroom homes will become available over the next few months. If you would like to apply, please contact **020 7361 3008** or **housingopportunities@rbkc.gov.uk** We will also be holding more events for residents to see the refurbished flats for themselves.

The Local Lettings Plan progress in numbers



£57.9 million of increased funding secured for estate refurbishment

Following extensive engagement by the Lancaster West Residents' Association, as well as residents and staff who live and work on the estate, we secured additional funding from the Council's Leadership Team back in July. This increases the level of funding from £30m to £57.9m.

This is enough to deliver a high-quality refurbishment which would include:

- ▶ Replacement heating and hot water systems for those homes that currently depend on the two existing district systems.
- ▶ New video door entry systems for every home on the estate.
- ▶ Double-glazed windows for all blocks without them.
- ▶ New state-of-the-art kitchens and bathrooms for the majority of tenants who would like or need them.

The final programme and sequencing of works will be led and co-designed by residents. They will also be informed by a series of

surveys that we aim to complete in each home. We are on schedule to complete these by late spring 2020.

Neighbourhood Director, James Caspell said: "This is good news for residents and the estate, and demonstrates a commitment from all levels of government to ensure that the promise to become a 21st century model estate becomes a reality. We can now commence an extensive refurbishment from which every resident will benefit, whilst continuing to explore additional sources of funding that may become available to benefit residents in the future".

For further information on the refurbishment programme, please email lancwestrefurb@rbkc.gov.uk



How the increase compares with the previous level of funding

WAS £30m

NOW £57.9m

Refurbishment frequently asked questions

When will the refurbishment start?

The refurbishment has already started. By the end of 2019, around 10 per cent of all homes will have received a new kitchen and/or bathroom.

In terms of the wider refurbishment programme for the rest of the properties on the estate, major works are expected to start in early 2021.

What is happening now?

Now the £57.9 million funding has been secured, we're moving to the procurement process – appointing people and organisations to deliver the design and refurbishment programme.

Given the value of the work, this process is governed by law and regulations so it will take time.

We are expecting to start the detailed design phase in early 2020.

How are you involving residents?

We are keen to ensure residents participate as much as possible.

We are running co-design workshops for each block to hear residents' priorities within the budget.

We are also holding Open House events, giving residents a chance to see what a refurbishment could look like. All this feedback will help to inform the design.

How do I keep up to date with the refurbishment programme?

You can follow us on Instagram at [lancasterwestneighbourhoodteam](#) or email us at lancwestrefurb@rbkc.gov.uk

You can also call **0800 389 2005** or visit the resident engagement team at Baseline Studios Unit 22 every Tuesday at 2pm.



Leaseholder discounts for works

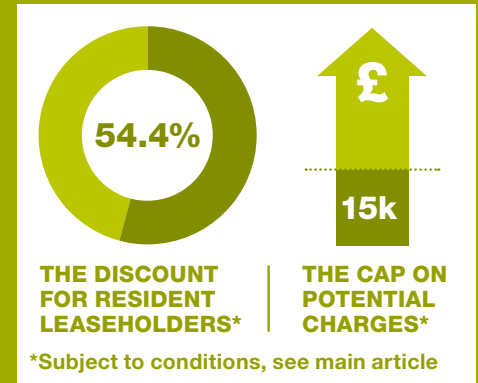
The previous offer of discounts for resident leaseholders will apply to the full amount of £57.9m.

For resident leaseholders – including shared owners – the contribution of the Council will have a 20 per cent reduction applied when rechargeable works are billed for. The contribution from central government (£24.9m) will not be recharged to resident leaseholders. This equates to a 54.4 per cent discount for resident leaseholders who were

resident at the time of the tragedy, and also at the time of being required to pay the charge. In addition, the maximum potential charge for resident leaseholders will be £15,000 over any five-year period whilst the government grant is utilised, and an extensive range of repayment methods will be put in place to ensure no one is financially stretched as a result of the refurbishment.

Following a request from the LWRA, which has since been agreed at Leadership of the Council, non-resident leaseholders (e.g. Notting Hill Genesis and buy-to-let landlords) will be fully charged for the cost of works, including the government grant.

There is no limit on the level of recharge for these properties, however repayment options will be available. The table opposite summarises the full repayment options that will be available to leaseholders.



Leaseholders' frequently asked questions

What could the Council actually charge leaseholders for?

RBKC leases are in the main repair-only leases. For example, a repair would include the replacement of a faulty lighting system where one is already present. This includes all parts of the building and estate which are known as 'common parts'. Improvements, i.e. installing a new feature to a block, such as a lift are not rechargeable.

Which parts of the buildings are 'common parts'?

These are the parts that are not granted to residents in the lease but residents have right of access to and comprise the fabric of a building. These include but are not limited to, walkways, staircases and stairwells, door entrances, communal doors and windows, communal pipework and lightings.

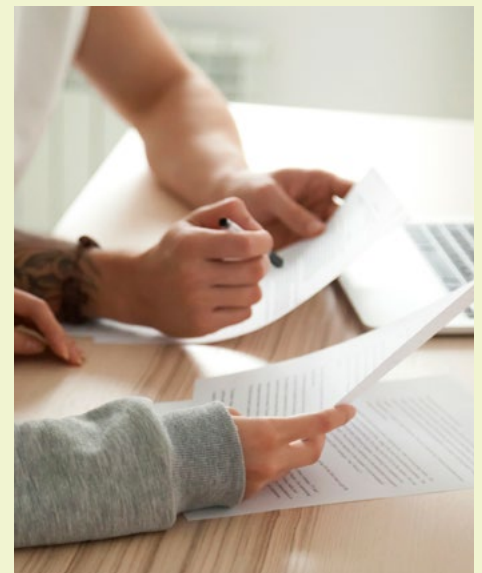
How will leaseholders be consulted on how proposed future works are specified?

Future investment in the Lancaster West Estate will trigger a Section 20 Consultation for leaseholders. This is a two-stage consultation process. At each stage leaseholders have the opportunity to make 'observations' to which the Council must give due regard.

How does the Section 20 Consultation work?

A Section 20 Consultation is triggered when any lessee's individual recharge for works to a block is in excess of £250.

First, a Notice of Intention is issued to leaseholders which sets out the nature of the proposed work. This is then followed by a Notice of Proposal which sets out the total cost of the works, the recommended contractor and your individual recharge.



When will we know what will and won't be potentially recharged?

It will not be until any future works are specified that we will be able to properly ascertain what is to be recharged but we will ensure that you are only recharged for works that are permitted under the terms and conditions of your lease.

confirmed after funding boost

Leaseholder repayment options

Payment period	Who qualifies?	How does it work?
Within 12 months	All leaseholders	If you pay your bill in full within the specified time period, you will receive a 2.5 per cent prompt payment discount
Within two years, interest-free	All leaseholders This is the maximum payment period available to non-resident leaseholders	You pay your bill in up to 24 instalments, over two years. The minimum monthly payment must be at least £100
Within three years, interest-free	Resident leaseholders Your home must be your only home	You pay your bill in up to 36 instalments. The minimum monthly payment must be at least £50
Within 10 years, with interest	Resident leaseholders Your home must be your only home. The major works charge must be at least £10,000	You pay in up to 120 monthly instalments. No interest will be charged for the first five years. Interest will be charged in years six to 10 at a discounted rate which will vary in line with the Bank of England base rate. You will have to pay an administration fee for us to place a legal charge on your property. At a later date you will need to pay another fee to remove the Council's charge

How will the Council calculate overall refurbishment costs and how will this be broken down as charges for leaseholders?

Any major works that are rechargeable would be calculated in the same way as your day-to-day service charges. This is apportioned using the Council's weighted room formula:

- Flat weighted rooms divided by block weighted rooms e.g. 4/50ths of the cost of works.
- Professional and management fees would also form part of the calculation.
- Any works that are not rechargeable under the lease would be excluded from the calculations.

Who can I contact for independent advice?

There are a number of free and independent advice services available to lessees, such as The Leasehold Advisory Service: www.lease-advice.org

Help to pay for leaseholders

If you are a resident leaseholder at the time of the tragedy, there are different options that may be available to you to help pay the remaining cost of the refurbishment.

You may be eligible to receive either a mandatory loan or a discretionary loan from the Council at differing rates of interest. Both loans can only be taken out for an amount of £500 or more and can be spread over a three to ten-year period.

Council loans

Mandatory loan: Your lease is 10 years old and you have been charged more than £2,250 for any major repair work. The loan has interest added to it at the local authority mortgage rate.

Discretionary loan: You have been charged for major repair work. You have to pay interest on the loan and the length of the loan depends on the value of the invoice. The loans are like a mortgage and a charge will be placed on your property. The land registry will be informed and in the event of you selling the property, the debt will be paid from the proceeds of the sale. There is also an option to secure a charge on your property.

Voluntary charge

If you are a resident leaseholder who is retired or disabled, we can secure a charge against your property, although we would expect you to pay the legal costs and interest associated with this. We would recover the debt when your property is sold or transferred. Please note we would always encourage you to seek independent legal advice before placing a charge on your property.

Further options are available, including applying for a bank or building society loan, equity schemes and extending your mortgage at a better interest. Please note we would always encourage you to seek independent financial advice before signing any financial agreement.

You can also find more information about payment options in the *Major works, guide for leaseholder* booklet.

For more information, please contact lancasterwestoffice@rbkc.gov.uk

Refurbishment: What are the next steps?

As we move from the ideas stage into pre-design, we've commenced procurement of our fire risk assessors.

The fire risk assessors will undertake intrusive surveys in 15 to 20 per cent of properties on the estate to help us ensure we maximise safety through the refurbishment process, and have accurate drawings and plans of the wide variety of properties on the estate. Residents will be involved in scoring and appointment of the fire risk assessors, with 11 residents having volunteered so far.

We will also be shortly undertaking procurement for mechanical and electrical specialists, as well as the broader technical design teams and principal designer who will lead on all aspects of health and safety. We aim to have all of these specialists appointed and working on the estate by April 2020.

As agreed with residents, each supplier will be assessed using an 80 per cent criteria for quality, and 20 per cent on cost, to ensure that meeting the diverse needs of residents and being able to work with significant resident input is the main basis of selection at every stage. If you'd like to be involved in the procurement and selection of suppliers, please contact us by emailing lancasterwestoffice@rbkc.gov.uk



From left to right, Linda Fenelon, Andrea Newton, James Rodrigues and Tomassina Hessel

Meet our Resident Engagement Leads

A big welcome to our new LWNT Resident Engagement Leads (RELs) who have been recruited to help with resident participation on the estate refurbishment programme. 14 people applied for REL roles which were advertised across the estate, with the LWRA Chair and Secretary being on the panel.

As well as bringing energy and local experience to our team, the new appointments mean we're spending much less on third-party consultants, making more money available to spend on your homes.

We are moving onto the next phase of the refurbishment process where we need to gather specific preferences from residents in each block. The team will be organising and facilitating the Open House and Prioritisation Workshops over the coming months to co-design the refurbishment with residents. They will also be improving the visibility of our communications and engagement on the estate. Look out for invitations and leaflets through your door and on your noticeboards.

Resident Engagement Leads will work for LWNT to undertake the following activities:

- Engaging and communicating with residents – including face to face, telephone, electronic surveys and through social media

- Making sure consultation projects are delivered and are reflective of all views
- Actively involving residents in all aspects of the refurbishment
- Building consensus and agreement on various options
- Producing written summaries and reports following consultation exercises
- Building partnerships and lead on creating opportunities for investment for relevant blocks

Block Representatives will remain responsible for:

- Engaging with residents informally to gauge views on the proposed works and inform the LWNT Refurbishment Delivery Team and the LWRA
- Updating residents on the progress of the projects and works on their blocks and the wider estate
- Referring concerns and issues to the Refurbishment Delivery Team and LWRA

New windows to go on display at Baseline Studios

Residents will be able to view the range of windows being considered for the refurbishment programme at a new indoor display at Baseline Studios.

There will be six different types of windows with different types of opening and frames on display. These windows will have different operating configurations of, top hung, tilt & turn, fully reversible and sliding. Demonstrations will be organised to give residents an opportunity to see how they work, ask questions and give feedback.

Residents will be able to book appointments with our Resident Engagement Leads who will offer advice and guidance on using the windows.

The new windows are being installed in different properties in the following blocks: Morland House, Upper Camelford Walk and Barandon Walk. Viewings will be arranged at a later date.

We have chosen to work with a mixture of companies to help us manufacture and install the pilot



Left: Example of a similar tilt and turn window style that will be installed in the pilot
Right: Example of powder coated aluminium



windows. This is to allow residents a chance to view different fitting standards, types and style of windows to ensure we are maximizing resident choice and working with a company chosen by residents.

For more information about the pilot please send an email to lancwestrefurb@rbkc.gov.uk or check out our Instagram page:

 @lancasterwest
neighbourhoodteam

Minimising disruption, maximizing support

When the wider refurbishment programme gets under way we will:

- 1** Restrict noisy building works to working hours and exclude weekends and public holidays;
- 2** Provide daytime facilities for affected residents;
- 3** Provide a handful of empty flats available for those with acute vulnerabilities.

Following a request from the LWRA, we will explore if we can provide residents with the chance to transfer their tenancy to a home that has already been refurbished, enabling them to relinquish their current home and minimise disruption.

Do you have any other suggestions to minimise disruption? Please let us know by sending an email to lancwestrefurb@rbkc.gov.uk



Our fresh approach to co-design

To help us reflect the priorities of residents in different blocks, we have launched two new approaches to co-design over the summer:

**Open House events and
Prioritisation Workshops.**



Open House events

Over the past few months we have organised three Open House events in Verity Close, Barandon Walk and Treadgold House where we showcased a one-bedroom, two-bedroom and three-bedroom property respectively.

It was an opportunity to show residents the progress we're making on refurbishing empty properties and get their feedback to inform future works. All three properties have been made available on the Local Lettings Plan (LLP).

Feedback from the Open House events was overwhelmingly positive. It's a first step towards developing a standard across the estate to make Lancaster West a model estate for the 21st century. There will be further Open House events over the next few months so stay tuned for more updates.

SUMMARY OF FEEDBACK

Verity Close One bedroom home



What went well

The feedback on the bathroom, kitchen and finishes in the flat was overwhelmingly positive. Residents said that they felt the work was of a high standard.

They particularly liked the hard-wearing floor, the internal fire-resistant doors, dimmable spotlights, as well as the deep sink and smart thermostat. The bathrooms were particularly well received with residents highlighting the bidet hose, toilet, bath, and tiles.



It's very, very nice, it doesn't feel like social housing!

Absolutely amazing, love it!

The dimmer switch and heating is great and I love all the doors.



What we can improve

While residents were generally impressed with the standard of work, they expressed concern over ventilation, as well as highlighting a general lack of space in the property, particularly in the kitchen for appliances.

We have captured all of this feedback and will incorporate it into our new homes standard and also consideration for the overall refurbishment.



A smart meter is needed! People spend and then get high bills before they realise.

Where would a busy couple put a dishwasher or tumble-dryer?



64
pieces of
feedback
received

85+
residents
attended

9.2/10
visitor event
rating

250
social media
views



Open House events

Find out more

You can read the full feedback reports on our WeAreW11 app – see page 16.



SUMMARY OF FEEDBACK

Barandon Walk Two bedroom home



What went well

Residents expressed positive surprise at the quality and design of the refurbishment.

Feedback was positive regarding the kitchen and bathroom. In particular, residents liked the kitchen tap with spray hose, integrated appliances, induction cooker and extractor fan, combined shower/bathtub and bidet hose.

A few residents praised the replacement of the old doorway with new double glass doors leading to the living room. Residents commented on how light and airy the flat felt and how modern and fresh it looked.



Crisp décor and good use of space.

The bathroom is perfect.

I'm really impressed, it's very beautiful and a big improvement on tiles.



What we can improve

Some residents disliked the size and placement of the water heater behind the double doors in the living room, and also the lack of privacy on the existing balcony.



The paint should be washable.



113

pieces of feedback received

126

residents attended

9.2/10

visitor event rating

495

social media views

Open House events

Get involved

There will be further Open House events over the next few months – stay tuned for more updates.

SUMMARY OF FEEDBACK

Treadgold House Three bedroom home



What went well

The Treadgold Open House event gave residents an opportunity to visit a mobility-friendly property that will be available under the LLP. Residents who attended were pleased by the walk-in shower, particularly for relatives with mobility difficulties.

Others were also positive about the fire doors, heating system, windows and décor. As with our previous Open House events, feedback was positive about the fixtures and fittings including the lighting, integrated fridge freezer and spotlights.



It's like a penthouse.

I like that you can control temperature in rooms individually.

Kitchen finished professionally.



What we can improve

Although feedback was overall positive about the standard and finish some did express concerns about the space in the living room and felt the balcony could be utilised better to create more space. Others also felt it was odd that there was no sink in the toilet.



Can we have more choice of colours?



137
pieces of
feedback
received

89
residents
attended

9/10
visitor event
rating

Prioritisation Workshops

co-designing block-level programmes

Over the coming months, we will be delivering Prioritisation Workshops and follow-up engagement for every block to ensure that all residents have an opportunity to tell us what works they would like to see done in their properties.

Residents will be able to discuss the costs of the potential works and prioritise based on the budget secured.

Our first workshop was held with residents of Verity Close in July.



Verity Close Workshop

Residents who attended the Verity Close workshop came up with two different lists to reflect the different priorities of residents who live in houses and those who live in flats. This was done through roundtable discussions that were facilitated by our resident engagement leads.

The resident engagement leads also collected feedback after the workshop via email, texts and face-to-face by knocking on doors to maximise resident input and ensure that those who were not able to attend were still able to express their views.

More workshops have been held for residents in Camelford Court,

Treadgold House, Barandon, Hurstway and Testerton Walk. Our RELs will be compiling the results from the workshops and following up with residents who were not able to make the events.

The full reports will be available to read on the W11 app – see page 16.

Verity Close refurbishment cost and rankings for flats

No.	Works	Estimated cost
1	Kitchen	£747,000
2	Bathrooms	£258,000
3	Door entry systems, lighting	£105,000
4	Below ground drainage	£251,000
5	Sound proofing, floorboards and timbers	£338,000
6	Windows	£1,400,000
7	CCTV	£29,000+
8	Roofs	£1,800,000
9	Boilers	£344,000
10	Options to redesign the close	£812,000

Verity Close refurbishment cost and rankings for houses

No.	Works	Estimated cost
1	Soundproofing, floorboards and timbers	£338,000
2	Kitchens	£747,000
3	Bathrooms	£258,000
4	Boiler renewal	£344,000
5	Electrics, more sockets, (communal elec and lights)	£338,000
6	Gate off the close	tbc
7	Internal and external doors	tbc
8	Address plumbing	tbc
9	Below ground drainage	£251,000
10	CCTV	£29,000+

Reducing our carbon footprint

Switching homes to the UK's largest green energy supplier as well as driving electric vans and cycling a rickshaw, are among some of the initiatives being undertaken by the LWNT to reduce our carbon footprint.

What have we done so far at Lancaster West Neighbourhood Team:

- Recruited more local staff, reducing the carbon emissions of the community.
- Purchased two electrical vans for our repairs team.
- Introduced gardening and composting initiatives for some of our local gardening projects including Talbot Grove House.
- Installed sensory lights in offices which turn off when rooms are not in use.
- Bought rickshaws for the repairs team to transport heavy loads around the estate.

We've been working closely with a team from the London School of Economics and the Mayor's Energy Efficiency Fund to incorporate new eco-friendly technology into the refurbishment of the estate – reducing energy to help tackle fuel poverty.

What we're doing as part of our refurbishment programme on the estate:

- Switching energy suppliers in our refurbished flats that are ready to let to Bulb, the UK's largest green energy supplier.
- Installing Nest thermostat heating control which incorporates learning technology settings that saves energy when no one is at home.
- Dimmer LED spotlights which are low energy to reduce waste.
- A Methven shower-head to reduce water use.

We are planning to undertake further initiatives in the future and would welcome your suggestions.



To find out more please contact:
lancasterwestoffice
@rbkc.gov.uk



Highest satisfaction rate for LWNT repairs!

We have once again seen the highest repairs satisfaction ever for LWNT.

Residents gave us a record 95 per cent satisfaction rating for our repairs in September, far above the sector average.

More than 80 per cent of all jobs were undertaken by the in-house team; the average turnaround for all repairs was 2.2 days. Thanks for your positive feedback.

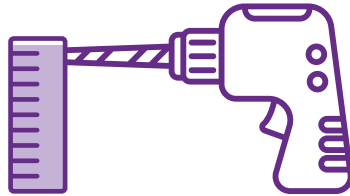
The customer satisfaction surveys are carried out by an independent company Kwest. They are calling residents who have recently had a repair completed, to ask them about their experience. Where possible we will carry out your feedback and ideas for improvement.

If you have any issues in your home we're here to help. You can report a repair by calling **0800 389 2005** or by sending an email to **lancasterwestoffice@rbkc.gov.uk**

IN SEPTEMBER

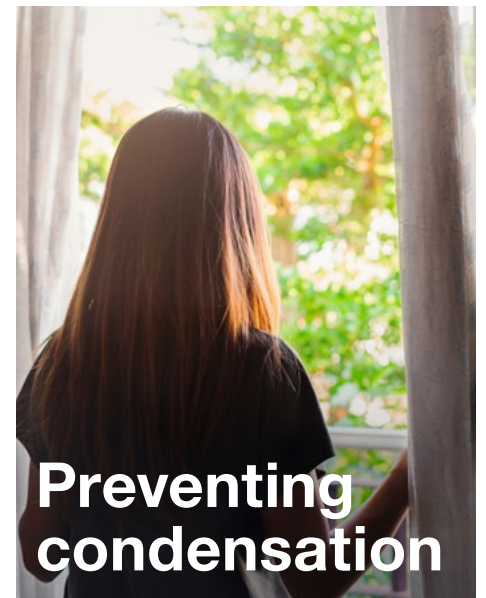
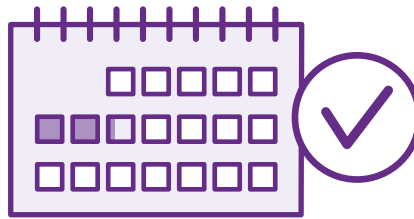
95%

of Lancaster West residents were satisfied with their repairs



2.2 days

The average turnaround time for all repairs



Preventing condensation

Watch out for a build-up of condensation in your homes as temperatures drop outside.

Letting fresh air into rooms by opening a window will help reduce moisture that can build up particularly when you cook or take baths and showers or dry your washing on the radiators. Rooms need space for air to circulate, clutter can also contribute to condensation.

In the worst case scenario, not dealing with condensation leads to mould.

Whirlpool recall: are you affected?

A recall was recently issued by Whirlpool for some of their products following revised guidance from the manufacturer.

The recall was specific to any of the following products that were manufactured between April 2004 and September 2015: Hotpoint, Indesit, Swan, Proline and Creda-brand condensers and vented tumble dryers.

If you believe that you may have one of the affected appliances, please unplug the appliance immediately and do not use it.

You can contact Whirlpool on **0800 151 0905** to arrange for an

engineer to visit your property and modify the appliance free of charge. You can also get further information by visiting the following websites:

- <http://safety.indesit.eu>
- <http://safety.hotpoint.eu>
- <http://safety-swan.eu>
- <http://safety.hotpoint.eu>

For more information, please call the Housing Management Team on **0800 389 2005** or you can send an email to **lancasterwestoffice@rbkc.gov.uk**



Paying water charges to Thames Water

The changeover for residents to pay their water charges to Thames Water started on 30 September.

Residents should have received information packs from Thames Water. If you have not received any communication from Thames Water, then please call **0800 009 4238**.

You will be able to speak to an advisor and discuss the best payment plan for your household. You can also email Thames Water **customerservices@thameswater.co.uk** and request an information pack be sent directly to your home. If you pay by direct debit you will be receiving a letter from RBKC showing your amended payments.



New nighttime safety patrols for the estate

In recent months we have received reports of anti-social behaviour (ASB) around the estate at night. To address this, we have engaged Community Wardens to conduct regular foot patrols around the estate overnight.

The wardens dressed in grey uniforms are employed by Garde and will start patrolling from 5pm. They will pro-actively gather information on ASB and will help move on those causing a disturbance. They will be wearing body cams to ensure that all incidents are recorded.

The Community Wardens will also be working with St Giles Trust to engage with residents and find out some of the

underlying reasons groups congregate late at night and disturb neighbours. Residents are welcome to contact them directly on 07940 171 144 to report incidents confidentially for them to investigate.

This will be a time limited service to resolve ASB issues around the estate and ensure that residents feel safe. If you have any questions, please do not hesitate to call us on 0800 389 2005 or email lancastrwestoffice@rbkc.gov.uk

We currently have numerous CCTV and mobile cameras installed to tackle known trouble spots and are working with the police to stop ASB and crime around the estate.

Guidance for keeping your balcony safe

As you may be aware, there was another balcony fire on 23 August in Silchester Estate. Some residents were evacuated from their homes.

The Fire Brigade has reported that there was wooden decking and flammable material stored on the balcony, which may have caused the fire.

To protect the safety and security of residents living on the Lancaster West Estate and in Bramley House, we ask all residents to please follow the regulations below:

- ✗ Do not have wooden decking on your balcony, or reed screening
- ✗ Do not hold barbecues or throw cigarette ends out of your property
- ✗ Do not store flammable items on your balcony (wood, paper, general clutter)
- ✓ Clear away any bulky items on your balcony that could impede ventilation or escape in the event of fire
- ✓ Clear balconies of unsecured plant pots, which could fall onto passers-by

The Neighbourhood Manager for your property will be monitoring the balconies, and may visit to discuss the acceptable standards and ensure that residents are not in breach of their tenancy agreement.

We wish to work with residents to help them clear any bulky items and remove additional security gates from the front doors. If you would like to ask for help or discuss the above, then please call us on 0800 389 2005 or email lancastrwestoffice@rbkc.gov.uk



Goodbye from Steve

Steve Jacobs, the first neighbourhood director of the Lancaster West Neighbourhood Team, leaves us this Autumn, having spent two years working with residents in the wake of the Grenfell Tower tragedy. He writes:

“The terrible tragedy of Grenfell Tower has brought me into contact with many residents who I have grown to love and respect. For me it has been a life changing experience. I hope I have contributed in some small way to the recovery of the whole community but understand it is a long road along which we’re only just starting out. I remember the first days of the Lancaster West Neighbourhood Office which was then a single unit at Baseline Studios. Now it’s a resident-centred organisation with a talented team of staff, guided by local residents. Even though I’m officially leaving, I intend to keep in touch and offer any help that you may feel I can give to you in the future. My very best wishes to you all.”

Neighbourhood Director James Caspell added: “I would like to thank Steve for all of his hard work and resident-focus in his time working on the estate, particularly in the immediate aftermath of the Grenfell Tower tragedy. He has brought energy and ideas to the team, and I know he will be remembered fondly by residents and staff alike.”

Raised bed sleepers installed along Grenfell Walk

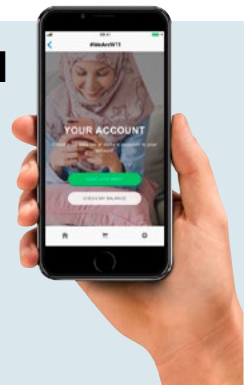
Reclaimed railway sleepers have been used to create raised beds around the trees along Station Road on the approach to Grenfell Walk.

Back in March residents of Barandon, Testerton, Hurstway and Grenfell Walk were invited to take part in a workshop prior to the reopening of Grenfell Walk. Residents told us that they wanted to see various improvements to create a safe and welcoming environment. Following resident requests, reclaimed untreated hardwood railway sleepers have now been installed and recycled rubber chippings added to bring an eco vibe.



Your new estate app WeAreW11

Need to report a repair, pay your rent or find out what’s going on in your neighbourhood? Download your new co-designed WeAreW11 app launched for estate residents. It’s available on the App Store for Apple and Android. You can book repairs for your home or block, look for employment and training opportunities, as well as keep up with events and news on the estate.



Noticeboards around the estate

You may see local resident Rebecca Razza updating information on the noticeboards around the estate. Rebecca is the estate’s new communications assistant. In the age of digital media, residents say they still like to see a physical noticeboard. We are currently working with residents to look at the best locations for noticeboards. We are piloting three types chosen for their strong structure, size and look.



Do you speak a second language?

We are looking to build our own in-house translation service. If you are a resident living on the estate looking for flexible work and are interested in offering a translation service to a resident with language barriers we would love to hear from you. Contact khadra.ibrahim@rbkc.gov.uk

Childcare support

Are you a parent looking for jobs, training or volunteering opportunities to help you get back into employment? Do you have young children but childcare is a barrier? We are looking to support parents by funding childcare for residents living on the estate. For more information, please contact khadra.ibrahim@rbkc.gov.uk

New Grenfell Projects Fund

There is £600k available this year (2019/20) to local organisations, residents' associations and groups to deliver projects in the Grenfell affected area.

This project has been designed to give residents a chance to have a say on which local projects should be allocated funding to ensure that any successful bid matches residents' needs.

Earlier this year the Council went out to speak to residents and organisations about what they'd like to see the Project Fund achieve.

The community stated it wanted initiatives to cover the following categories:

Wellbeing for children, young people or adults

Educational opportunities to increase skills, knowledge, enterprise and qualifications

Social and cultural events that bring communities together and increase connections across the community, including initiatives to reduce isolation for older people

Community safety

Activities for young people

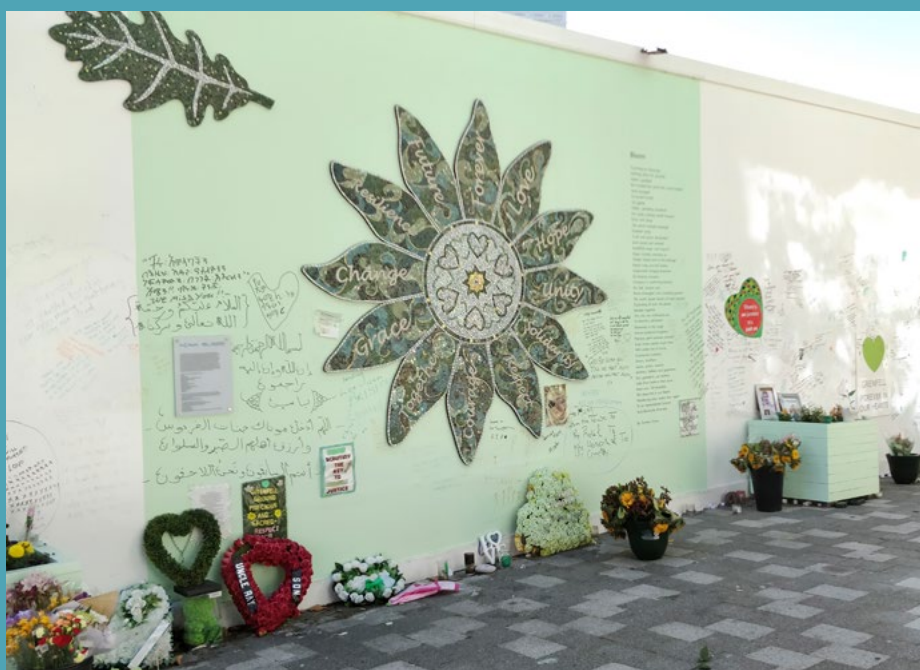
Food growing and food-based activities that increase communities coming together and enhances the local environment

Following this feedback, local residents' associations, organisations and partners were able to submit/register their interest in applying for this funding in early November.

Shortlisted applications will be invited to a resident decision day event held shortly after the General Election.

All applicants will be able to present their project to local residents who will then have the opportunity to vote on their preferred projects.

For more information email NKengagement@rbkc.gov.uk



Grenfell Memorial Community Mosaic: Phase Two

The first mosaic leaf has been installed at the base of Grenfell Tower. The leaf was designed by residents who took part in workshops held over three days in September for phase two of the Grenfell Memorial Community Mosaic project.

The leaf features 72 gold flecks, one for each of the lives lost on 14 June 2017. It is the first of 24 leaves which will be installed over the next two years.

For regular updates about the project follow [@Almanaar/mchc](https://twitter.com/Almanaar/mchc) and [@ACAVAFLOURISH](https://twitter.com/ACAVAFLOURISH)

Grenfell Tower site update

MHCLG took ownership of the Grenfell Tower site on 15 June 2019. A single point of contact is available for any enquiries grenfelltowersite@communities.gov.uk

Vehicle access to garages under Lancaster West remains restricted and appointments should be booked with the Site Management Team by contacting the above email or calling 07920 534 378.

If you have any other queries, call 0303 444 0011 or visit the website for updates: www.gov.uk/government/topical-events/grenfell-community-updates

Food bank partnership



We are now registered to issue food bank vouchers to the community, which can be used at our nearest food bank at Notting Hill Methodist Church, 240 Lancaster Road. The church food bank is a member of the Trussell Trust, it opened in October and is open to Kensington and Chelsea residents. Food donations can also be dropped off at the church. The dates of the food bank are: Tuesday 11am to 1pm; and Friday 1pm to 3pm.

More details on how to obtain referral vouchers, how to volunteer and what food and sanitary items are needed most, can be found at www.kensingtonchelsea.foodbank.org.uk. For enquiries email: info@kensingtonchelsea.foodbank.org.uk

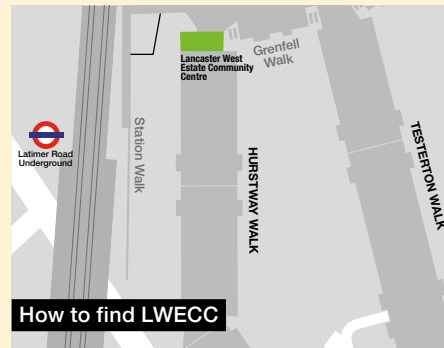
The new Lancaster West Estate Community Centre

The Lancaster West Residents' Association took over the management of the old TMO office in July and is using the space as a new community centre for the estate.

The Lancaster West Estate Community Centre (LWECC) is currently hosting a variety of services and activities including

an after school club, baby massage and chair-based exercise classes. Weekly coffee mornings have recently launched and lunch clubs for older people are also in the pipeline.

For more information visit www.lancwest.com or get in touch with info@lancwestra.com



Programme of activities at Lancaster West Estate Community Centre

RISE after school club

FREE

**Every Monday, Wednesday and Thursday, ages 7-11
4pm to 6pm**

A brand new after school club has been launched and is being funded by the People's Health Trust in partnership with the Lancaster West Residents' Association.

The programme includes homework sessions, arts and craft games, meditation, sports and more. Following suggestions from parents, plans are in place to launch cooking sessions as well as a pick-up service whereby RISE staff members will be able to pick up children from school and escort them to sessions.

For more information please call **07944 280 655** or email info@lancwestra.com or youthgrouprise@gmail.com



Health and strength

FREE

**Every Thursday
10am to 12 noon**



An hour of chair-based exercise to help manage common aches and pains delivered by Community Champions in partnership with Age UK. To book and for more information, please contact Ewa on **07961 232 431** or Kate on **020 3181 0002**.

Coffee morning

FREE

**Every Monday, all ages welcome
10am to 12 noon**

Come and meet your neighbours, see the new community centre and share ideas about events and activities that you would like to see. For more information, please contact Fiona on **07852 550 601**.

Baby & me

FREE

**Every Tuesday
10am to 11.30am**



Fun-filled, nursery rhymes session for parents and pre-walking babies. Our friendly Maternity Champions are here to listen and support you, providing informal information on local services. Sessions include singing, creative play, story time and a chance to meet other parents, just like you.

We speak Arabic, Bengali, Urdu, Danish and Polish. Infant feeding peer support available (breast, bottle, weaning).

For more information, contact Ewa on **07961 232 431** or Matan on **07984 326 606**.

Baby massage

FREE

**Every Thursday
1.45pm to 3pm**

Maternity Champions are starting a new, free, baby massage course for parents and babies from six weeks to crawling. To book and for more information, contact Ewa on **07961 232 431** or Matan on **07984 326 606**.

Coming up at the Clement James Centre

Wellbeing: Women's self-care day

**Thursday 28 November
10am to 2.30pm**

Join us for an inspiring event inviting all women to explore the benefits of self-care. Beauty treatments, holistic therapy sessions and workshops. A **FREE** gift and delicious lunch for all attendees. Limited spaces so book early by contacting Bobby or Becky at wellbeing@clementjames.org or call **020 7792 9189**.

Secondary academic support

After school homework support for students in years 7-13. Email us at youngpeople@clementjames.org



University mentoring scheme

If you are a year 13 student with a passion to go to university we can support you with our Corporate Mentoring Scheme at IntoUniversity North Kensington. Call us on **020 7221 8801**.

Adult learning courses

Enrolment for English/Maths/ICT classes begins again in January 2020.

Garden project

Do you like gardening? Enjoy spending time outdoors? Have ideas for improving the LancWest green spaces? Herb Robert, a resident of Lancaster West and our new Community Gardener, is kickstarting a new garden project to plant flowers, fruits, vegetables and more! For more information or to get involved, call Herb Robert on **07814 612 876** or send him an email at robert.halbert-pereno@rbkc.gov.uk



Grenfell Walk Community Art Project update

The Grenfell Walk Art Project is under way. Students at Kensington Aldridge Academy and residents from Lancaster West have been creating art designs for phase 1 of the project.

Aasha-Joy John, the head of art at KAA has been working with some GCSE students as part of their curriculum to create art designs which will cover 100m of the hoarding canvas ready for installation by December. Lancaster West residents have also taken part in four workshops in July and September

to create the artwork for the Lancaster West section of the hoarding which will cover 10m.

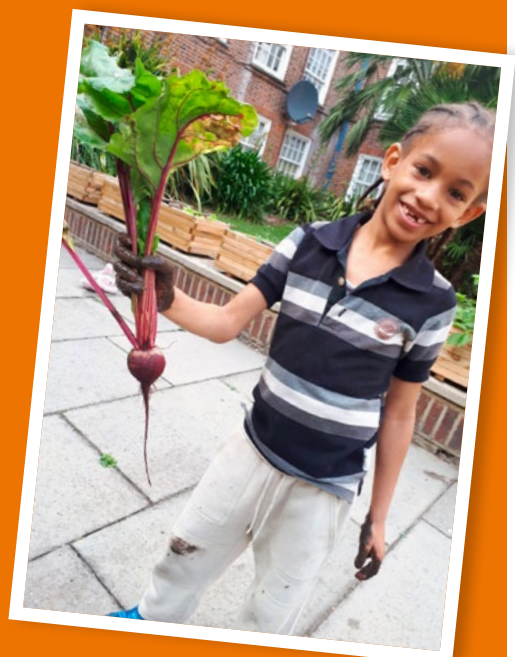
The project will be collaborating with the NHS Grenfell Health & Wellbeing Service using virtual reality (VR) to create artwork. This will give students an opportunity to create more artwork through VR and there will be art therapists and tech experts to advise students on the technology.



A bumper crop from Talbot Grove garden

**Every Wednesday
4pm to 6pm**

Talbot Grove gardening club produced a bumper crop over the summer and spring. Spending time in the community garden offers residents of all ages an opportunity to work together, and it has also encouraged children to eat more fruit and vegetables. All the soil was replenished in the summer of 2018. The club is open to all residents across the estate.

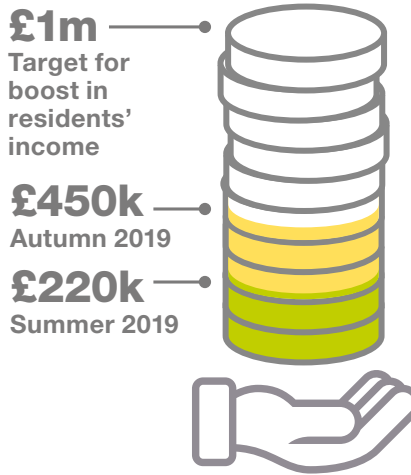


Resident apprentices start work



with residents on the Lancaster West Estate to boost residents' income by £1million. So far we have reached £450,000, an increase of £230,000 since the summer.

COMMUNITY DEVELOPMENT TEAM TARGET FOR 2019-20



Three apprentices have started work with the LWNT repairs team. All three are living on the estate. Their work alongside our in-house plumbers and electricians will help them get their professional qualifications. All three are paid the London Living Wage.

The recruitment reflects our commitment to support the north Kensington economy by helping local residents into training and work. We have an in-house Community Development Team who work closely

Free financial advice for residents

We have recruited a new Income and Financial Inclusion Officer to help residents manage their finances. Ola will be working from Unit 7, Baseline Studios from Monday to Friday. He will also run weekly rent surgeries from Unit 1, Baseline Studios every Tuesday.

For more information please contact **0800 389 2005** or email ola.ayoola@rbkc.gov.uk

Employment opportunities

Please contact us at **0800 389 2005** or lancasterwestoffice@rbkc.gov.uk to receive direct updates about employment opportunities and job fairs.

First meeting for Grenfell Community Assembly

More than 40 residents braved the elements to attend the first Grenfell Community Assembly at Avondale Park Primary School in late September.

We are extremely grateful to all those residents and partners who took the time to participate in the Assembly, which focused on health and wellbeing.

It provided an opportunity for residents to discuss important topics that matter to them with relevant partners including representatives from the local Clinical Commissioning Group (CCG), Central and North West

London NHS Foundation Trust (CNWL), Public Health England and local voluntary organisations such as Together for Grenfell, One You Kensington & Chelsea, Everyone Active, Kids on the Green and Latimer Community Art Therapy.

Residents took part in table discussions on topics ranging from mental health, respiratory concerns, primary care, GP services and soil and air contamination. The discussions generated a host of ideas and questions.

Among the issues residents raised and discussed were:

- stigma attached to accessing certain local services
- the need for reassurance that the same level of health and wellbeing support for young people over 18 was there once they left school
- more information about where to access Enhanced Health Checks
- questions about soil and air testing

The topic, date, time and location of the next Grenfell Community Assembly will be confirmed shortly.

If you have any questions, please email NKengagement@rbkc.gov.uk

How to contact us

Unit 7, Baseline Studios, Whitchurch Road, W11 4AT

If you prefer to call, please telephone **0800 389 2005**

Opening hours are currently Monday to Friday, 9am to 5.30pm or email us at lancasterwestoffice@rbkc.gov.uk

Follow us on Instagram [@lancasterwestneighbourhoodteam](https://www.instagram.com/lancasterwestneighbourhoodteam)

Download our new **WeAreW11** app

