

LANCASTER WEST UPDATE

W11
SUMMER 2019

2ND ANNIVERSARY

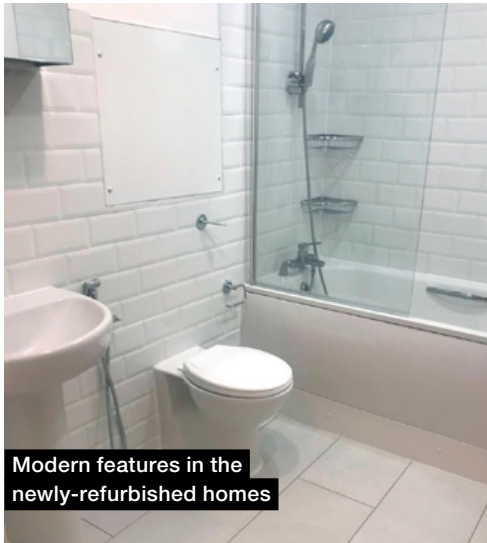
Lancaster West remembers

Friday 14 June marked the second anniversary of the Grenfell Tragedy.



SEE
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FOR MORE

21st century homes are now ready to let!



Modern features in the newly-refurbished homes



Fully refurbished properties are now ready to let through our Local Lettings Plan. We developed our new homes standard in consultation with over 100 residents, to ensure that empty properties are brought to a standard that meets the promise of being a model for the 21st century.

The Lancaster West Local Lettings Plan will alleviate overcrowding and ensure that residents live in properties that are accessible and meet their needs.

As well as improving overall comfort and quality, the homes will deliver savings in terms of energy efficiency and minimising potential repairs costs in the years to come. The heating

systems being installed in individual properties will improve pressure and efficiency, and also control overheating in summer months. It is also an opportunity to bring the refurbishment to life with minimum disturbance for residents.

We have had over 80 applications already for the Local Lettings Plan. If you would like to apply, you can

collect an application form from our offices at Unit 7, Baseline Studios on Whitchurch Road. For enquiries or any more information please call **020 7361 3008** or email housingopportunities@rbkc.gov.uk

We will be holding 'Open House' drop-ins in every block over the next few months to allow all residents to view and feedback on the standard they can expect in their own homes in the future.



More ball games

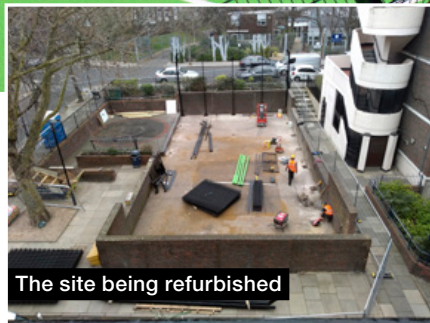


The completed play area

Following lots of engagement with residents and two months of building work – it's finally here! Our brand new children's sports and play area is complete.

Located between Talbot Walk, Talbot Grove House and St Marks Road, the new facilities are now open for all (except for dogs and bicycles, which we ask remain outside of the area to allow everyone to enjoy it).

The multi-sports area features higher fencing that is angled to help balls stay inside the pitch and out of balconies, a brightly-coloured safe surface, and a jungle climber made from timber for younger children.



The site being refurbished

We've also deep-cleaned the brickwork, painted railings, installed a new bin, put up new signs and trimmed some of the plants in the area. Every aspect has been designed and delivered in consultation with residents.

Pop down during the area's opening times of 8am to 8pm on weekdays and 9am to 9pm on weekends to play!

Walkway 300s entrances now open

Station Walk, Grenfell Walk, and the entrances to the 300s properties in Hurstway, Testerton and Barandon Walk have been reopened.

Following a workshop with residents on 21 March to identify a range of improvements, we have installed new features along Grenfell Walk to make it a safer and more welcoming route home. Among the improvements, we have installed CCTV to gain full coverage of the approach and walkways, fixed the outdoor lighting, and have regular security patrols 24/7.

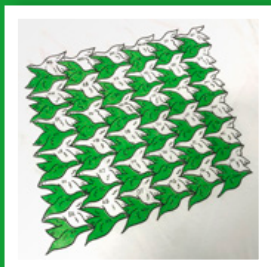
We have also cleaned the drains, jet-washed and repaved the approach to the Walkway, and repainted door entrances and handrails to improve the overall environment.

We welcome any feedback or suggestions for future improvements to the walkways, which you can share with us by emailing lancasterwestoffice@rbkc.gov.uk or calling **0800 389 2005**.



CONTINUED FROM FRONT PAGE

Lancaster West remembers



◀ We were honoured to turn a LancWest resident's design into t-shirts to be worn to commemorate the second anniversary of the Grenfell Tower tragedy.

Commemorative artworks from around our estate. ▶

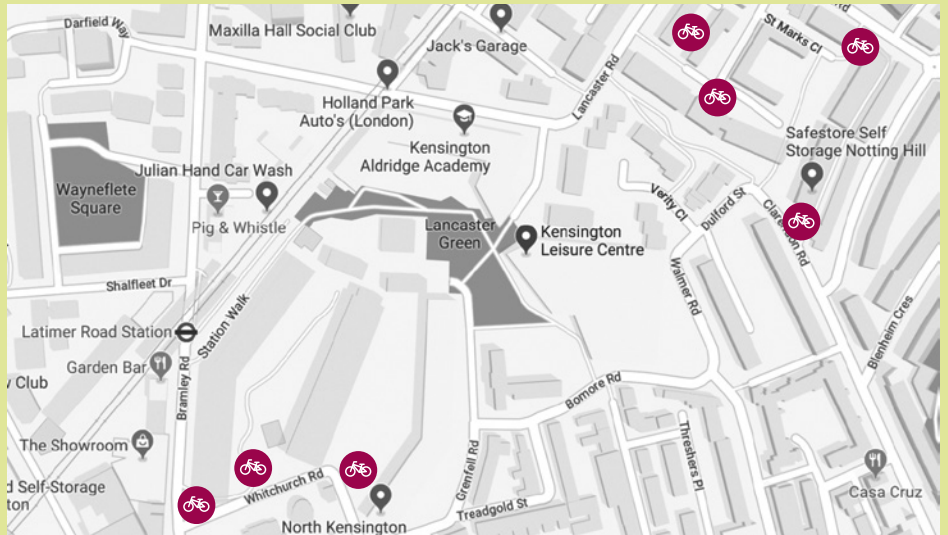


On your bike!

We have now installed eight bike hangars across seven locations on the estate to allow residents to safely and securely store their bicycles. The hangars are incredibly popular, and all spaces have now been allocated! We are now looking to install more units to meet demand and make sure that more residents can store their bicycles in their chosen location.

The installation of the hangars was funded by RBKC's sustainable transport team as part of their programme to encourage cycling in London. These locations (circled on the map) were chosen based on consultations with local cyclists, and do not replace any parking spaces for road vehicles.

Each hangar can store six bicycles, with each registered cyclist receiving a key to lock and unlock



their assigned hangar. There is no rental charge or deposit for using the storage space.

If you would like to add your name to the waiting list, express your interest in hearing about more future bike hangars, or have a suggestion for where we should put more, please email us at lancasterwestoffice@rbkc.gov.uk or call the Lancaster West Neighbourhood Team at **0800 389 2005**.

We hope to have some more hangars very soon!

Big changes for temporary homes on the estate



Following feedback from residents living in temporary homes on the estate, we are working with Notting Hill Genesis to move the properties they manage into direct management by the council. So far, four have been transferred, with another 30 to follow in the coming months.

We will be expecting housing associations and leaseholders to improve the quality of housing they are letting back to the Council, whilst temporary residents will benefit from a dedicated repairs services, as well as being able to use the W11 repairs team if they prefer.

With GLA subsidy, we are exploring the purchase of the 11 properties that Notting Hill Genesis own. We also encourage all temporary residents who were residents at the time of the Grenfell tragedy to apply to our Local Lettings Plan, if they have not already. Please call **020 7361 3008** or email housingopportunities@rbkc.gov.uk for more information.

Kim Taylor-Smith, Deputy Leader for RBKC and Lead Councillor for Grenfell Recovery, Housing and Property, said: "Notting Hill Genesis manages 48 flats and has agreed we can manage those owned by leaseholders if they agree, while further discussions carry on regarding those it owns.

"This is the result of requests from the residents and the Lancaster West Residents' Association, and will ensure all homes being managed to the same standards. It is encouraging that our work on the estate has been recognised by residents who want us to manage their properties, rather than other landlords."

We're here to help...



Your views matter and we want to know about them. Whether it is a suggestion, or a compliment, or a complaint, we want to hear about it.

At Lancaster West Neighbourhood Team we aim to make sure that we offer the highest standard of service and care. However, we recognise that at times things go wrong and when they do, we would like you to tell us so that we can do our best to resolve any concerns that you may have. You can express your views:

ONLINE
on the Council's website
www.rbkc.gov.uk

BY EMAIL
lancasterwestoffice@rbkc.gov.uk

BY PHONE
on **0800 389 2005**

OR POP IN AND SEE US
at **Baseline Studios**
Whitchurch Road, London W11 4AT

Resident procurement workshop



On Thursday 9 May, we held a workshop with block representatives, Lancaster Residents' Association committee members, and other residents of the estate to discuss procurement. Procurement is about how, when and who we will pay for the materials and work needed for the estate-wide refurbishment.

This is part of our commitment to actively include residents at all stages of the programme to ensure that we responsibly and effectively design and deliver the estate-wide refurbishment over the next three to five years.

At the workshop, residents had the opportunity to ask questions and were given detailed

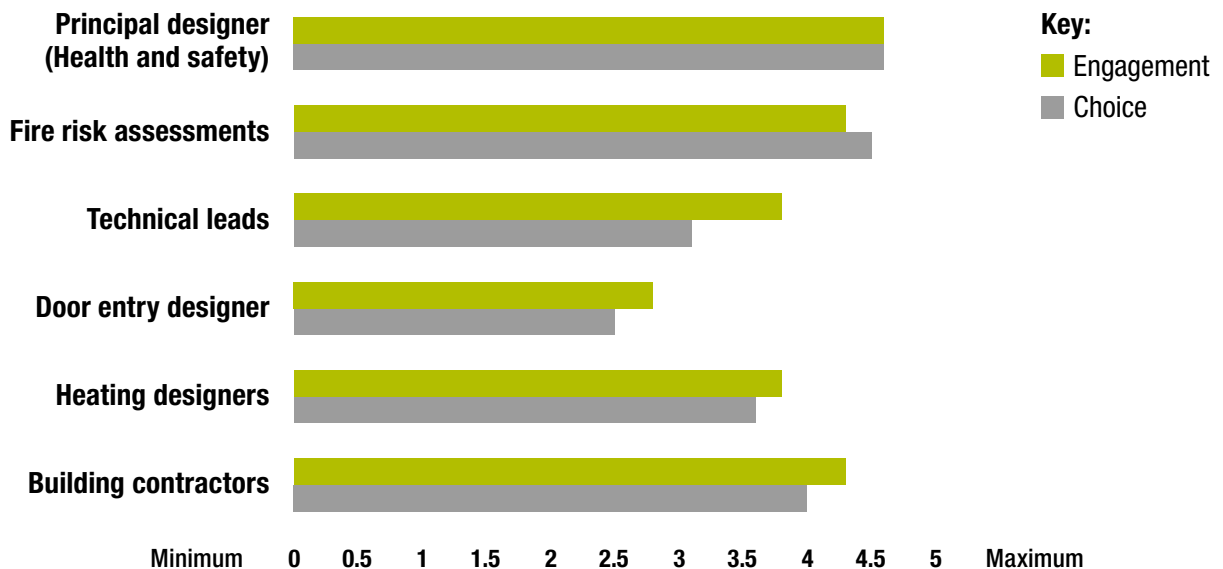
information on the procurement process.

Residents were then asked to say where in the procurement process they wish to be engaged, at what stages they want more choice versus preferring LWNT to progress quickly.

You can see the results in the graph below.

Residents want a high level of choice and engagement

We asked 29 residents to rate where they sit on the scale from quick progress to maximum (5) engagement and choice.



Our commitment to you

We are committed to working with residents and to delivering a resident-led refurbishment programme.

Following the workshop, we restate our promise to be transparent and give clear information throughout the decision-making process to build trust with residents and drive the success of the refurbishment works.

Meanwhile, the team will deliver on agreed outcomes from these meetings through a 'you said, we did' approach to ensure accountability.

Residents expressed a clear preference to maximise quality compared to price and minimise the use of sub-contractors.

When contractors are used, residents specifically said that they want to be involved in selecting them, designing the criteria and questions, scoring and interviewing contractors, and seeking independent advice on design and contract management.

Here are some examples of what you have asked us, and what we will do:

What you asked:

Can we have an independent advisor to help residents make decisions?



What we'll do:

Yes, we will discuss this with the Greater London Authority (GLA) and London Tenants Federation to clarify options.

How do you keep account of the main contractor who outsources work to sub-contractors? In other words, how will you monitor quality and accountability?



Can we request that contractor's sub-contractors are known at the earliest stage as part of the tender?

It is not uncommon for large contractors to include some sub-contracted works as they will not have all the specialist skills in-house. However, contractors are legally responsible to monitor and manage their subcontractor's performance, quality, workmanship and health and safety throughout the works and to completion.

We will seek the list of potential subcontractors to be part of the tender submission, and as much as possible look to maximise the use of direct labour.

Nobody normally comes to inspect the works once completed – who does the snagging (process of checking for faults)?



The Clerk of Works will complete a final inspection with the building contractor and draw up a list of any outstanding, incomplete or unsatisfactory works.

The contractor will have the opportunity to complete all items on the list and a further inspection will be done to sign them off. The Technical Lead will also attend the final inspection where if satisfied will sign off the works as complete.





Single-glazed windows on the walkways

Windows pilots coming soon

The refurbishment team is working through options for window replacement across the estate.

You will have an opportunity to view and give input on these options in place at a venue in July 2019. The window manufacturers and Lancaster West Neighbourhood Team

officers will be at the venue to explain the options.

Following this show at the venue, the refurb team will pilot some of the options you pick, which will help determine the options we will explore and provide further feedback from the windows in use.

Highest repairs satisfaction ever for LWNT

Results from April show that 86 per cent of residents were satisfied with how well the repair was carried out and delivered. This is great news and our highest satisfaction figure to-date.

We are continuing to monitor satisfaction and feedback with our repairs service.

Kwest, an independent company, are calling residents who have recently had a repair completed to ask them about their experience.

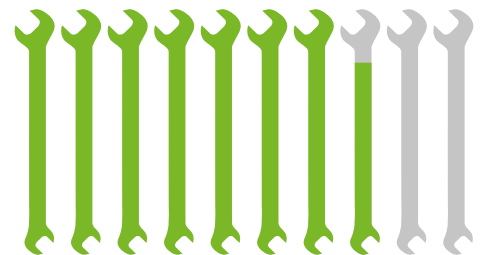
We wish to improve our repairs service and reach 100% satisfaction, and will carry out any of your feedback and ideas for improvement wherever possible.

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 April

86%

of Lancaster West residents were satisfied with their repairs



Bulb partnership: saving energy – and you money

To reduce the carbon footprint of the homes we manage, we have formed a partnership with Bulb, the UK's biggest green energy supplier (www.bulb.co.uk).

Bulb provides residents with 100% renewable electricity from solar, wind, and hydro. Plus, their gas is 100% carbon neutral, for those homes which have a gas supply.

10% is green gas produced from renewable sources like food or farm waste. And they offset the rest of the gas we supply by supporting carbon reduction projects around the world.

If you're interested in seeing how much you could save, visit <https://join.bulb.co.uk> or call **030 0303 0635**.



#WeAreW11

Mayor's Award for Shirley

In May, LancWest resident Shirley Sylvester was a recipient of the 2019 Mayor's Award, which is given by the Council to acknowledge local people making outstanding contributions to their community and who are dedicated to improving the lives of others.

Shirley is the manager of the Grenfell Early Years Nursery, and has been working for the Lancaster West Children's Community Network since 1994. She has been recognised for her nursery work to support all its users irrespective of their circumstances, and for her services to the children and families of the Lancaster West Estate.

Shirley said: "It is a great honour to receive a Mayor's award, and I hope it inspires others to also work in and support their local community in any way that they can. It has been a privilege to serve the residents of North Kensington and beyond.

"Working for Lancaster West Children's Community Network for the last 25 years has allowed me to care for the youngest members of our community, their parents and carers. This has been so rewarding over the years. I still enjoy my role as nursery manager/early years practitioner and hope I get to continue supporting my community for many years to come as they have supported me over the years".



Shirley Sylvester with Leader of the Council, Cllr Elizabeth Campbell (L) and the Mayor, Cllr Marie-Therese Rossi (R)

#WeAreW11

From resident to fully-qualified electrician

One of our committed repairs operatives, Dilaver, who is also a resident of the Lancaster West Estate, completed his 18th edition electrician training! This means that more electrical repairs will be done in-house, and that we as a team can rely less on outside contractors for repairs. **Well done Dilaver!**



Award winners Giulia Pannocchia (L) and Federica Martinelli



Gloria e Marco Award (GeM Award)

Young Italian architect to join Lancaster West Neighbourhood Team for the Gloria and Marco Award.

Two young Italian architects, Gloria Trevisan and Marco Gottardi, died on the 23rd floor in the Grenfell tragedy. Both were passionate about repair and conservation of historic buildings, and Gloria had just started work at Peregrine Bryant Ltd. Following the tragedy, the practice set up the annual Gloria e Marco Award to fund a graduate from Gloria and Marco's university, IUAV in Venice, to spend three months in the UK with different conservation and historic groups.

The first Gloria e Marco Scholar, Giulia Pannocchia (left), came to the UK in August last year and found the experience very rewarding. She writes, "I feel more confident and aware, and am very grateful to all those who have allowed me to see places and buildings with new eyes". She also visited the Lancaster West Estate and gained some understanding of the tragedy.

The second GeM Scholar, Federica Martinelli (right), will be joining the Lancaster West Neighbourhood team for a week to learn and help with the various projects being undertaken to improve the buildings and whole environment of the estate. Federica says she is looking forward to deepening her understanding and knowledge of conservation and repair methods in the UK.

Keeping fit and healthy



Health and wellbeing

Enhanced health checks

Did you know you can access a free enhanced health check? As a member of the local community, you are entitled to receive a 60-minute advice and support service from professional practitioners. To book call **020 3434 2500** or visit www.grenfell.nhs.uk/physical-health/enhanced-health-check

One You Kensington and Chelsea

One You Kensington and Chelsea is here to help you make small changes to lead a healthier lifestyle. They can help you stop smoking and have a healthier heart. For more information, call **020 3434 2500**.

Grenfell Health and Wellbeing Service

Grenfell Health and Wellbeing Service is a specialist NHS service providing support and therapy to individuals, couples, children and families who have been affected by the Grenfell fire. If you would like to speak to someone, you can call the service on **020 8637 6279** or email grenfell.wellbeing.service@nhs.net

Mental health first aiders

We have been busy training – seven members of the team are trained up as first responders in emergency or crisis situations relating to poor mental health.

We are here for residents as well as our colleagues in Baseline Studios.

According to Mental Health First Aid England, who trained our staff along with St John's Ambulance, around three quarters of people with mental illnesses receive no treatment at all.

We want to challenge the myths that surround mental illnesses and poor mental health.



Dez and Will have been trained up as first responders

Sports and fitness



Westway Saturday Football

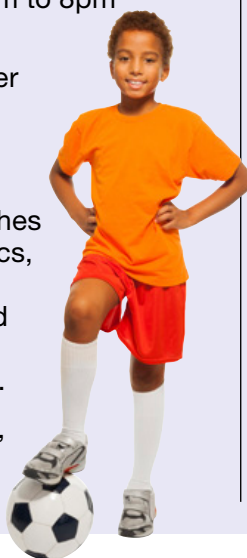
**Every Saturday
5pm to 8pm
Westway Sports and
Fitness Centre
1 Crowthorne Road, W10 6RP**

Ages 10-13: 5pm to 6.30pm
Ages 14-23: 6.30pm to 8pm

Looking to play football for free over the weekends?

Come along on Saturdays to train with Chelsea coaches and learn key tactics, formations, and train your skills and fitness with fun and intensive drills.

If you're interested, please call **020 8969 0992**.



Active for Life

www.rbkc.gov.uk/leisure-and-culture/activities-adults

Your guide to free and low cost activities taking place within the borough. There are a number of tailored sports for people from all backgrounds including yoga, circuit training, health walks and much more.

For more information visit www.rbkc.gov.uk/leisure-and-culture/activities-adults or contact sportandleisure@rbkc.gov.uk

Kensal Youth Club

**Every Wednesday
5pm to 8pm
Kensal Resource Centre**

Ages 13-19. Call Clive Hornsby on **07950 751 314**.



We are Dementia Friends!

On 25 April, several members of staff took part in a session run by Dementia Friends Champion Peggy Ennis. The session delivered five key messages about dementia, and enabled those who attended to make one commitment to make their community more dementia friendly.

We hope that by increasing our understanding of dementia, we can dispel the myths about dementia and raise awareness about how we can do more to support those affected by the illness to lead good quality lives and to make our community as a whole more dementia-friendly.

Anyone can become a dementia friend. If you would be interested in taking part in a session, please email iman.adaci@rbkc.gov.uk for further information. Visit www.dementiafriends.org.uk to turn understanding into action.

Tips for looking after our estate

No BBQs please

Please do not have barbecues on Lancaster West Estate. While we are all enjoying the sun and weather, these barbecues can be dangerous and upsetting for neighbours. Barbecues on balconies, for example, can aggravate your neighbours' breathing problems and respiratory illnesses, like asthma.

Clean up after your pets

Residents who are pet owners are reminded to act responsibly to your neighbours. When walking your pets around the green grassed communal area where dogs are permitted, please clean up after your dogs and dispose of the waste accordingly.



Rubbish bags

The majority of residents are disposing of their rubbish properly. However, some residents are leaving bags of rubbish next to the chutes.

Please do not leave bags or any other rubbish next to the chute areas or outside your doors as this only attracts vermin.

We are now inspecting these bags and will undertake enforcement actions where it is possible to identify who has disposed of the rubbish.

Please put your carrier bag down the chute. Anything bigger needs to go in the large bins outside the block or contact us for larger items.

Respecting our estate and our neighbours

You may be aware of the ongoing issues with non-residents in some of our blocks, especially groups of people loitering in Hurstway Walk and Camelford Walk.

A number of arrests have been made, following work with the police.

Understandably, residents are concerned about safety for themselves and vulnerable neighbours. We ask everyone to be vigilant and report these issues to your local police. Please call **101** if it's after the event or **999** if you feel it's more urgent.

We are also receiving complaints from residents about other residents allowing their children to play in the communal areas.

This is a major issue for some residents as they feel unable to speak to their neighbours directly. In some buildings, the noise travels through the floors especially when a ball is bouncing off the walls, which is a breach of the tenancy.

We ask residents to please have consideration for your neighbours and not allow children to play in communal areas.

There are dedicated play areas around the estate for children and local clubs, which we encourage you to use. Noisy play causes a disturbance to other residents in the block, therefore we ask all parents and carers to be considerate to your neighbours. We also ask parents and carers themselves not to cause disturbance in shared areas.



Local events and activities



Upcycling workshop

Do you have unused furniture that needs a new lease of life?

Upcycling is all about being creative and resourceful, reusing and converting unused objects into new things of better quality. It can be as simple as putting a new coat of paint or refitting old fittings.

If you're interested in having fun with a group of creative people and learning a new set of skills, please call **07923 381 940** or email khadra.ibrahim@rbkc.gov.uk



Grenfell Walk Community Art Project

Following a suggestion from residents, we are co-organising a resident-led Community Art Project with the Lancaster West Residents' Association (LWRA) and the Grenfell Walk Residents' Association.



With 180m of white hoarding space along Grenfell Walk, we are bringing together local artists, community groups, faith-based organisations and schools to create artworks that celebrate the diversity and resilience of the community.

If you would like to get involved, please email the LWRA at arts@lancwestra.com

My Backyard free DIY project

22-26 July

Do you love working with your hands, and want to do something different this summer? Come join us for a free, week-long DIY summer project to get involved and build for your community! This opportunity is open to all 16-30 year olds not currently in education or employment living in the borough of RBKC.

You can find out more about location, times and what it will involve when you register interest.

To register your interest, please email kaitlyn.majesky@constructionyouth.org.uk



LancWest book club



Are you a book enthusiast who also enjoys discussing with others? Book club is a great way to voice your opinions and hear other people's interpretations of the same text, as well as improve your English!

If this sounds like something you would like to join, please call **07923 381 940** or email khadra.ibrahim@rbkc.gov.uk

Estate Endz theatre project

**Every Saturday
12 noon to 5pm
The Harrow Club**

S.P.I.D. Theatre are looking for young people aged 13-25 to create a show with S.P.I.D. Theatre! Join us as we take a look at local housing estates and community spaces, to create an interactive performance. You'll develop your performance skills and work together to create a professional theatre performance! Participants will receive £3 expenses. No previous experience necessary, just a love for theatre and creativity. If you're interested, contact us at youth@spidtheatre.com, call **07903 861 674**, or sign up at www.spidtheatre.com

Helpful contact points

In the past, residents have expressed concerns about health, air quality, and the Grenfell Tower site amongst other things. Below are some helpful contact details of the relevant institutions that are best placed to answer your questions.

About soil contamination reporting and testing

Including questions about testing, sites that will be tested and progress and timescales

Central Government

The Government have set up an email address for anybody who wants to raise concerns. It is **environmental-checks@communities.gov.uk**. Residents can also call the Government on **0303 444 0078**.

More can be found out about AECOM (independent specialists carrying out the first stage of the additional environmental checks) on their website: **www.aecom.com/uk**

For the most up-to-date information, the Nextdoor app can be downloaded on iOS and Android devices, or visit **www.nextdoor.co.uk** and search for **Grenfell Community Updates – HM Government**.

About air quality

Public Health England

Public Health England publish the results of their environmental testing alongside an explanation of the data in terms of potential impacts on health: **www.gov.uk/government/publications/environmental-monitoring-following-the-grenfell-tower-fire**

About health concerns and screening

NHS

The local NHS is offering enhanced health checks for all North Kensington residents. The checks are carried out through local GP clinics and in the community. They include a full check of overall physical and mental health, testing of breathing through Spirometry, and focuses on health promotion and holistic care. If you have any concerns, speak to your GP who will assess your needs and refer you to a specialist service as needed.

For further information about enhanced health checks, speak to your GP, or contact the community service, Healthy Hearts at **020 3434 2500**.

Information on NHS health checks is available at **www.grenfell.nhs.uk/physicalhealth**

About the Grenfell Tower site

For further information please contact the Site Management Team via Matt Hogan on **matt.hogan@london-fire.gov.uk** or **07920 534 378**.

We speak your language

The Lancaster West Neighbourhood Team offers in-house translation services in 15 languages, including Arabic, Farsi, Somali, Turkish and French. In a typical month we provide 334 translations which saves us up to £10,020 on costs that would have been spent on external translation services.

Our multilingual team can provide you with advice and support across a range of areas including benefit advice, rent queries, housing support, filling in applications, grants, and much more. If you need a translation, please contact **lancasterwestoffice@rbkc.gov.uk** for more information.

Refurbishment reassurance for resident leaseholders

The Council has agreed that it will not recharge resident leaseholders for costs funded by government grant. It will also discount bills by an additional 20 per cent of the investment made by the Council.

Given the current funding of £15m from the government, and £15m from the Council, this means that resident leaseholders will benefit from an effective 60 per cent discount on rechargeable works including windows, heating and door entry systems based on the current sources of funding.

Any works regarded as an improvement and not included in the terms of the lease will not be rechargeable. In addition, the maximum charged to a resident leaseholder would be £15k over a five-year period, with a range of repayment options available, including low-interest payment terms over three years or more.

Other repayment options include placing a voluntary charge on the property where a leaseholder can demonstrate that they are otherwise unable to pay bills through their existing income. It would then only be repayable on the transfer of the lease, with a low-interest rate applied.

We are currently exploring options for the rechargeable terms for non-resident leaseholders, including housing associations and buy-to-let investors.

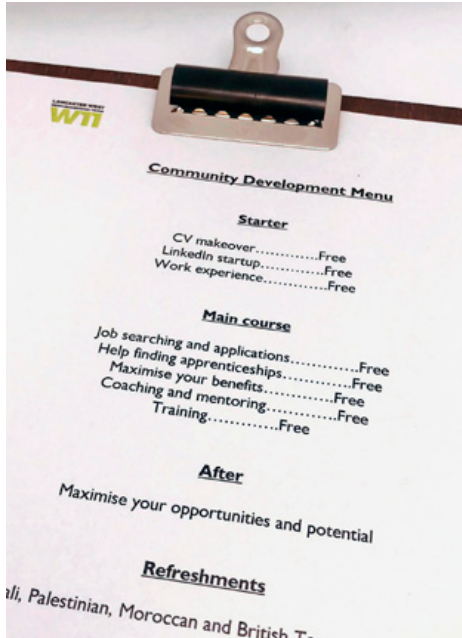
...and shared owners

Following a query raised by shared owners, we can confirm that for these properties – where the shared owner is liable for 100% of costs irrespective of what their share of the equity is – we will charge the same amount as we would for resident leaseholders. This means that they will get effectively a 60 per cent discount on chargeable works on the current proportion of funding.

Under the Landlord and Tenant Act 1985, we will also engage with shared owners as we would other types of leaseholder in consulting on the intent and cost of works.

Creating opportunities for the whole community

In March, the Community Development Team hosted an employment drop-in session with residents to better understand their needs and challenges when looking for jobs.



We plan to organise more workshops in the future to offer intensive CV and interview training, and career guidance from key employment partners in the local area.

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

We would be happy to hear your suggestions, and to assist anyone on their employment journey.

We are committed to helping our residents reach their goals and find meaningful employment. Our Community Development Team aims to help boost residents' income by 1 million pounds, and have already achieved 220,000 pounds to date.

OUR TARGET FOR 2019-20

£1m
target for
boost in
residents'
income

£220k
boost to date



Over 50 residents attended, and our partners Clement James Centre and Care First offered residents CV support, tips for interviews, and advised residents on how they can secure work.

This included how to find employment without previously having experience, and guidance on securing work placements and internships.

Following the event, we received a lot of positive feedback from residents with 92 per cent indicating that they were satisfied with the experience.

Residents have also expressed great interest in CV writing and interview support, and would like more help finding full-time, part-time, and work experience opportunities.

Update from the Grenfell Site Team

Planned changes to Grenfell Walk security

Security guards that have provided specific cover to Grenfell Walk will shortly be withdrawn. This follows the installation of extensive CCTV, covert security for Grenfell Walk properties and no observed security incidents over the 3 months since the pedestrian access was restored.

The Site Security guards were in place for the two-year memorial period and will continue to patrol Grenfell Walk, but from 21 June they will no longer be directly stationed on Grenfell Walk. This will be kept under review jointly by the Site Management Team and Lancaster West Neighbourhood Team.

Changes to hoarding

The site hoarding between Grenfell Road and Kensington Aldridge Academy has been replaced. Removed artworks and tributes were restored ahead of the two-year memorial events. In response to community concerns about the heartfelt handwritten messages being removed, a temporary exhibition of the hoarding panels was installed on the green space outside Kensington Leisure Centre. This will be in place for three weeks before being safely and securely stored within the site.

How to contact us

You can reach us at:

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**

