



Lancaster West Estate Refurbishment

Ideas into Action - Resident Engagement
W11 Drop-in and Resident Workshops

October 2018 - March 2019

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Executive Summary

This report is a summary of the second stage of resident engagement that has taken place on the Lancaster West Estate.

The engagement took place between October 2018 and March 2019. During this time there was one drop-in event and eight block workshops that all residents were invited to attend and have their say.

The second stage of engagement focused on improving your homes with regards to your personal comfort and safety. The events offered the opportunity for residents to discuss in detail a suggested range of improvements with the technical and W11 team.

➤ We are W11



Date: 22 October 2018

Attendees: 35 Lancaster West Residents, Representatives from Lancaster West Neighbourhood Team, Pick Everard and Fluid

On 22nd October 2018, residents were invited to attend the 'We are W11' Day at the Kensington Leisure Centre. Fluid was on hand to provide residents with information about the improvements currently taking place on the estate, planned works for the future, the roles of the consultants and the priorities highlighted by the residents from previous consultation events.

Overall 35 residents attended the drop-in event. There were 118 comments recorded in total, comprised of comment forms, sticky notes and green and red sticky dots.

The key priorities gathered from all the blocks were the following:

- Safety and security
- Replacement of windows
- Refurbishment of the communal areas
- Better accessibility to your homes
- General maintenance

➤ Technical Workshops



Date: 18 December 2018

Attendees: 23 Lancaster West Residents, Representatives from Lancaster West Neighbourhood Team, Pick Everard and Fluid

On 18 December 2018, residents were invited to attend one of two repeat Technical Workshops at the Kensington Leisure Centre. The workshops were held to discuss options for new windows and heating to improve your homes with Pick Everard (technical consultants) and the Lancaster West Neighbourhood Team.

The first was held from 4pm to 6pm and a repeat session from 6.30pm to 8.30pm. Overall 23 residents attended the workshops. The majority of residents expressed support for a new heating and window system.

The key points discussed at the workshops were the following:

- How the windows would open and close
- How the windows can reduce noise and condensation
- Material of windows
- Demolition and installation
- Costs and savings

➤ Improving Your Home – Block Workshops



Date: January - February 2019

Attendees: 62 Lancaster West Residents, Representatives from Lancaster West Neighbourhood Team, Pick Everard and Fluid

During the months of January and February 2019, seven block workshops were held for the Residents of Lancaster West Estate in the meeting room at the Kensington Leisure Centre. Residents were invited to discuss and agree recommendations to improve your homes during the first phase of works with Pick Everard, Lancaster West Neighbourhood Team and Fluid.

The recommendations identified by Pick Everard were driven by the priorities identified at past consultation events and the need to improve the personal comfort, safety and security of residents, in and around your homes. These included the following:

- Fit new windows and insulation
- Install extractor fans in kitchens and bathrooms to address condensation issues
- Improve external lighting
- Improve CCTV
- Provide new shower heads and boost pumps
- Provide access control with video entry systems where required
- Improve external lighting

Overall 62 residents attended the event. Residents were generally in agreement with the issues identified and recommendations proposed by the team of consultants. However there were differences in residents opinions on what they saw as priorities due to the variant living conditions. This suggests that the consultants need to visit all the homes to survey each flat on an individual basis.

Some residents criticized the slow delivery and repetitive process. Residents requested to know time frames and how much money had been spent so far on the process.

Key Findings

Residents Homes

The majority of residents were in agreement that condensation and damp was of high priority and supported the need for addressing the issue. Where required, residents supported the installation of new windows and extractor fans.

The majority of residents agreed that the lack of localised heating control was a big issue. Some blocks including Lower and Upper Talbot Walk, Clarendon Walk and Upper and Lower Clarendon Walk, refused the recommendation to fit new radiators and control valves and stated that instead they would like a completely new heating system.

The lack of water pressure was also a problem amongst most residents and the installation of new boost pumps was of importance where required.

It was also brought to attention that some blocks had not had their fire doors fitted yet which was noted by LWNT.

Overall Estate

The issue of safety and security was divided amongst the blocks with some stating that they feel safe in and around their blocks and others supporting the need for a new CCTV and video entry system.

Fly tipping and the small sized rubbish chutes was also a concern amongst the majority of the blocks with suggestions to house the refuse and recycling bins in a secure space accessed by a key fob.

Many residents felt that the poor signage on the estate needed to be addressed to avoid emergency and other services getting lost.

An additional item which was raised by a few blocks was the need for a safe and secure external play area for the residents.



We Are W11 Drop-in

➤ Introduction

Date: 22 October 2018

Attendees: 35 Lancaster West Residents, Representatives from Lancaster West Neighbourhood Team, Fluid and Pick Everard

Overall there were 118 comments recorded comprised of comment forms, sticky notes and green and red sticky dots.

Overall 35 residents attended the drop-in event. The morning was quiet with the majority of residents attending in the afternoon.

The primary consultation tool on the day were A1 exhibition boards. A number of prompts were used to start conversation and post-it notes and sticky dots were available for residents to record their comments and highlight their main priorities.

Feedback and comment forms were also used to record and gather feedback from residents regarding priorities and concerns.

➤ Key Priorities and Concerns

The Walkways

(Barandon, Hurstway and Testerton Walk)

Overall 62 comments were received in total. The 2 key concerns were safety and security with requests to provide CCTV in the communal areas (7 comments) and refurbishing the communal areas (7 comments). This included re-painting of the walkways and uplifting the general appearance of the communal areas, concealing the visible gas pipes in the walkways and fixing the skylights so they operate properly to a) provide ventilation and b) close when it is raining. The third priority was for better accessibility to the flats which included comments to remove the step into the flat (which was a key priority from previous sessions) and to re-open the Grenfell entrance (6 comments).

Lower and Upper Clarendon Walk

Overall 33 comments were received in total. The main concern was to do with the existing windows in terms of poor usability, thermal and acoustic performance. Residents agreed with the previous consultation outcomes that double glazing is a priority. Other popular concerns included better layouts of their existing home with the desire to have more space (3 comments) and safety and security by providing CCTV in the communal areas.

Morland House and Talbot Grove

Overall 10 comments were received in total. The main priorities were to provide new double glazed windows (4 comments) which was a key priority from previous engagement sessions and easy accessibility to the flats by providing lift access (2 comments). Other comments included general refurbishment of the communal areas, in particular the landings and staircases.

Verity Close

Verity Close received 4 comments in total. These were better lighting to provide safer communal areas and general maintenance and repair works which was a key priority from previous engagement sessions.

Lower and Upper Camelford Walk

Only one resident attended the drop in event and agreed with all the priorities from past engagement sessions which included replacing the communal corridor doors, removing the step into the flat, providing new larger rubbish chutes and improving the playspace.



Technical Workshops



➤ Introduction

Date: 18 December 2018

Attendees: 23 Lancaster West Residents, Lancaster West Neighbourhood Team representatives, Fluid representatives

On 18 December 2018, residents were invited to attend one of two repeat Technical Workshops at the Kensington Leisure Centre. The workshops were held to discuss options for new windows and heating to improve their homes with Pick Everard (technical consultants) and the Lancaster West Neighbourhood Team.

The first was held from 4pm to 6pm and a repeat session from 6.30pm to 8.30pm. Overall 23 residents attended the workshops. The majority of residents expressed support for a new heating and window system.

The primary consultation tool on the day was a presentation and a number of prompts were used to start conversations. Pick Everard began with a brief introduction about the existing heating and window systems and the key challenges across the estate. This led onto the pros and cons for the choices available and the impacts these would have on the estate and the residents level of comfort.

All feedback and comments were recorded.

➤ Session One

No. of resident attendees: 15

New Heating

Demolition

Residents raised concerns about whether the concrete floors would be damaged as a consequence of removing the existing pipework. Pick Everard assured residents that this will not be the case and that the existing pipework will remain but will be disconnected. Pick Everard stated that the new pipework will be hidden in the new skirting boards and dropped ceilings. This raised concern amongst residents about lower ceiling heights. LWNT stated that residents will be able to view concept homes which have a dropped ceiling to get a feel for the space and impact on the rooms.

Cost and savings

Many residents sought clarification on how much the new heating systems would cost and save them on a monthly or yearly basis. Pick Everard assured residents that they are researching the options and putting together a cost schedule which will be presented to the residents in the new year. One resident suggested that they need to see precedents of residential blocks which have undergone refurbishment and what the costs and savings were. This would help the team to make a better and more informed decision.

Asbestos

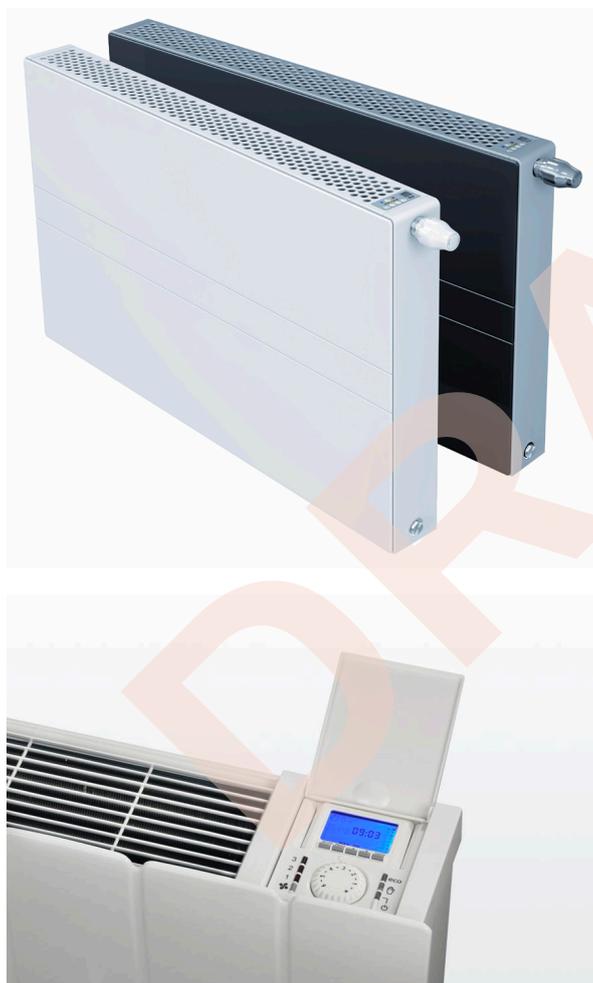
Residents were concerned about how asbestos would be addressed. Residents sought clarification on how long the removal of the asbestos would take and how this would impact on the residents living situations.

General

Residents questioned why a quick win is something that needs to be developed or added to and why they cannot receive a full system now. LWNT stated that the budget would not allow for a higher specification in the short term. LWNT stated that they do not want to replace the existing system with something that is equally not so efficient, but rather install a system which can be adapted to new technologies in the

future, once they receive more funding.

It was queried why the works being proposed had not been carried out before and that the budget should not be put towards the proposed works. This statement was noted.



Example of Smart Heaters

New Windows

Reducing Noise

All the residents expressed support for new windows on the estate and agreed that this was a top priority. The residents voiced their concerns over their current windows which included big gaps in the windows, condensation, lack of ventilation and low resistance to sound; the latter being a big concern.

Pick Everard explained that the new windows would have trickle vents which would help with the air circulation in the flats and allow residents to keep their windows closed if noise is an issue. The residents of the walkways expressed their need for the windows facing the walkways as well as their external windows to also be replaced due to noise issues.

Opening and Closing Windows

The residents asked how their windows would be operated. Pick Everard explained different options for opening windows, including tilt and turn, centre pivot, side hung, top hung, bottom hung and sliding. The general consensus amongst the residents was that the existing centre pivot hung windows are not liked because they obstruct curtains and that sliding windows would be their preferred option. Furthermore, the residents stated that they do not want to lose the amount of daylight they have at the moment and that they would like to keep the same configuration.

Planning Authority

It was agreed by everyone that a decision will have to be made on a block by block basis. Pick Everard stated that the Planning Authority will also have a say and final decision as to what the windows will look like. It is likely that they would like to retain the existing configuration and appearance of the windows but that this won't be affected by changing the operation of the windows.

Window Material

With regards to the material of the windows, it was agreed by all the residents and consultant team that uPVC windows are not the favoured option due to the lower fire resistance and the amount of glazed area would be reduced as the frame thickness tends to be

wider. The residents asked whether there is a big difference in price between the different materials. Pick Everard explained that the cost and specification for each window on the estate will be different due to its location and whether they require higher or lower heat and sound insulation. One resident asked Pick Everard what window material they would advise, with Pick Everard recommending the composite window which is made up of aluminium on the external face which prevents rust from occurring and timber internally, providing a traditional feel within the home.

Samples

All the residents requested to see samples of the windows in order to be able to make an informed decision. LWNT assured the residents that samples will be obtained for the residents to view in the new year.

Installation

Residents sought clarification on how new windows will be installed. Pick Everard stated that they are looking into this and available options include either installing the windows internally or externally. Further detailed information will be presented to residents to show how both these options can be implemented. The information will include details of whether scaffolding would be required and whether residents would have to move out temporarily. LWNT further noted that all options should provide value for money.

Finally, residents requested that any workers that come in to their home need to treat it with respect.

➤ Session Two

No. of resident attendees: 8

New Heating

Size and Installation

Residents sought clarification on the air source heat pumps and their installation. Residents asked where they would be located and what size they would be. Pick Everard stated that the air source heat pumps would be located on the roof and that they would need approximately 6-8 of them, each of approximately half the size of the meeting room and 2m high.

Residents asked how the air source heat pumps will be connected to the existing system. Pick Everard explained that the new system would be installed before the existing system is disconnected. Many residents asked whether their existing hot water storage tank/s will be removed. Pick Everard confirmed that they will be removed and replaced with slim profile insulated cylinders.

Noise and Vibration

Residents queried the effect of noise and vibration on residents living in the top flats and whether the building would need to be reinforced structurally. Pick Everard stated that a structural pad and linear platform would be installed beneath the air source heat pumps to absorb sound and vibration. Furthermore, the installation of a plant deck would support the weight of the air source heat pumps. Pick Everard affirmed that a structural engineer would be appointed to carry out the survey and calculations before any installation took place.

Water Pressure

Low water pressure was also a concern raised by residents. Pick Everard explained that they had looked into and contacted Thames Water but were told that this cannot be improved. Therefore a strategy to provide each flat with a mini booster would allow each resident to boost the water pressure of their showers however sinks and toilets

may be slow to drain as a consequence.

Costs and Savings

Similar to the first session, all residents stated in order to make an informed decision, they need to know what the costs of the AHUs would be, information on the savings and how residents would be affected by the installation. Pick Everard explained that residents would not have to move out of their homes during installation of the new heating system.

Leasholders

Concern was raised about whether leaseholders would be liable for covering the cost of the refurbishment. LWNT stated that the costs of works deemed to be categorised as improvements would be met by the council. Those works deemed to be repairs would be shared with leaseholders. Residents queried what works are defined to be improvements and what are repairs. LWNT stated this is an ongoing discussion and clarification will be provided shortly.

New Windows

With regards to the windows, there was general consensus by residents for the same style windows, just different ways of opening.

Condensation

Residents again raised the same issues including condensation which Pick Everard stated would be improved with a new heating system and windows.

Learning from Grenfell Tower

Residents asked whether research had been undertaken on the windows at Grenfell Tower and whether we can pre-empt any issues from what happened. LWNT stated that what will be specified will be of absolute safety to all residents. Residents agreed that uPVC was not favourable whilst also asking Pick Everard for their opinion as to what they would recommend. Pick Everard advised composite or aluminium framed windows for best value but that this would depend on each block.

Warranty

Residents sought clarification on the guarantee on the windows and how maintenance will be dealt with after installation. Pick Everard explained that the windows would have guarantee of around 25 years and that a maintenance regime would be implemented with the installation.

Cost

Residents wanted to know how the costings would be shared to everyone and also requested to see some samples. LWNT stated that costings and samples will be ready for residents to view by February 2019 for decision making. Residents were concerned about how decisions will be made democratically and what the process will be which LWNT responded saying that this will have to be discussed and agreed.

Programme

Lastly, residents asked how long the works will take and LWNT stated approximately 18 months commencing from February 2019. One resident said that there should be a project manager on board to manage the work and overall project.



Examples of window styles and openings



Improving Your Home - Block Workshops



➤ Introduction

Date: January - February 2019

Attendees: 62 Lancaster West Residents, Lancaster West Neighbourhood Team representatives, Pick Everard, Fluid representatives

During the months of January and February 2019, seven block workshops were held for the residents of Lancaster West Estate in the meeting room at the Kensington Leisure Centre. Residents were invited to discuss and agree recommendations to improve your homes during the first phase of works with Pick Everard, Lancaster West Neighbourhood Team and Fluid.

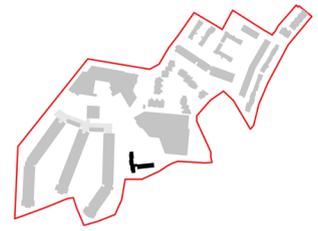
The recommendations identified by Pick Everard were driven by the priorities identified at past consultation events and the need to improve the personal comfort, safety and security of residents, in and around your homes.

The primary consultation tool on the day was a presentation and a number of prompts were used to start conversations. Residents were asked whether or not they agreed with the existing issues and proposed recommendations identified for your blocks and if they had any additional items to add.

Overall 62 residents attended the event. Residents were generally in agreement with the issues identified and recommendations proposed by the team of consultants. However there were differences in residents opinions on what they saw as priorities due to the variant living conditions. This suggests that the consultants need to visit all the homes to survey each flat on an individual basis.

Some residents criticized the slow delivery and repetitive process. Residents requested to know time frames and how much money had been spent so far on the process.

Treadgold House



Workshop 1: 15 January 2019

Attendees

Steve Jacobs –

Lancaster West Neighbourhood Team (LWNT)

Adeola Oke –

Lancaster West Neighbourhood Team (LWNT)

Deborah Rose – Pick Everard

Kerry-Ann O'Neill – Pick Everard

Afolabi Spence – Fluid

Avital Wittenberg – Fluid

No. of resident attendees: 11



In Summary

What We Know About Your Block

Pick Everard highlighted the existing issues at Treadgold House which included the following:

- Poor security
- Poor water pressure
- Poor external lighting
- Lift in poor condition
- Condensation and mould in flats due to poorly fitted windows and lack of ventilation
- Underused external space
- Entrances hard to find
- Out of date layouts of flats
- Balconies are too small
- Problem with pigeons
- Lack of maintenance

Recommendations

Pick Everard highlighted a list of recommendations to improve the residents living conditions for discussion. These included the following:

- Install extractor fans in kitchens and bathrooms to address condensation issues
- Improve external lighting
- Improve CCTV
- Provide new shower heads and boost pumps

Overall residents were in agreement that condensation and damp was of high priority and supported the need for addressing the issue and installing extractor fans in the kitchens and bathrooms. CCTV was also of high priority to most residents and a new CCTV system was encouraged. Items that were not on Pick Everard's list of recommendations but were of high priority to the residents included a new lift. Other recommendations including providing new shower heads and boost pumps and access control were of importance where required but were not an issue for all residents.

➤ In Detail

Condensation and Damp

Overall residents were in agreement that condensation and damp throughout the home is a problem that needs to be addressed. One resident stated that surveyors had discovered a river that runs under the building, there is no damp-proof membrane in the building fabric and there are cracks in the external walls which are likely causes for the build up of mould and water ingress. A few residents also stated that since the cavity insulation was installed it has made condensation worse. Furthermore, residents complained of puddles due to blocked drains in the communal corridors when it rains. Pick Everard agreed to look further into the problems causing the damp so to find an appropriate solution. Pick Everard stated however that there may not be one solution to address all the damp issues.

CCTV

Overall residents agreed that a new CCTV system was a high priority. Residents raised concerns about the CCTV and that it had not been working since it was installed. LWNT suggested a motion sensed CCTV and lighting system which would be more efficient and save money. Pick Everard agreed that it would be possible to look at a solution that could combine both CCTV and lighting rather than looking at them in isolation.

Lift Access

Overall residents were in agreement that a new lift was a high priority in terms of safety and comfort. Residents raised concerns about the condition of the lift. Many residents had either experienced getting stuck in the lift or had heard this had happened to others. One resident was particularly concerned due to her son being in a wheelchair. LWNT stated that they had been in contact with a lift engineer and that the repairs/new lift would cost approximately £100,000. This raised a discussion as to who should pay for the cost of the new lift. Residents stated that asset management should



Extractor fan



Boost pump



Shower head

pay for the new lift or that the money should be taken from their rent money.

External and Internal Lighting

Residents agreed that there were areas externally which could be improved. Residents complained of frequent power cuts in their homes. Pick Everard noted the concern and stated that they would look into the reasons for the power cuts.

Radiators

Some residents complained that their radiators are very old and need replacing and that some flats still have the original boilers fitted.

Water pressure

Water pressure was a concern for some residents. There was general consensus that homes in the upper floors suffer from low water pressure whereas those on the lower floors have good water pressure. Pick Everard stated that the installation of boost pumps and new shower heads to the upper floor flats will improve the water pressure.

➤ Other Concerns

Cost

Residents queried the £30 million budget and how it would be distributed across the estate. Residents were concerned that Treadgold House would not receive as much refurbishment as other blocks.

Front doors

Some residents complained that their front doors had not yet been replaced with fire rated doors. Some residents who have had their doors replaced complained of being locked in. One resident stated that the flooring that was laid is damaged and requires repair. LWNT stated that they would look into the general repairs of residents front doors and who has not had theirs replaced. Residents are waiting for certification from the fire department to confirm that they are fire rated.

Storage

One resident complained of lack of storage in their home and that the majority of the storage spaces are taken up by mechanical and electrical equipment which is a hazard for children.

Windows

Some residents requested new windows however LWNT stated that it is not a high priority for the majority of Treadgold House residents. LWNT stated that windows would be considered in the second phase of works.

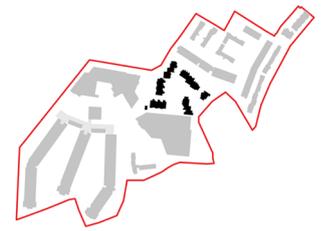
Kitchen and Bathrooms

Residents queried whether the refurbishment would include bathrooms and kitchens. LWNT stated that this is a priority for the second phase of works but that there is not sufficient budget in the first phase to carry out these works.

Hole in Ground

Residents stated that there is a hole in the ground externally which is a danger to the structure of the building and needs to be addressed. LWNT noted the issue and confirmed that this would be addressed.

Verity Close



Workshop 1: 15 January 2019

Attendees

Steve Jacobs – Lancaster West Neighbourhood Team (LWNT)

Adeola Oke – Lancaster West Neighbourhood Team (LWNT)

Deborah Rose – Pick Everard

Kerry-Ann O'Neill – Pick Everard

Afolabi Spence – Fluid

Avital Wittenberg – Fluid

No. of resident attendees: 3



In Summary

What We Know About Your Block

Pick Everard highlighted the existing issues at Verity Close which included the following:

- Condensation and mould due to poorly fitting windows and lack of ventilation
- Poor lighting and signage around the Estate
- Poor maintenance in general
- Unattractive entrances and bin stores
- Some kitchens and bathrooms need upgrading

Recommendations

Pick Everard highlighted a list of recommendations to improve the residents living conditions for discussion. These included the following:

- Install extractor fans in kitchens and bathrooms
- Improve external lighting
- Improve CCTV
- Provide new shower heads and boost pumps where required
- Provide access control with video entry systems where required
- Fit cupboards to fully enclose boiler units where required

Overall residents were in agreement that condensation and damp was of high priority and supported the need for addressing the issue and installing extractor fans in the kitchens and bathrooms. CCTV was also of high priority to most residents and a new CCTV system was encouraged. Other recommendations including providing new shower heads and boost pumps, access control and fitting cupboards to fully enclose the boiler units were of importance where required but were not an issue for all residents.

➤ In Detail

Condensation and Damp

Overall residents were in agreement that condensation and damp is a problem that needs to be addressed. A few residents also stated that since the cavity insulation was installed it has made condensation worse. A resident stated that opening the windows in their flat helps with ventilation and prevents condensation from occurring.

CCTV

Overall residents agreed that a new CCTV system was a high priority. Residents raised concerns about the CCTV and that it hasn't been working since it was installed. Residents also sought clarification as to who has access to the CCTV footage. Residents were concerned about knife crime in the area and the issue of the CCTV not working properly.

Water pressure

Water pressure was a concern for some residents. There was general consensus that homes in the upper floors suffer from low water pressure whereas those on the lower floors have good water pressure. Pick Everard stated that the installation of boost pumps and new shower heads to the upper floor flats will improve the water pressure.

Kitchen and Bathrooms

Residents asked whether all their bathrooms and kitchens will be refurbished. LWNT stated that this is a priority for the second phase of works but that there isn't the budget in the first phase to carry out these works.

Some residents of Verity Close have already had their kitchen and bathrooms refurbished and one resident complained of the state of their kitchen and bathroom which is in desperate need of repair.

➤ Other Concerns

Communication

Residents complained that not enough notice had been given for the workshop. Furthermore residents



Access control with video entry system



CCTV

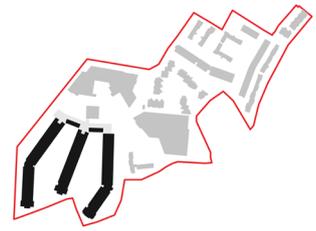


Access control with video entry system

of the houses in Verity Close were not informed. Residents suggested that there should be another session held for residents who live in the houses. LWNT noted this and suggested having an earlier half hour slot for Verity Close prior to the Ideas into Action Day in February 2019. There was general consensus amongst residents that in future they would like to be informed by text message about future events and with at least 7 days notice.

NOTE: Due to the low turn out, we recommend further engagement with this block.

Hurstway Walk



Workshop 2: 17 January 2019

Attendees

Steve Jacobs – Lancaster West Neighbourhood Team (LWNT)

Elpida Andreov – Lancaster West Neighbourhood Team (LWNT)

Ruth George – Lancaster West Neighbourhood Team (LWNT)

Deborah Rose – Pick Everard

Kerry-Ann O'Neill – Pick Everard

Afolabi Spence – Fluid

Piotr Kruk – Fluid



No. of resident attendees: 11

In Summary

What We Know About Your Block

Pick Everard highlighted a list of issues in the block which included the following:

- External lighting: lighting is not working properly or missing. The communal areas feel prison like and cold
- Lack of control of heating: Pipe work in floors heats homes even when the heating is turned off. This causes problems in the summer
- Lack of CCTV outside
- Poor water pressure
- Recycling chute is too small for larger items. Rubbish ends up accumulating in front of them due to low capacity
- Leaks and damp from balconies
- Poor quality single glazed windows partly causing condensation combined with lack of heat
- Poor security due to doors in communal areas left open along with lack of control of seeing who enters into building and cracks in the new fire doors
- No intercom

- Lack of maintenance
- Confusing signage
- The drains give off a stench most of the time and there is a blockage in the drains. LWNT suggested carrying out a camera survey to look into the issue.
- No bicycle racks and storage. LWNT stated that these will be installed very soon

Recommendations

Pick Everard highlighted a list of recommendations to improve the residents living conditions for discussion. These included the following:

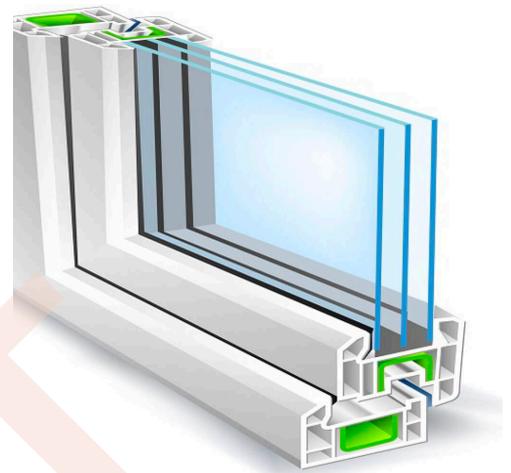
- Fit new windows and insulation
- Fit new radiators and control valves
- Install extractor fans in kitchens and bathrooms
- Improve external lighting
- Improve internal lighting in walkway and shared spaces
- Provide boost pumps and shower heads to second floor and above
- Provide access control with video entry systems
- Improve CCTV

Overall, residents were in support of new windows, balcony doors, new boost pumps and shower heads and new radiators and control valves. Other recommendations including replacement of the existing bin chutes, provision of new access control and video entry systems and new kitchens and bathrooms, divided the opinions of the residents with many concerned about the cost implications. These items were left for review. Overall residents disagreed that improvements to CCTV and lighting was a priority. Other priorities mentioned by residents which were not on the list of recommendations included maintenance to the existing structure and a solution for the glazing removed from the dividing walls in the Walkways.

➤ In Detail

New windows and balcony doors

All 11 residents confirmed this as a priority. LWNT and Fluid explained the benefits of new windows in terms of insulation, sound, breathability and addressing condensation. All these would improve the living conditions and comfort of the residents.



Double glazed windows



Boost pump



Motion sensed lighting

Fit new radiators and control valves

4 residents were happy with the current system and could control the temperature using the control valve. One resident disagreed and wanted a new system due to overheating in their flat. The remaining 6 residents didn't have any comment. LWNT explained that the heaters are old and leaking and that there are alternative systems that are more efficient. In the end, there was a general agreement that a full replacement of the heating is required.

Install extractor fans in the kitchens and bathrooms

A resident stated that this was not a priority for them as they felt that new windows and opening the windows would allow adequate ventilation and prevent condensation. The resident was concerned with significant works being carried out to their kitchens. LWNT stated that nothing will be done without the approval of the residents. This item was left for consideration.

Improve internal lighting in walkways and shared spaces

Residents disagreed that lighting contributed to the block feeling “prison like”. They stated that it was the building structure and finishing that contributed to creating this mood. LWNT suggested carpets to make it feel homelier which was opposed by residents. Fluid stated that lighting works on a number of levels and can provide mood lighting. A resident suggested that the communal areas need a lick of paint and the colours need to be addressed. Another resident suggested installing motion sensed lighting for efficiency and cost savings.

Install boost pumps and new shower heads

Residents agreed that this was a priority and stated that the pressure is worse on the south side of the block closer to the pump. LWNT suggested that the tank be replaced with a new storage cylinder the would boost the water pressure. A resident stated that her tank had been replaced recently but that it does not provide a boost in pressure.

Install access control and video system

Residents were concerned about cost implications. There was a broad agreement that this is not a priority and it might sideline money from more important improvements. Residents living in the 300s do not have an entry phone and are required to walk the length of the walkway to let somebody in. This is problematic in particular for the elderly, people staying at home and for general security. LWNT explained the benefits of a new video system and bringing the block up to 21st century standards.

Residents wanted to know the cost of a new video system in order to be able to make a more informed judgement. Pick Everard agreed to review.

Improve CCTV

Residents appeared sceptical due to costs to store data and maintenance. Residents said that the estate is not very dangerous. LWNT explained that CCTV is a good deterrent for anti-social behavior and crimes as people know they are being watched. 3 residents voted for a new CCTV system, 3 voted against and the remaining 5 residents said it depended on whether it is well managed or not.

Rubbish bin chutes

Residents asked whether the bin chutes will be replaced with larger ones.. A resident explained that this is essential for the elderly and people with mobility issues who are unable to carry large items the long distance to the exterior bins. LWNT acknowledged the problem however stated that the number of complaints had significantly reduced and the number of cleaners on the estate had been increased. LWNT also stated that having larger bin chutes creates fire safety issues. A resident stated that a fire consultant be brought on board to explore options. Fluid noted this as an issue to be addressed and raised for further consideration.

➤ Other Concerns

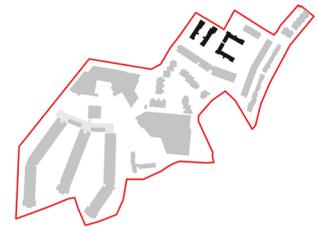
Structural work

Residents stated that there are issues with the existing structure of the building. LWNT stated that they had a structural survey carried out which was inadequate and not thorough enough. They stated that they need to appoint a building surveyor to carry out a new survey. LWNT indicated that there is a separate budget from the £30 million for maintenance and service of the building. Residents stated the movement joints were failing and letting water into the building.

Dividing walls in walkways

Residents stated that glazing had been removed from the dividing walls within the walkways to meet with current fire regulations causing the walkways to get very cold.

Morland House & Talbot Grove House



Workshop 3: 24 January 2019

Attendees

Steve Jacobs – Lancaster West Neighbourhood Team (LWNT)

Adeola Oke – Lancaster West Neighbourhood Team (LWNT)

James Caspell - Lancaster West Neighbourhood Team (LWNT)

Deborah Rose – Pick Everard

Kerry-Ann O'Neill – Pick Everard

Karen Settle – Pick Everard

Afolabi Spence – Fluid

Avital Wittenberg – Fluid



No. of resident attendees: 9

In Summary

What We Know About Your Block

Pick Everard summarised existing issues with Morland House and Talbot Grove House which included the following:

- Original wooden sash window frames and draughty single glazed units
- Security concerns with ground floor windows
- Poor water pressure and lack of hot water
- Lack of heating control in flats
- Electrics are old and not enough power sockets
- Internal plumbing and drainage is old
- External guttering and drainage needs repairing
- Bathrooms and kitchens are old
- Flooring in need of repair/replacement in communal areas
- Accessibility issues and lack of lifts
- Sound insulation between flats is poor
- Safety and access to communal areas is of concern

- External lighting & security cameras need improvement
- Lack of bike storage
- Lack of recycling bins
- Lack of maintenance

Recommendations

Pick Everard identified a list of recommendations to improve the residents living conditions for discussion. These included the following:

- Fit new windows and insulation
- Fit new radiators and control valves
- Address issues with hot water supply
- Install extractor fans in kitchens and bathrooms
- Provide boost pumps and shower heads to second floor and above
- Provide access control with video entry systems
- Improve external lighting
- Improve security cameras



Boost pump



Localised heating control



Access control and video entry systems

Overall residents were in agreement and supported new windows and insulation, new shower heads and boost pumps, new radiators and control valves and the installation of extractor fans in their kitchens and bathrooms. Residents generally expressed a feeling of safety in and around their blocks and didn't feel the need for a new CCTV or video entry system but agreed that a new access control system should

be installed. Furthermore, residents didn't feel that improving external lighting was a high priority. Items that were not on Pick Everards list of recommendations but were of high priority to the residents included addressing the leakages at the balconies, providing bike shelters, addressing wayfinding and signage, uplifting the garden at Morland House, new kitchens and bathrooms and addressing the pavement at Block A.

➤ In Detail

Fit new windows and insulation

Residents agreed that new windows and insulation was a priority. The residents of both Morland House and Talbot Grove House liked their existing sash windows stating they are great for security, ventilation and appearance. Residents sought clarification on whether they would receive a like for like replacement. Pick Everard stated that residents would be able to choose but that the planners will also have an input on the choices of replacement windows. However it is likely that they would approve a like for like replacement. Residents sought clarification on the replacement of the window frame. Pick Everard confirmed that the windows and frames would be insulated.

Provide boost pumps and shower heads to first floor and above

Overall, residents agreed that boost pumps and new shower heads should be provided. One resident stated that low water pressure was apparent on the first floor. Some residents who have already had boost pumps installed highly recommended the benefits of them. Residents complained of the size of their current water tanks and the inconvenient locations within living spaces. One resident explained that she had a new, smaller water tank installed fairly recently and that since then, her water pressure had got worse. Pick Everard stated that this needs to be investigated on a case by case basis and that there will not be a one solution fits all approach. A resident suggested that the new tanks should be brass lined internally as other materials are prone to limescale build up.

Address issues with hot water supply

A resident explained that their water tank should have been upgraded in February 2018. They stated that they are unable to shower and wash dishes at the same time. Another resident noted that they had their boiler upgraded two years ago and that since then they have experienced problems.

Fit new radiators and control valves

Some residents noted of problems with their heating and local control. All residents were in agreement that new radiators and control valves should be installed. Pick Everard stated that each home would be looked at on an individual basis.

Install extractor fans in kitchens and bathrooms

Overall residents agreed that the installation of extractor fans in their kitchens and bathrooms was a priority.

Access control and video entry system

Residents stated that they generally feel safe in and around their blocks and did not feel the need for a video entry system. Residents agreed that new access control should be installed but were against having a video entry system. Pick Everard stated they will provide options for the residents to view and choose from.

Improve External Lighting

Pick Everard explained that there are some areas with poor lighting and they need to be addressed. A Morland House resident stated that it is not the lighting that is the problem but the trees which cause shading and block the natural light. The resident suggested that the trees need trimming. Another resident responded that the trees could also be useful and provide shelter in the summer months. Both opinions were noted and Pick Everard suggested looking at this in more detail and that perhaps work can be done to the trees. One resident explained that the lights outside her window illuminates her home into her home causing light pollution. Pick Everard stated that modern lights are more advanced and can be directed to a particular spot to avoid these situations.

A resident of Talbot Grove House stated that the lighting is currently very good. Furthermore, residents of Talbot Grove House stated that the lighting used to be bad but that it has now been fixed. Some residents added that the lighting can be too bright sometimes. Pick Everard noted these opinions and suggested improvements including specifying warmer lighting.

Improve security cameras

Residents generally expressed a feeling of safety in and around their blocks and did not feel the need for a new CCTV system. Residents could not confirm to whether the existing CCTV system is working. This was noted by LWNT and Pick Everard.

Other Concerns

Balconies

Residents asked if their balconies would be renewed and complained of leaks. Residents explained that they get a build up of water when it rains, and this was highlighted as a health and safety issue due to the location of lights under the balconies. A resident suggested installing a cover over the balconies to prevent rainwater entering the balconies. This was noted by LWNT and Pick Everard.

Some residents without balconies asked whether they would be included in the first phase of the works. LWNT confirmed they all homes in the blocks would be part of the first phase of works. LWNT clarified that in general works to remediate balconies would not be included in the first phase of works and would be considered for the second phase. The priority for the first phase of works is security and comfort.

Bike Shelters

Bike shelters was a priority for some residents who asked whether these would be installed. LWNT explained that there is funding for new bike shelters and that they were currently investigating the options for lockable and covered shelters. LWNT stated that residents will have a say as to where the shelters will be located.

Signage

Residents stated that wayfinding is an issue and expressed the need for new signage for both Morland House and Talbot Grove House. This was noted by LWNT and Pick Everard.

Garden at Morland House

A resident stated that there is a beautiful meadow within a fenced off area behind Morland House. Residents of Morland House stated that their gardens need more attention and requested plants and flowers. This was noted by LWNT and Pick Everard.

Leaseholders

LWNT stated that there have been ongoing discussions with RBKC with regards to funding the improvements across the estate. It is understood RBKC will provide 50% of the funding with a further 50% provided by central government. Consequently, leaseholders will be expected to pay 50% of the costs of any works identified as repairs or maintenance to their homes.

LWNT stated they are liaising with RBKC to ensure proper mechanisms are put in place so that leaseholders are able to pay for the works where applicable. It was agreed to continue discussing the issue within the forum setup for leaseholders.

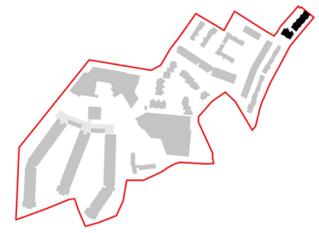
New Kitchens and Bathrooms

Some residents raised the need for new kitchens and bathrooms. LWNT stated that this will be addressed in the second phase of works.

Pavement at Block A

Residents stated that the pavement at Block A needs to be repaired as it has subsided, and the drains are blocked. This was noted by LWNT and Pick Everard and would be looked into.

Camborne Mews



Workshop 4: 30 January 2019

Attendees

Steve Jacobs – Lancaster West Neighbourhood Team (LWNT)

Elpida Andreou - Lancaster West Neighbourhood Team (LWNT)

Deborah Rose – Pick Everard

Kerry-Ann O'Neill – Pick Everard

Karen Settle – Pick Everard

Afolabi Spence – Fluid

Avital Wittenberg – Fluid



No. of resident attendees: 1

In Summary

What We Know About Your Block

Pick Everard summarised existing issues with Camborne Mews which included the following:

- Heating control is a problem and hot water pipes are under floors
- Poor quality windows cause condensation and damp
- Kitchens and Bathrooms are old
- Noise levels within homes are poor and floors creak
- Water pressure and leaks are a problem
- Pedestrian street feels unsafe
- Issues with external drainage
- Noise and light pollution from street
- Ventilation ducts prevent relationship with the street
- Perception of poor security:
 - » Pedestrian street feels unsafe
 - » Perception of poor security
 - » Hidden entrances
 - » Anti-social behaviour in underpass
 - » Steep, narrow access
 - » Issues with pest control

Recommendations

Pick Everard tabled a number of recommendations to improve the residents living conditions for residents. These included the following:

- Survey windows and identify where replacements are required
- Provide enclosures to Boilers in living rooms
- Provide enclosures to exposed gas pipes
- Install extractor fans in kitchens and bathrooms
- Provide boost pumps and shower heads to second floor and above
- Provide access control with video entry systems
- Improve external lighting
- Improve CCTV

A resident of Camborne Mews stated that there is no CCTV currently at Camborne Mews. Furthermore it was stated the refuse bin area is a problem as they go missing, there is a step access and the paintwork is poor. The resident also stated that fly tipping is a big concern as many people climb over the gates and dump large items outside Camborne Mews. They suggested that this space could be utilised better. The resident



Boost pump



Extractor fan



Access control and video entry systems

also added that pest control is an issue and that there are holes behind the kitchen units which allow rodents into their home.

All the recommendations stated by Pick Everard were supported. It was noted that Camborne Mews does not have an existing CCTV system and a new system is required.

➤ In Detail

Survey windows and identify where replacements are required

It was agreed that new windows is a priority.

Provide enclosures to boilers in living rooms

The resident explained that the old boilers used to be in the kitchen but when they were replaced, they were relocated to the lounge. It was stated that this is a health and safety issue and that the boilers should be moved to the kitchen and not enclosed in their current position. Pick Everard noted this issue and stated that they will look at what the best solution is on a flat by flat basis.

Provide enclosures to exposed gas pipes

It was agreed that this was a priority as it may be a health and safety issue.

Install extractor fans in kitchens and bathrooms

It was agreed that new extractor fans should be installed. The resident stated that the current location of the extractor fan is not suitable. It was stated that the extractor fan should flue out through the external wall however currently it does not. Pick Everard stated that the flats will be looked at on an individual basis and an appropriate solution will be provided.

Provide boost pumps and shower heads to second floor and above

It was agreed that this was a priority. The resident stated that they live on the ground floor and had an electric shower installed but that the water pressure is low.

Provide access control with video entry system

It was agreed that a new access control and video entry system should be installed. The resident stated that the side gate does not have an intercom system and people have to walk round to let people in.

Improve external lighting

It was agreed that this was a priority.

Improve CCTV

It was stated that there is no CCTV currently and agreed that a new system should be installed. The resident stated that this would deter people from fly tipping and jumping over the gate.

➤ Other Concerns

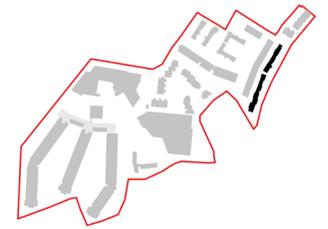
Pest control

The resident stated that pest control in their property is an issue as there are holes behind the kitchen units where rodents can enter. They asked for the holes to be addressed.

NOTE: Due to the low turn out, we recommend further engagement with this block.

DRAFT

Camelford Court



Workshop 4: 30 January 2019

Attendees

Steve Jacobs – Lancaster West Neighbourhood Team (LWNT)

Elpida Andreou - Lancaster West Neighbourhood Team (LWNT)

Deborah Rose – Pick Everard

Kerry-Ann O'Neill – Pick Everard

Karen Settle – Pick Everard

Afolabi Spence – Fluid

Avital Wittenberg – Fluid

No. of resident attendees: 2

In Summary

What We Know About Your Block

Pick Everard summarised existing issues with Camelford Court which included the following:

- Heating control is a problem and hot water pipes are under floors
- Poor quality windows cause condensation and damp
- Kitchens and Bathrooms are old
- Noise levels within homes are poor and floors creak
- Water pressure and leaks are a problem
- Pedestrian street feels unsafe
- Issues with external drainage
- Noise and light pollution from street
- Ventilation ducts prevent relationship with the street
- Perception of poor security:
- Pedestrian street feels unsafe
- Perception of poor security
- Hidden entrances
- Anti-social behaviour in underpass



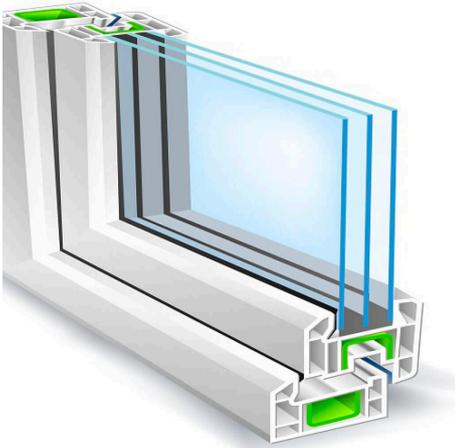
- Steep, narrow access
- Issues with pest control

Recommendations

Pick Everard identified a list of recommendations to improve the residents living conditions for discussion. These included the following:

- New windows and insulation
- Fit new radiators and control valves
- Install extractor fans in kitchens and bathrooms
- Provide boost pumps and shower heads to second floor and above
- Improve external lighting
- Improve CCTV

A resident stated that they do not have an issue with condensation as they open their windows to ventilate their home. It was also stated that they felt that their block was well lit and felt safe on the estate. Another resident noted that they experience creaky floors and noise through their floors due to the mdf floorboards. A resident also added that the drains are blocked during heavy rainfall causing flooding.



Double glazed windows



Localised heating control



Access control and video entry systems

Furthermore, the resident stated that they have also experienced power cuts.

Residents were in agreement that new insulated windows, radiators and control valves, boost pumps and shower heads were a high priority and stated that boost pumps should be provided to properties on the first floor and above. Extractor fans were not a high priority but the residents who attended agreed that it may be for some. The residents did not feel improvements to the external lighting and CCTV were of high priority as they felt safe and thought that the

area was well lit, however they agreed that it should be looked at in more detail and that there could be some improvements made.

➤ In Detail

New windows and insulation

Residents agreed that new windows and insulation were a high priority. A resident stated that the wooden window frames are not in good condition and that some windows do not close properly.

Fit new radiators and control valves

It was agreed that new radiators and control valves were of high priority. A resident stated that their flat gets very warm.

Install extractor fans in kitchen and bathrooms

One resident stated that this was not a priority for them. The resident stated that they do not have an issue with condensation as they open their windows to ventilate their home.

Provide boost pumps and shower heads to second floor and above

A resident stated that their water pressure is very low due to the water tank being at low level.

Improve external lighting

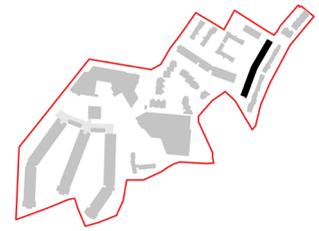
A resident stated that they believe their block is well lit and therefore improvements to the external lighting was not a priority. Pick Everard noted the comment stating perhaps all that was needed was to renew the lighting and focus on those areas which are not well lit.

Improve CCTV

A resident stated that they feel safe in and around their block and do not feel that CCTV is a high priority. Pick Everard noted the comment stating that the existing CCTV will be examined and additional CCTV could be installed if required.

NOTE: Due to the low turn out, we recommend further engagement with this block.

Upper and Lower Camelford Walk



Workshop 4: 30 January 2019

Attendees

Steve Jacobs – Lancaster West Neighbourhood Team (LWNT)

Elpida Andreou - Lancaster West Neighbourhood Team (LWNT)

Deborah Rose – Pick Everard

Kerry-Ann O'Neill – Pick Everard

Karen Settle – Pick Everard

Afolabi Spence – Fluid

Avital Wittenberg – Fluid

Upper Camelford Walk

No. of resident attendees: 2

Lower Camelford Walk

No. of resident attendees: 0



In Summary

What We Know About Your Block

Pick Everard summarised existing issues with Lower and Upper Camelford Walk which included the following:

- Poor quality windows causing heat loss, condensation and damp and also heat loss through walls
- Poor ventilation
- Poor water pressure and lack of hot water
- Lack of heating control
- Kitchens and Bathrooms are old
- Flooring badly maintained and creaking
- Lack of maintenance
- Asbestos in homes
- Stepped entrances to flats and courtyards and gardens need to be more accessible
- Additional outdoor space needed
- Small rubbish chutes and lack of recycling space
- Accessibility – no lifts
- Safety and Security
 - » Intercom often out of order
 - » Doors in communal areas not secure
 - » Anti social behaviour in stairwells and by ramps
- External lighting and lighting along decks (Lower Camelford) and internal lighting (Upper Camelford) – ‘institutional’ and lights left on
- CCTV needs improvement
- Basement space underused
- Internal layouts could be improved
- Confusing signage
- Lack of Fire engine access
- Safe cycle storage required
- Ramps and fencing could be improved

Recommendations

Pick Everard identified a number of recommendations to improve the living conditions of residents for discussion. These included the following:

- New windows and insulation
- Fit new radiators and control valves
- Install extractor fans in kitchens and bathrooms
- Provide boost pumps and shower heads to second floor and above
- Provide access control with video entry systems
- Improve external lighting
- Improve CCTV

Kitchens and bathrooms

Residents stated that some bathrooms and kitchens had been replaced already in the past. Another resident stated that they had a leak in their kitchen and consequently, the Council had to carry out removal of asbestos. LWNT stated that the Council policy is to remove asbestos if it is a health and safety risk.



Extractor fan

Residents agreed with all the above recommendations.

➤ In Detail

Windows

The residents of Upper Camelford Walk agreed that the windows in their homes were poor.

Ventilation in kitchens and bathrooms

Residents stated that there is no mechanical ventilation in their kitchens. One resident suggested that Pick Everard should visit all the flats to see the condition of their homes first hand. Pick Everard agreed and stated that this will be done in the second stage of works.

Water pressure

A resident stated that they and some others had installed a boost pump in their home and therefore not everyone had an issue with water pressure.

Heating control

The lack of localized heating control was seen as a big issue amongst the residents.



Localised heating control



Access control and video entry systems

Flooring

It was agreed that the flooring is a big issue and should be addressed.

NOTE: Due to the low turn out, we recommend further engagement with this block.

Rubbish chutes

The residents agreed that the rubbish chutes are too small and stated that people leave large items by the chute or on the landing which is a health and fire safety issue.

Accessibility

Residents agreed that accessibility was an issue especially for the disabled, elderly and parents with prams. LWNT stated that a new lift will not be part of the initial works but will be looked at in the future. LWNT stated that they are also looking at options to relocate those who have difficulties with accessibility to empty lower ground floor flats or converting the existing garages into flats.

Storage

Residents raised a concern over lack of storage for parents with prams and suggested additional internal and external storage space for bicycles, prams and a designated area for large items to be disposed of.

Intercom

It was agreed that the intercom system does not work and stated that it rings but the homeowner cannot hear the person at the other end. Residents stated that this was a long term maintenance issue.

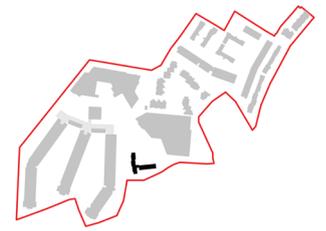
Communal areas

Residents also agreed that the doors in the communal areas are not secure and stated that the condition of the corridors are bad with loose tiles on the walls and poor lighting.

Internal layouts

Residents stated that altering the internal layouts was not a priority for them, especially if it meant having to move out of their homes.

Upper and Lower Talbot Walk



Workshop 5: 31 January 2019

Attendees

Adeola Oke - Lancaster West Neighbourhood Team (LWNT)

Deborah Rose – Pick Everard

Kerry-Ann O'Neill – Pick Everard

Afolabi Spence – Fluid

Avital Wittenberg – Fluid

No. of resident attendees: 4



In Summary

What We Know About Your Block

Pick Everard summarised existing issues with Lower and Upper Talbot Walk which included the following:

- Security issues:
 - » antisocial behaviour around staircase and ramps
 - » doors to communal areas are not secure
 - » unreliable intercom
 - » limited CCTV
 - » problems with internal and external lighting
- Single-glazed windows
- Condensation and damp
- Lack of heating control
- Low water pressure
- Poor ventilation in kitchens and bathrooms
- Bathrooms and kitchens need upgrading
- Asbestos
- Creaking floors
- Lack of accessibility – no lifts
- Small rubbish chutes and recycling space
- Confusing signage
- Lack of play space

- Poor fire engine access to block
- General maintenance

Recommendations

Pick Everard identified a list of recommendations to improve the residents living conditions for discussion. These included the following:

- Fit new windows and insulation
- Fit new radiators and control valves
- Install extractor fans in kitchens and bathrooms
- Provide boost pumps and shower heads, generally to second floor and above
- Provide access control with video entry system
- Improve external lighting
- Improve CCTV

The residents agreed with all the above issues regarding their block. Residents stated that there is no CCTV currently on their block. They stated that there is no ventilation in their kitchens but that there is ventilation in their bathrooms. Residents stated that they have play space but lack a safe and secure play area for children. They also mentioned that the floors not only creak but that there is no sound insulation between the floors. Additionally, they stated that the

external staircase is a health and safety issue and that no residents have had fire rated front doors installed.

The residents were in agreement with fitting new windows and extractor fans in the kitchens and bathrooms. They stated that there is no CCTV currently on their block so a new system will need to be installed. Residents refused the recommendation to fit new radiators and control valves and stated that instead would like a complete new heating system. Additionally, residents stated that they would like new fire doors installed as a priority and the removal of the step access.



CCTV



Localised heating control



Access control and video entry systems

➤ In Detail

Water pressure

Residents on all the floors at Lower Talbot Walk complained of low water pressure and difficulty taking showers.

Bathrooms and kitchens

Some residents stated that they have had their kitchens and bathrooms replaced and others stated that theirs requires refurbishment.

Floors

Residents stated that they have creaky floorboards and that they can hear neighbours through the floors due to a lack of insulation.

Playspace

Residents stated that there is an external play area but that the children do not use it because the area is not gated. Parents do not feel comfortable letting their children play here as there is a lot of anti-social behaviour and crime making it unsafe. Therefore, children have to play in the walkways causing disturbance to the neighbours.

Windows

Residents stated that their windows are in terrible condition and that they struggle to keep them open. As a result, residents are having to keep their windows open using objects (even knives) which are a health and safety hazard as there have been occasions where these items have fallen into the walkways below.

CCTV

Residents stated that there is no CCTV currently on their block and a whole new system will need to be installed.

Lack of accessibility – no lifts

Residents agreed that this was an issue and stated that they have difficulty carrying up their shopping.

Poor fire engine access to block and confusing signage

Residents stated that this is an issue as there is no signage for emergency vehicles and there have been cases where ambulances have got lost. Pick Everard stated that this will be looked at across the estate.

Heating

The residents stated that they are not interested in new radiators and local controls as a short term measure. Residents requested that the whole heating system be reviewed and updated. Residents stated that currently they pay a set amount each week regardless if they use heating or not. Residents cannot control whether or not they want heating. Residents have to pay for heating during summer months. Residents stated that the heating system is old and they do not want to compromise with a “make-over” solution.

➤ Other Concerns

External staircase

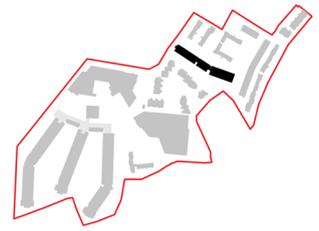
Residents highlighted the refurbishment of the external staircase as being a health and safety issue. During heavy rainfall, the staircase fills up with water causing it to be very slippery and extremely dangerous.

Fire doors

New fire rated doors was a priority for all residents and the removal of the step access was raised as a concern.

NOTE: Due to the low turn out, we recommend further engagement with this block.

Clarendon Walk, Upper and Lower Clarendon Walk



Workshop 5: 31 January 2019

Attendees

Adeola Oke - Lancaster West Neighbourhood Team (LWNT)

Deborah Rose – Pick Everard

Kerry-Ann O'Neill – Pick Everard

Afolabi Spence – Fluid

Avital Wittenberg – Fluid

No. of resident attendees: 9



In Summary

What We Know About Your Block

Pick Everard summarised existing issues with Clarendon Walk and Lower and Upper Clarendon Walk which included the following:

- Security issues:
 - » antisocial behaviour around staircase and ramps
 - » doors to communal areas are not secure
 - » unreliable intercom and no video intercom
 - » problems with external lighting and internal lighting (walkway)
- Single-glazed windows
- Condensation and mould
- Lack of heating control
- Low water pressure and lack of hot water
- Bathrooms and kitchens need upgrading
- Asbestos
- Creaking floors
- Lack of accessibility – no lifts
- Small rubbish chutes and lack of recycling space
- Confusing signage
- Lack of play space

Recommendations

Pick Everard identified a list of recommendations to improve the residents living conditions for discussion. These included the following:

- Fit new windows and insulation
- Fit new radiators and control valves
- Install extractor fans in kitchens and bathrooms
- Provide boost pumps and shower heads, generally to second floor and above
- Provide access control with video entry system
- Improve external lighting
- Improve CCTV

A resident from Lower Clarendon Walk stated that they had not been consulted as much as other blocks and felt that their block had been neglected. They also felt that the upper floors of their block would receive more benefits than the lower floors based on the Book of Ideas.

Residents agreed with all the above issues on their blocks. They also stated that there is a lack of safe and secure play space and requested a gated community. They explained that this resulted in their walkways being used as play areas. Additionally, residents raised safety issues regarding plant pots in the walkways and

stated that they have a pest and rodent infestation. Residents generally agreed with the recommendations listed above. They stated that new windows should be fitted by the government and not taken out the budget because legally by 2020, all public homes should have double glazed windows. Residents refused the recommendation to fit new radiators and control valves and stated that instead would like a complete new heating system. Additionally, residents requested a safe and secure play space, new lifts, the signage to be addressed and a gated community.



Boost pump



Colour coded signage and wayfinding



Maintained playspace and gardens

➤ In Detail

Boost pumps

One resident stated that they recently had a pump fitted. They stated that the water pressure is high and consistent but that it is an additional cost for them as it runs off of the electricity. Residents were in agreement that they would like boost pumps installed.

Windows

One resident claimed that the law states that all public housing should have new windows that comply with statutory regulations by 2020 and therefore stated that the residents should not have to pay for new windows.

Heating

The residents did not support new radiators and local controls as they were short term measures. Residents requested that the whole heating system be reviewed and updated. They stated that currently they pay a set amount each week regardless if they use heating or not. Residents have to pay for heating during summer months. They stated that the heating system is old and they do not want to compromise with a “make-over” solution.

Rubbish chutes

Residents stated that due to the small rubbish chutes and lack of recycling space, people leave their rubbish outside their flats causing a health and fire safety issue. They stated that the rubbish chutes only fit supermarket sized bags and not black bin bags. However residents stated that this was not a high priority for them.

Signage

Residents stated that signage in and around their blocks was confusing with post and emergency vehicles often getting lost. They also stated that the numbering of their homes was confusing.

Playspace

Residents stated that there is a play area but it is constantly locked so they cannot enter it.

Lack of accessibility – no lifts

Residents raised this as a high priority for them.

Extractor fans

Some residents stated that they have had new extractor fans installed and others stated that they open their windows to help ventilate their homes. Pick Everard stated that they will look at this on a case by case basis.

Intercom system

Residents stated that the existing intercom system is often vandalised. They stated this was more a repair and maintenance issue than having to replace with new.

➤ Other Concerns

Condition of the walkways

Residents stated that the walkways are in terrible condition due to children playing and kicking footballs causing tiles to fall off the walls.

Plant pots

Residents of Clarendon Walk stated that the plant pots which people place on their balconies are a health and safety hazard as they have fallen off during heavy winds. Residents suggested there should be a safer solution for planting.

Pest control

Residents stated that there is a pest and rodent infestation.

Caretaker

Residents stated that part of their maintenance fees go towards a caretaker on the estate but they could provide a better service. Residents were aware that the number of caretakers have been reduced across the estate but that this is not reflected in their rent.

Gated community

Residents also stated that there is high criminal activity at the rear of Lower Clarendon Walk due to easy access for the public. A resident was concerned with the councils plans to open up the area when most residents would like a gated community for safety and security reasons.

Amenity space

Residents are concerned that their garden spaces are being removed and have requested decent front and back amenity spaces. Residents requested a safe and secure play space for children which will stop the need for children playing in the walkways and disturbing neighbours.

Lack of accessibility – no lifts

Residents raised this as a high priority for them. They stated that they would like to keep the existing ramp but to install a lift.

Confusing signage

Residents stated that the post code, house numbers and signage is confusing and requested this to be reviewed.

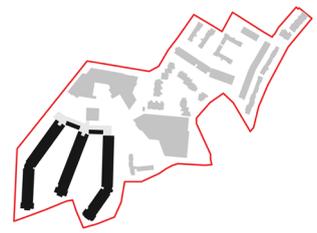
Security at rear

Residents raised concerns over the security at the rear of their blocks.

➤ Additional Requests

- Residents requested to know time frames.
- Residents requested to know what money has been spent so far including on consultants fees and consultation material.
- Residents requested a risk assessment before the works start following concerns with the current health and safety issues on site.
- Residents demanded that an asbestos report be issued to all the residents before works start.
- Residents stated that they would like to see a maintenance survey as they are paying for this.

Testerton Walk



Workshop 6: 7 February 2019

Attendees

Steve Jacobs - Lancaster West Neighbourhood Team (LWNT)

Afolabi Spence – Fluid

Avital Wittenberg – Fluid

No. of resident attendees: 1



In Summary

What We Know About YourBlock

Existing issues with Testerton Walk were summarized and included the following:

- Safety and security issues:
 - » Doors to communal areas are not secure
 - » Unreliable intercom
 - » Limited CCTV
 - » Anti-social behaviour around staircase and ramps
- Single-glazed windows
- Condensation, leaks and damp
- Lack of heating control – district heating system controlled centrally
- Low water pressure and lack of hot water
- Problems with external lighting

Recommendations

A number of recommendations were tabled to improve the residents living conditions. These included the following:

- Fit new windows and insulation
- Fit new radiators and control valves
- Install extractor fans in kitchens and bathrooms
- Provide boost pumps and shower heads, generally to second floor and above
- Provide access control with video entry system
- Improve external lighting
- Improve CCTV

The resident agreed with all the above issues. The resident also added concerns regarding the condition of the internal doors of the flats, the communal lights within the walkways, the size of the rubbish chutes, confusing signage, the lack of maintenance and security of the existing green spaces, squirrels gnawing at the wooden fences and experiencing noise between flats.

The resident agreed with the recommendations above. They stated that they had their kitchen and bathroom refurbished and had extractor fans installed but that other residents had not and many were on the waiting list. Additional items included green spaces to be maintained and gated and better maintenance of the communal areas and lighting.



Boost pump



Shower head



Motion sensed lighting

➤ In Detail

Windows

The resident stated that the sliding windows either open too wide allowing squirrels and birds to come in or do not operate properly. The resident also stated that as they are south facing, they receive a lot of sunlight and heat into their home. LWNT and Fluid stated that it would be possible to specify solar glazing to reduce glare.

Water pressure

The resident stated that they live on the top floor and that it is impossible to run a full bath. They also stated that it is not possible to have a shower and run the tap in the kitchen at the same time. Furthermore, the resident stated an issue with the lack of hot water supply in their flat.

External lighting

The resident explained that since the fire, residents have had to walk round the back of their block which is a lot darker and not well lit.

Anti-social behaviour

The resident raised the concern about anti-social behavior on the communal staircase but stated that this is not a high priority.

➤ Other Concerns

Internal doors

The resident stated that their internal doors are old and the hinges need to be replaced. LWNT invited the resident to view the new internal doors in the show flats.

Communal lights

The resident stated that the communal light bulbs no longer work, need to be replaced and should be better maintained. The resident suggested that perhaps the cleaners could report when they notice blown lights.

Rubbish chutes

The resident stated that the rubbish chutes are too small to fit large bin bags in them. They stated that as a result they do not use them and instead use the skip outside.

Confusing signage

The resident stated that the signage is confusing for visitors and the postman. They also stated that after the fire, the front entrance was closed off and there is no signage that directs people to the 300s and 400s.

Maintenance of green spaces

The resident stated that they have green areas but that no one uses them except for dog walkers. They believed that this was due to them not being maintained. The resident suggested that the existing green spaces should be made more attractive and gated so that they are safe and secure private spaces for the residents only to enjoy.

Squirrels

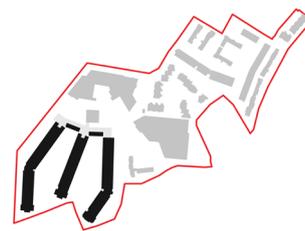
The resident stated that there is an issue with squirrels damaging the wooden fences.

Noise

The resident stated that they can hear the neighbours through the adjoining walls.

NOTE: Due to the low turn out, we recommend further engagement with this block.

Barandon Walk



Workshop 7: 12 February 2019

Attendees

James Caspell – Lancaster West Neighbourhood Team (LWNT)

Elpida Andreou - Lancaster West Neighbourhood Team (LWNT)

Adeola Oke - Lancaster West Neighbourhood Team (LWNT)

Afolabi Spence – Fluid

Avital Wittenberg – Fluid

No. of resident attendees: 9



In Summary

What We Know About Your Block

Existing issues with Barandon Walk were summarized and included the following:

- Safety and security issues:
 - » Doors to communal areas are not secure
 - » Unreliable intercom
 - » Limited CCTV
 - » Anti-social behaviour around staircase and ramps
- Single-glazed windows
- Condensation, leaks and damp
- Lack of heating control – district heating system controlled centrally
- Low water pressure and lack of hot water
- Problems with external lighting
- Internal lighting feels ‘institutional’ and lights get left on
- Bathrooms and kitchens need upgrading
- Small rubbish chutes and lack of recycling space
- Asbestos

- Lack of accessibility – no lifts
- Problems with pest control
- Lack of play space for children
- Poor fire engine access to block
- Confusing signage
- General maintenance

Recommendations

A number of recommendations were tabled to improve the residents living conditions for residents. These included the following:

- Fit new windows and insulation
- Fit new radiators and control valves
- Install extractor fans in kitchens and bathrooms
- Provide boost pumps and shower heads where needed
- Provide access control with video entry system
- Improve corridor lighting
- Improve external lighting
- Improve CCTV

Residents were in agreement with all the issues identified above. They stated that they have a lack of cold water in their homes as well as hot water with some residents stating that they have no hot water at all in their homes.

Residents agreed with all the above recommendations adding further, that they would like a designated and secure area for refuse.



CCTV



Motion sensed lighting



Access control and video entry systems

➤ In Detail

Safety and security

Residents agreed that safety and security on the block are an issue.

CCTV

Residents stated that the CCTV does not work on their block. It was stated that the CCTV system was vandalised soon after it was installed.

Residents agreed that they would like a new CCTV system installed and stated that the CCTV could monitor those people who fly tip.

Access control and video entry system

Residents stated that they would like a video entry system.

Anti-social behaviour

Residents commented on the drug taking on stairwells and walkways. It was suggested that this could be combated by employing a full time security team or caretakers on the estate. LWNT suggested that residents report to them if they see people committing a crime. LWNT can then contact the relevant authorities to take action. Residents would like a caretaker to warn children off smoking and to report and take care of maintenance issues on their block.

Fitting new windows

Residents stated that ventilation in their homes is poor and that they do not like to open their windows in the winter as it is too cold outside. They stated that they have condensation in their homes, noise issues and heat loss due to the single glazing.

A resident suggested fitting new tinted windows so that from the outside you cannot see residents homes. Furthermore, residents stated that the windows bring in too much heat in the summer due to the large amount of glazing, particularly if the homes are south facing. LWNT stated that this could be combatted by installing blinds or providing solar glazing.

Lack of heating control

Residents agreed that not being able to control their heating locally is an issue. They stated that their homes can get extremely hot. LWNT stated that they had noticed the hot water cylinder radiates a lot of heat.

Low water pressure and lack of hot water

Residents agreed that new boost pumps is a high priority. Residents stated that they lack both hot and cold water. It was stated that a long term solution is required to address the low pressure. The residents living in the 500s and those living on the upper floors stated that they do not have any hot water. Some residents stated that they had a new tank installed which made the water pressure worse. LWNT stated that a survey of each flat will be taken to address everyone's individual concerns and needs.

Problems with external and internal lighting

Residents were in agreement stating that the lights are inefficient as they are on 24 hours a day and the communal areas are over lit.

Bathrooms and kitchens

Residents stated that some have been upgraded. LWNT stated that this was based on need.

Small rubbish chutes and lack of recycling space

It was agreed that the rubbish chutes are too small. Residents stated that people leave their rubbish and bulk refuse outside the bin storage causing an unsightly mess due to the lack of space for large refuse items.

Asbestos

Residents requested to see an asbestos survey for their homes and stated that all surveys including individual flat surveys, structural, thermal and so on should be completed by March 2019. LWNT stated that asbestos surveys will be done once agreed works have been established and the level of strip out is known.

Lack of accessibility – no lifts

Residents stated that accessibility is an issue and that they would like a lift. LWNT stated that further studies would be required to determine whether this was feasible and if so, new lifts might be part of the second phase of works.

General maintenance

Residents stated that the window cleaning is poor. LWNT stated that they will look into this and that if there are complaints about maintenance, they should be reported to them so that they can take action. A leaseholder stated that when they reported their broken boiler, they were charged £400. LWNT stated that leaseholders should not be charged for issues with their heating and water and that they will review this particular case.

Improve corridor lighting and external lighting

Residents stated that the lighting should be more efficient and enhance the building and landscape by using ambient lighting. It was suggested that motion sensed lighting would be more efficient and could be combined with CCTV. Residents also stated that the lighting in the walkways does not need to be on during the day. LWNT stated that a survey of the lighting on the estate has been carried out and the report should be received week commencing 18th February 2019.

➤ Other Concerns

Progress

Residents stated that they were hoping to see more progress than what was presented at the meeting. Residents requested to see samples of everything and a cost breakdown. They stated that a survey should be carried out of each flat so that recommendations can be given on a flat by flat basis.

Communal areas

Residents stated that they would like to see improvements made to their communal area through better, more efficient lighting, gas pipes removed, flooring removed and more modern features and finishes installed.

Refuse storage

Residents suggested having a designated area for bin storage that is not at the entrance to their block. They suggested having a secure area for rubbish accessed with a key fob. The existing garages were proposed as a potential location.

Progress meetings

Residents requested having regular progress meetings with LWNT.

Maintenance contact number

Residents requested a single point of contact for boiler and water issues and suggested a fridge magnet with the phone number would be a good solution. LWNT stated that there is one phone number to call now and that they can provide key rings with the information.

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