

LANCASTER WEST UPDATE

LANCASTER WEST
NEIGHBOURHOOD TEAM

W11

JULY 2018



LancWest Repairs Team

LancWest Repairs Team launched!

Following feedback from residents and the Lancaster West Residents Association Committee, we agreed to set up a new repairs and maintenance service, made up of a locally managed repairs team using direct labour.

We're delighted to announce that the team of eight skilled tradespeople launched on Monday 2 July, supported by a surveying and scheduling service also locally based at the estate office.

This means we can make sure that repairs are delivered more quickly than before and to a higher quality, as well as ensure there is local accountability if things aren't fixed properly the first time around.

The team will be based at Baseline and a

depot site identified in the undercroft of Clarendon Walk next to Safestore.

We have recognised that developing a dedicated repairs team is seen as a crucial step to build trust and to improve the quality of homes residents live in.

We have established a dedicated call queue, on our 0800 number, by selecting option 1 when asked.

The LancWest Repairs Team will provide a range of repairs and maintenance services for the residents of LWE.

Our core activities will be providing responsive repairs, including repairing unoccupied properties, and some caretaking and maintenance services for residents of all tenures.



How to report a repair

Phone the contact centre on **0800 137 111** between 9am - 5pm. Press option 1.

Email us at:
lancasterwestoffice@rbkc.gov.uk

Visit us:
Units 3 and 7, Baseline Studios,
Whitchurch Road, London, W11 4AT



Getting to know you

We'd like to get to know you better! The Lancaster West Neighbourhood team will be visiting residents shortly with a short survey. We'll use this information to improve our service to you, to make sure it better meets your needs, including our disabled residents or those with language and communications needs.

We're particularly interested in understanding the true extent of overcrowding on the estate.

To thank residents for our time, we will be holding a prize draw at the end of July for five **£50 Amazon vouchers**.

If you're not in when we visit - and we will do some evening visits up to 7pm - contact us and we can arrange a telephone survey via **07710 053 437**.



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



Home health check

Whilst we're clearing the backlog of repairs on the state, we also want to offer all residents the opportunity to book a "Home Health Check" over the next three months, where we'll visit your property in order to identify and rectify any incomplete repairs or repairs which you previously haven't reported. If you are a Temporary Accommodation resident we will visit and liaise with NHG on your behalf to arrange any repairs. Where possible we will rectify minor repairs in one visit.

Contact us at **lancasterwestoffice@rbkc.gov.uk** or call on **07710 053 437** and we will book in a convenient time to visit you.

Is your parking permit up to date?

2017/18 estate parking permits expired earlier this year and new 2018/19 permits were issued at the end of May. These will come into effect on 1 July and have been sent to all existing account holders.

From Monday 2 July enforcement officers from NCL will monitor the area as usual and a penalty charge notice (PCN) or parking ticket will be issued to anyone without a valid permit on display.

The monthly visitor scratch cards for July 18 – March 19 will be available from this week onwards.

If you haven't received your 2018/2019 resident or disabled HM estate permit, please visit The Network Hub, 292a Kensal Road, London, W10 5BE taking any relevant any documents needed with you, eg proof of disability, vehicle registration documents (V5C) etc.



It's OK not to feel OK



If you or someone you know is struggling emotionally or talking about ending their own life, call:

The NHS free, 24 hours a day: 0800 0234 650

Or call Samaritans for free any time, from any phone on 116 123

#oknottofeelok www.oknottofeelok.org

Supported by Thrive LDN

It's OK not to feel OK

It's OK to have bad days and not feel OK all the time.

www.oknottofeelok.org is a website, that can help you to find the help you need. No one needs to struggle on their own.

If you or someone you know is struggling emotionally call: The NHS free, 24 hours a day **0800 0234 650**

Or call Samaritans for free any time, from any phone on **116 123**

Jet washing and chewing gum removal

Following the popular jet washing of the ramp and surrounding area at Clarendon and Upper Clarendon Walk, you will see more of the estate and some of the communal gardens being cleaned by the end of July.

As well as disinfecting, we will apply long-lasting algae remover and remove up to 6,000 pieces of chewing gum from paving around the estate!

Cleaners have been asked to start work after 9am to keep noise disturbance to a minimum.



We're reopening the rubbish bin chutes

All work on the rubbish bin chutes and garage bin store areas...in the Walkways...is complete. The bin chute hoppers are smaller to reduce the potential for blockages through misuse, also reducing the risk of fire. This also keeps service charges down by reducing the likelihood for repairs and unblocking them. They are also self-closing, again for fire safety reasons, and due to the weighted mechanism are smaller so they are not too heavy for those with mobility and dexterity issues.

We have also been working closely with our contractors Suez, who collect your rubbish, to agree an extra collection day for you. Your rubbish will now be collected three times a week - Monday, Wednesday and Friday. **You will not be charged for the extra days' collection.**

Rubbish collection will start on Wednesday 4 July. We will remove the seals around the bin chutes so that you can start to use them again before then. We will also make sure that there are large bins between the three walkways for you to throw away any larger bags of rubbish. We're also looking to improve recycling facilities

The vast majority of residents dispose of their rubbish considerably. Can we please ask that you don't leave any rubbish in the bin chute area for health and hygiene reasons, and help us improve the cleanliness of the estate for the benefit of all.

If you have any questions or concerns, please contact the Neighbourhood Team at Baseline Studios.

Recycling bags

The kerbside properties on Lancaster West Estate and the rest of the borough receive clear recycling bags. Estates and mansion blocks with recycling banks now receive reusable bags. The new reusable bags are in the process of being delivered to all households on the estate.





**Unoccupied flat
being stripped out**



Demonstration flats take shape

Residents have asked us two key questions about the refurbishment of the estate - what work will need to be done and what can we expect once the work is complete.

To answer these very important questions, we will be creating a number of demonstration flats. These flats will be stripped back to the bare brickwork and show the condition of the walls, the wiring, pipework and any insulation if it exists.

We will then show what can be done to put things right, by installing sample kitchens and bathrooms. The refurbishment will also address a number of other known issues, including low water pressure, damp and condensation, heating temperature control and insulation quality.

Once the demonstration flats become available to view, we will share an update with you.



Condensation and mould - what you need to know

Condensation is perhaps the most common form of damp that can appear in your home and can cause structural damage to your property including wallpaper to peel away, damp patches to appear on walls and a build up of moisture, which causes streaming windows.

Left untreated condensation can lead to mould growth which can be potentially harmful and lead to serious health issues and breathing difficulties which is why it is important to reduce humidity levels in a property.

The reason condensation appears

in your property is due to a lack of adequate ventilation which causes humidity levels to rise. As we spend more time indoors and make our property more energy efficient the build up of moisture and humidity levels increase.

In fact, four people living in a three bedroom property would create 63 litres of moisture a week from just breathing, cooking, showering and boiling the kettle!

What is condensation?

- Condensation can occur in any home. You can take steps to prevent it
- It starts as moisture or steam that is produced by cooking, washing, or drying clothes indoors on radiators
- The moist air turns to water (condenses) on cool surfaces such as wall mirrors wall tiles and windows and even some clothes
- When moist air gets warm it rises and often ends up on ceilings and in upstairs rooms. This can then form mould.

If mould forms

- Wipe off immediately with water. Do not use washing up liquid
- Apply an anti-mould solution to the wall. You can get this from a hardware shop or DIY store. Read the instructions carefully before using it.



Fire safety update

82 per cent of Walkways properties now have a FD30S-rated fire door – this means that the doors are fire and smoke resistant for 30 minutes. Certificates will be posted to residents of the Walkways and Treadgold in the next fortnight, followed by independent testing.

Fire wardens will remain on site for the rest of July. We will review where and when wardens are still required in August.



Boiler pipes

The communal boiler in Whitchurch Road has now been upgraded with permanent pipes, which will prevent further hot water and heating outages which some residents experienced over the Winter and Spring.

Also wear rubber gloves. Do not use bleach.

Control excess moisture

- Close kitchen and bathroom doors to prevent steam going into other, colder rooms.
- Open kitchen and bathroom windows when cooking or washing (and for a while afterwards) so that steam can escape, or use an extractor fan if you have one fitted.
- Open some windows in other rooms for a while each day to allow a change of air
- Prevent mould forming by wiping down surfaces where moisture settles, for example window sills or frames
- Do not block air vents

Produce less moisture

- Dry clothes outdoors whenever possible, otherwise make sure rooms are well ventilated
- Cover pans when cooking
- Vent any tumble dryers to the outside
- Cover fish tanks and remember and remember houseplants and pets also produce moisture.

If you are not sure if the problem is condensation or whether it could be rising damp or due to a leak from the roof or guttering then get in touch to request a home health check.

Beat the heat: staying safe in hot weather

Although most of us welcome the summer sun, high temperatures can be harmful to your health. The heat can affect anyone, but some people run a greater risk of serious harm.

Stay connected

Remember to think of those who may be more at risk from the effects of heat – Older people, babies and young children, people with a serious health condition, particularly dementia, heart, breathing or mobility problems, or people who are physically active (for example, manual workers).

Plan ahead

Avoid being out in the sun during the hottest part of the day (around midday) and plan your day to avoid heavy activity during extreme heat bring everything you will need with you, such as a bottle of water, sun cream and a hat if you have to go out in the heat, walk in the shade, apply sunscreen, and wear a hat and light clothing be prepared, as heatwaves can affect transport services and you might need extra water.

What can I do?

Stay out of the heat, cool yourself down, keep your environment cool or find somewhere else that is cool. Look out for neighbours, family or friends who may be isolated and unable to



care for themselves; make sure they are able to keep cool during a heatwave get medical advice if you are suffering from a chronic medical condition or taking multiple medications make sure medicines are stored below 25°C or in the fridge (read the storage instructions on the packaging) carry on taking all prescribed medicines unless advised not to by a medical professional. But be aware that some prescription medicines can reduce your tolerance of heat. Be alert and if someone is unwell or needs further help, see and if someone is unwell or needs further help, call NHS **111** (or **999** in an emergency).



Pay your rent, before it's spent

Universal Credit is being introduced to W11 by December 2018. For a discussion about what this means for you and your rent account, call Jacqueline Henry on **07710 709 164**

Cleaning and decorations schemes

As of the end of July, the curtain cleaning scheme will end, as will the internal decorations scheme. more than 160 properties have benefited from the scheme in the last 12 months.



Khadra Ibrahim

Soo dhawoow

Hello my name is Khadra Ibrahim and I am a new member of the Lancaster West Estate Office working as a Community Development Project Assistant two days a week (Thursday and Friday).

I will be working with Lancaster West Somali residents helping to identify any barriers they may be facing e.g. language issues, difficulties with reporting repairs or paying their rent.

I will be engaging with the residents by carrying out door knocking, where I will hopefully meet some of you. Part of my role is to listen and enable residents to feel more engaged and enabled.

You can contact me on **020 7361 2518** or email khadra.ibrahim@rbkc.gov.uk

How to contact us



You can reach us at:

The Estate Office,
at Units 3 & 7, Baseline Studios,
Whitchurch Road.

If you prefer to call,
please telephone
07710 053 437

Or **0800 137 111** for the repairs
contact centre.

Opening hours are currently
Monday to Friday
9am to 5pm

