

Open House Report

Outcomes Report

Purpose of the event

This was a dual event held, firstly to give residents of Bramley House an opportunity to **view and give feedback** on the quality of the refurbished property within Bramley House (to review the proposed void specification), and secondly to allow residents to **discuss potential refurb works to the whole block** and in their homes, and prioritise investment.



Bramley House – Rebecca Lovell

Bramley House Top Priorities

1. Windows

2. Kitchens

3. Bathroom

4. Drainage

5. Electrical Rewires

6. Accessibility (lifts
aids and adaptations)

7. Insulation

8. Communal lighting,
CCTV and signage

9. Heating
Improvements

10. Asbestos removal

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The Open House

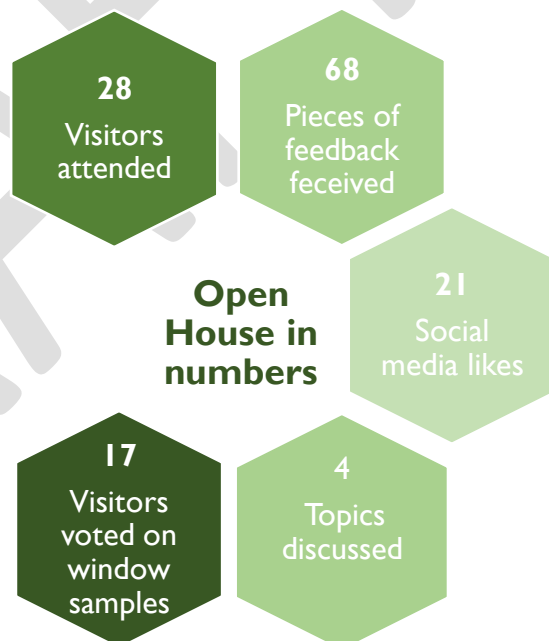
Bramley House

Bramley House has 45 Flats within the block and has a communal garden, balcony space and exposed communal walkways.

There are 10 leaseholders in the block. The block has a range of 1,2 and 3 bed flats. Flats area accessed by stairs from ground to 4th floor.

The LWNT have completed a full refurbishment of 28 Bramley House from void to the proposed specification for void properties.

Softboards detailing features within the properties were used to gather feedback from residents.



Bramley House Open House Report

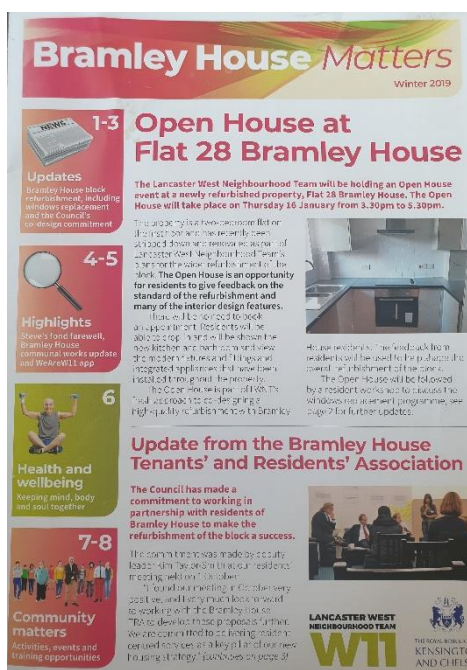
Outcomes Report
28 Bramley House, 16th Jan 2020



Promoting the Event

The event was held on Thursday 16th January communication and promotion of the Open House proved effective, and the event was well attended.

Invitation letters were sent to all residents before the event and this was followed by an email from the Resident Association, a poster on noticeboards, and a door-knock on the day.



An article was also included in the Bramley House Newsletter.

The event was also posted on Social Media through the LWNT Instagram account



What we did well:

Preparation, Comms, Staffing & Data Collection

- | | | |
|---|---|---|
| Appointing a Project Team | 1 | There was a clear project team who managed all aspects of the event from start to finish. |
| Promotion of the Event | 2 | The Event was publicised and promoted with letters, posters, email, and Instagram and support from the Resident Association. |
| Hosting on the day | 3 | This Open House event was combined with a refurbishment co-design session. For this purpose, a table set with forms, pens and pencils, and chairs, were placed in the lounge; which was set up as a mini-workshop space. Combined open house and workshop style worked well for residents in this block to drop in without being time bound |
| Staff member dedicated to comms | 4 | Dedicated staff were assigned to take pictures and videos of visitors on the day of the event. |
| Media permission forms, and Any other business | 5 | Every visitor to the event was asked to fill out a permission form if they were willing to be photographed or videoed at the event. |
| Feedback and Data Collection | 6 | Softboards were distributed throughout the flat to capture feedback on the specification; one highlighted fixtures & fittings of the kitchen, another showed the fixtures and fittings of the bathroom; and the living room highlighted all other new fixtures and features of the property. |

What we need to do better:

- | | | |
|--|---|--|
| Improvements to open house plan and process | 1 | Communication and engagement with all residents could be improved from the Project Team. |
| Promotion of the event | 2 | For this event the promotion worked well. However some groups of residents would like more information refurbishment and windows programme |

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LANCASTER WEST
NEIGHBOURHOOD TEAM



Hosting on the day

- 3 Help from the RA meant that we were able to do door knocking on the day – in the future this could be helped by door knocking planned into the event planning.

Comms and design

- 4 The approach of drop-in and feedback rather than a formal workshop with specific timing helped in this event and should be better communicated in the future. Cost information prior to the event could be helpful for resident discussions.
- 5 Quality of printing (not good as had blue lines across the documents)

Feedback and Data Collection

- 6 Repair issues were raised at the workshop which did distract officer time and does not provide the best customer service. Attendee sheets dedicated to one room would also work better in the future as multiple sets of data was collected.

Void Specification

- 7 Some of the items installed are different from what we requested – need to be clear that equivalents are not acceptable.

Pictures of the refurbished property:



Resident Feedback on the refurbished flat

This section shows the feedback given by residents at the Open House as outlined in the table below. Feedback was captured through post-it notes on softboards in the kitchen, bathroom and lounge. While support was mostly in favour of the look and finish of the refurbishment, visitors also suggested some improvements that could be made to the specification.

Comments about 28 Bramley House Specification

“Place looks great - would like all flats to look like this”

“Love the floor”

“Love to cooker”

28 Bramley House - Softboard feedback

What do you like?	What could be improved?
<ol style="list-style-type: none"> 1. Valiant boiler 2. Love the cooker 3. Like the colour of the units 4. Love that its integrated 	<ol style="list-style-type: none"> 1. Concerned with hot point extractor – previous fire incidents 2. Do not like Lamona 3. Would prefer double oven 4. Do not like electric cooker 5. Where is the Bosch appliances? 6. Why are the tile different to the bathroom? 7. Space for wine rack 8. Want to keep gas 9. Want choice of handles for cabinets 10. More sockets on the wall 11. Why not a double sink

Summary of fixtures and fittings

What do you like?	What could be improved?
	<ol style="list-style-type: none"> 1. More socket with USB

Summary of bathroom fixtures and fittings

What do you like?	What could be improved?
<ol style="list-style-type: none"> 1. Great bath tub 	<ol style="list-style-type: none"> 1. Where is the bidet hose? 2. Where is the mirror? 3. Shaver socket? 4. Prefer tiled floors 5. Different colour tiles for floor

All of the above will be considered where viable and reflected in the final version of the specification for void properties and shared with residents.

Block Refurbishment and Windows feedback

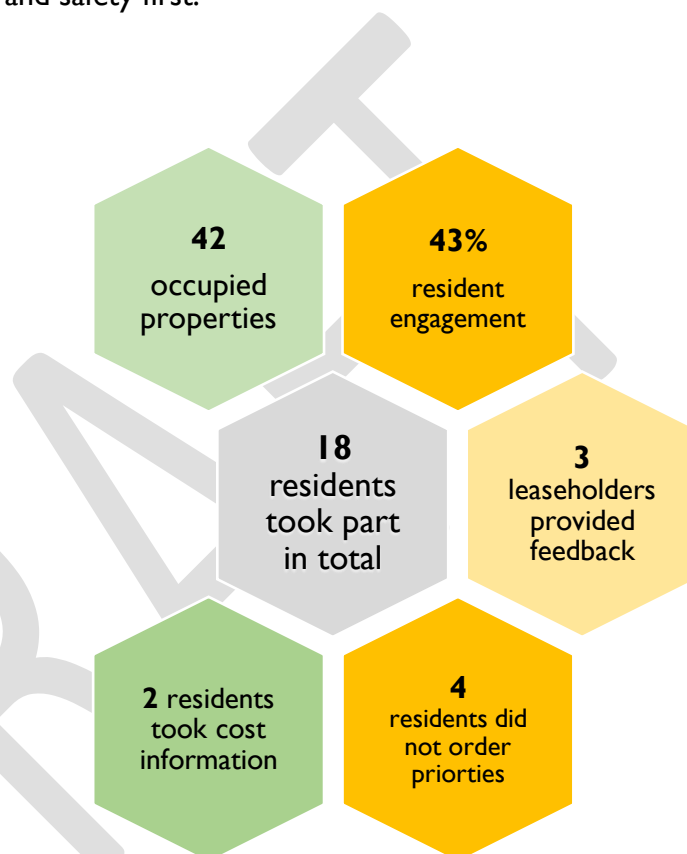
While some refurbishment works are already underway in empty properties across Lancaster West Estate, we are looking to start the larger scale works across all blocks from 2020 onwards.

It is important to note that although the refurbishment process is being co-designed and we want to know residents' concerns and priorities, the refurbishment of the estate will be subject to structural surveys, because we must put health and safety first.

The amount of funding secured for **Bramley House** is **£1.5 million pounds**.

The LWNT spoke to residents about how this money could be best spend and the areas of key priority

Window samples were also shown to residents for timber and aluminium frames



As part of LWNT's commitment to the residents of the estate, a co-design session was held alongside the Open House to give residents of Bramley House the opportunity to share their priorities for the refurbishment of their homes and blocks with the team.

Further engagement will take place with residents to make sure that all residents have ample opportunity to feed into the works and decisions on how the funding is spent.

The block requires a level of investment across multiple areas and residents have had an initial chance to feedback ideas as to what would make the biggest improvements to living in the block.

These ideas were generated into an ideas book with quick wins, longer term projects, concerns and ideas presented.

Funding from the borough wide capital programme of £1,525,000 has been secured for the block which will be used to deliver the residents led refurbishment programme. Fire resistant front doors have also been secured for the block through separate funding and gifted to leaseholders.

A windows replacement programme has also been agreed for the block.

Windows preferences – Timber and Aluminium

Window samples for timber and aluminium were shown to residents at the open house event.

Window Sample	Number of votes
Timber	7
Aluminium	10

Two residents' feedback that they would also like to see a UPVC frame before making any choices regarding windows.

Refurbishment Priorities

Participation

There are 45 properties in Bramley House and 42 of them are occupied, 18 of these households provided feedback on their properties. The 1st stage of Leaseholder consultation has taken place along with resident consultation through the residents association, windows subgroup and the ideas book.

Refurbishment Priorities While 18 residents took part in the co-design session, 2 residents did not want to give a preference as to the investment programme without further information. 4 residents did not have a preference order but did give feedback of overall properties. They are included in the data with 'yes' against their properties.

The results The table below represents the changes and upgrades that Bramley House residents, who took part in the co-design said that they would like to see in their homes and to the block.

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Investment	Est. cost	Score	Res. 1	Res. 2	Res. 3	Res. 4	Res. 5	Res. 6	Res. 7	Res. 8	Res. 9	Res. 10	Res. 11	Res. 12	Res. 13	Res. 14	Res. 15	Res. 16	Res. 17	Res. 18
Windows (+ scaffolding £144,000)	£867,000	128	7																	
				8	10	10	10	10	10	10	4	10	9	10	10	10	yes	yes	yes	yes
Kitchen	£356,000	108	10	10	8	9	7	9	9	9	8	5	7	8	9	yes	yes	yes		
Bathrooms	£356,000	92	9	9	7	5	6	8	8	6	7	4	6	9	8	yes	yes	yes		
Drainage – ground level	£15,000	66	8	6	9	6	4	6	7	2		8	5		5	yes	yes			
Rewires	£157,500	45			6	8	2	5	1		10		2	7	4		yes			
Accessibility	£216,000	32				4	9			3	5	1	10				yes	yes		yes
Insulation	£427,000	31		1		3	5	4	5	7	6					yes				
Communal lighting, CCTV and signage	£66,000	30		5				2		8		7		5	3			yes	yes	
Heating Improvements	£112,500	29			5			7	6		3	3	1	4		yes				
Asbestos	£384,000	27				7			4		9				7	yes				
Roof finishes/ rainwater installations/ lighting	£451,000	22		7	4	2						2	1							6
Plumbing	£722,000	22		3						2		5	2	3	6	1				
Refuse and Recycling	£11,000	19						3		3			9	4			yes			
Bike and Buggy Parking	£30,000	18		2			8						8				yes			
Video entry system	£22,500	15		4			3					6			2					yes
Water pressure	350,000	5					1			4										

Author_ Sharon Davies _ V3

Overall results for refurbishment priorities for Bramley House residents

The results show the Top Priorities for all mews residents who took part in the co-design process.

Bramley House Top 10		Points
1st	Windows	128
2nd	Kitchen	108
3rd	Bathrooms	92
4th	Drainage – ground level	66
5th	Electrical Rewires	45
6th	Accessibility (lifts, aids and adaptations)	32
7th	Insulation	31
8th	Communal lighting, CCTV and signage	30
9th	Heating Improvements	29
10th	Asbestos Survey and Removal	27

Comments from Residents:

- Residents pleased works are moving forward
- Residents pleased windows being replaced
- More information needs to be given to residents in advance of events for costs
- More costs need to be provided on all ideas provided by residents
- Timber and PVC window manufacturers need to show products
- There has not been enough engagement with resident to date
- LWNT need to be tougher on subcontractors delivering works
- Leaseholders costs need to be considered in any works

Next Steps

- Engagement with residents and Resident Association
- Engagement with leaseholders
- Procurement of designers and technical consultants
- Further Residents engagement for costs
- Windows pilot complete
- Resident choice on final window material and design
- Windows specification
- Engage UPVC contractor
- Raise repairs for tenants attending Open House
- Explore drainage maintenance issues

Performance against objectives & outcomes

The following outcomes were required from the event.

Residents requested the following from officers:

- Samples of windows
- Cost estimates for works
- Further information on initial ideas suggested
- Timescales on windows replacement programme

Officers requests from residents:

- Feedback on the refurbished property
- Initial feedback on the estimate costs
- Feedback on window samples

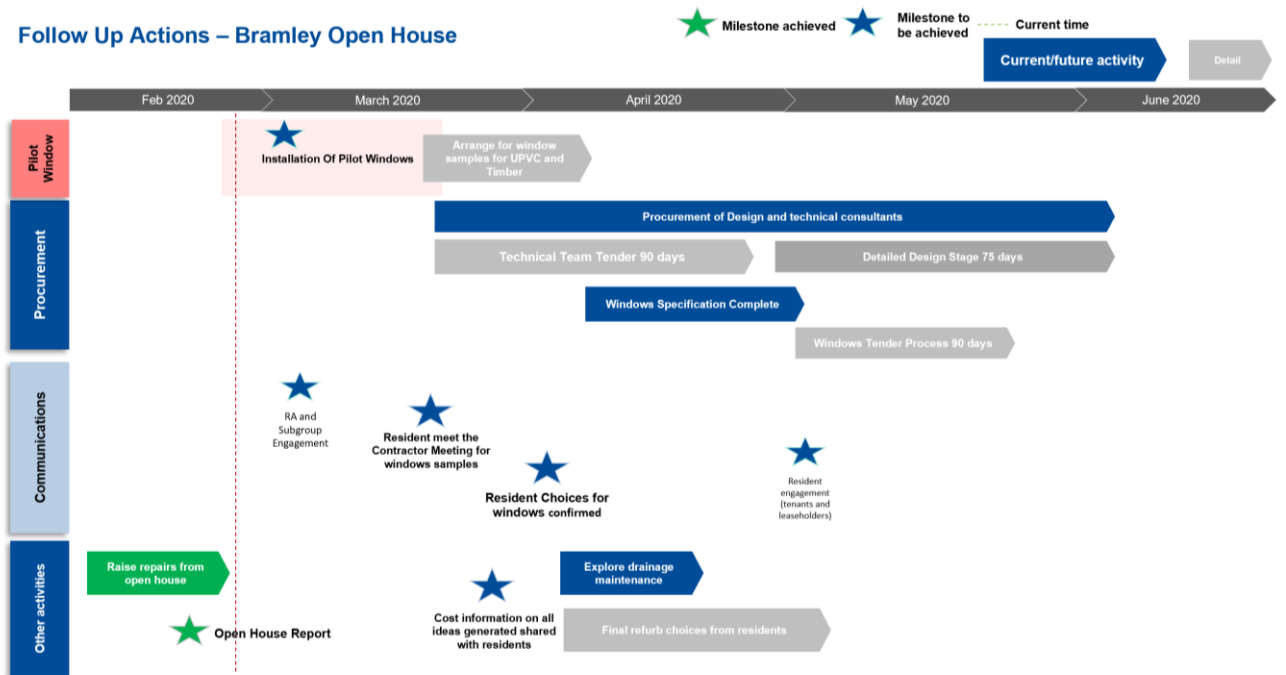
All the above were completed.

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Follow Up Actions – Bramley Open House



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