

Lancaster West Windows Pilot - Update

How we are engaging with residents



We have been talking to residents to understand what their views are on the different types of windows that we are trialling around the estate. So far this has been through:

1. **Visits to showrooms** of window manufacturers
2. **Online engagement** via Instagram
3. **Piloting double glazed solutions** through responsive repairs

There are four sites across the estate where we are showcasing options for windows, through which we will be showcasing the various materials and configurations available:

- 435 Barandon Walk - installed November
- Baseline reception - installed November
- 27 Morland House - installed December
- 14 Upper Camelford – installation by end of January

How are we engaging and communicating with residents?

- Resident open days
- Demonstrations
- Accompanied visits of residents to site
- Interviews of residents who have had pilots installed
- Instagram
- Supplier visits

What views are we looking for?

- Likes
- Dislikes
- Colour preferences
- Materials preferences
- Style
- Handles and Ironmongery
- Ease of use
- Security
- Cleaning
- Energy efficiency
- Material preferences

We will seek agreement through **consensus and deliberation** where possible. We will adopt appropriate participation methodologies at block/archetype level.

Should strong differences emerge within a block or archetype, then **majority vote** will be used should all attempts to seek consensus prove unsuccessful.