



# Morland House & Talbot Grove House

## Open House report

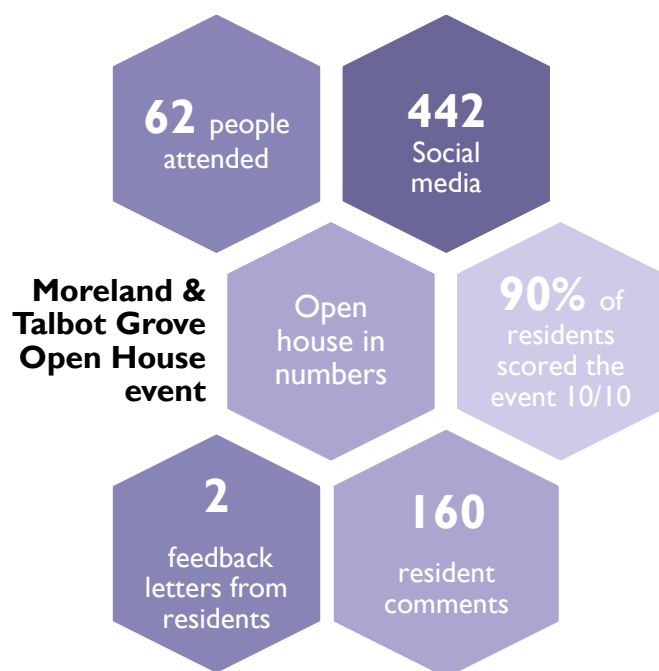
This event was another opportunity for residents to view, experience and give feedback on the quality of refurbishment and repair we are implementing across the Lancaster West Estate.

27 Morland House is a studio flat on the first floor of a 1930s period build with 'architecturally interesting' features

This is the fifth property to be shown as part of our series of Lancaster West open house events. All

residents of Morland house and Talbot grove house were invited to view as this flat shows the same 1930's architectural type, it allowed residents to see and try out how a replica powder coated aluminium window functions.

As with our previous Open House events, this property will be, under the Local Lettings Plan (LLP). The intention is to rehouse a Lancaster West based tenant, that is eligible and may be living in a home that is no longer suitable for their needs



As this is a studio-flat we had a limited space. This meant that we needed to prepare for a potential overflow of visitors. We arranged to have a Persian tea tent in Morland House courtyard.

Robert, our community garden, hosted the tea tent sharing gardening ideas and introducing hot-box composting to help reduce our carbon footprint

Persian tea, dates and sweets were shared in the tea tent while Robert was finding out how many residents are interested in having composting caddies in their homes.

## Open house event de-brief

After each resident engagement event, all Lancaster West Neighbourhood team staff that were part of the event meet with the resident engagement team to debrief and evaluate 'what went well' and 'what we could do better' next time.

### What went well

- Social media comms invite
- Jet washing and cleaning of the courtyard
- Last minute flyer created to mitigate late invitation
- Set up of event
- Event lead was well organised and prepared
- Gazebo for capacity over-flow
- Attendance, 70 households were invited, 62 people attended
- Robert hosting in the gazebo was fun
- Welcoming atmosphere
- Table set up in property was nice & homely
- Rokseneh's Persian tea and sweets was a lovely touch
- Composting and bio-diversity interest
- Lots of general and specific feedback due to table, a place to sit, talk and write
- Residents were surprised and loved the standard of work & materials
- People stayed for hours to socialise
- Staff asking open questions garnered detailed feedback
- John Murray architect visit was informative
- Ten visitors from Clarendon saw signage and wanted to visit
- Lots of requests to re-open Talbot Grove garden after winter
- Key feedback from residents that work in building trade
- Morland residents requested to keep the gazebo in courtyard for their community events

### Could do better

- Event invitation was delayed by print room
- Ops coordination on delivery of materials
- Windows snagging before event inconvenient
- Switchee ceased working several times
- Windows found impractical and dangerous
- Lack of repairs staff in eve slot to answer void spec questions
- Briefing doc needed for staff
- One person was unable to use the staircase to view property
- Hairline crack in the wall
- Reports of sub-contractor being on site outside work hours

## How residents felt about the Open House

Visitors were surprised at the quality of the materials, pleased with the overall look and feel. They spent a lot of time discussing how these features would look and feel in their own homes.

### Kitchen



**The newly renovated kitchen with integrated, appliances**  
**This includes fridge freezer ceramic, electric hob with above cooker extractor fan & Bosch electric oven.**  
**Deeper sink, the tap has a pull-down hose.**  
**There is space to fit your own washing machine.**  
**Soft closing doors on cabinets.**  
**Glass tiles & new flooring**

#### Like

- X3 I like the tiles
- Good storage
- X2 Like the deep sink better quality
- I love it, can I move in
- X3 Hose tap great
- Modern cabinet doors
- Great finish on the whole
- I love the built in fridge freezer, so nice and usefully put away
- Electric hob safer for my kids
- Everything is nice
- Happy with electric oven, I don't want to have gas anymore
- I like the kitchen

#### Dislike

- X3 Window design in the kitchen is clumsy, gap between window and sink
- The colour of flooring and the grey colour
- Not enough cabinet space prefer my old cupboard doors
- X2 Fridge freezer, 50/50 size please
- X3 Cooker too small
- Kitchen door hinge too big
- X2 Bank of switches are too much in your face
- Windows too modern
- Want to bring my own gas cooker with me
- Kitchen cupboards needs a carousel and soft close - on cupboard doors

#### Other comments

- Is the ridge door on the right way?
- Tiny oven, once chicken is in, where do I put my potatoes.
- Where is the outlet for the cooker hood?
- Integrated cooker is high spec (Bosch). Will everyone get this if they switch to electric?
- What brand is the integrated fridge/freezer? Is the brand reliable or will there be a choice of brands?
- Could we lose a cupboard space for washing machine and a dryer

## Bathroom



**The newly renovated bathroom has a new bathtub, shower fixture, glass shower door with glass tiles and helpful storage. The toilet now includes a bidet hose in all properties. The hand basin has a mixer tap and mirrored vanity unit. All new bathrooms will be fitted with a heated towel rail and new ventilation fans.**

### Like

- x5 I love bathroom heated towel rail
- x4 I love the shower and the fact that there is a shower
- x3 Like the bathroom
- Like the half tiled room
- Nice big bath
- I like the toilet washer
- The tiles go all the way up the wall, which is good
- Like the tiles and glass shower screen, looks simple and nice
- Love the bidet hose
- Love mirrored cabinet
- Bathroom is beautiful
- When can I have this, its wonderful
- Prefer 'Methven' halo shower

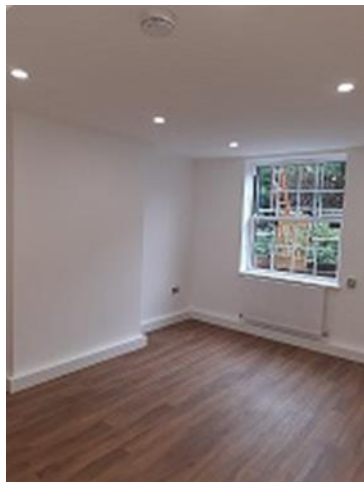
### Dislike

- Bidet hose needs a place for water to drip
- More ventilation needed in the bathroom
- Don't like the bath brackets, not shiny enough
- Prefer shower curtain, the glass needs washing
- Needs a longer bath screen
- Cabinet under the hand basin please
- x3 Hand basin could be bigger/deeper
- Can we have bathroom fully tiled please?
- I want an electric shower with water pump
- Dimmer needed for bathroom as the lights are way too bright
- Toothbrush charger in bathroom please
- Shaving mirror please
- Could have been a deeper square basin

### Other comments

- Bathroom is too small
- Is there an option for a step bath for disabled?
- What is the risk of the bidet hose leaking into flat below?

## Fixtures and fittings



**This property has been renovated with new flooring and fire-resistant doors. LED spotlights, dimmer switches, brushed steel sockets with USB ports. A new hot water cylinder with Switchee thermostat, smart control technology.**

### Like

I like the floor and paintwork  
Really loving the flooring  
Love the Switchee  
I like the sockets and USB detail  
I like how fresh it looks, white and simple new decoration  
Modern doors  
Dimmer switches  
Modern flooring  
I want it now please  
I love all of it  
Very nice doors  
Like ceiling spotlights  
I like the continuous flooring  
I like everything  
Like the casing for the electric meter  
Good number of sockets

### Dislike

Thumb locks on all doors for privacy  
Awful lot of space above water tank, could have cupboard there.  
Please put a small, slatted half shelf above the Boiler to keep towels and air clothes  
More plug sockets  
Why have you boxed in the cables, you've lost 2 inches off the room on each wall?  
Look of flat is a little clinical  
Radiators, buy cheap, buy twice! If you spend £100 more they will last

### Other comments

How much does would the Switchee thermostat cost a leaseholder?  
How do you replace the lightbulb?  
Who installed the Switchee smart thermostat?  
Smart heating, do we have to have it? I like to be in control.  
A more 'manual' thermostat please  
Will there be seamless flooring throughout in all properties?

## General concerns about refurbishment

There were lots of other comments and queries about the refurbishment, not all of them were about the fixtures and fitting of the bathroom and kitchen, we are collating all of your queries and producing a document that will monitor what you said, and what will do in response, please look out for this.

## Other comments

- This standard should be rolled-out across the whole estate. Nothing Less
- No pressure for cold water
- Digital TV box placement is too high
- Hairline cracks, does not induce trust in the workmanship, looks good but won't last.
- I live below and I had leaks from 27 Morland during the works
- I live below and I heard people in the flat at night when they should not have been there.
- Talbot Grove and Morland must all be re-wired. I had an electrical explosion in my junction box.
- Very interested in 'like for like home switch', when refurb happens
- I do not want false promises, I'm not accepting anything less than this, we should all have full refurb if we want it.
- Sound Proofing is needed throughout
- Individual boilers needed
- Communal area for kids please.

## Questions about refurbishment

1. Can I have the banister in the fixture's pic (from Barandon walk)
2. Why not knock the living room cupboards out, its waste of space?
3. Are blinds at the window included, can we get privacy screen on the windows?
4. Blinds or batons for blinds please
5. Why not move the gas meter, bad use of space, why is it in the middle of the cupboard?
6. Why is the cylinder so big, how much will it cost a leaseholder?
7. Where are the experts?
8. Will all of the radiators and communal heating systems be replaced in the refurb?
9. Can we arrange annual gutter and down-pipe cleaning

## Windows

This studio flat in Morland House is the first to have replica, heritage, sash windows fitted. There was a lot of qualitative data shared at the open house event, and this has led to more research into other models of heritage windows to share for further resident engagement. Please look out for opportunities to take part in choosing these. The feedback board below was displayed at the open house event to allow visitors to comment under the five categories.

<h1>WINDOWS</h1>		We are interested to hear what you think about the new windows fitted in this property		
Look?	Feel?	Safety?	Sturdy?	Ease of use?
<p><b>Good</b> -Prefer white x2 -Good</p> <p><b>Not good</b> -Prefer off white/cream x9 -Look slightly cheap - x4 Looks cheap, prefer original sash window -Plastic strips make the window look cheap -This is a fine building new Georgian -windows <b>must</b> be timber -Fake, plastic, glazing bars! Not in keeping with the building -Prefer original wooden sash -Original wooden windows please -Don't like the black bit inside the panes -Our building is listed, it doesn't fit character of the house</p>	<p><b>Good</b> -Windows are great -Feels ok -I like it -Like the concept of keeping sash style</p> <p><b>Not good</b> -Hate the windows -Windows do not fit the period of the building -Windows too modern -I prefer old sash windows in keeping with style of the block -Metal conducts cold -Windows are cheap (I am a builder, I know) -Not sure plastic surround will keep appearance, may go yellow over time -They feel tacky and plasticky -Low tech is better, less risk of breaking.</p>	<p><b>Good</b> -Yes -Looks very safe</p> <p><b>Not good</b> -Needs a window restrictor for floor level and balcony level -Windows are hazardous when open inwards -Windows look bad, already looking broken -These windows are not strong, old style 30+ years old compared to Europe standards</p>	<p><b>Good</b> -Seems sturdy -Yes -Yes</p> <p><b>Not good</b> -The plastic is falling off. -The window-catch for the locking -mechanism is upside down. -Windows are now bent. -Badly made. -Dangerous. -Window fell out towards me on its own. -Windows are very poor. -This type of windows will always have long-term problems with the spring. They are hard to replace when they 'go'. With wooden windows, anyone can repair.</p>	<p><b>Good</b> -Like the way it opens -Good</p> <p><b>Not good</b> -Too heavy to lift from cleaning position -These are over designed -Too big and awkward to pull in to clean, pointless function. -We need self-cleaning windows like Edwards woods estate. -When rains hit the hollow windowsill, it will make a lot of noise</p>

## Windows Thermal imaging

Thermal imaging can be used to measure the temperature within and outside the windows and can also detect heat loss. This can help when measuring how different window types can support fuel efficiency. This in turn leads to a reduction in heating bills, service charges and the impact on our planet by helping us get a step closer to net zero on carbon emissions.

Blue and purple colours represent colder temperatures and red and orange through shows heat, yellow can show high heat loss.

### Before

Thermal images of original wooden sash windows



Exterior thermal image.

Original single glazed hallway window

The yellow colours are showing excessive heat loss



Interior thermal image.

With original single glazed window in hallway

Yellow and orange colours on the pane show heat loss

### After

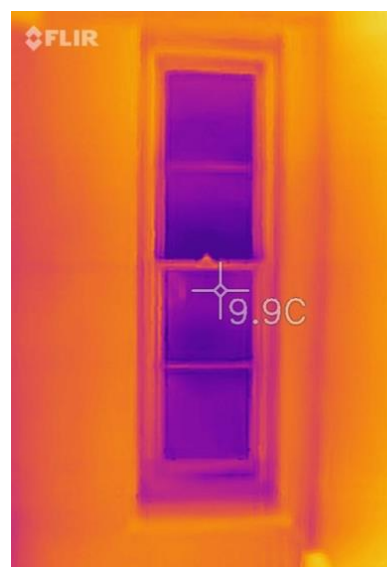
Thermal images after double glazed windows are fitted in January 2020



Exterior thermal image

New double-glazed window

The blue and purple colours show less heat loss



Interior thermal image

New double-glazed window in hallway

Dark blue shows a dramatic decrease in heat loss



## Switchee Smart Thermostat



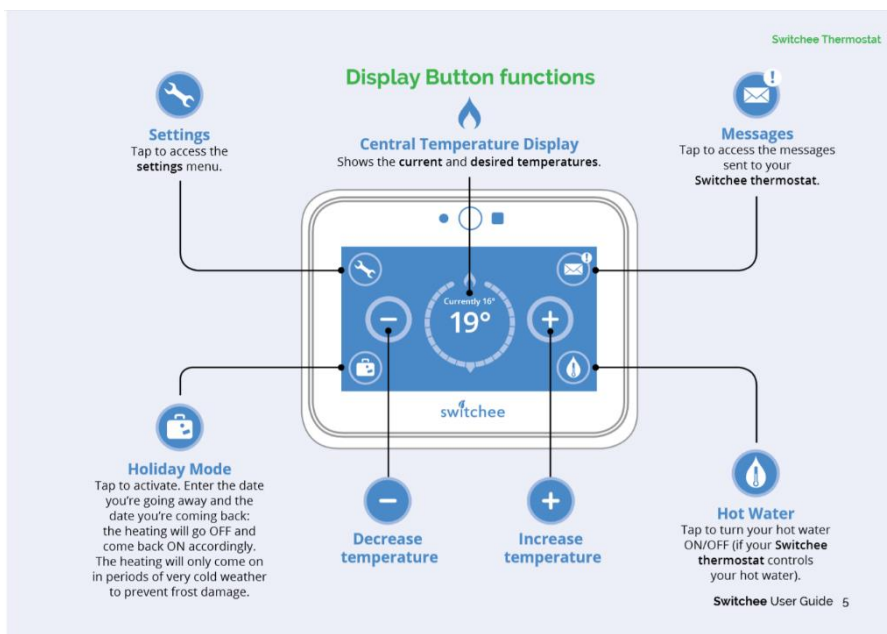
Switchee smart thermostat technology was piloted in this property to test how compatible it is with our existing heating system.

Switchee is a smart, connected thermostat for your heating and hot water which doesn't rely on being connected to your Wi-Fi network to function.

It is designed to help you better manage your heating and hot water. It will try to save you money during cold weather, with a simple, easy-to-use device.

Switchee is a simple, easy-to-use thermostat that gives you control – allowing you to set your heating or hot water to work best for you. There is a messaging facility to help book appointments with residents not using email.

The switch helps you optimise energy use, lowering bills and reducing energy consumption – making it good for you and the environment!



The Switchee smart thermostat also has additional sensors that will help with early detection of damp and mould in your home

Due to this being our first installation there were some hiccups on the day.

We look forward to trialling these in further properties across the estate

## Further correspondence regarding the refurbishment

Two residents that attended the Morland open house wrote to us directly to express further comments about the standard of refurbishment

30 January, 2020

Dear LWNT

Re: Morland House Refurbishment, LWE

Delighted to see the show flat up and running and well attended by interested residents and neighbours. Particular credit should be given to those responsible for the finishes in flat 27, very nice work, especially the tiling and I thought there was a softness to the interior, where the acoustics were on an acceptable level, which is not always easy to achieve.

I confess, to viewing the flat from a narrower perspective, I went to look at the new sample sash-style window, and I was largely unimpressed. On reflection, and wanting to avoid just being critical, I made a mental list of all the positives that I find in traditional sash windows. Now as I write to you, I realise that even I am losing focus of what I think really matters!

At this stage, I would rather not be drawn into an argument of wood versus metal; UV (thermal) values versus breathability; manufactured versus modular, or the risk of obsolescence that I believe the manufactured version on display in flat 27 carries.

Do the windows actually need replacing?

I am a resident; you are part of the managing team who is trying to deliver a long-term solution to the estate, in a way that is as democratic as possible. Flat 27 already shows what can be achieved internally with the right budget, topics which I know you care about, such as state of the art hot-water storage, and well-appointed kitchens and bathrooms. These are the things residents care about. If your budget is capped, I think I can surmise that your team will have to select the order of projects according to their priority. It would seem very likely that most of the residents would prioritise kitchens and bathrooms. Those two items offer the immediate benefit to residents, and make the biggest difference in our day-to-day lives. And, I am suggesting that as a priority, windows are not as close to the top, because if you really think about it, they are not really a problem.

Your team have already given the sash-windows a lot of consideration, but truthfully, I think we are missing something obvious. The windows, considering many are 80 years old are in excellent condition. To quote the local architect, Mr Murray John: "treated well they will last another 80 years".

If the windows are conserved, it is very likely that you will still be around in 50 years' time, and the wider community and especially heritage architects such as Murray John will admire Morland House with its Neo-Georgian windows. When I reflect on this subject, don't you think it interesting that the Neo-Georgian style is more associated with large stately homes or those buildings that were designed with those aspirations, and yet our local authority built Morland House.

Thankfully, we may now be at the beginning of a new era in council-house building. Morland House exemplifies the municipal aspirations of all that can be achieved in collective housing, the windows have lasted this long, because they were done right, and I do believe the best solution for everyone is to conserve them. What is wrong with liberating that budget for the things that the residents really want?

Of course, I am not saying that all of the windows are in excellent condition. However, many good quality firms specialise in sash-window conservation work. Indeed, one does need to look, as there are a few chancers out there, but those who are good at what they do, will serve us well. The existing can still be double-glazed. Yes, new sash cords and draft brushes for all windows would be well received and the appropriate replacement of the most vulnerable parts such as sills would be needed, but this is all achievable, and I believe no-one could fault us for being conservation minded.

May I also say that if memory serves me well, the windows were last painted in 2007, the work really lifted the building, and I think that is what we all need? Modern replicas cannot achieve this, but we do not have to work so hard if we value what we already have.

If you will allow me one caveat in my argument, I am not including the dormer windows in Morland House, which are aluminium and do need replacing. Yes, they are the most exposed, but still, it is interesting that the aluminium ones need replacing. Still many of the sash windows in Morland House are in perfect condition.

Kind regards

Morland House Resident

Feb 2020

Dear LWNT

I hope this e-mail finds you well.

As a leaseholder and resident of Morland House for the last 12 years, I feel very strongly that the windows in the show home that were on display a couple of weeks ago, are not the right choice for the building.

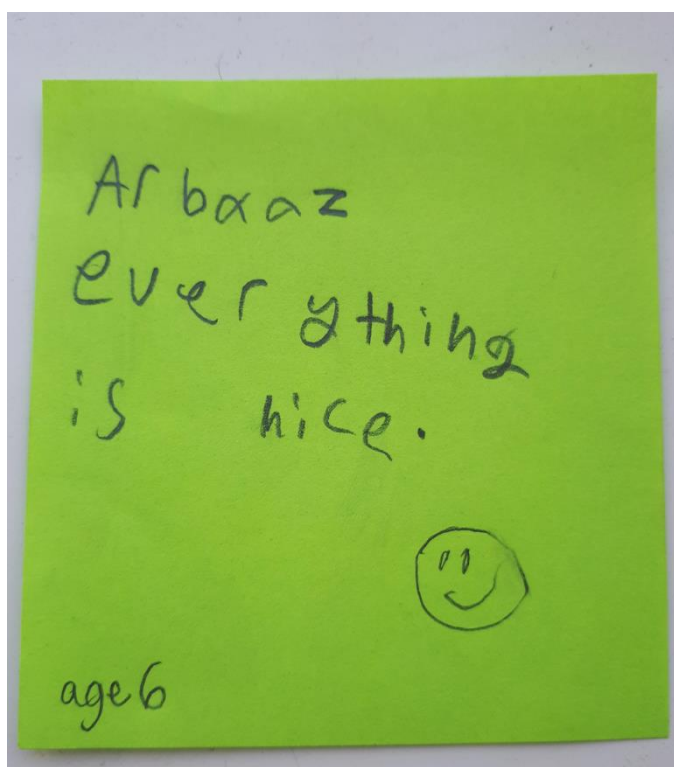
Both my husband and I have spoken to many people in the block, and everybody feels very attached to the beautiful wooden sash windows, that have lasted so well and have such a unique and important charm.

I really think it is about repair and maintain, and if we get new windows, they should be wooden. They have been neglected over the years, and they do urgently need some attention.

Please feel free to contact me if you wish to discuss further.

Many thanks

Morland House Resident



Thank you to all the residents that came to the open house event at 27 Morland House.

It was so nice to have everyone together for the day sharing such brilliant comments and insightful feedback

These comments will help decide what happens in the refurbishment of Talbot Grove house and Morland house over the coming years

Kind regards

Andrea Newton

Resident Engagement Lead