

The Co-Design workshop was held with Morland House on 20th February 2020, led by the Resident Engagement Team.

This was to establish each residents priorities for the refurbishment programme from the items available.

82% of you took part in these activities. We calculated the outcomes and here are the Top 10 results for your block.



Morland House Top 10

1. New windows

2. Heating renewal

3. internal decor

4. Sound proofing

5. New bathrooms

6. New kitchens

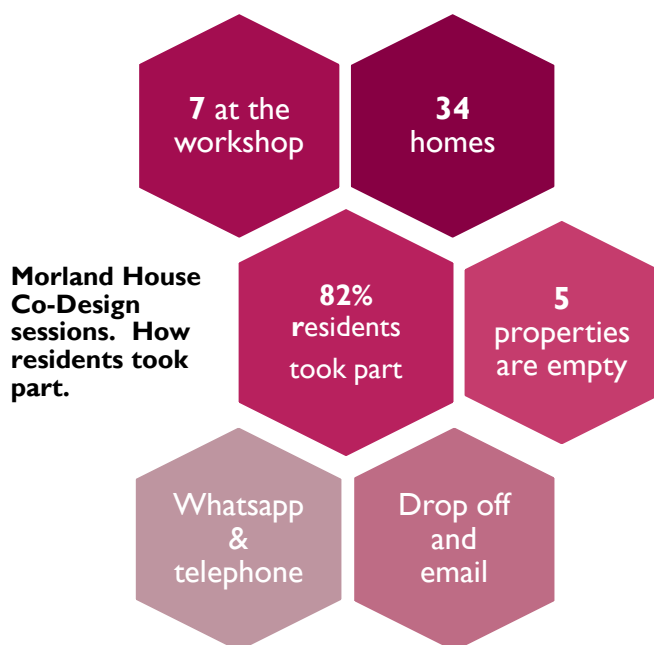
7. Courtyard gates & lighting

8. Drainage

9. Video door entry system

10. CCTV

The resident engagement team arranged a co-design workshop with Morland House residents on the refurbishment of your homes



We held this Co-Design workshop on 20th February 2020 for you to share your priorities.

To ensure that all preferences are treated as equal, we were planning to continue these co-design sessions with those that were not able to attend the workshop session. By carrying out three separate door-knocking sessions and offer other ways to take part.

Due to COVID 19 social distancing regulations we needed to change above strategy but still hoped to contact all residents and record their preferences. There are 34 homes in Morland House, 5 are empty, there were 29 households to make complete the co-design process

Those 5 empty properties in Morland House, are being refurbished and some will be open to Lancaster West

residents on the Local Lettings scheme.

Other refurbishment works are already underway in empty properties across Lancaster West Estate. We are looking to start the larger scale works across all block in late 2020 onwards. Each block has a specific amount allocated to spend on their refurbishment. This total varies according to the number of properties and the state of the buildings. The amount for **Morland house has £2.3 million pounds.** The residents that have taken part so far have shared their priorities and have found out that these preferences are subject to structural surveys, so that we can put safety first.

Letting you know about the Co-Design Session.

Paper invitation First, we sent a paper invitation through the post to all 34 homes in Feb

Digital invitation Then we sent digital version to 2 of you using mailchimp in March. Unfortunately, we only hold a small number of Morland House resident's email details.

Whatsapp Using the existing Whatsapp group with Block reps Robert, Fabrice & Rachel as Block Representatives for Morland House. We sent a digital invitation to the block Whatsapp group.

Poster We placed posters in the noticeboards and the block hallways

At the Co-Design Session

29 Residents were invited There are 34 homes in Morland House, 5 of these are currently empty, this means 29 were invited to the co-design workshop.

7 of you took part in the Co-Design session Of the 29 household's invited to the workshop, 7 arrived to take part. They were able to discuss the refurb items available with neighbours. At this session, there were many questions regarding the items, The resident engagement team and the estate director were there to give further details. Each table had a facilitator to help with adding up totals and discussing budgets. Each resident was given a sheet with the items listed below and took part in a prioritisation exercise. This table shows the choices made on the day.

Co-design session outcomes

Items available	Estimated cost	Res A	Res B	Res C	Res D	Res E	Res F	Res G	Total
Windows & scaffolding	£675k	7	7	4	10	8	5	5	46
Heating renewal	£530k	8	8		9	6	6	4	41
Internal decoration & finishes	£370k	6	6		2	7	8	8	37
Sound proofing	£331k	10	2	10		10	2	9	43
New kitchens, asbestos & electrics	£318k	5	10		8		9	6	38
Communal lighting & electrics	£296k				1		1		2
New Bathrooms, asbestos & electrics	£260k	4	9		7		10	7	37
Lighting & gates to make courtyard safer	£85k	9	4	5	3	1	4	1	27
Roof repair	£83k	3	1		6				10
Drainage	£70k	2	5	8	5	2	3		25
Video door entry	£50k			7		9	7	3	26
CCTV	£35k	1		9		5		2	17
Communal entrance door & lighting	£20k								
Pest control	£13k								
signage	£5k		3			3			6
Communal decoration	tbc								
Residents choice									
<i>Water pressure</i>					4	4			8
<i>Garden landscaping</i>			6						6
<i>Lift</i>								1	1

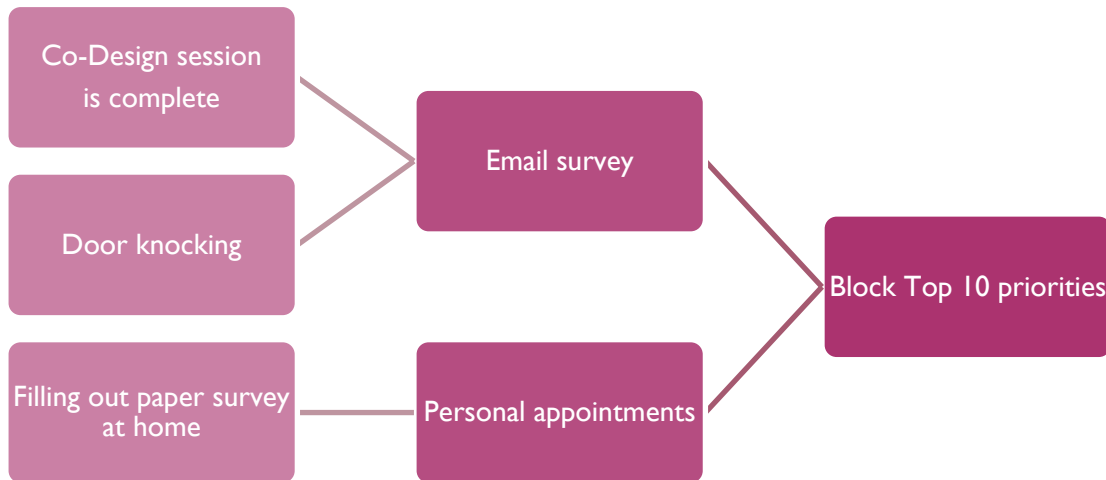
Resident's choice

There are 2 empty spaces on each resident's priorities sheet. These spaces are **for you to add any** additional items we have missed out or that you feel are important to include. *Residents of Moreland house added 3 new items, these results appear above in italic: water garden landscaping and a lift.*

Additional items suggested so far: **lifts, water pressure, garden landscaping**

Next steps

Following the insights captured at the **Co-Design workshop** with 7 households. We delivered the **interim report** in March. This was to share the workshop results and to encourage the **remaining 22 households** take part in the next steps. So that we can establish the whole blocks Top 10 priorities for the Treadgold House refurbishment programme



Due to COVID 19 social distancing protocol we were unable to deliver our usual post workshop engagement.

We would usually:

1. Go **door knocking** at every home 3 times at different times of the day over some weeks and drop a note with anyone that was not home
2. Offer to make **1:1 or group appointments** at our onsite estate offices or at the Kensington Leisure Centre Café

However, we were still able to offer a drop off. Some residents requested that we **post** the co-design session sheets directly, so that you can **fill in at home** in your own time, to post back to our office, or call to request we pick them up.

We didn't have a current record of all resident's **email addresses to send the survey** using Mailchimp. So, we went back to basics and relied on community networks to find resident contacts and find the best way to complete the survey. Gathering phone numbers and emails.

Making individual appointments

Three residents had requested to have an appointment at our office following the workshop, we were unable to complete these due to social distancing.

Magic of Whatsapp!

Once we had established contact, sending a **pdf file of the survey** via Whatsapp followed by a **phone call session** was a very popular method in completing the prioritisation process.

Participation

Of the 34 properties in Morland house, 29 of them are occupied. We were able to speak with 23 of these households. There were some non-resident leaseholders that were hard to reach. Some of these properties have private tenants living in a leasehold property. This left us with 28 homes to survey, we were given preferences from 23, which means we captured **82% participation**

Overall results

Thank you so much for taking part, after we **combine all 23 of the residents' stated preferences** from all of our co-design sessions: the workshop, the door knock, the individual appointments and the email responses, we arrive at results as your Top 10 priorities for Morland House

Co-design is exactly what it says it is

It's a process where the resident's design **with** the Lancaster West Neighbourhood Team. And decide what they want to have in the estate refurbishment.

This co-design process isn't possible without you, your ideas and your time. We could not have done this without your participation. Thank you so much for your help

We look forward to seeing you soon at other events 😊

Kind regards

Andrea Newton

Resident engagement lead