

Property Refurbishment and Decarbonisation update

28th January

**LANCASTER WEST
NEIGHBOURHOOD TEAM**

W11



Property Refurbishment Update

23%



of Total properties
refurbished

12%



of properties
fully refurbished

11%



of properties
partially refurbished

16% +1%



Have new
kitchens

18%



Have new
bathrooms

17%



New Heating
Systems installed

Morland House

Progress of property refurbishment

	Data	%
Number of properties tenanted	24	N/A
Empty properties in the block	3	N/A
Properties requiring property survey	22	92%
Properties with completed refurbs	2	8%
Properties with completed surveys	14	64%
Properties booked and awaiting survey	1	5%
Properties engaged but no confirmed survey date	2	9%
Properties no response to date	5	23%

Pilot properties

Key Lessons Learned

What are the key areas of focus for the future?	Key actions	Pilot or Block Learning
Discussions with residents from earliest opportunity	<ul style="list-style-type: none"> An Resident Liaison Officer has been to meet each resident with the Surveyor at the point of the stock condition survey being carried out. We also carried out webinars, drop in sessions at the block and social media updates to increase engagement. Moving forward these methods will help introduce the team and the works and improves the customer experience. 	Pilot
Storage of items	<ul style="list-style-type: none"> Responsibility for storage of items in the main will sit with residents (unless a resident cannot reasonably complete this). Though our work so far we have noticed that this may be more of an issue that we first anticipated. We are adapting some of our garage units to accommodate storage if required. We are working with insurance colleagues to ensure that belongings are protected. If a resident requires us to support with storage and removals we now have an option to support a limited number. 	Pilot
Extent of works	<ul style="list-style-type: none"> The scope of works needs to be agreed with resident at the beginning of the programme. This will be documented and signed for. This will reduce any confusion later on in the process of the refurbishment. A suite of documents to support residents through the process has been developed. The Resident Liaison Officer also has a collection of samples for residents to have a more tangible experience when looking at the choice brochure that we have put together. 	Pilot

Morland House (first block pilot)

Key Lessons Learned

What are the key areas of focus for the future?	Key actions	Pilot or Block Learning
Occupational Therapy/ Aids and Adaptations	<ul style="list-style-type: none"> We have noticed that the majority of the properties that we have visited for the internal refurbishment require an assessment from the Occupational Therapy team. This had prompted us to define the process for referrals, look at where we can add minor adaptations to support residents and draft an Inclusive Design Strategy to apply across the programme. 	Block
Noisy works	<ul style="list-style-type: none"> We have refined the processes for noisy works to include a door knock, leaflet and explanation to immediate neighbours who may be affected. Information will be displayed outside of all void sites to explain that works are taking place and contact details. Contractors have noisy works included in their induction to set out the specific rules at Lanc West. KPIs for Contractors regarding noisy works will also be contractual. 	Block

Lancaster West Internal Refurbishment Programme

Current /future activity

Activity completed



Milestone to be achieved

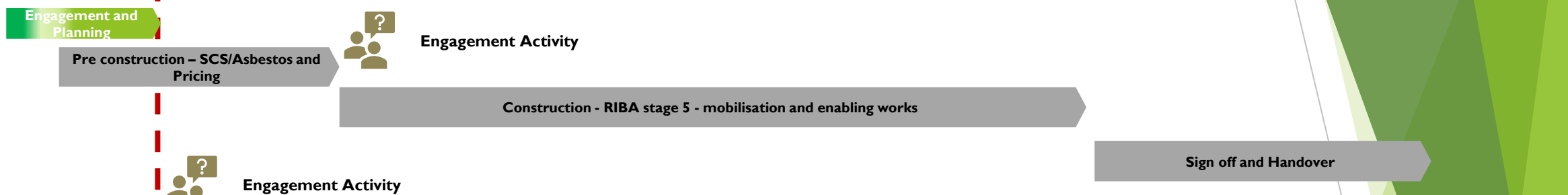
Milestone achieved

Current time

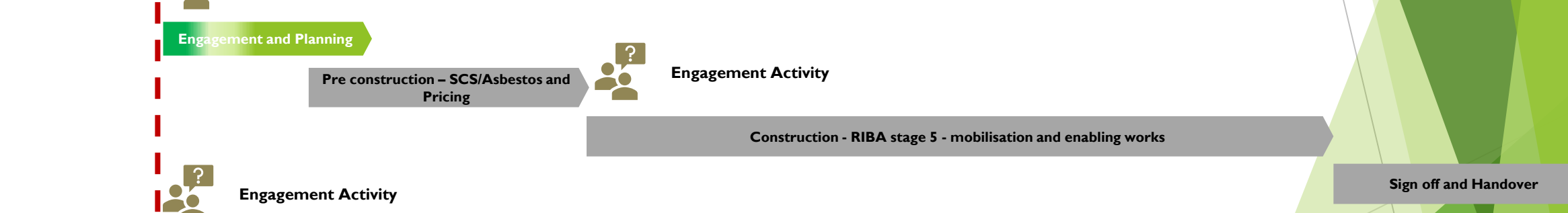
Engagement Activity



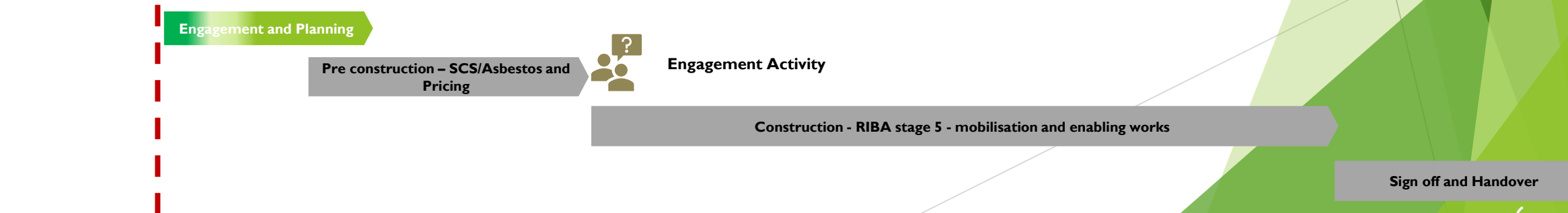
Morland House



Talbot Walk



Camborne Mews



Procurement update

In addition to the recent procurement of materials suppliers the following contractors have been success in award for works for the internal refurbishment programme.

The panel included representation from the RA.

1st Place in the tender process

Cavendish Construction

- Contract for approximately £1,495,000 of works
 - Registered **Trustmark** Trader
-

2nd Place in the tender process

Kelleher Utilities Solutions

- Contract for approximately £900,000
 - Registered **Trustmark** Trader
-

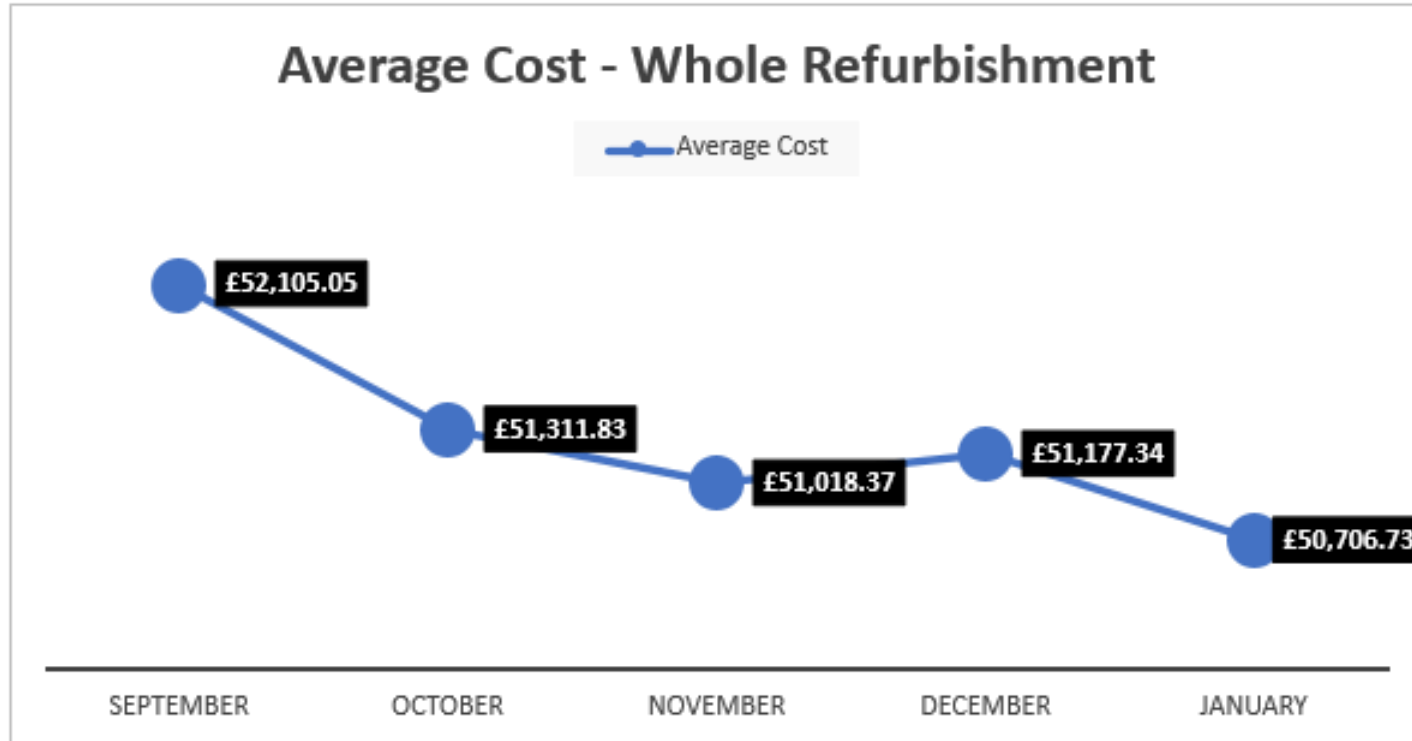
3rd Place in the tender process

KBH

- Contract for approximately £600,000
- Registered **Trustmark** Trader

Delivering value for money

The below chart gives the financial cost of void properties on the estate from both the inhouse team and contractors.



Status

Average unit cost of internal refurbishment

Completed

£44,387.95

Partial refurb

£29,125.39

Whole refurb

£50,706.73

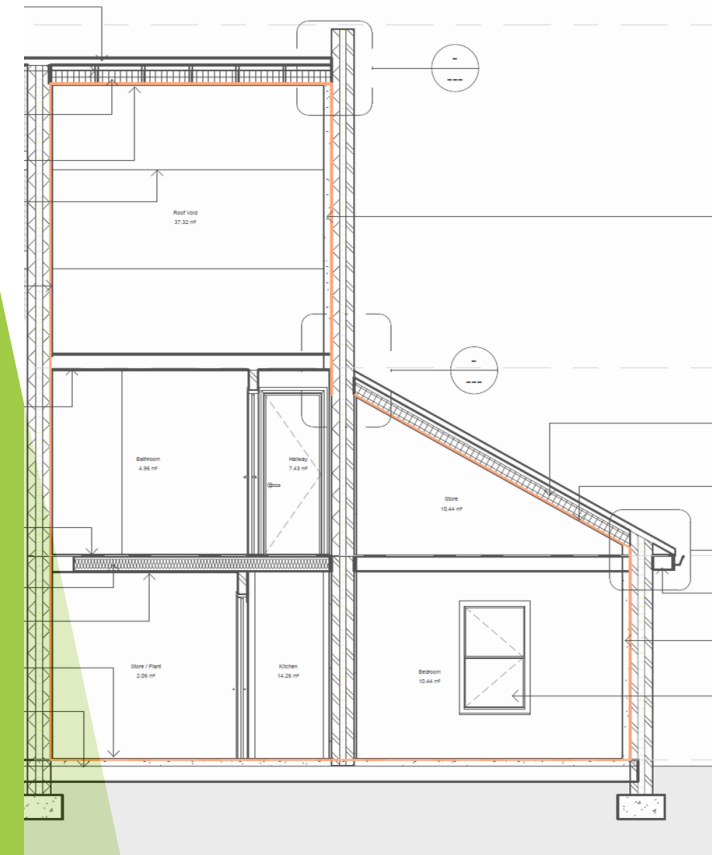
Delivering Lancaster West's first low energy council home Verity Close

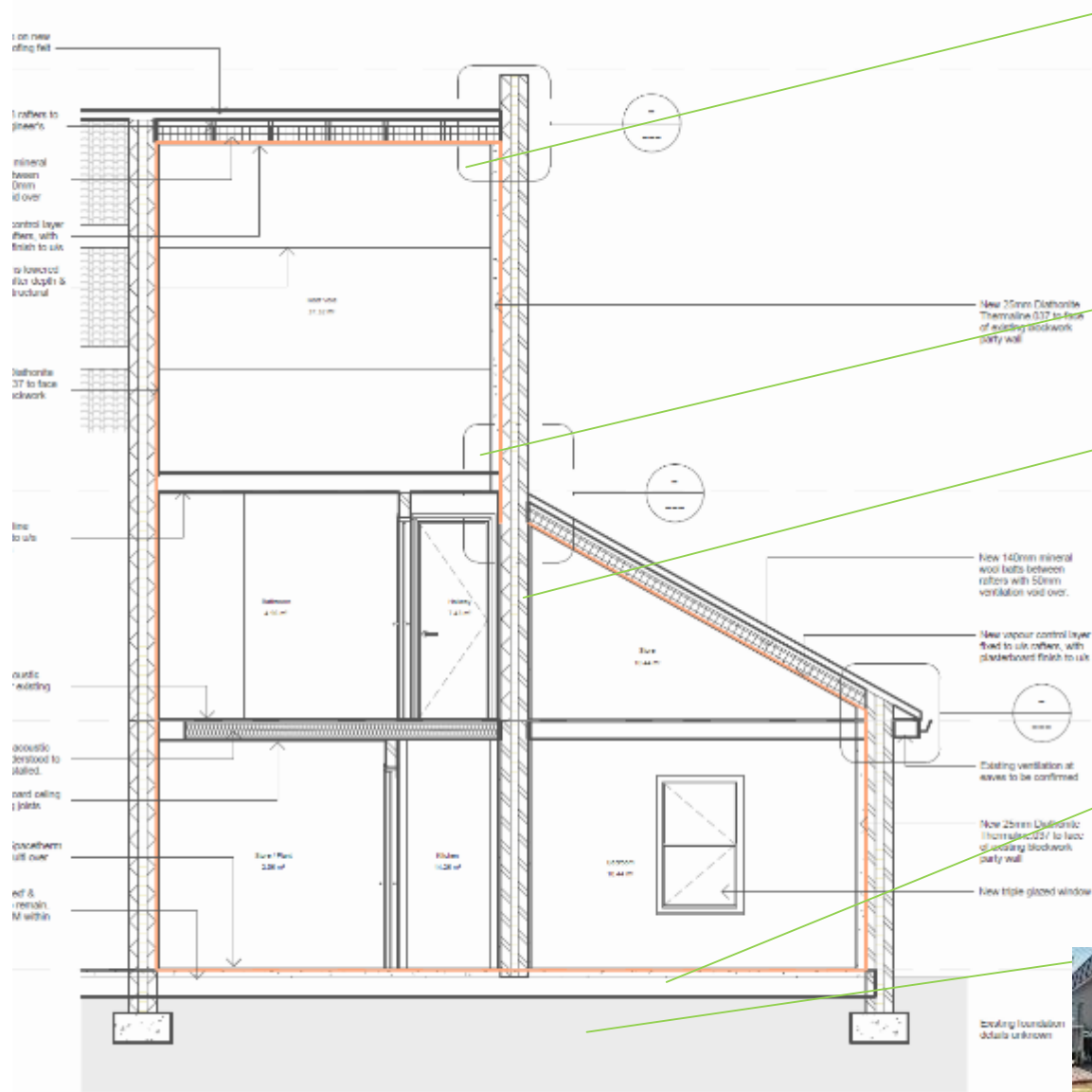


A carbon neutral approach

- **New doors** have been installed both internally and externally to reduce heat loss and ensure we have the best sustainable and comfortable environment for the resident. The excellent reduction in heat loss will limit draughts, thermal bridging and create a warmer floor for the residents.
- The opportunity to include a carefully installed **airtightness layer** meant that we had the ability to invest into many sustainable, low energy products to improve the home.
- An **MVHR** (Mechanical Ventilation Heat Recovery system) has been installed to reduce heat loss through air while ensuring fresh air supply to the property. This will ensure zero condensation, as well as reducing dust in the home.
- An **ASHP** (Air Source Heat Pump) which is a low carbon heat source that works in conjunction with the hot water cylinder, will supply all their heating and hot water requirements. This also means that it can now be a gas free home!
- **The Home Manager** system has been used which will be an excellent way to control the heating and monitor the usage.
- **16 Solar Panels** have been installed on the roof to decrease electricity use, thus significantly reducing the energy bills. A **battery system** has been installed so electricity can be stored and used at a later date, ensuring they will always have a backup.

- The **windows** have now been upgraded to triple glazed which will reduce the heat loss through the windows and ensure no draughts, making it more comfortable and a quieter internal environment.
- We have also included a **sky light** to harness natural lighting in the property, making it bright and airy.
- The installation of **LED lights** will not only create a modern style home but also act as an energy saving option which will also improve the EPC rating of the property.
- The opportunity to improve the **Garden** allowed LW to create an eco-friendly space that not only contains an **Electric car charging point** but also a **water butt system, hot bin, veg and herbs trugs**.





Loft and roof insulation
Savings: £451 per year



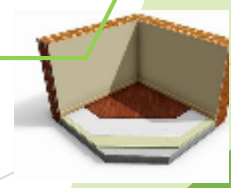
Internal Wall insulation
£230 per year



Mechanical Ventilation Heat Recovery
£221 per year

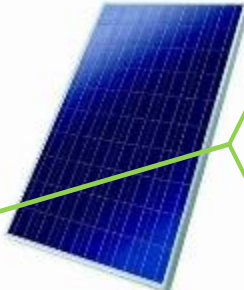


Ground floor insulation
£50 per year



Air Source Heat Pump





Photovoltaic Panels
Additional energy to property

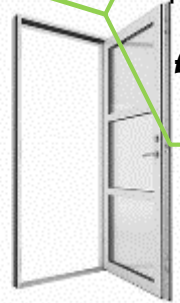
Triple Glazed Windows
£70 per year



Electric Charge Point



Triple Glazed Doors
£28 per year





**Any
questions?**