

# THE WALKWAYS

Initial Design Ideas

# Feedback Report

August 2021



# Contents

1. Foreword	3
2. Glossary	4
3. Introduction	5
4. Co-Design Summary	6
5. Your Blocks	8
6. Co-Design Programme	9
7. Initial Design Ideas	16
8. Feedback & Analysis	19
9. Frequently Asked Questions	29
10. Next Steps	32

# 1. Foreword

Lancaster West Neighbourhood Team are delighted to share the progress made in the initial design ideas stage for the resident-led refurbishment of your block.

Across the estate, dozens of residents have engaged with our design teams to feedback on initial design ideas and options for their blocks. Through engaging in various surveys, webinars, in-person pop-ups and other events, your feedback and emerging preferences will enable us to develop a more detailed range of options that will transform your home, block – and the wider estate.

Opportunities for triple glazing, high-quality insulation and state-of-the-art ventilation systems are now being explored in line with this initial feedback. These opportunities have been made possible because of the new funding we have secured in partnership with the Lancaster West Residents' Association, from various levels of government.

Results of the initial design phase have been analysed, highlighting resident preferences for the different elements in each block

This report summarises what we presented, what you told us and what the next steps will be to take the initial designs to the next stage, developing more detailed designs.

This process will enable Lancaster West to move one step closer to becoming a model 21st Century social housing estate that will be carbon neutral by 2030.

Thank you for your time and effort in helping us deliver the resident-led refurbishment.

Yours sincerely,

A handwritten signature in black ink that reads "James". The signature is written in a cursive style with a horizontal line underneath the name.

**James Caspell**  
**Neighbourhood Director**

## 2. Glossary

**AECB** - Association for Environment Conscious Building is the leading network for sustainable building professionals such as local authorities, housing associations, architects etc. The AECB Retrofit Standard promotes the delivery of Net Zero carbon retrofits, combining a whole house 'fabric first approach' with ambitious energy efficiency measures.

**Airtightness** - is the control of air leakage, or the elimination of unwanted draughts through the external fabric of the building envelope. This may be achieved by the correct and proper installation of a vapour check or vapour barrier. See Infiltration.

**EnerPHit** - This is the Passivhaus-equivalent standard for energy efficiency when refurbishing existing buildings. It follows a fabric first approach, and requires additional insulation, triple-glazed windows and mechanical ventilation with heat recovery.

**Heat Losses** - is a measure of negative heat transfer through a building's fabric from the inside to the outside. The colder the outside temperature, the warmer the inside, and the worse the thermal insulation of the building fabric, the greater the heat loss will be. Windows, doors, walls, ground floors and roofs all quickly lose heat unless they are well insulated. See U-values.

**Infiltration** - is the unintentional or accidental introduction of outside air into a building, typically through cracks in the building envelope and through old or poorly fitted windows and doors. Infiltration is sometimes called air leakage. See Airtightness.

**MEV** - Mechanical Extract Ventilation is a system which extract polluted air from wet rooms; without any heat recovery.

**MEP** - Mechanical, electrical and plumbing engineering systems of a building.

**MVHR** - Mechanical Ventilation with Heat Recovery is a unit that brings in fresh air and pre-warms this with the heat from outgoing air. This fresh, warmed air is then distributed to living areas, while stale air is extracted from kitchen and bathrooms. Windows can still be opened, but the building will still work even if windows are kept shut.

**PAS2035** - PAS 2035 is the new over-arching document in the retrofit standards framework introduced following the recommendations of the Each Home Counts review. PAS 2035 essentially provides a specification for the energy retrofit of domestic buildings, and details best practice guidance for domestic retrofit projects.

**Passivhaus** - Passivhaus is a standard for energy efficiency construction in new buildings. It results in ultra-low energy buildings that require little energy for heating and cooling spaces.

**Thermal Bridging** - also called a cold bridge, heat bridge or thermal bypass is an area of a buildings construction that has a significantly higher heat transfer than its surrounding materials. Thermal bridging can be responsible for up to 30% of a dwelling's heat loss (BRE).

**U-Value** - A U-Value is the measure of heat transfer through an object or structure. U-Values are generally used to define thermal performance (heat loss) and assess the performance of a building. The lower the U-value the better insulated an element is.

# 3. Introduction

The Lancaster West Neighbourhood Team (LWNT) together with Karakusevic Carson Architects (KCA) are currently exploring design options for improvements across The Walkways buildings, focusing on making the existing buildings more energy-efficient, greener and safer, to meet current Building Regulations and in response to the Top 10 priorities developed by residents in 2019 for the upgrade of your homes and buildings. This work also responds to LWNT's commitment to delivering the following:

- a. A 21st century model for social housing making the existing buildings more energy-efficient, greener and safer
- b. Homes that are carbon neutral by 2030
- c. Homes and spaces that are co-designed with residents, sensitively and collaboratively

## The purpose of this report

The purpose of this report is to share findings from the initial ideas received from residents to date, and to help the team better understand resident preferences for the refurbishment of their homes.

Our first area of focus has been to look at the ways we can enhance homes in line with residents' Top 10 priorities. In 2019-2020 residents of the three blocks of The Walkways developed priorities for the refurbishment their homes (see Appendix 1), with 10 areas of focus that relate to both individual homes and communal areas.

This report provides a summary on what work has been done to engage with residents on the Walkways and the emerging results received.

## Core principles

From the previous community engagement events, 10 Core Principles were established and agreed by the design team and residents. These are:

-  The refurbishment will be resident led.
-  All refurbishment work will be done sensitively and in co-operation with residents.
-  There will be no demolishing of people's homes on the Lancaster West Estate.
-  We will create a model estate where the community can be proud to live and that the council can be proud to own.
-  We will make sure residents can make real choices on the refurbishment.
-  We will listen to all age groups and communities on what improvements they want to see.
-  The refurbishment will aim to provide local jobs and skills training for local people
-  The refurbishment will improve local services, so they are of a high quality.
-  The refurbishment will create a sustainable estate that can be maintained to a high standard.
-  There will be transparent decision-making and feedback provided by the council at each step.

# 4. Co-Design Summary

## The Journey So Far

The timeline opposite describes the key engagement events held with residents of the Walkways between October 2017 and March 2018. In addition, the team also conducted door-knocking across the estate and block and cluster meetings. They also attended Residents' Association General meetings and made home visits when requested as well as communicated with residents by telephone and email correspondence.

From these engagement events, a 'Book of Ideas' was produced, which records the thoughts and concerns of the residents.

### + 30 VISITS BY THE DESIGN TEAM

An opportunity for local residents to guide the design team around the estate, sharing their areas of concern, celebrated community assets and general thoughts and ideas.

### + DOOR TO DOOR ENGAGEMENT

During the resident consultation period, every household has been visited at least three times by the door-knocking team, offering further opportunity for residents' feedback.

### + 6 DROP-IN SESSIONS

Drop-in sessions held at Baseline studios provided an opportunity for residents who could not attend the Ideas Days to share their thoughts with the design team.

### + 10 BLOCK WORKSHOPS

These workshops held throughout February 2018, provided an opportunity for residents and the design team to discuss block specific views, concerns and emerging ideas.

### + 14 BLOCK FOCUS SESSIONS

These sessions took place as part of the second Ideas Day and where an opportunity for residents to be introduced to the **Book of Ideas** for their block.

Oct' 17

INTERNAL INITIAL REFURBISHMENT CONSULTATION

Jan' 18

RESIDENT IDEASDAY  
Attendance: over 300

Feb' 18

BLOCK WORKSHOP  
Methodist Church

Mar' 18

RESIDENT IDEASDAY  
Attendance: over 170 residents

Nov'19

THE WALKWAYS' PRIORITISATION WORKSHOP  
37.5% participation rate

Mar '20

SHARING THE INITIAL IDEAS FOR THE REFURBISHMENT WORKS

# The Initial Ideas for the refurbishment works

The first area of focus has been to look at the ways we can enhance your homes in line with your Top 10 priorities, responding in the first instance to the areas that are exclusive to your individual homes.

The below highlights which priorities are exclusive to individual homes and which relate to communal areas and shared spaces.

On average, in the Walkways every resident has reported a heating or hot water problem in the 6 month period between September 2020 and March 2021. As reflected in the Top 10 Priorities, we understand that **general plumbing and leaks remains a problem**. Door entry systems also need replacement.

**This suggests the buildings services have come to a point where they need comprehensive refurbishment to set them up for the next 25-30 years or more.**

Over the past months, LWNT and KCA have undertaken a range of activities to present, discuss and obtain feedback from residents on the initial ideas, including:

- Webinar
- Pop up Event
- Post (resident information booklet and survey)
- Phone engagement
- Door knocking
- Online survey

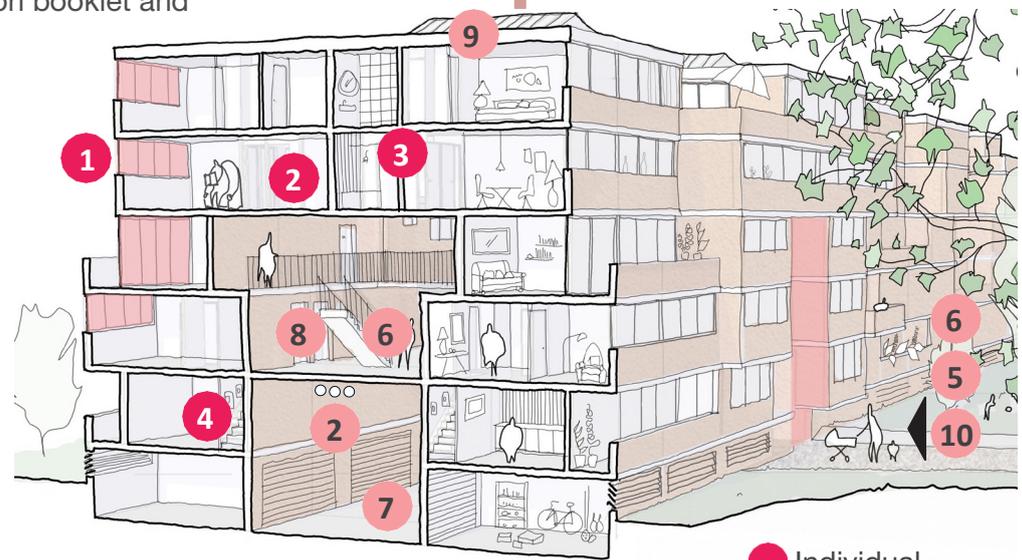
## Walkways Refurbishment programme

Draft programme

38% Resident participation

### Residents' top 10 priorities are:

- 1 Windows
- 2 Heating and hot water
- 3 Bathrooms
- 4 Kitchens
- 5 Door entry system
- 6 CCTV
- 7 Refuse storage
- 8 Communal electrics and lighting
- 9 Roof repair/renewal
- 10 Lifts



● Individual  
● Communal

# 5. Your Blocks

Working with the residents top 10 priorities and LWNT Karakusevic Carson Architects have been developing ideas for Lot 1 The Walkways. There are 3 blocks that make up The Walkways:

Barandon Walk  
Testerton Walk  
Hurstway Walk

The Walkways includes two other buildings/facilities on the estate, including the North Kensington Resource centre, Baseline Studios and two green public areas in the estate, including a small children's park.

We believe that the walkways have a very distinct and unique identity, primarily influenced by the generous atrium spaces at their heart, the atriums are the large rooflight covered communal corridor spaces that sit at the centre of your buildings.

To understand your buildings and the materials they have been built with the team have been analysing archive drawing information, taking measured site surveys and we plan to open up some areas of the building fabric in empty flats for further confirmation of materials.

We have been building physical and digital models of your buildings to better understand the spaces themselves and the vital interfaces between all of your homes.



Aerial view

# 6. Co-Design Programme

## Engagement Strategy and Objectives

KCA and LWNT are committed to ensuring residents are actively involved in helping to shape the proposals for the refurbishment of the Walkways, helping to deliver a 21st Century model estate for The Walkways buildings.

We have been exploring the best ways to communicate the different options that we think are available to you to upgrade your homes, to give you a better understanding of the types of measures that might be possible within your homes, the benefits of each of these as well as the level of disruption that would be involved.

There are some things within your homes that must be incorporated to enhance the safety of the building such as sprinklers and fireproof glazing between the flats and the atrium, and replacement of all external windows, these have to go ahead for everyone's safety and well-being.

A key part of our engagement approach is to ensure that residents have a range of different ways to engage with the project and provide feedback, including online and offline methods. Earlier this year, an information booklet was posted to all residents providing more detail from the Initial Design Ideas, providing a visual tool to explain technical aspects of the project, the following sections of this report summarise some of the other ways we have engaged with residents in The Walkways to obtain feedback on the initial ideas.

## Net-Zero Carbon Homes

Net zero refers to the balance between the amount of greenhouse gas produced and the amount removed from the atmosphere. We reach net zero when the amount we add is no more than the amount taken away.

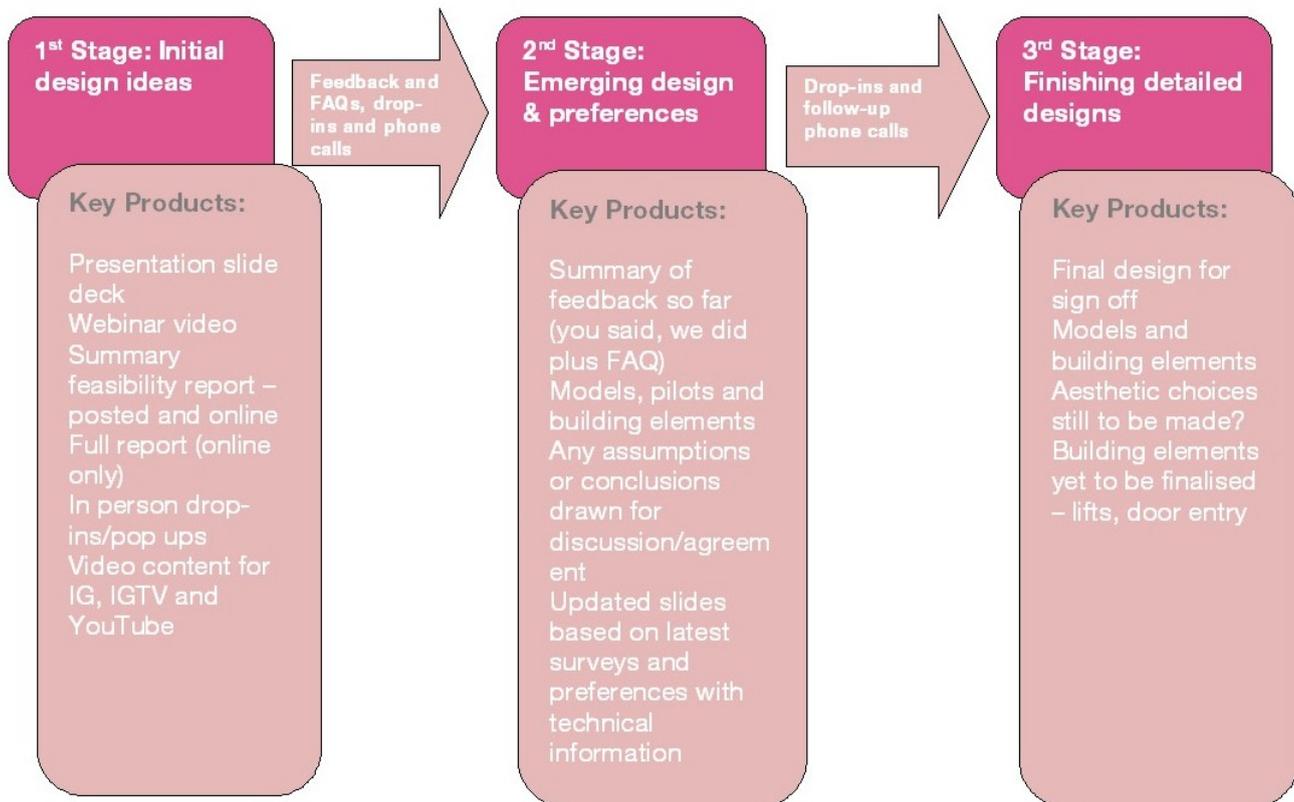
Net zero measures begin with a "Fabric first" approach, prioritising improvements to the buildings insulation and thermal performance. Achieving Net zero will also require a change to the source and efficiency of the heating system.

Key upgrades to Windows, Communal walkways spaces, Roof and Basement fabric will make the biggest difference. These changes will focus on delivering the following for your homes:

- Improved thermal comfort throughout winter and summer
- Better ventilation and indoor air quality
- Lower energy bills and leaseholder service charges

# The 3-Stage Co-Design Process

The Initial Design Ideas Phase, about which this report is focused, fits within the first of the three stages of the co-design process proposed by LWNT. As described in the graphic below, this first stage involves sharing initial design ideas by way of a presentation and webinar; a feasibility report; in person pop-up event; and through video content for the LWNT Instagram channel.



## Key engagement objectives

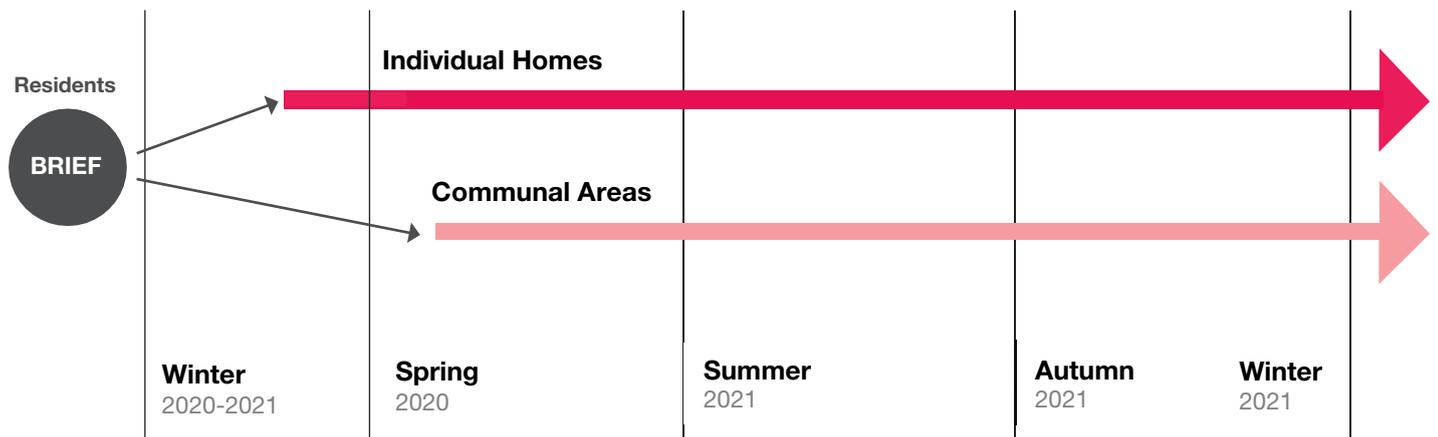
- Inform and educate residents, capture and address resident concerns
- Listen, codesign and iterate – explore choices; ‘You said, we did’ approach
- Decide and agree final designs
- Get enough information for planning applications
- Build trust with all stakeholders and residents
- Get consensus on approach for block refurbishments
- Make decisions to keep refurb timelines on track

# Engagement Programme

The Design Team recognises the diversity within the estate, and the wide range of stakeholders connected to the project. We will use a variety of outreach techniques in order to reach as many residents as possible, and engage tenants and leaseholders appropriately and meaningfully throughout.

The aims of the engagement techniques are two-fold. Firstly, it aims to give people a wide variety of ways in which to get involved and to keep informed. Secondly, a well-thought through outreach strategy will ensure we are able to target residents who typically don't engage through appropriate means of communication.

Through a range of traditional media, online and face-to-face techniques we hope to capture as many people's ideas and feedback as possible, spread awareness about the project and engage the various, multiple stakeholders in an inclusive engagement process that feeds directly into design development. The timeline below illustrates when we plan to engage with residents on both your individual homes and communal areas.



Anticipated Co-design programme for 2021

# Initial Design Ideas Phase

## Online Webinar

On Thursday 12th March, the Lancaster West Neighbourhood Team and KCA held the first webinar with residents of The Walkways to discuss initial ideas in response to residents' Top 10 priorities. The online event was held between 17:00 to 19:30 and was attended by 47 residents. The session included a presentation from KCA, including diagrams to help guide residents to understand the options for windows and wall insulation, followed by a Q&A session with residents.

The Walkways are separate blocks but also joined and clones of each other, would any changes have to have a general consensus between all blocks or can they look different?

Could you please explain more about loss of floor space through internal insulation?

Will the new windows cut the glare from the sun?

Could you please also explain how insulation will benefit acoustics between flats?/neighbours?

When are you likely to start installing the windows?

Will the timber frame require maintenance over time?

Would the external wall insulation have a benefit to the aesthetics of the wall?

## Pop-up Event

Following the webinar, a pop up event was held on 14 April engage with residents on the initial ideas and to obtain their feedback. The event was held in the tea gardens in The Walkways, with attendance by 24 residents in total.

Exhibition boards were displayed with a 3D model and window material samples to help communicate ideas and options.





**Topics discussed:**

- Refurbishments
- EWI - External Wall installation
- IWI - Internal Wall installation
- Windows information provided in regards frames and triple glazing
- Lighting in the estate / Walkways
- Heating System

## Phone Engagement & Door Knocking

LWNT and KCA carried out door knocking on 27 and 28 April across the three blocks in The Walkways. Due to a low response rate, the team focussed instead on carrying out phone engagement over a two week period to help increase the response rate to the initial ideas.

The team received good feedback from residents on the range of engagement methods used by Lancaster West Neighbourhood Team to reach residents, although some reported receiving too much information.

This exercise was an effective way for the team to reach residents that did not attend the webinar and pop up event, giving them an opportunity to respond to the survey and to ask questions. Many residents emphasised the importance of seeing materials first-hand, such as window samples, to help them make an informed decision about their future homes.

## Lessons Learned

Across the various engagement events carried out, it is clear that residents would like to see more engagement that will help them to better understand the various materials and options available. Technical aspects of the project were more challenging to communicate during phone engagement for example, compared with the pop-up event and webinar where diagrams and models could help explain building elements.

Nevertheless, all the engagement approaches used were necessary as there are many residents on the estate who do not use technology and would prefer 1:1 engagement, either in-person or by telephone. Overall, face-to-face engagement proved very popular with residents when asked how they would like to engage with the project.

Visual material such as the information booklet and material samples will continue to be useful tools to communicate ideas with residents, providing images of the different options and how external an internal insulation could look, and can support residents to understand technical terms such as MVHR.



# 7. Initial Design Ideas

## Residents feedback on format of engagement events

While most residents were happy to attend the online webinar, one or two felt in should start later in the evening to allow more people to be able to attend. There was also some concern that not all residents had smart devices and access to the internet and that not all were comfortably able to get online and join the meeting. Some comments we received were as follows:

*“What about people who can’t access a webinar, how are you going to engage them?”*

*“Can you please make sure we get at least 2 weeks’ notice of events as some of us have jobs and families to think of”*

*“Why is this event starting this earlier? What about people who are still at work?”*

*“Can we have more in-person events?”*

To ensure all residents had the opportunity to not only to see our initial ideas and proposals, but to speak to us and the LWNT external refurbishment team directly, we held an in-person popup event a few weeks later.

The popup took place on a bright sunny day and residents who attended spent some time talking to the us about the ideas we had proposed and the changes and upgrades they wanted to in their homes and block.

We had several story boards and a large-scale model of the block to help residents visualise our ideas and show residents what our proposals would entail. Residents were happy to discuss their concerns and have their questions answered through one-one conversations.

## Our intentions for future engagements are:

- To hold more in-person events
- To provide samples of building elements for you to see and feel
- To have regular drop-ins where you can interact with the building elements and staff will be available to answer your questions.



## Windows

- Disappointed in the options presented window frame finish
- Would like to see something closer to the original aluminium finish
- One resident wanted a choice in the handles
- Generally people seemed fairly happy with the windows on show
- 2 residents discussed issues with noise, perceived to be more of a nuisance from this block due to the road. Requested if window upgrade could start with this block in the programme as a priority.

## Insulation

- Some wanted to know what choice there might be for a lighter brick with EWI
- We suggest that we take samples to the next session to enable conversation
- One resident felt the transformative effect of EWI would help rejuvenate the estate
- Residents wanted to know how long it would take to install
- One resident indicated a preference for internal insulation as concerned external insulation will eat away space available on the balcony, which is highly valued.
- One resident was particularly concerned about the loss of balcony space if EWI were to be installed and for this reason would opt for IWI
- Many residents expressed concern about the level of upheaval that would be required for IWI
- Residents wanted to know how long it would take to install.

## Ventilation

- Very cold and very hot, making it uncomfortable.
- One resident said her bathroom floor gets so hot so as to burn her feet. Another elderly resident raised concerns about getting burnt. Both these residents are in the units above the garages.
- Concern raised about sealing up windows making fabric more energy efficient with current issues of overheating.

## Fire Safety

- Sprinklers - opposition
- Suspicion that sprinklers are only being imposed because they are part of the Grenfell estate.
- The rationale behind having to have sprinklers needs explaining.
- Walkways are the only block with Atria spaces- we need to explain what a difference this makes to the fire strategy requirements.

## Further comments

### Façades

- Residents commented on the messy cabling on façades
- Residents commented that ad hoc installations of awnings, shelters, storage affect the appearance of the building
- 2 residents felt that external improvements should be a priority and would not be very costly to do, e.g. jet-washing bricks, treating/ painting façade elements that look tired and lighting.

### Wintergardens

- Raised by one resident - balcony space that could be used throughout the year would be much more useful.

### Block Identity and Community

- More identity and community
- The estate should have a community centre
- Courtyards as shared and unifying spaces.

### Lifts

- Some people want them.
- Many residents really struggle walking up and down the stairs.
- Leaseholders are very concerned about costs.
- Concern about misuse and management

### Basement Spaces

- Feel unsafe
- Residents have lost garage storage space- taken over by ministry of housing
- Refuse storage feels unsafe
- Lack of bulk storage

### Storage

- Some residents disliked the idea of communal storage, or storage in communal areas
- One resident from Barandon wanted storage facilities that Hurstway and Testerton residents have.

### Refuse

- One resident felt there is a need for bulky waste storage as people leave furniture in the communal areas to be collected
- Residence had reservations on the rubbish area as they had said the new bins are too small to dispose their rubbish

### Communal Areas

- Residents felt embarrassed by the entrances and communal space. Some felt it looks like a prison.
- Residents want a choice in the finish of materials and for them to be hardwearing (not plastic).
- Idea's day- perception that this it hasn't been carried through fully to the top 10.
- Also top 10 itself- wise to expand this to talk in all 3 blocks top ten and expand the list.
- Perception that previous areas of concern have been set aside to make way for energy consumption.
- No longer prioritising resident requirements in lieu of funding requirement.

# 8. Feedback & Analysis

## 1. Summary of Responses

Of the 373 properties across the three blocks, a total of 80 surveys were completed **25%**. Between the three blocks, Hurstway had the lowest representation at 21.49%, followed by Barandon at 22.43% and finally Testerton at 32.61%.

### Responses by block

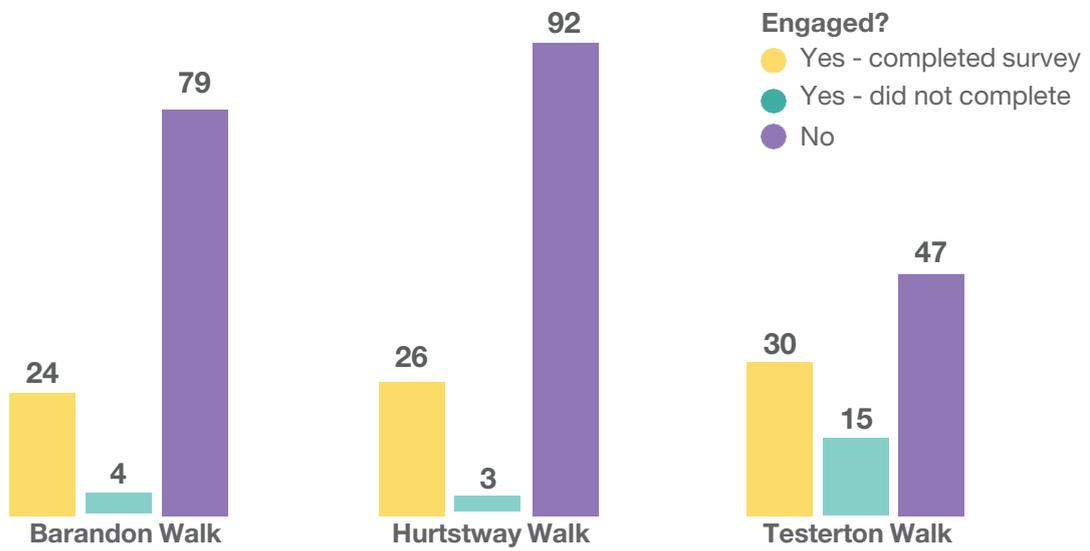
Engaged?	Barandon Walk		Hurstway Walk		Testerton Walk		Total	
Yes - Completed Survey	24	22.43%	26	21.49%	30	32.61%	80	25.00%
Yes - Did not Complete	4	3.74%	3	2.48%	15	16.30%	22	6.88%
No	79	74%	92	76%	47	51%	218	68%
Total	107	100%	121	100%	92	100%	320	100%

Of the 80 respondents, the majority of them were council tenants at 66.25%, with resident leaseholders the next highest group at 15%. Data was collected from residents in Lot 1 during webinars and pop-up events. Feedback from these sessions has also been analysed and integrated into the themes raised within each section.

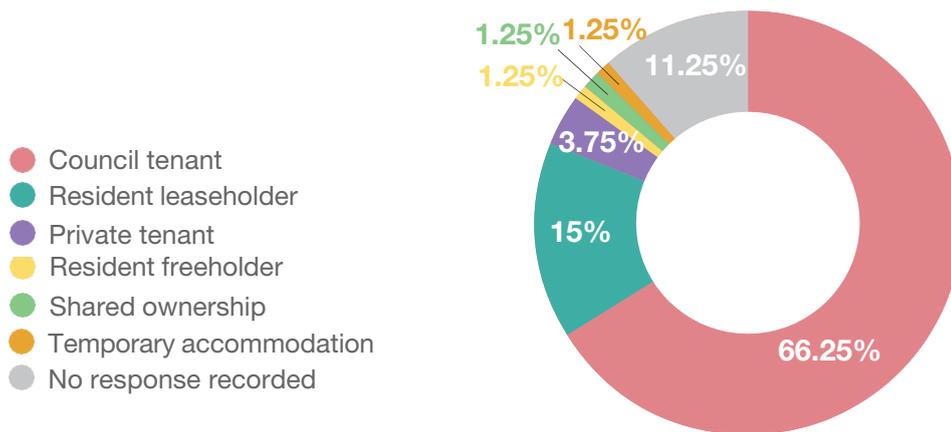
### Responses by tenancy type

Tenure of respondent	Barandon Walk		Hurstway Walk		Testerton Walk		Total	
Council tenant	11	45.83%	17	65.38%	25	83.33%	53	66.25%
Resident Leaseholder	6	25.00%	4	15.38%	2	6.67%	12	15%
Private tenant	1	4.17%	2	7.69%	0	0%	3	3.75%
Resident Freeholder	0	0%	1	3.85%	0	0%	1	1.25%
Shared ownership	1	4.17%	0	0%	0	0%	1	1.25%
Temp Accommodation	1	4.17%	0	0%	0	0%	1	1.25%
No response recorded	4	16.67%	2	7.69%	3	10%	9	11.25%

## Responses by block



## Responses by tenancy type



## 2.1 Findings: Windows

**70.83%** of respondents were satisfied with whatever type of glazing is the most efficient for the block's needs. There were 8 residents across the 3 blocks that were specific about their preference for either double or triple glazing, and a further 8 who needed more information to make a decision. **86.67%** of respondents were mainly positive about the prospect of triple glazed windows, which was largely consistent across blocks and tenancy types.

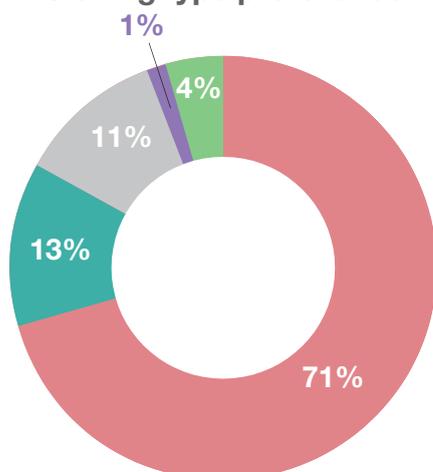
### Glazing type preference

Preference	Barandon Walk		Hurstway Walk		Testerton Walk		Total	
Don't Mind (Happy with Either)	11	50.00%	18	85.71%	22	75.86%	51	70.83%
Prefer Triple Glazing	6	27.27%	0	0.00%	3	10.34%	9	12.50%
Not Sure - Need More Information	5	22.73%	2	9.52%	1	3.45%	8	11.11%
Prefer Double Glazing	0	0.00%	1	4.76%	0	0.00%	1	1.39%
Other	0	0.00%	0	0.00%	3	10.34%	3	4.17%

### Triple glazed windows sentiment

Sentiment	Barandon Walk		Hurstway Walk		Testerton Walk		Total	
Mainly Positive	20	86.96%	18	78.26%	27	93.10%	65	86.67%
Mainly Negative	0	0%	2	8.70%	1	3.45%	3	4.00%
Not Sure - Need Information	3	13.04%	1	4.35%	0	0%	4	5.33%
Other	0	0%	2	8.70%	1	3.45%	3	4.00%
Total	23		23		29		75	

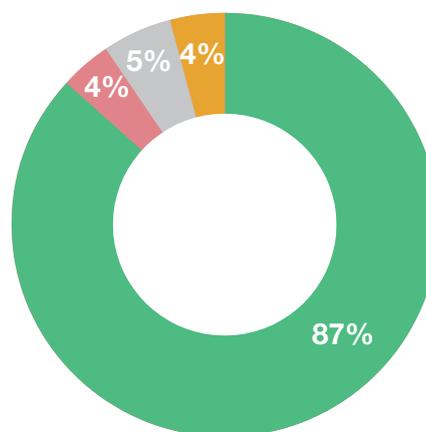
Glazing type preference



- Don't mind (happy with either)
- Prefer triple glazing
- Not sure - need more information
- Prefer double glazing
- Other

Total responses: 72

Triple glazed windows sentiment



- Mainly positive
- Mainly negative
- Not sure - need information
- Other

Total responses: 75

### Aluminium/Timber frames

When given the option between aluminium or timber frames, aluminium frames were the clear preference across all blocks with 55.26% of respondents positive about aluminium to, and only 17.11% positive about timber. A further 17.11% were satisfied with either timber or aluminium frames. The responses were relatively similar across the three blocks and tenancy types. Aluminium seems to be perceived as easier to maintain and more durable than timber.

### Timber/Aluminium frames preference

Sentiment	Barandon Walk		Hurstway Walk		Testerton Walk		Total	
Aluminium Frames	12	54.55%	14	56%	16	55.17%	42	55.26%
Timber Frames	4	18.18%	4	16%	5	17.24%	13	17.11%
Either	5	22.73%	3	12%	5	17.24%	13	17.11%
Other	1	4.55%	4	16%	3	10.34%	8	10.53%
Total	22		25		29		76 100%	



Aluminium frame example

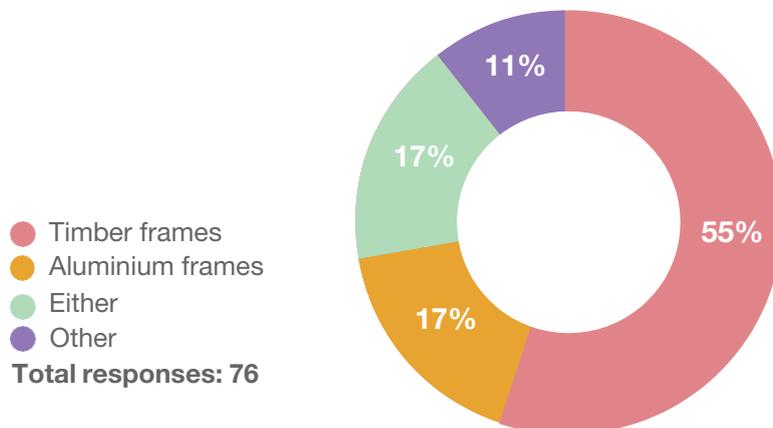


Aluminium frame example



Timber frame example

### Timber/Aluminium frames preference

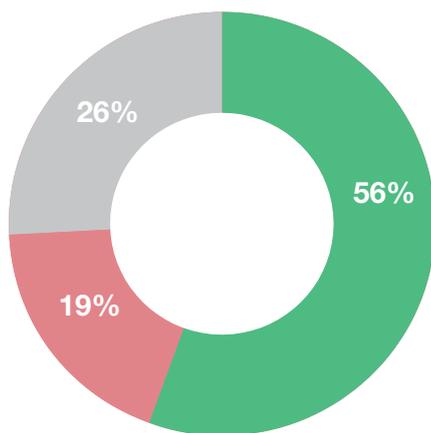


## 2.2 Findings: Insulation

Overall, respondents were generally slightly more positive **55.71%** at the prospect of external insulation. While proportions varied significantly between the three blocks, overall all blocks were more positive about external insulation than they were about internal insulation.

### External insulation sentiment

Sentiment	Barandon Walk		Hurstway Walk		Testerton Walk		Total	
Mainly Positive	10	50%	14	60.87%	15	55.56%	39	55.71%
Mainly Negative	5	25%	3	13.04%	5	18.52%	13	18.57%
Not Sure - Need More Information	5	25%	6	26.09%	7	25.93%	18	25.71%
Total	20		23		27		70 100%	



- Mainly positive
- Mainly negative
- Not sure - need information
- Other

Total responses: 70

Would prefer external insulation as this would be an opportunity to improve the exterior of the buildings as well” (Hurstway resident)

Thinking prefers this to avoid inside works (Testerton resident)

A good idea, allows a different finish on the exterior (Barandon resident)

Not great - scaffolding being up for a long time (Barandon resident)

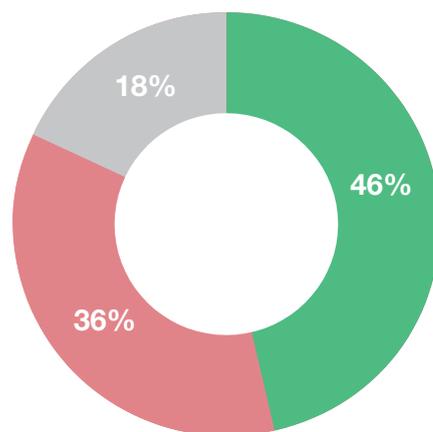
## Internal insulation sentiment

Sentiment	Barandon Walk		Hurstway Walk		Testerton Walk		Total	
Mainly Positive	9	42.86%	17	68%	8	29.63%	34	46.58%
Mainly Negative	10	47.62%	5	20%	11	40.74%	26	35.62%
Not Sure - Need More Information	2	9.52%	3	12%	8	29.63%	13	17.81%
Total	21		25		27		73	100%

Not great if it loses internal space (Barandon resident)

Don't think this is a good idea due to disruption and loss of space (Barandon resident)

Not happy as rooms will be smaller and we'll have to move things (Barandon resident)



- Mainly positive
- Mainly negative
- Not sure - need information
- Other

**Total responses: 73**

Across all three blocks however, it is clear that many people were unsure and needed more information about both internal and external insulation in to make this decision

Need more information on impact on residents. How much? How long? Fire risk is obviously a concern. How invasive will these works be? (Barandon resident)

Whatever performs best, but not keen on losing any internal space and the disruption (Testerton resident)

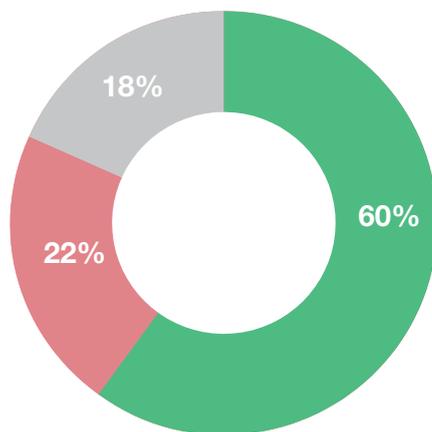
I'm not sure as it hasn't been explained properly (Testerton resident)

## MVHR

Generally, respondents were mainly positive **60.00%** on the option of having a MVHR system installed in their flat. There were however a large portion of respondents (21.57%) who were unsure and needed more information to make their decision.

Sentiment	Barandon Walk		Hurstway Walk		Testerton Walk		Total	
Mainly Positive	8	50%	14	58.33%	14	70%	36	60%
Mainly Negative	4	25%	6	25%	3	15%	13	21.67%
Not Sure - Need More Information	4	25%	4	16.67%	3	15%	11	18.33%
Total	16		24		20		60	100%

**MVHR sentiment**



- Mainly positive
- Mainly negative
- Not sure - need information
- Other

**Total responses: 60**

The properties are small as it is where will this system be stored? (Barandon resident)

Not great if it loses internal space (Barandon resident)

I think having new pipes on ceilings will make flat look ugly (Barandon resident)

Desperately needed in the kitchen (Hurstway resident)

Quite happy with just regular use of windows (Testerton resident)

## 2.3 Findings: Aesthetics and Communal Spaces

When asked about the architectural features, communal areas/ corridor space and outside of their buildings in the survey, and from the webinar and pop-ups, themes that emerged were generally consistent across the three blocks.

Likes	Dislikes
Wide walkways	Brickwork/ Walls (cleanliness, brick colour)
High ceilings	Stairwell design and Banisters
Sense of privacy from the outside	General look is like a prison (bars everywhere, colour scheme, banisters)
	General accessibility (lifts, ramps)
	Noise (lack of insulation, very echo-y, hard surfaces etc.)
	Lack of security features (CCTV, fobs, improved lighting)
	Colour of the tiling and flooring
	Visible pipework
	Increase green spaces and plants
	A lot of dogs using communal spaces
	Seating areas in the walkways
	Leaks in the atrium and communal spaces
	Improvements to rubbish area, size of shoots and increase number of bins
	Storage options for bikes and prams
	Box post in communal areas

With regard to the block entrances:

### Barandon:

Points raised
Entrance to the 500s could be improved
Use of stairs from the tea garden rather than the ramp
Wider doors
Intercom not working at all entrances (i.e. 300s)
Stairs are badly lit
No wheelchair access for 400s

### Hurstway:

Points raised
CCTV
Improve lighting
Buzzers at Latimer Road and Whitchurch Road for deliveries
Unpleasant doors and windows

**Testerton:**

Points raised
Improved lighting
Unpleasant doors
Intercom continuously breaking
Access from Grenfell Walk to be reinstated

**2.4 Findings: Storage**

When asked about whether residents had a bike or pram, of the 80 respondents, only 44 answered this question. Of those 37, the results varied significantly across the blocks.

**Bike/pram ownership**

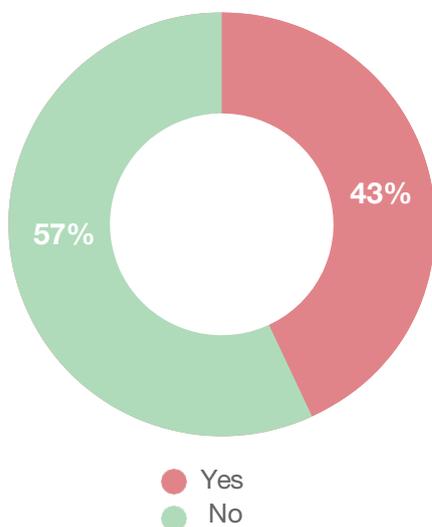
	Barandon		Hurstway Walk		Testerton Walk		Total	
Yes	9	75.00%	8	38.10%	2	18.18%	19	43.18%
No	3	25.00%	13	61.90%	9	81.82%	25	56.82%

For those who had a bike or pram, 13 told us where they stored it. The majority of respondents identified that they store them in their flat, with only two residents saying they stored them in the communal area of their block

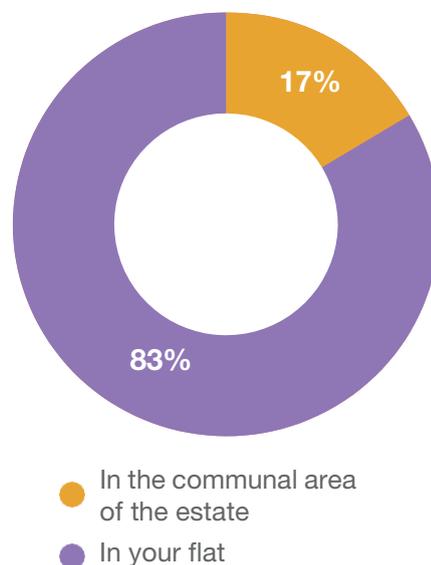
**Bike/pram storage**

	Barandon		Hurstway Walk		Testerton Walk		Total	
In the communal area of the estate	1	16.67%	1	16.67%	0	0%	2	16.66%
In your flat	5	83.33%	4	66.67%	1	100%	10	83.33%
Total	6		6		1	100%	12	100%

**Bike/pram ownership**



**Bike/pram storage location**



## 2.5 Additional feedback

Some other feedback/ questions that arose:

- Desire to control heating last a flat level – either too hot or too cold
- Direct engagement with architects/ designers to share ideas
- Concerns around the timeline – feeling like there are long delays and works are overdue
- Concerns around the disruption all of these works will cause and the impact on residents
- Wanting to know more about the internal refurbishment works

## 2.6 Summary

Overall, feedback to date from residents on the initial ideas show that there are emerging preferences across all the key building elements including windows, wall insulation and MVHR. With respect to the feedback received for windows, arguably this received the strongest indication for a particular preference with most residents across the walkway buildings responding positively to triple glazed windows and a strong preference for aluminium framed windows.

With regards to internal and external wall insulation, on average residents indicated a slight preference for external insulation, with many residents perceiving this as an opportunity to improve the exterior finish of the buildings whilst also providing an option that would not reduce the internal floorspace.

While all questions included a proportion of respondents that were unsure and wanted more information, this was especially high for external wall insulation with at least a quarter of all respondents across all the three walkways indicating this. In the next stages of consultation, this feedback will be especially important to consider by providing more visual aids and material samples to help residents fully understand the options.

# 8. FAQs

Having spoken to many of you at the webinar in March, many questions were raised about the proposed external refurbishment works of the flats & homes on The Walkways.

We hope the information below will alleviate the concerns and provide assurances for you about the external refurbishment to come

## ➤ What would be the loss of floor space through internal insulation?

On the inside face of any external walls we would need to add a layer of high performance wall insulation. This new layer would be around 3cm on top of the existing internal wall face. This is needed to reduce heat loss from the buildings and will prevent condensation and mould growth.

## ➤ Would the external wall insulation have a benefit to the aesthetics of the block?

Yes, external wall insulation could be an opportunity to change or refresh the existing appearance of the Walkways. An external wall insulation system works by placing non-combustible insulation on the outside face of the building and protecting this with a weather-proof coat made of bricks or stone mineral render. Residents would be consulted on the choice of the appearance the colour of this material.

## ➤ When you say extra intrusive work for leaseholders, does this mean extra charges with internal insulation?

No, there are no extra charges for internal insulation. The funding that LWNT has secured covers the costs of upgrading the thermal performance of the building fabric for both external and internal insulation. By extra intrusive work for internal wall insulation we mean that as well as the installation of the suspended ceilings to hide the new sprinklers in all homes, additional work would be needed to install the internal wall insulation as well.

The installation of both internal and external wall insulation will be disruptive in different ways. IWI will require access inside everyone's home, whilst EWI will be mostly done externally but will require drilling and a longer period of scaffolding. We are working hard to find solutions to reduce the time of installation and keep disruption to a minimum.

## ➤ Could you please also explain how insulation will benefit acoustics between flats/ neighbours?

We are currently planning acoustic tests so we can better understand the issues with noise and acoustics that have been raised by residents. The pilot home 411 Testerton will an opportunity for us to trial certain measures to improve this problem. For example, how the new suspended ceilings will affect noise penetration or by adding a layer of plasterboard to walls between neighbours might reduce noise travelling between homes.

The thermal upgrades of the building will also help to reduce noise penetration from the outside or from the internal communal areas. For example, replacing the old windows with new triple glazed windows and adding a layer of wall insulation.

## ➤ What would be the disruption for leaseholder and people who have already had internal refurb?

If residents choose internal wall insulation, we will need to add insulation to the inside of the external walls of the building. This will take around a week of work to do but may take slightly longer for larger homes. We are working hard to try and keep this work and disruption as short as possible.

The choice between internal and external wall insulation is only one part of upgrading the thermal envelope of the building. The garage soffits, roofs, terraces and balconies also need to be insulated which will also be noisy and disruptive but to a lesser extent.

➤ **When it comes to storage, what happens with those who live in a studio flat?**

We will provide all residents with cardboard boxes to help them pack, and ask that in the first instance residents make their own arrangement in terms of storage. We will dispose of or recycle any items that residents no longer need. For residents without a wider support network or unable to afford storage, we will have limited storage we can make available.

➤ **What is the time scale estimate and plan for the wall insulations?**

The work on this will start next year in 2022 and would likely take a couple of years to complete as the buildings are very large. We want to do this as quickly as possible, but we want to ensure it is done in the safest and least disruptive way.

➤ **Is the plan to reduce our existing living space?**

If residents choose to internally insulate the buildings, we would need to add around 3cm of high performance insulation to the inside face of any external walls. We are looking at ways to minimise this including a hybrid solution of internal and cavity wall insulation.

The alternative is to add insulation externally however this is much thicker as it requires a protective weatherproof coat so would reduce balcony spaces by up to 27cm.

➤ **Is 3-5 years the estimate for when all these works (if approved) would be completed?**

Yes, it is very likely that the work will take several years to complete. It will likely be done in stages for different packages of works for example external walls upgrades, roof upgrades, communal spaces and communal entrances, etc. We are working hard to minimise this disruption as much as possible.

➤ **Will the leaseholders be offered decant options if there is disruptive works internally?**

Resident leaseholders and shared owners will be offered temporary decant options where possible.

➤ **Why are like-for-like sliding windows not an option? Aren't the hinges in suggested windows a weakness long term?**

Sliding windows are not very thermally efficient when compared to other window types. However we have looked at sliding types for the living room as a side hung door would have a negative effect on the access and usability of the balcony spaces.

We are looking at different manufacturers to ensure the window systems and all its parts including its hinges are robust and long lasting. All of the windows will come with a long-term warranty. The pilot home and the full-size samples we will have in Baseline will be an opportunity to get residents' feedback on the different types we have looked at.

➤ **Will the new windows cut the glare from the sun?**

The glass in the new triple glazed windows will prevent some solar glare which will help reduce overheating in Summer. However, the type of glass can only reduce glare so much without reducing daylight all year round, so we are also exploring the option of using blinds such as external louvres.

➤ **While changing frames, have you learned lessons from Grenfell fire as the frames did not fit properly?**

We will only be using FENSA approved installers to install the windows. This means there will be warranties to ensure they are fitted properly. On site there will be specialists employed to inspect the work and ensure this is done properly on behalf of LWNT.

In addition, the windows will come from third party approved manufacturers that will ensure they are made from materials and standards that meet the building regulations.

**➤ When are you likely to start installing the windows?**

We plan to install some full-size sample windows in Baseline in Summer 2021 so residents can look at the opening mechanisms, colour etc. from the different window manufacturers we have explored. The windows across the entire Walkways will be installed alongside the other building envelope upgrade work. This ensures that they are installed properly. We hope to start these works in 2022.

**➤ Will the timber frame require maintenance over time? If so, then I would prefer aluminium frame in and out**

All the windows we have looked at are aluminium externally with a hardwearing and low maintenance finish. One manufacturer provides windows that has the option of a timber internal finish which comes varnished or painted.

# 9. Next Steps

This report documents the feedback from the first stage of The Walkways Resident engagement and Co-design, the resident feedback in this document will go on to inform our detailed design work in the next stage. We will continue to discuss and develop emerging ideas with you to further shape the proposals and ensure residents can make real choices in the refurbishment of their homes and buildings.

Following this initial stage of collating resident feedback, co-design will continue to be at the heart of the design team's considerations as the proposals develop

Through this initial round of engagement residents have given us vital feedback regarding the structure and the content of the engagement events and webinars. Lessons learnt from this initial stage of engagement will go on to inform how we coordinate future engagement events and workshops for the residents to make these as accessible and engaging for everyone to best help us to develop emerging choice with residents for their homes.

- One of the main barriers to communicating clearly is often the use of technical language, so we will work hard to explain things to residents using general language.
- Invest in visuals, the use of physical samples, visualisations, materials and models is critical to helping to communicate ideas and options.
- Afternoon engagement is often more successful than Morning.
- Repeated events provide more options for residents to attend.
- Consider how children can be best involved in activities and discussions making events child friendly and constructive for parents to bring children if necessary.
- Ensure material is accessible in alternative languages where required.