TALBOT GROVE & MORLAND HOUSE

Initial Design Ideas

Feedback Report

August 2021

LANCASTER WEST NEIGHBOURHOOD TEAM W11

ECD Architects
ENERGY CONSCIOUS DESIGN

Contents

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 your 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,

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

This report is intended to look back at the co-design process undertaken at Talbot Grove House and Morland House so far and to analyse the feedback and preferences expressed by residents as we look ahead to the next phase of the refurbishments.

This report captures the extent of the engagements undertaken by LWNT and ECD Architects and details the feedback residents have given in response to these events.

The report also looks at suggestions and preferences from the resident's feedback to inform and shape the next phase of the project and upcoming engagements.

Key Engagement Objectives

- Inform and educate residents, capture and address resident concerns
- Listen, co-design and iterate – explore choices; 'You said, we did' approach
- Decide and agree final designs

Other Key Outcomes

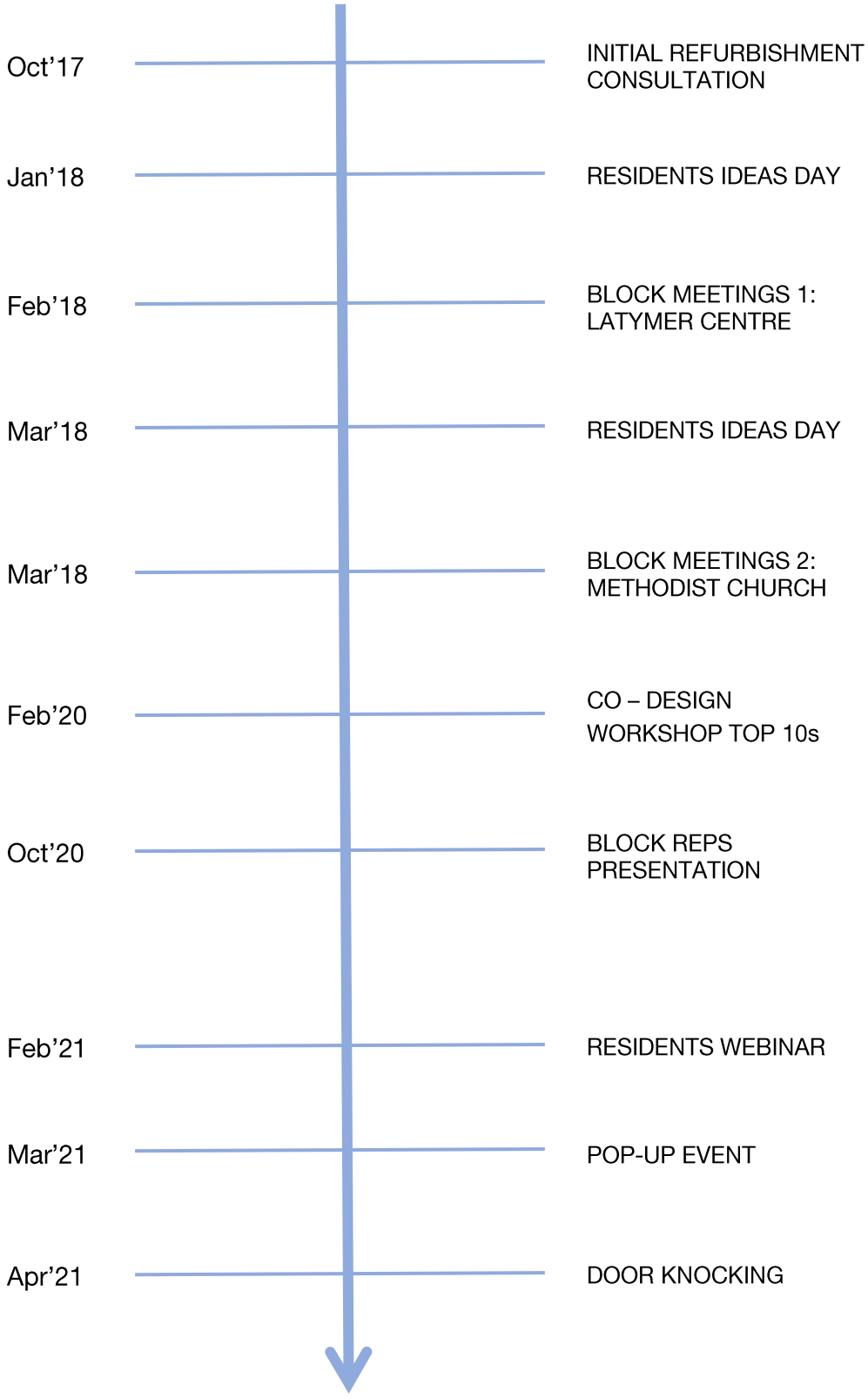
- Get enough information for planning applications
- Build trust with all stakeholders and residents
- Get consensus on approach for block refurbishments
- Make decisions to keep refurb timelines on track

The 10 Core Principles Agreed with Residents Are:

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

4. Co–Design Summary

Timeline of Events



5. Block Description

Site Location

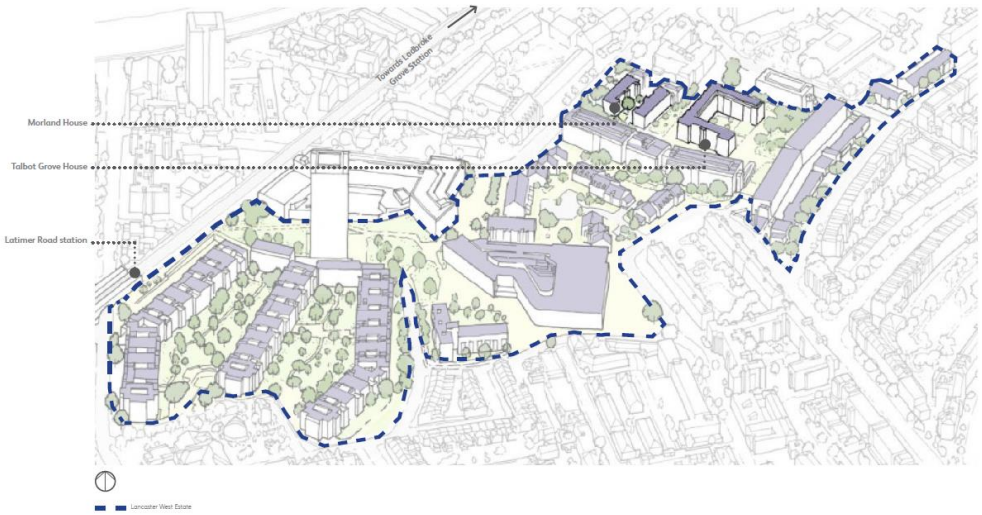
Morland House and Talbot Grove House sit under the Lancaster West Neighbourhood Team. These two buildings are in close proximity within each other and minutes walking distance to Latimer Road Tube Station and Grenfell Tower.

History

During 1930, the Housing Act encouraged councils to demolish and rebuild poor quality housing, some of which were Morland House and (1931) and Talbot Grove House (1932).
By doing so, local councils made sure there would be no overcrowding in the area and rent collectors made sure the properties were kept in good conditions and warm. Nevertheless, by having a compact type of property, such as in Morland and Talbot Grove House, meant that they were designed for an economic use of materials and do not have a particularly good relationship with the exterior:

- Little overlooking of the gardens from balconies
- Shared bins and access routes, smells and waste building up
- Poor acoustic performance
- Unwanted access through communal areas

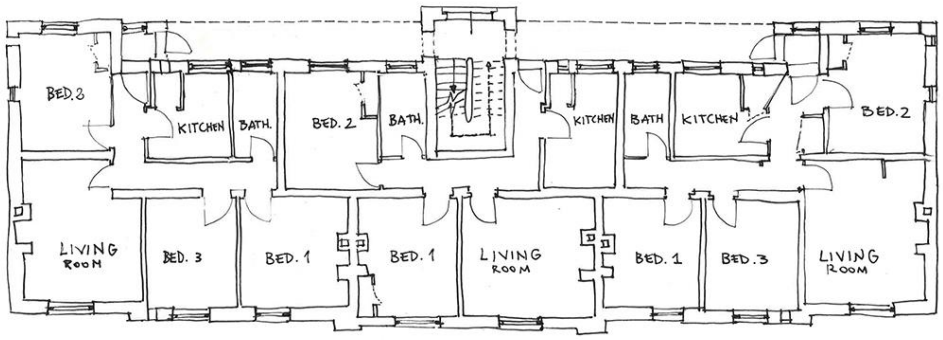
In the “Book of Ideas” these buildings are described as:
“Morland House and Talbot Grove House date from the 1930s, and feature stairs leading to open access decks, with ungated communal spaces between the buildings. Both blocks suffer from poor maintenance, single glazed windows and lack of lifts. Security is also a major concern, both in terms of block access, and the spaces between the buildings. There is a lack of external open space, both communal and private, which is poorly designed and not easily accessible.”



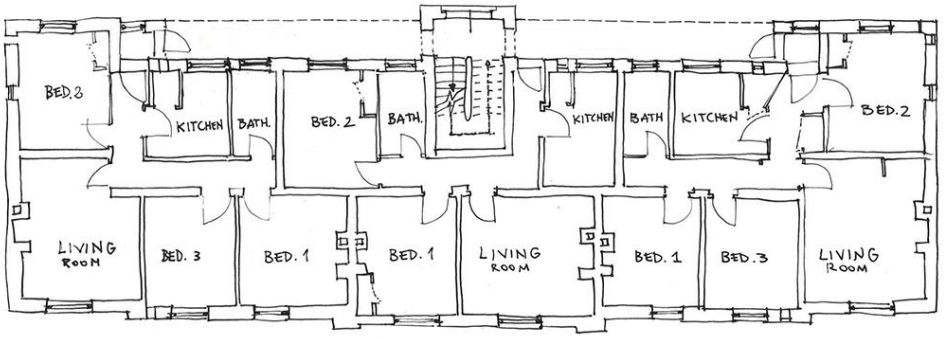
5.1 Morland House

Morland House is situated on Lancaster Road and consists of two blocks facing each other with a shared communal garden in between. The block has four storeys in total (including the mansard roof), the top two floors contain some maisonettes. The communal garden facades consist of buff brick and the external ones of red brick; both blocks share a decor of vertical brick lintels above all windows. As mentioned before in this report, there have been numerous engagements from the council, which lead to workshops and Co-design with the residents; during this engagement process, the residents raised multiple concerns, such as:

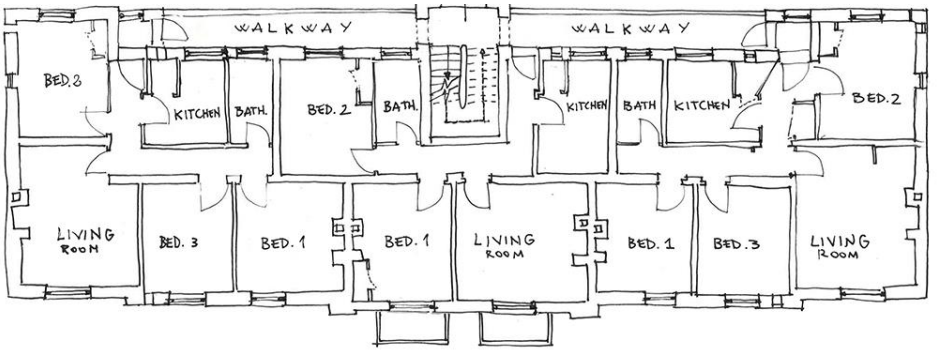
- Poor Internal decor, especially for kitchens and bathrooms
- Poor Insulation (affected by single glazed windows, heat loss and poor acoustics)
- Poor security with lack of security gates, video door entry and CCTV system



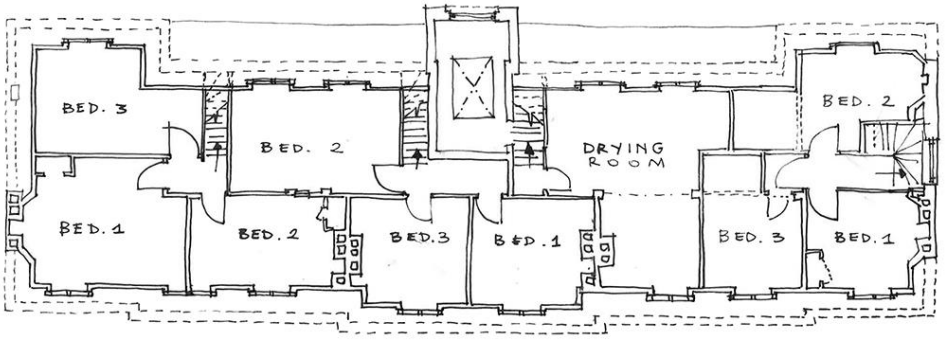
Ground floor plan



First floor plan



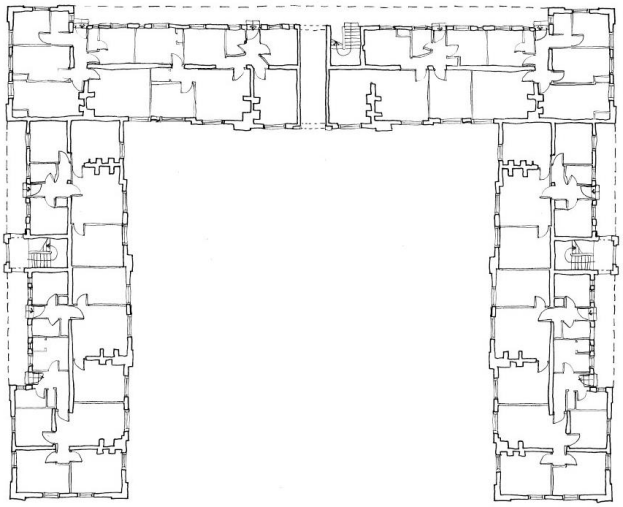
Second floor plan



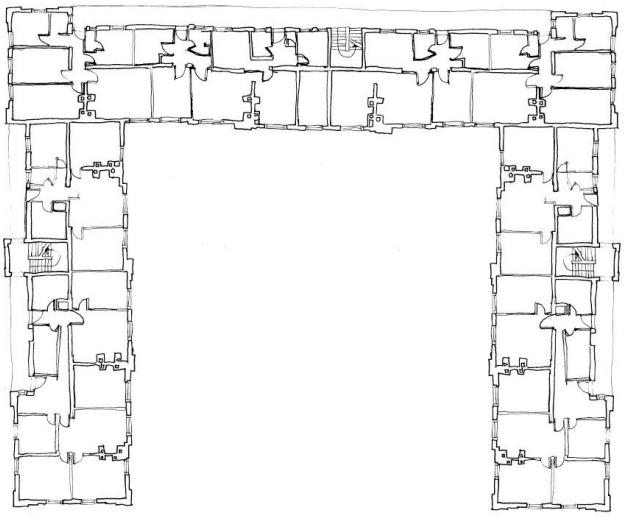
Third floor plan

5.2 Talbot Grove House

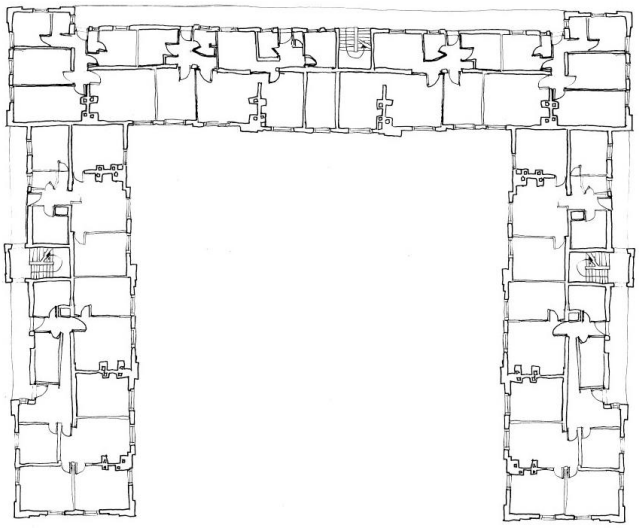
Talbot Grove House is situated adjacent to Morland House and consists of one horse shoe shaped building with a shared communal garden in the courtyard. The block has five storeys in total (including the mansard roof), the top two floors contain some maisonettes. The courtyard and the external facades consist of red brick; the blocks share a decor of vertical brick lintels above all windows. The three sections of the building have in total 3 open stair cores, one per section.



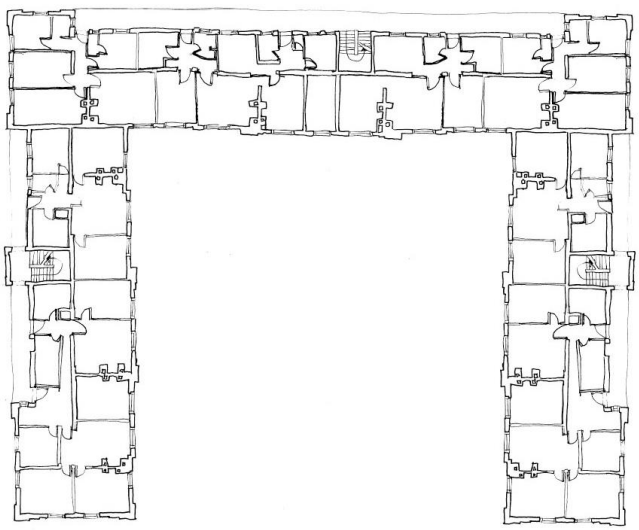
Ground floor plan



First floor plan



Second and third floor plan



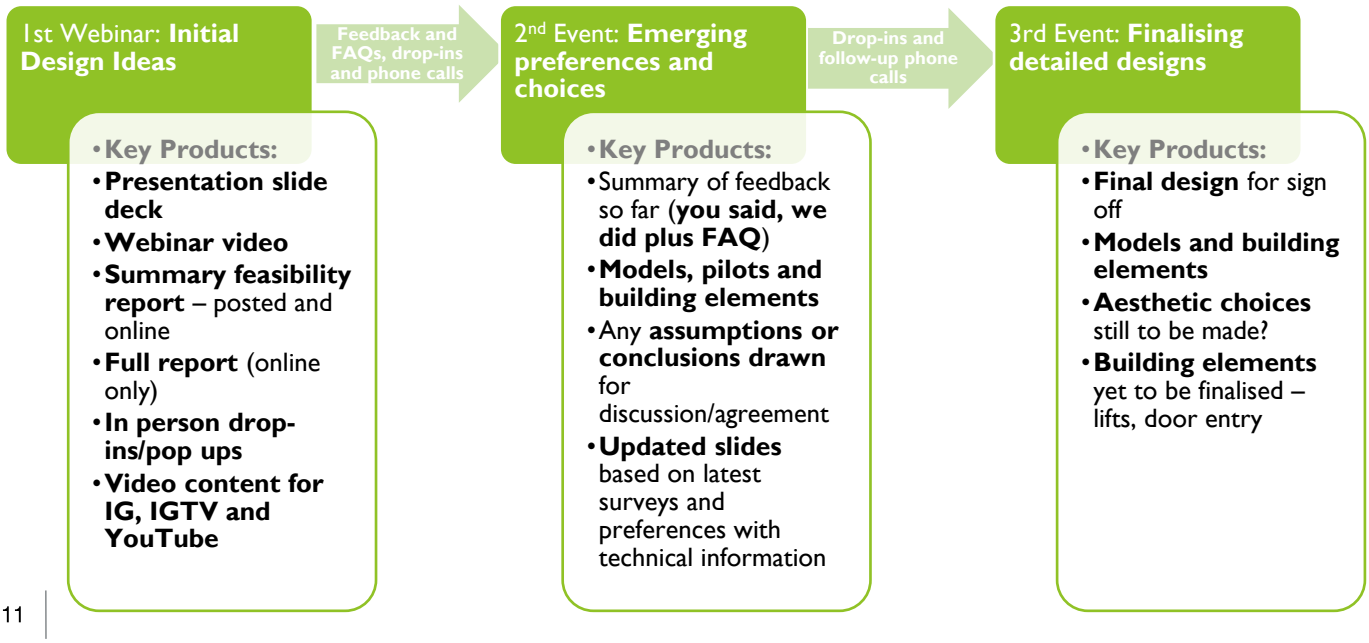
Fourth floor plan

6. Co-Designing a 21st Century Model Estate

Engagement Strategy and Objectives

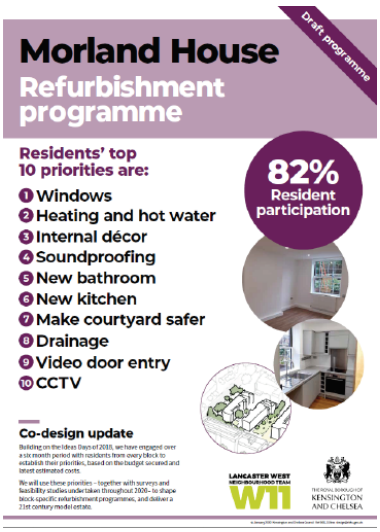
Engagement calendar	**Purpose:** provide clarity and record when upcoming engagement events are taking place	**Owner: Linda Fenelon** Can be accessed by all but should only be edited by LWNT once events have been approved and confirmed
Overall engagement tracker	**Purpose:** collect key details and high-level actions related to engagement all in one place	**Owners:** engagement lead from each workstream, who should keep their tab regularly updated
Engagement action trackers	**Purpose:** provide a consistent shared doc where LWNT and MDCs can assign and track actions	**Owner:** engagement lead for each workstream Should be saved in relevant folder on extranet and accessible to MDC and LWNT

The 3 Stage Co-design Process



7. Initial Design Ideas

Top 10 Priorities



After the design ideas and resident engagement, ECD has been looking at the following (dark green):

1. New Windows	1. New Windows
2. Internal decor	2. Heating Renewal
3. New Kitchens	3. Internal Decor
4. New Bathrooms	4. Sound Proofing
5. Heating Renewal	5. New Bathrooms
6. Sound Proofing	6. New Kitchens
7. Video door entry system	7.Courtyard gates & lighting
8. CCTV	8. Drainage
9. Communal Decor	9. Video door entry system
10. Recycling enclosure	10. CCTV

- Upgrade single-glazed to triple-glazed windows
- New waterproofing to roof and insulation
- New insulation installed over existing ground floor
- New Mechanical Ventilation with Heat Recovery

Other consultants within the team are looking at the other priorities (light green).

Initial Design Ideas Phase

LWNT has asked ECD Architects to provide options to implement a Net-Zero building, in terms of heating and hot water, and the most practical way to achieve this is by reducing the building's energy demand so that any remaining energy can be provided by renewable sources. In order to do this, there are different ways and standards that could be implemented, for example, the Passivhaus/EnerPHit Standard or the AECB Standard.

ECD recommends that by using either of these standards, which are currently the best refurbishment standards in the industry, LWNT and the residents will have the best chance of achieving the Estate-wide zero-carbon goals.

A whole-house retrofit process that is compliant with PAS 2035, will provide the residents with a warm and comfortable home as well as reduced energy bills, thanks to an improved thermal performance of the building fabric, triple glazed windows, well-designed ventilation and energy efficient appliances.

LWNT's Package of Option, across the Estate includes 3 tiers of measures, as shown in the table below. These options, namely 1 (Bronze), 2 (Sliver) and 3 (Gold), are being used to illustrate the different options presented by our design team.

	Proposed measures	Impact of proposed works	
		Intrusiveness	Energy saving
Bronze	Upgrade single-glazed to double-glazed windows Repair existing roof and install roof insulation Repair and redecoration of communal area New Mechanical Ventilation with Heat Recovery No insulation to existing walls No insulation to existing ground floor slab		
Silver	Upgrade single-glazed to triple-glazed windows New waterproofing to roof and insulation (Internal or External) New wall insulation (Internal or External) New insulation installed over existing ground floor New Mechanical Ventilation with Heat Recovery		
Gold	Upgrade single-glazed to triple-glazed windows New waterproofing to roof and insulation (Internal or External) New wall insulation (Internal or External) New insulation installed over existing ground floor New Mechanical Ventilation with Heat Recovery PVs on roof & battery storage		

What did we do

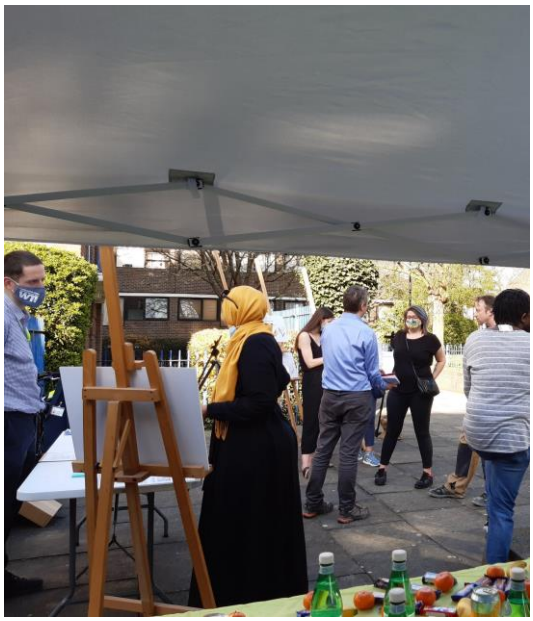
October 2020

Block Reps Presentation

February 2021

Webinar

March 2021



Pop up Event

April 2021

Door Knocking

Residents' Feedback on our Ideas and Proposals

Building element	Talbot Grove and Morland House
Triple glazing?	Mostly in favour
Window frame materials?	Mostly aluminium
Type of wall insulation?	External
MVHR	Mostly in favour

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 receive 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 mode of a block to help residents visualise our ideas and to help show residents what our proposals would entail, and residents were happy to discuss their concerns and have their questions answered through one-one conversations.

For future engagements we want to:

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

Lessons Learned

What went well

- **1** Residents were given sufficient time to complete the survey
- **2** Multiple channels made available to return feedback

How we can improve next time

- **1** A more **digital approach** (digital forms and tablets) to data collection to avoid manual data collection and entry
- **2 Training data collectors** who aren't subject matter experts more on the content to enable them to better answer questions
- **3** rigorous r**eview of survey questions** to support a analysis – remove double barrel questions, drop down options where possible, remove leading questions, imbed demographic data etc.
- **4** use the opportunity to **check resident details** –HH numbers, phone numbers, email address etc.
- **5** develop **database management approach** in advance

You said, we did

The design ideas were broken down into 3 standards: bronze, silver, and gold. These standards relate to the energy savings and bill savings residents can expect from the different sets of measures.

Option 1 - Bronze - Minimal Intervention

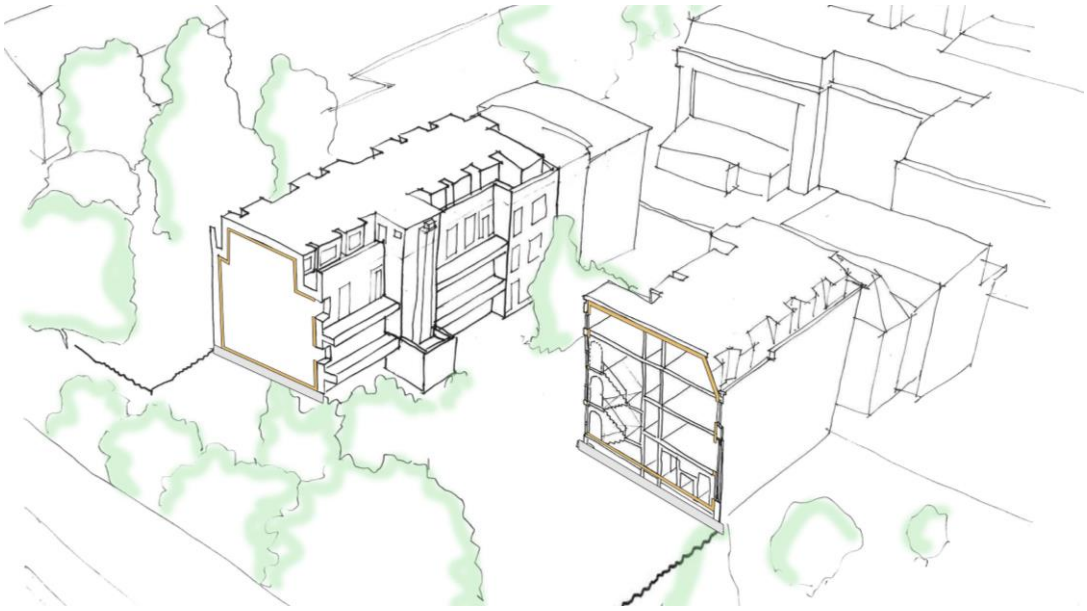
In this option, only minimal works to be buildings are being suggested detailed below.

- New double or triple glazed windows
- Repair existing roof and Install high levels of roof insulation
- Install MEV ventilation system in each flat
- Connect to a renewable-based heat network for space and hot water heating

Option 2A – Silver- High Performance Envelope - Internal Wall Insulation (IWI)

In this option medium/high level works to be buildings are being suggested detailed below.

- Triple glazed windows
- New waterproofing to roof and insulation (Internal or External)
- New internal Wall Insulation
- New insulation installed over existing ground floor
- Install New MVHR ventilation systems in each flat
- Connect to a renewable-based heat network for space and hot water heating



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If this option is selected there are some pros and cons to consider with the Internal Wall Insulation

Pros

- Warmer homes
- External appearance unchanged

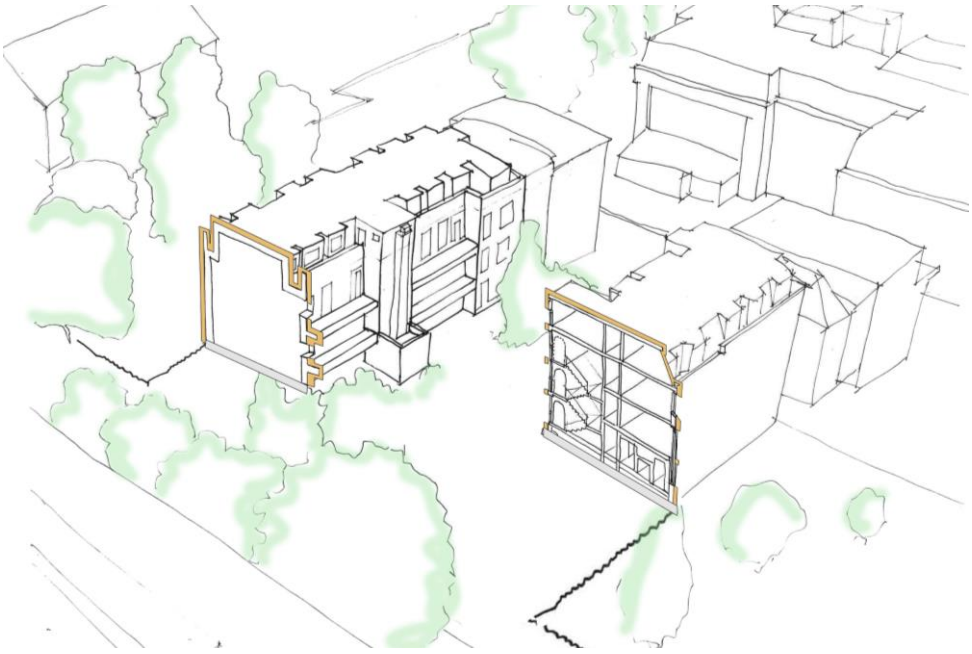
Cons

- Disruption inside homes, decanting necessary
- Roughly 3-5% of overall flat area will be lost
- Gaps in insulation at some junctions
- Risk of condensation between the existing walls and the new internal insulation, which could affect the internal finishes with mould growth.
- Impact on finishes and fittings

Option 2B – Silver - High Performance Envelope - External Wall Insulation (EWI)

In this option high level works to be buildings are being suggested detailed below.

- Triple glazed windows
- New waterproofing to roof and insulation (Internal or External)
- New High Performing External Wall Insulation to achieve a low u-value
- New insulation installed over existing ground floor
- Install New MVHR ventilation systems in each flat
- Connect to a renewable-based heat network for space and hot water heating



If this option is selected there are some pros and cons to consider with the External Wall Insulation.

Pros

- Warmer homes
- Continues line of insulation therefore avoids cold spots.
- Less internal disruption, no decant required
- No internal area loss
- Opportunity for co-design new façade

Cons

- Rainwater pipes, gutters etc. need moving
- Change to the external appearance of the buildings

Option 3 - Gold - High Performance Envelope + Solar PV and storage

In this option, in addition to either option 2A or 2B Sliver detailed below to achieve a High performing envelope new solar Photovoltaic (PVs) and battery storage are being suggested to provide renewable energy and storage on site.

- Upgrade single-glazed to triple-glazed windows
- New waterproofing to roof and insulation (Internal or External)
- New wall insulation (Internal or External)
- New insulation installed over existing ground floor
- New Mechanical Ventilation with Heat Recovery
- PVs on roof & battery storage

The PVs will be installed on the top of the flat roofs.

8. Feedback and Analysis

Summary of Responses

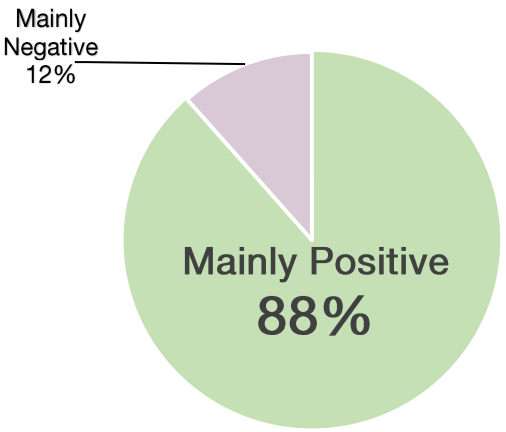
Of the 75 flats in Lot 3, 25 **39.13%** completed the survey. Of the 27 residents that responded, **the vast majority of them were council tenants (62.96%)**, with 18.52% resident leaseholders across the two blocks.

Engaged?	Morland House		Talbot Grove House		TOTAL	
Yes - Completed Survey	9	32.14%	18	43.90%	27	39.13%
Yes - Did not Complete	1	3.57%	2	4.88%	3	4.35%
No	18	64.29%	21	51.22%	39	56.52%
Total	28	100.00%	41	100.00%	69	100.00%

Findings:

Windows

Majority of respondents **88.46%** were **mainly positive** about the prospect of **triple glazed windows.**



Sentiment	Council tenant		No Response Recorded		Resident Leaseholder		TOTAL	
Mainly Positive	15	93.75%	5	100.00%	3	60.00%	**23**	**88.46%**
Mainly Negative	1	6.25%		0.00%	2	40.00%	3	11.54%

Total	16	100.00%	5	100.00%	5	100.00%	26	100.00%

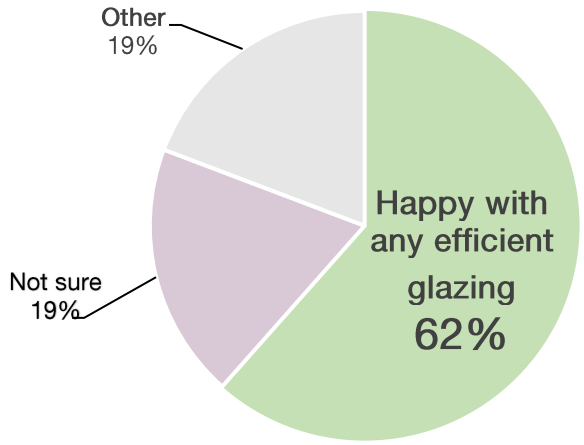
Some questions/ issues that were raised by residents included:

- that **triple glazed windows will make flats darker/** will block the light

"The flats are quite dark – would triple change this?" – Morland House

- that **triple glazed windows would cost leaseholders extra**

A majority of respondents **61.54%** were satisfied with whatever type of glazing is the most efficient for the block's needs, **19.23% needed more information and wanted to be involved in the decision**, and a further **19.23% had specific preferences** for the types of windows to be installed.



Sentiment	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Don't Mind	12	46.15%	3	11.54%	1	3.85%	16	61.54%
Not Sure - Need Information	3	11.54%		0.00%	2	7.69%	5	19.23%
Other	2	7.69%	2	7.69%	1	3.85%	5	19.23%
Total	17	65.38%	5	19.23%	4	15.38%	26	100.00%

Some themes that came from that with a specific preference on the types of windows installed:

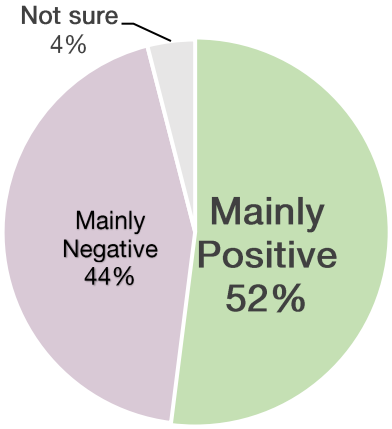
- two respondents wanted to **keep the sash windows**
- another specified a **preference for openable casement**

There is a clear divide between council tenants and resident leaseholders with regard to the choice between aluminium and timber windows.

59.26% of respondents were mainly positive or didn't mind the prospect of aluminium windows' though the **results differ significantly between resident leaseholders** (with 80% negative about aluminium windows) **and council tenants** (where only 23.53% were negative).

Sentiment	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	11	64.71%	4	80.00%	1	20.00%	16	59.26%
Mainly Negative	4	23.53%		0.00%	4	80.00%	8	29.63%
Not Sure - Need Information	2	11.76%	1	20.00%		0.00%	3	11.11%
Total	17	100.00%	5	100.00%	5	100.00%	27	100.00%

When asked about timber windows, **52%** of respondents were mainly positive or didn't mind. 44% however were negative at the prospect, with almost all of those negative being council tenants. No resident leaseholders were negative at the prospect of timber windows.



Sentiment	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	7	43.75%	2	40.00%	4	100.00%	13	52.00%
Mainly Negative	8	50.00%	3	60.00%		0.00%	11	44.00%

Not Sure - Need Information	1	6.25%		0.00%		0.00%	1	4.00%
Total	16	100.00%	5	100.00%	4	100.00%	25	100.00%

Themes that came out from those that were negative about aluminum windows, mirrored reasons for those positive about the timber windows:

> preference for **retaining the heritage look** of the block
> *"I prefer heritage look to be retained"* – Talbot Grove House
> *"would spoil the identity of our building"* – Talbot Grove House
> *"aluminium looks too modern"* – Morland House
> *"windows that we have, have in many cases lasted 80 years"* – Morland House
> *"[timber] keeps character"* – Morland House

Again, reasoning from those that were positive about the aluminium windows, mirrored those that were negative about timber windows:

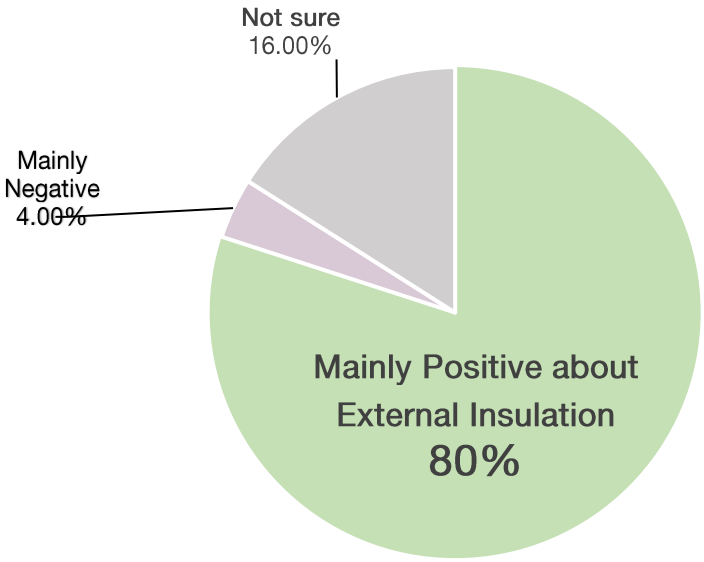
> aluminium is **easier to maintain and clean**
> *"prefer aluminium due to maintenance issues"* – Talbot Grove House
> *"aluminium looks better, easier to clean"* – Talbot Grove House
> *"existing timber frames not great – dirty, paint peels off wood"* – Talbot Grove House
> *"Window is a massive issue. Timber soaks rain water and rots. Not secure especially in summer."* – Talbot Grove House

Respondents were mixed when it came to the choice of a window with timber on the outside and aluminium on the inside. **54.17%** were mainly positive or didn't mind, 37.50% were negative at the option and wanted either all aluminium or all timber based on their previous responses.

Sentiment	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	7	46.67%	4	80.00%	2	50.00%	13	54.17%
Mainly Negative	6	40.00%	1	20.00%	2	50.00%	9	37.50%
Not Sure - Need Information	2	13.33%		0.00%		0.00%	2	8.33%
Total	15	100.00%	5	100.00%	4	100.00%	24	100.00%

Insulation and Aesthetic

There is a **clearly a divide between council tenants and resident leaseholders** around the aesthetics and look of the block, which had implications on their decisions and concerns around the insulation. **External insulation was overall more positively received than internal insulation** across both Morland House and Talbot Grove House, with **80[1]% of respondents across both blocks largely positive** as opposed to **59.26%** for internal insulation.



External Insulation:

Sentiment	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	16	100.00%	2	50.00%	2	40.00%	20	**80.00%**
Mainly Negative		0.00%		0.00%	1	20.00%	1	4.00%
Not Sure - Need Information		0.00%	2	50.00%	2	40.00%	4	16.00%
Total	16	100.00%	4	100.00%	5	100.00%	25	100.00%

[1] Note 23/25 responded to this question

Internal Insulation

Sentiment	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	11	64.71%	3	60.00%	2	40.00%	16	59.26%
Mainly Negative	6	35.29%	1	20.00%	2	40.00%	9	33.33%
Not Sure - Need Information		0.00%	1	20.00%	1	20.00%	2	7.41%
Total	17	100.00%	5	100.00%	5	100.00%	27	100.00%

Themes that emerged:

- concerns that **external insulation compromised the safety and features of the building:**

"Adding external insulation would compromise very vital components such as external drains, rain water drains and external lighting." – Morland House

"as long as it's not a fire hazard" – Morland House
"…As long as it is done taking into account the original architectural design." – Talbot Grove House

- liking the **external appearance** of the block

"Really like the external appearance of building." – Talbot Grove House
"I believe there should not be any physical change to the outside of the block." – Morland House
"With respect to Morland House, I worry that the aspirations towards the move to improve the functionality will undermine the appearance and comfort of Morland house." – Morland House

- liking the **brickwork**

"Like brick finish" – Talbot Grove House

With regards to bricks vs. render external insulation, the **brick option was by far the preference** across both blocks, with both leaseholders and council tenants. The brick insulation option saw 65.22% of respondents mainly positive, and only 8.70[2]% negative. Render on the other hand saw only 29.17% of respondents positive, with 54.17[3]% negative about the option. For both options, between 3-4 respondents needed more information about the type of external insulation before feeling able to make a decision.

Overall, **68[4]% of respondents were generally positive at the prospect of a MVHR system** – however there was some divide between council tenants (75% positive) and resident leaseholders (25% positive).

From the 16% that were negative about the prospect, there was a lack of understanding of the purpose of MVHR system:

> *"I am a little bit skeptical about being too dependent on mechanical ventilation. That it may become noisy with age"*
> *"Why not just open a window?"*

From those that were generally positive, many felt it would help with condensation issue. There were many questions from these individual, and the 16% that were unsure and in need of more information, around:

- cost?
- what it would look like?
- how much space it would take up?

[2] Note 23/27 responded to this question
[3] Note 24/27 responded to this question
[4] Note 25/27 responded to this question

Waste Management

Overall respondents were **marginally more open to change around the bin chutes**, with 53.85[5]% generally more positive about this proposal. 30.77% were opposed, 11.54% needed more information. These results were generally consistent across tenancy types, and across the two blocks.

Of those that were not open to change, common themes in their feedback was:

- **don't see the need** for a lift

"Why do we need a lift?" – Morland House

"A lift is over the top." – Morland House

- **wanting the bin larger** so that it doesn't block (Talbot Grove House only)

"I prefer the bin chutes to stay but make it bigger" – Talbot Grove House

"The size of the chutes and noise. They tend to get clogged easily and make a lot of noise." – Talbot Grove House

Of those that were generally more open to change around the bin chutes, a common theme was ensuring that it **wasn't moved too far away.**

[5] Note 26/27 responded to this question

Other

Some other feedback/ questions that arose:

- concerns around the timeline for the works
- want to know more about the internal refurb process
- to resume more face to face engagement

Morland House

- play area for children
- landing flooring and lighting
- railings on the stairs

Talbot Grove House

- how we are dealing with balconies – issues with leaks and privacy
- need for a video door entry systems and alarm systems

9. FAQs

Summary

In the Initial Design Ideas webinar in February, many questions were raised by residents about the proposed external refurbishment works of Talbot Grove House & Morland House.

We hope the answers below will alleviate concerns about the ideas proposed.

- **Looking at the repairs, what has been done to eliminate, or at least minimize issues long term?**

The ultimate solution to eliminating repairs demand will be investing in the block using the measures we're looking at now. About 29% of your rent goes to repairs, which is about double the amount that we would expect in a well-maintained building. Often repairs fail as we fix one element, and the next weakest part of the home or building fails.

- **Does triple glazing give enough benefits compared to double glazing? Does the gas prevent full spectrum light?**

The light spectrum through the window glazing is dependent on the client's requirements. They can be tailored to suit the context, i.e. whether they need to reduce the direct glare or need to retain thermal comfort inside homes.

Triple glazed windows are usually filled with Argon gas, which is an inert gas and is non-reactive to the atmosphere. The benefits of triple glazing over double glazing are:

- Better noise reduction
- A warmer home due to less heat loss
- Increased efficiency which leads to lower energy bills
- Can help to reduce condensation
- Typically, stronger and more durable, making the homes more secure
- Adds value to your home

- **What cm depth is the insulation? Will internal insulation affect the size of the rooms? The rooms are small as they are.**

The internal wall insulation will be approximately 66cm thick. There will be a small reduction to rooms affected by the insulation, and approx. 3.5- 5% of the overall flat area will be lost

- **What's the efficiency of the heat recovery? i.e. how much of the heat in the air in the outflow, is transferred to the air in the inflow?**

Approx. 80 to 90% depending upon the system

- **How would the energy produced by PV be distributed fairly between flats?**

it's used for the landlords supply to reduce service charge to the flats, so everyone benefits

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

We will provide all residents with carboard 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 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's going to happen to our internal fittings? Will the wallpapers and other parts damaged by these refurbishment works be repaired back to the existing or higher standards?**

We would make good any decorative features disrupted or removed by the main refurbishment, with a choice of paint finishes etc. this would apply for tenants and leaseholders, in line with our Property Refurbishment range.

- **For residents in the top flats, would any decision need to be unanimous regarding changes to the roof since they are the ones that are going to experience all of the disruption?**

We will especially consider the view of those most effected when consulting on options, however we also need to consider the benefits to the whole block. Whilst top floor will experience most disruption, the top floor will also yield the most benefit of roof improvements

- **What is the achieved added value thermally through insulating the external wall?**

The thermal benefits of insulating the external walls are;

- By reducing the amount of heat escaping through their walls residents can heat their homes faster and keep it warmer for longer. The indoor thermal comfort will be improved.
- Resident should see a reduction in heating cost
- External wall insulation protects existing building fabric
- There is a reduction in noise levels. The system helps to cut down on the noise pollution from traffic and other outside factors.
- There is an opportunity for residents to improve the appearance of their homes
- Residents at the end will be left with a high-performance home for the long term.
- Reduces carbon footprint

10. Next Steps

For the next phase for Talbot Grove House and Morland House we will work closely with LWNT and respond to the resident feedback and analysis. Build on the previous co-design and engagements and ensure that for the next resident engagement we echo the Key Engagement Objectives and Core Principles.

1. **Investigate material samples**

The majority of residents engaged were open to the addition of Internal or External Wall Insulation and new triple glazed windows. The feedback is divided on their preference however this is a great opportunity for us to do the following;

- Investigate external wall insulation options with brickslips which closely match the existing bricks on the building, and look at options to show modern bricks.
- Explore the option of creating CGIs to illustrate these design options
- Explore the different triple glazed window finishes in aluminum and timber and openings mechanisms.
- Provide material samples and where possible exhibit mock-up details showing these material options at the next engagement to residents to comment and indicate their preference.

2. **Pilot flats**

Residents have commented and expressed concerns regarding the proposed services. LWNT, ECD and TACE will be using 2 flats in Morland House to display the MVHR pilots, one ceiling-mounted and the other in a discreet cupboard.

- This will give residents the opportunity to see the physical installation of the MVHR units in a preferred location and show them that these units are efficient and compact.
- Residents will be able to offer feedback and help shape the roll out across the blocks.

3. **Continue the Conversation and communication**

Whilst many of the residents are positive about the design ideas presented, some have concerns about the level of disruption and the aesthetic impact of the proposed designs. It is important that all residents continue to fell ownership of this refurbishment and that the perspective of residents are taken seriously. In response, we will:

- Continue to offer opportunities for discussion and feedback
- Continue to be transparent about the level of disruption involved and explore with resident's ways of reducing this disruption
- Offer ongoing opportunities to shape decisions on the finish and look of proposals