VERITY CLOSE

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 Verity Close so far, and to analyse the feedback and preferences expressed by residents as we look ahead to the next phase of refurbishment.

The report captures the extent of engagement undertaken and records residents' evaluation of this engagement. It also documents the detailed feedback residents gave in response to the initial ideas for refurbishment presented by ECD Architects.

In terms of looking forward, the report suggests the emerging preferences that can be discerned from residents' feedback and proposes how this feedback will inform and shape the next phase of the project.

The report is also an opportunity to check that our process has stayed true to the 10 Core Principles for the refurb agreed by residents, and indeed to ensure that it will continue to as we progress into the next phase.

10 Core Principles

The 10 Core Principles for the refurb 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

Co-design events were run across the estate in 2018, recorded in the 'Books of Ideas'. At Verity Close this revealed a number of problems with building fabric as well as with communal areas and overall appearance.

An Open House event was also held at Verity Close where residents were able to see the progress being made on refurbishing empty properties and give their feedback to inform future works. 64 pieces of feedback were received, and over 85 residents attended.

A prioritisation workshop was also convened. At this workshop, Verity Close residents developed two different lists to reflect the different priorities of residents who live in houses and those who live in flats. Feedback was also collected after the workshop via email, texts, and face-to-face by door knocking on doors to maximize resident input and ensure that those who were not able to attend were still able to share their views.

January 2018
Lancaster West
Ideas Day

25h June 2019
Open House
event

27th June 2019
Prioritisation
Workshop

The priorities to emerge from residents at Verity Close are illustrated below.

5. Verity Close

Overview

Verity Close consists of two small blocks of flats, each housing 18 no. 1 bedroom flats, and 32 houses in staggered terraces. The homes are arranged around the cul-de-sac of Verity Close itself within which are parking areas and a small play area. The homes were originally all owned by RBKC. However, some have since been sold as leasehold or freehold, so that the Close now has a range of ownership.

Plan of Verity Close

Pedestrian routes run between the terraces of houses, linking the close into the surrounding network of streets and paths. The combination of the road, parking bays and wide pavements mean that the site is dominated by hardstanding, as well as bollards, signage, street lights etc. from different eras. There are a significant number of trees and each house has a private garden, many of which are generously planted. There are a range of trees and bushes of varying species, size and maturity. The close is relatively quiet and has a different atmosphere from other areas of the estate which are characterized by larger buildings. The plan below indicates the various access routes, thresholds, and features of the Close.

Brick wall
Timber fence
Metal fence
Bollards & railings
Pedestrian route through site
Gate (usually open)
Residents' parking
Playground area
Communal entrance
Private entrance

Building Types

The houses on the Close fall into four types, as indicated in the diagram below. While there are similarities across the house types, there are also differences. The blocks of flats are 3 storeys. Each has 3 communal entrances, with 2 flats per floor served by the communal stairs.

2 storey end of terrace with lean-to

2 storey terrace

2 - 2.5 storey terrace with front dormer

2.5 storey terrace with front & rear

2 storey, lean to entrance

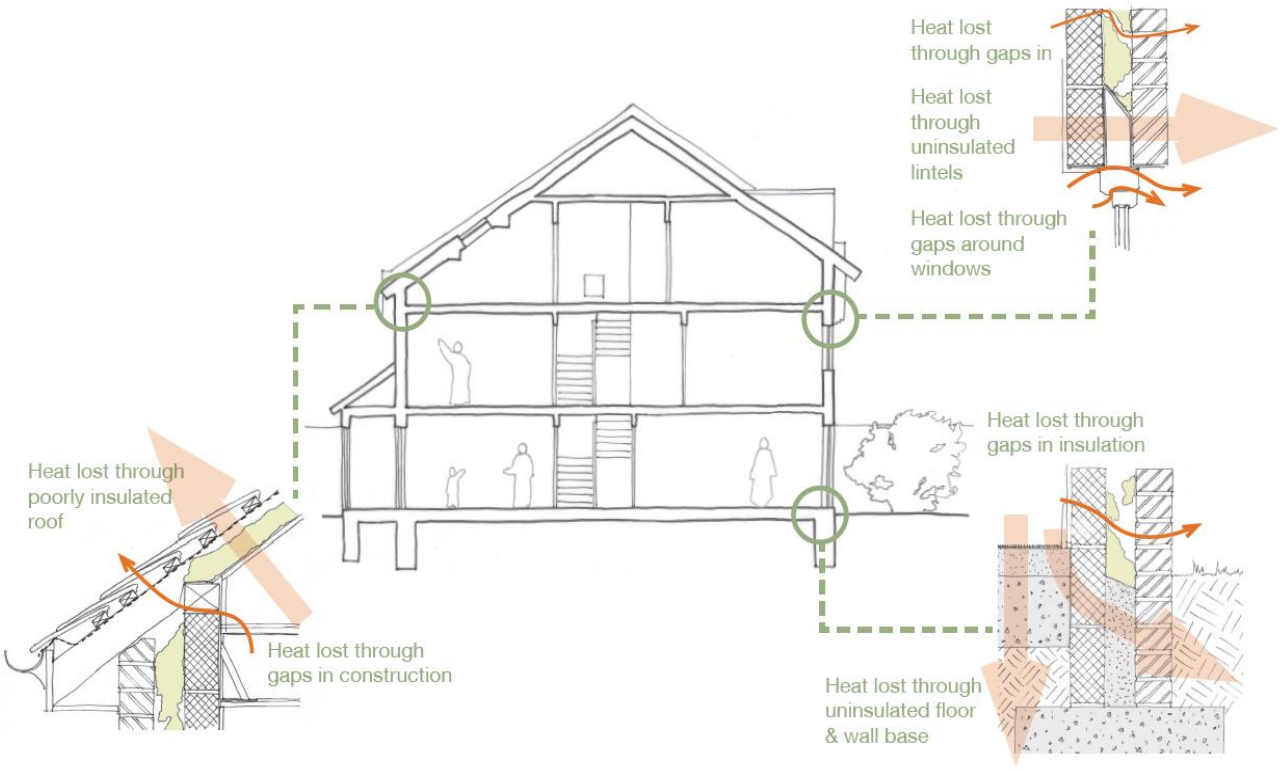
2 storeys to ‘front’

2 storeys to ‘rear’

2.5 storeys to ‘rear’

Existing Energy Performance

Having been built in 1979 the homes at Verity Close are less energy efficient than a new home, though they are more efficient than many on the estate. There are known gaps in construction around window frames and panes, as well as vents through walls. Eaves junctions are not well-sealed. The ground floor is understood to be uninsulated, so heat is lost to the ground here, making the floor feel cold. While some roofs are understood to have some insulation at rafter or loft level, it is not expected that this is consistent. A lot of heat is lost through gaps in construction, as well as through the main building elements. Some particularly poor areas are illustrated here.

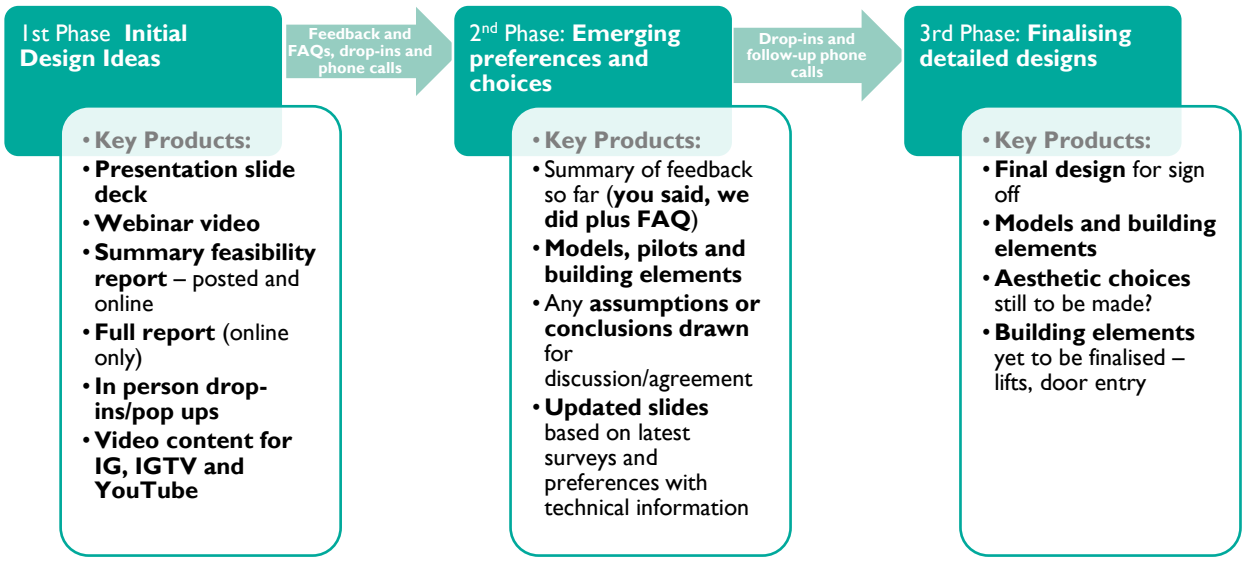


Residents may well feel the effects of this performance in cool floors, draughty windows, and cold internal temperatures. Residents may feel that they spend more on energy bills than they would like as they attempt to overcome some of these problems.

6. Co-Design Programme

Three 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, 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

Engagement Strategy and Objectives

The specific strategy developed by ECD Architects for this first stage of co-design was as follows:

A. Introduce and Prime

- Introduce the design team at ECD Architects to residents using Instagram and the 'LancWest Fest' slot to increase familiarity with and interest in the refurbishment works
- Produce explainer videos and a leaflet to introduce residents to the key building elements to be discussed
- Advertise refurbishment webinar and pop up event across a range of platforms to prime residents for the events and encourage wide attendance
- Write to all residents with information about the webinar and pop-up to ensure all residents have been invited to attend

B. Present and Listen

- At an online webinar, discuss the existing buildings at Verity Close and a range of design ideas that could respond to existing problems. Allow plenty of time for questions, discussion, and initial feedback
- At an outdoor pop-up event, present the same content covered at the webinar on soft boards with members of the design team present to explain analysis of the existing buildings and ideas for improvements. Capture feedback in informal conversation and questionnaires.

C. Reach further

- Attempt to widen participation further and engage residents not present at the webinar or pop up
- Write to all residents following webinar and pop-up presentation with a summary of the discussion and contact details for follow up conversations
- Knock on doors and invite residents to fill in questionnaires to gather more feedback

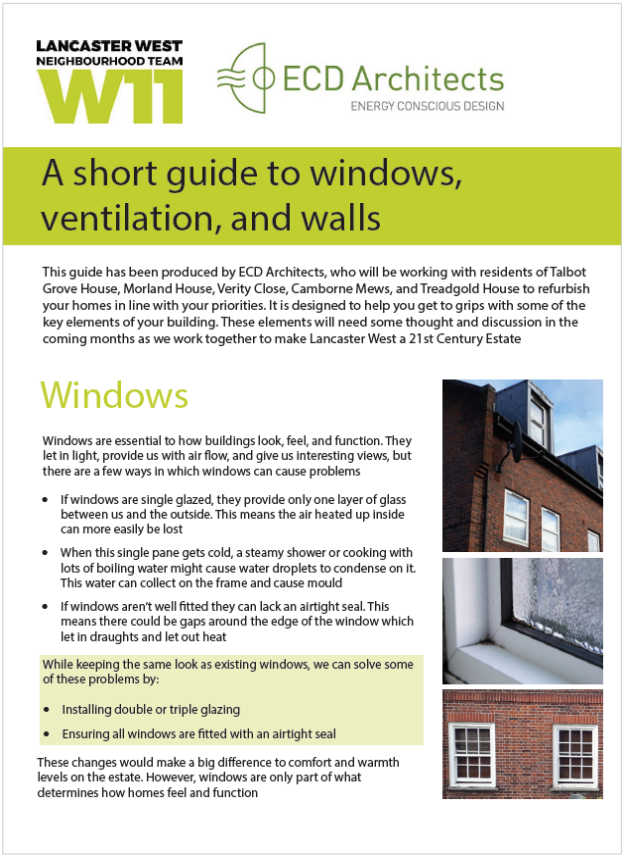
Key Objectives:

- Engage as many residents as possible in the co-design process
- Present initial ideas clearly and accessibly
- Offer meaningful opportunities for feedback across a range of platforms and dates
- Capture resident feedback accurately and attentively so it can powerfully shape the next phase of refurbishment

Initial Design Ideas Phase: What did we do?

Leaflet

A leaflet was produced and distributed to residents explaining the key building elements to be thought through in the refurb: windows, ventilation, and walls. The leaflet explored common problems with these elements and started to identify possible solutions.



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A short guide to windows, ventilation, and walls

This guide has been produced by ECD Architects, who will be working with residents of Talbot Grove House, Morland House, Verity Close, Camborne Mews, and Treadgold House to refurbish your homes in line with your priorities. It is designed to help you get to grips with some of the key elements of your building. These elements will need some thought and discussion in the coming months as we work together to make Lancaster West a 21st Century Estate

Windows

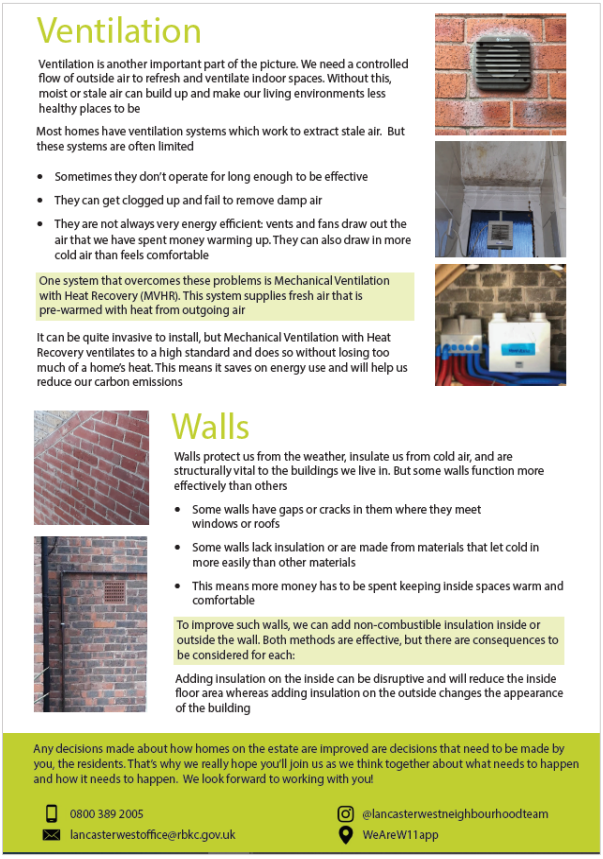
Windows are essential to how buildings look, feel, and function. They let in light, provide us with air flow, and give us interesting views, but there are a few ways in which windows can cause problems

- If windows are single glazed, they provide only one layer of glass between us and the outside. This means the air heated up inside can more easily be lost
- When this single pane gets cold, a steamy shower or cooking with lots of boiling water might cause water droplets to condense on it. This water can collect on the frame and cause mould
- If windows aren't well fitted they can lack an airtight seal. This means there could be gaps around the edge of the window which let in draughts and let out heat

While keeping the same look as existing windows, we can solve some of these problems by:

- Installing double or triple glazing
- Ensuring all windows are fitted with an airtight seal

These changes would make a big difference to comfort and warmth levels on the estate. However, windows are only part of what determines how homes feel and function



Ventilation

Ventilation is another important part of the picture. We need a controlled flow of outside air to refresh and ventilate indoor spaces. Without this, moist or stale air can build up and make our living environments less healthy places to be

Most homes have ventilation systems which work to extract stale air. But these systems are often limited

- Sometimes they don't operate for long enough to be effective
- They can get clogged up and fail to remove damp air
- They are not always very energy efficient: vents and fans draw out the air that we have spent money warming up. They can also draw in more cold air than feels comfortable

One system that overcomes these problems is Mechanical Ventilation with Heat Recovery (MVHR). This system supplies fresh air that is pre-warmed with heat from outgoing air

It can be quite invasive to install, but Mechanical Ventilation with Heat Recovery ventilates to a high standard and does so without losing too much of a home's heat. This means it saves on energy use and will help us reduce our carbon emissions

Walls

Walls protect us from the weather, insulate us from cold air, and are structurally vital to the buildings we live in. But some walls function more effectively than others

- Some walls have gaps or cracks in them where they meet windows or roofs
- Some walls lack insulation or are made from materials that let cold in more easily than other materials
- This means more money has to be spent keeping inside spaces warm and comfortable

To improve such walls, we can add non-combustible insulation inside or outside the wall. Both methods are effective, but there are consequences to be considered for each:

Adding insulation on the inside can be disruptive and will reduce the inside floor area whereas adding insulation on the outside changes the appearance of the building

Any decisions made about how homes on the estate are improved are decisions that need to be made by you, the residents. That's why we really hope you'll join us as we think together about what needs to happen and how it needs to happen. We look forward to working with you!

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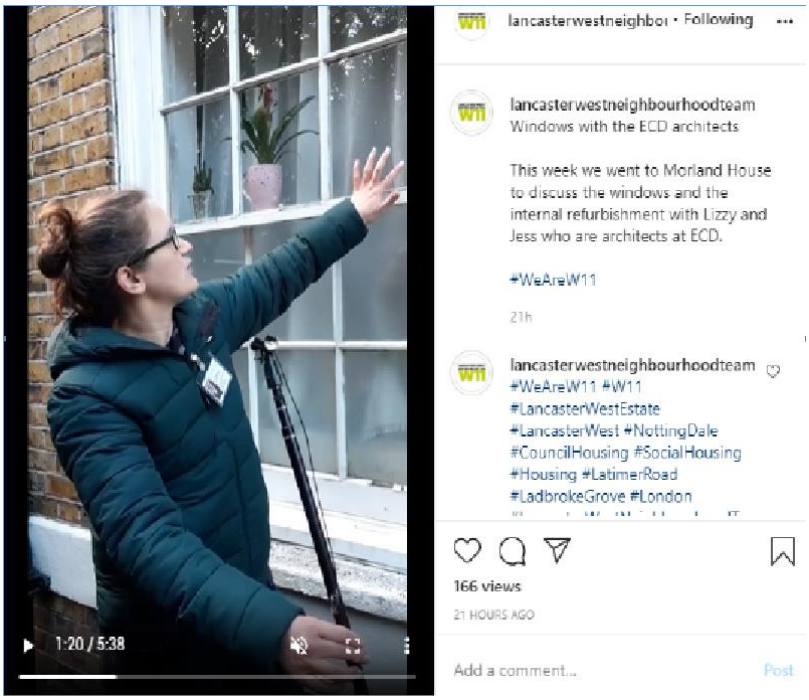
WeAreW11app

Videos

Three videos were filmed in which members of ECD Architects were interviewed on the LancWest Fest. These videos allowed the team to introduce themselves and explain in more detail some of the problems associated with the key building elements explored in the leaflet. Broadcast on LWNT Instagram TV, the videos were viewed by 281, 232 times, and 197 times.



Webinar

A webinar was held on March 3rd, 5-6.30pm, at which ECD Architects explained some of the ways in which homes on Verity Close could be developed. Sets of 'bronze', 'silver', and 'gold' improvements were suggested as ways the efficiency and comfort of homes on the Close could be enhanced, depending on the level of ambition residents want to pursue.

Advertising

Ahead of the event, ECD Architects provided posters which LWNT distributed in paper form and used as PDFs to circulate on Whats'App groups and on Instagram ahead of the event. ECD also wrote to each resident inviting them to attend the meeting.

Attendance

On this occasion 15 residents attended the webinar

Feedback

Residents made good use of the chat function on zoom, as well as contributing questions and comments in times of open discussion.

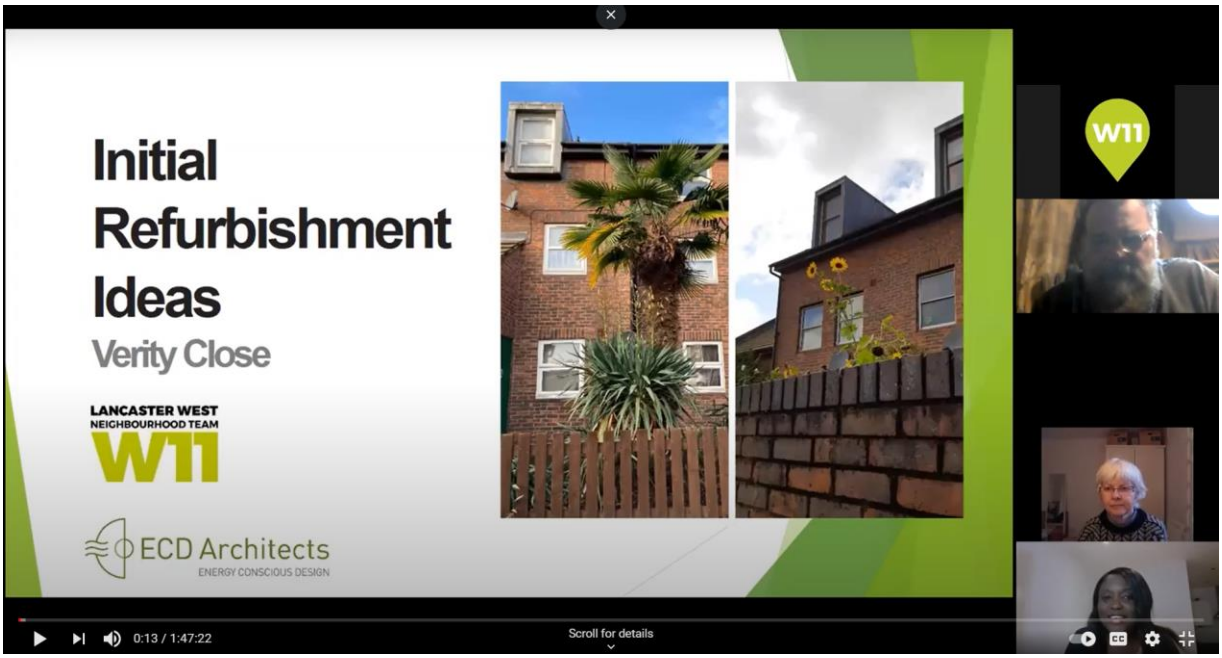
Residents raised important concerns to do with the existing buildings, notifying ECD Architects of:

Holes in the floors
Existing roof insulation
Old and poorly performing extractor fans
Heat loss as a particular problem in living rooms
Poor installation of windows in the past
Acoustic problems and soundproofing issues
Absence of damp proof coursing
Problems with damaged gutters

Residents discussed the need for waste and bike storage around the site:

‘Would it be possible to introduce more secure parking spaces for bikes in Verity Close?’

‘Recycling bins are a real problem: makes an awful noise when people use it; it’s an eyesore; and people dump stuff next to it’



Residents expressed questions and concerns around the possibility of adding non-combustible external wall insulation:

- ‘I am concerned about cladding outside the buildings’
- ‘Is external wall insulation going to look weird if freeholders do not join in?’
- ‘The brick finish is one of the charming features of the Close’
- ‘I would be unhappy to see the brick covered up’
- ‘I definitely do not want the look of Verity Close to change’

While not in the immediate scope of ECD Architects, residents discussed a range of ideas for improving the landscaping of the Close. Residents commented:

- ‘It would be a great opportunity to replace the trees to improve air quality and the environment’
- ‘Could we introduce several green walls on Verity Close to improve air quality’

Residents also highlighted the need for clarity when it comes to leaseholders and freeholders:

- ‘How is the cost going to be meted out between leaseholders, tenants, landlords, etc?’
- ‘Can you explain what the financial impact will be on freeholders?’

Response
In addition to recording the feedback of residents, acoustic and damp surveys were commissioned in response to residents’ comments. All residents were written to with a summary of the discussion and contact details to enable further discussion. A further engagement event will take place to discuss external wall insulation and finishes options in more detail.

Pop up event

A pop-up event was held on March 30th, 3-5pm, at which ECD Architects shared the same content presented at the webinar on soft boards. As well as sharing feedback in conversation, questionnaires were also available for residents to fill in.

Advertising

Ahead of the event, ECD Architects provided posters which LWNT distributed in paper form and used as PDFs to circulate on WhatsApp groups and on Instagram ahead of the event. ECD also wrote to each resident inviting them to attend the meeting.

Attendance

9 residents attended

Feedback

In addition to encouraging a number of residents to fill in the questionnaire, we had several especially fruitful conversations from which we noted:

- Enthusiasm for photovoltaic panels
- Contentment with existing bin storage (fear of fly tipping if centralized)
- Appreciation of existing brick aesthetic
- Acoustic problems
- Desire for CCTV around block
- Antisocial behavior between the two blocks of flats
- Disappointment with quality of works carried out by the council in the past.

Overall Impressions

- A preference for external wall insulation rather than internal, among many residents but not all.
- Preference to maintain the colour and texture of existing bricks
- Concern about moving belongings in the case of internal wall insulation works
- Concern about losing internal space with the application of acoustic insulation or internal wall insulation
- Improvement of acoustic insulation in between units and staircase seems to be a priority for some residents but not all
- There is enthusiasm around the retrofit programme but also fatigue after what feels to some residents like a great deal of consultation. Most residents really want this project to start soon

Response
In response to residents' interest in maintaining the current aesthetic of the Close, ECD Architects are organizing for a wall build up and close matching brick slip samples to be exhibited on site. These will assist residents in visualizing the possibility of external wall insulation with a range of finishes.

Door knocking

On April 30th members of the team at ECD Architects and LWNT knocked on doors at Verity Close. We were able to meet a number of residents who had not been able to make the webinar or pop-up event, share initial ideas, and hear feedback. Many residents filled out questionnaires in person or shared their overall impressions with a comment that was recorded and fed back to LWNT. The residents met during the door-knocking session expressed:

- Enthusiasm for MVHR and its ability to help alleviate mould problems
- Overall preference for brick finish, but some residents open to a more substantial change
- Satisfaction with current bin storage
- Concern that work would be too involved and disruptive

Initial Design Ideas Questionnaire

To ensure all residents had the opportunity to give feedback, LWNT created a survey, which was sent to all Verity Close residents and was also available online.

Over 36% of residents returned a questionnaire allowing us to gather information on

- how residents felt about the proposed ideas and designs,
- what residents themselves wanted for their homes & the Close
- what kind of changes the residents want to see

The questionnaire was a valuable tool for obtaining questions, concerns and comments from those residents who were unable or disinclined to attend any engagements. It meant they still had a part in the co-design and the refurbishment. Some residents who did not wish to attend the events were very happy to be able to voice their opinion through the questionnaire.

Resident Feedback on Format of Engagement

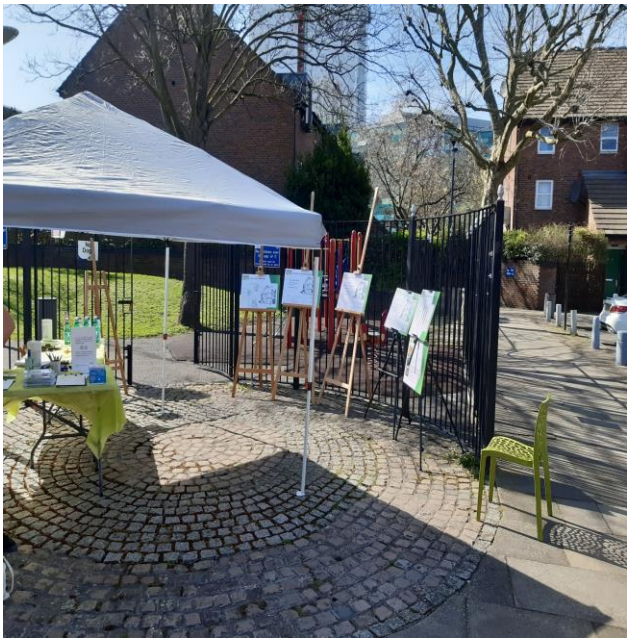
While most of you were happy to attend the online webinar, one or two residents felt in should start later in the evening to allow more people to be able to attend. There was also some concern that not all residents had smart devices and access to the internet and that not all were comfortably able to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

"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?"



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 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 intend

- 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.

Lessons Learnt

What went well

Multiple channels made available to return feedback

Residents were given **sufficient time** to complete the survey

Door knocking was an effective way of bringing residents into the conversation who haven't previously been involved

How we can improve next time

Develop **lot specific questions** to avoid misunderstandings

Training data collectors who aren't subject matter experts more on the content to enable them to better answer questions

Develop **database management approach** in advance

Rigorous **review of survey questions** to support a analysis – remove double barrel questions, drop down options where possible, remove leading questions, embed demographic data etc.

Use the opportunity to **check resident details** –HH numbers, phone numbers, email address etc.

A more **digital approach** (digital forms and tablets) to data collection to avoid manual data collection and entry

What we learnt

Many residents are busy need ways of **catching up** with the main points discussed at events if they cannot make them

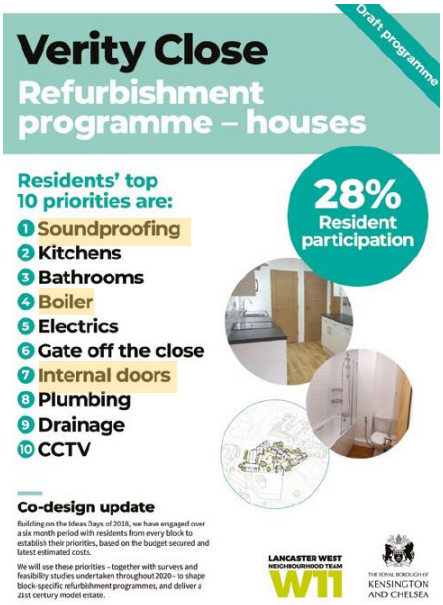
Visualizations are going to be key: residents want to see what proposals will look like in situ

Residents are keen to make progress and want to know what the **rough timeline** for progress to come will be

7. Initial Design Ideas

You said, we did

The initial design ideas presented by ECD Architects were formed in response to the Top 10 Priorities raised by residents as well as the aspiration that the estate move towards carbon neutrality. Highlighted below are the key priorities within ECD's scope reflected in the initial design ideas presented.



Three Standards

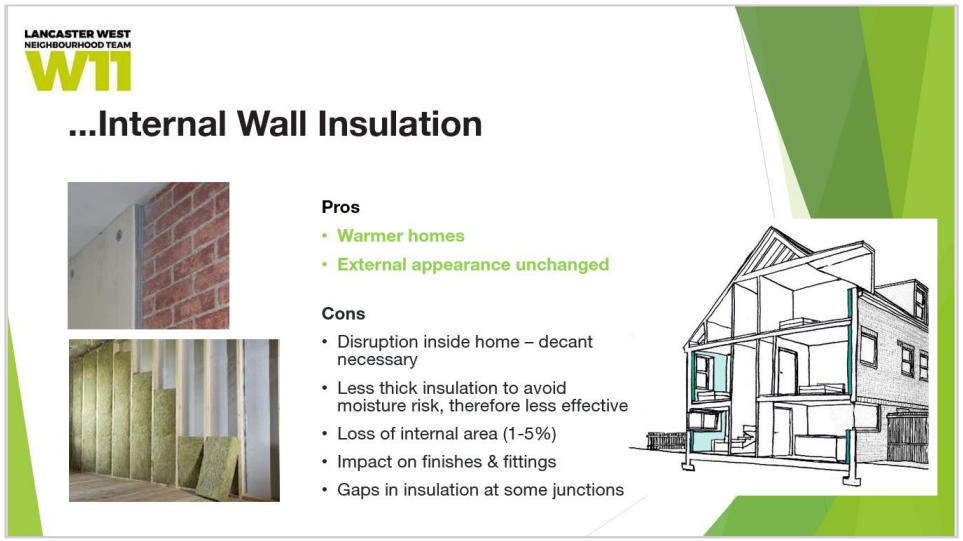
The design ideas were broken down into 3 standards: bronze, silver, and gold. These standards relate to the energy savings and bill savings residents can expect from the different sets of measures.

Standard	Proposed Measure	Spatial Implications	Impact of Proposed Works	
			Energy Savings	Bill Savings
Bronze Standard	• Close up cracks & openings • Increase Loft Insulation • Replace Windows and some doors • Mechanical Extract Ventilation	No permanent change, but access required to carry out improvements		£
Silver Standard	• External Wall Insulation • Internal Wall Insulation • Roof insulation between and / or over rafters • Triple Glazed Windows & insulated doors • Mechanical Ventilation with heat recovery • Individual air source heat pumps	Internal wall insulation means loss of space to some rooms. MVHR system requires space for unit and ductwork		£££
Gold Standard	• Photovoltaic Panels (in addition to silver standard)	Inverter required internally		££££

Summary of key initial design ideas

Wall insulation

We discussed the possibility of adding non-combustible wall insulation on the outside or inside of the flats and houses. This was proposed as one way of increasing the efficiency of residents' homes and reducing their energy bills.



Roof insulation

The need to improve the roofs of homes was raised as a top priority for residents of the flats at Verity Close. We discussed different ways of adding insulation to the roof. This measure would significantly reduce heat loss.

New windows and doors

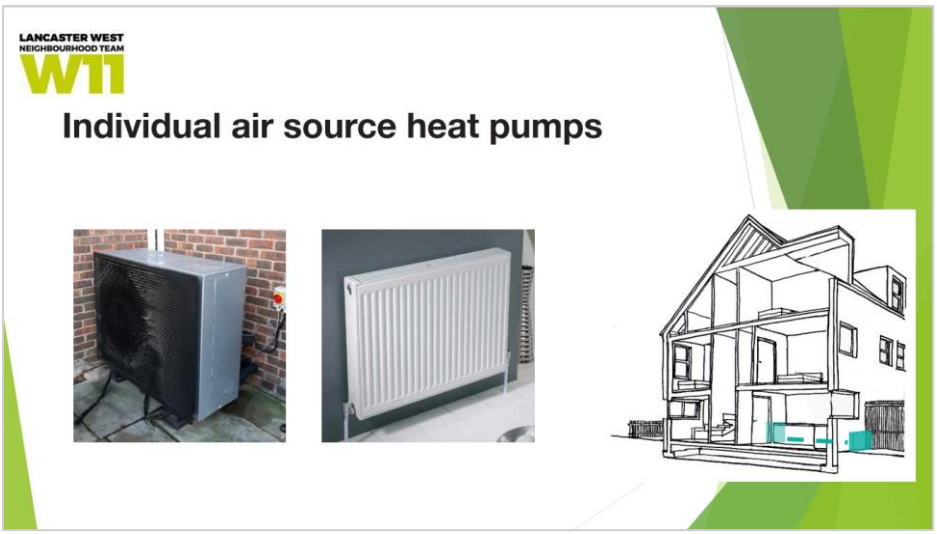
Windows were ranked the sixth highest priority for residents in the flats. In response, we considered the possibility of upgrading to triple glazed windows, and, in addition, installing new front doors. Both of these measures would help reduce draughts and sound-proofing.

Mechanical Ventilation with Heat Recovery (MVHR)

MVHR, which warms incoming air from outside with the heat in stale inside air being extracted, was proposed as one way of reducing heat loss in homes at Verity Close. It was noted that MVHR would help alleviate the mould problems that some residents told us they have experienced.

Air Source Heat Pumps

Air Source Heat Pumps, which extract energy from outside air to heat water and radiators, were discussed as another method to reduce residents' carbon impact and help save money on energy bills.

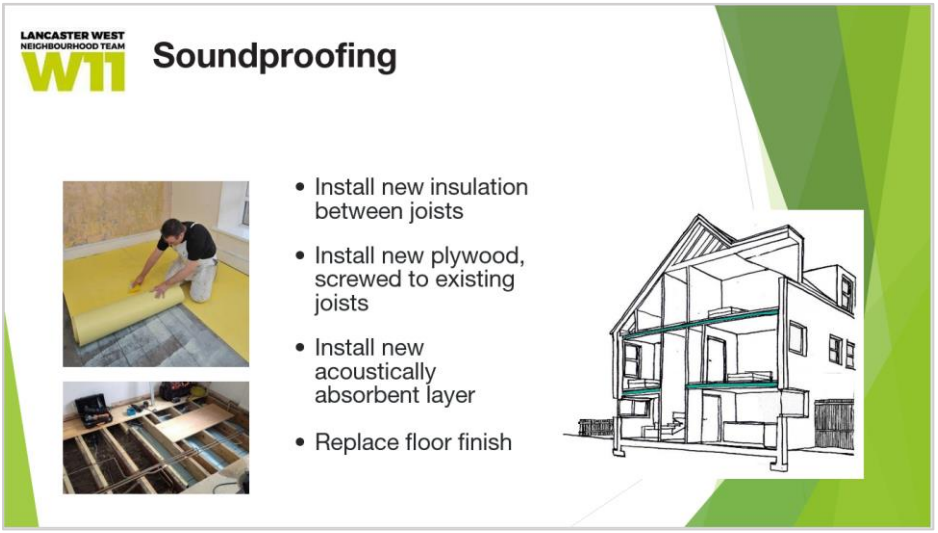


Photovoltaic Panels

Photovoltaic panels were included in the gold standard set of proposals. Photovoltaic panels, placed on the roof, use the sun's energy to produce electricity that can be used in residents' homes. Their use will significantly reduce residents' energy bills and carbon footprint.

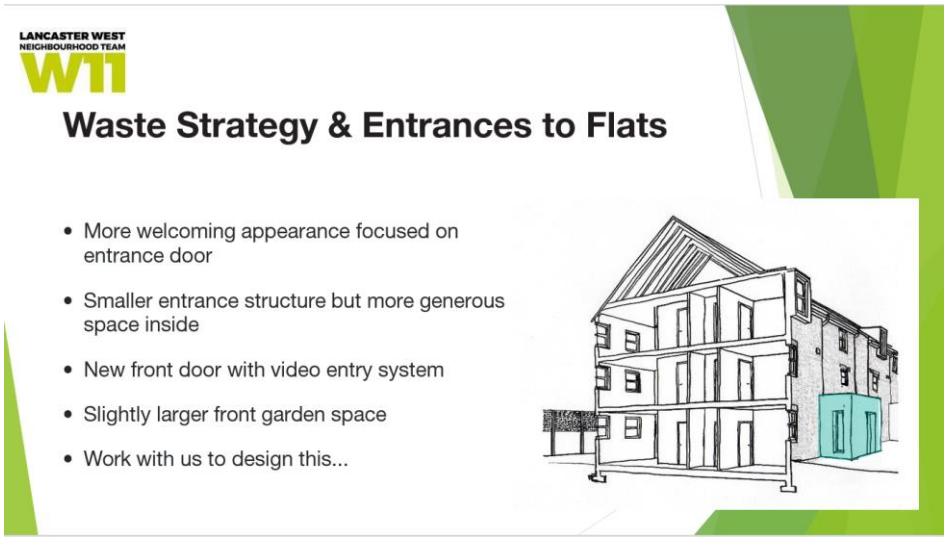
Soundproofing

Verity Close residents were very clear in their priorities that soundproofing was needed in both houses and flats. Different ways of achieving better soundproofing were presented, with different degrees of disruption.



Entrances to Flats and Bin Stores

Residents of the flats chose the block entry system as their third priority for refurbishment. As the current entrance is attached to the bin store, strategies to improve both were explored. These strategies included moving the bin store to a different site and enclosing it with different facades.



8. Initial Design Ideas Feedback & Analysis

1. Summary of Responses:

Of the 52 houses and flats which can access refurbishment (12 Leaseholders and 40 tenants), 20 (38%) completed the survey.

Engaged?	Flat		House		Total	
Yes - Completed Survey	9	47%	11	33%	20	**38%**
No	10	53%	22	67%	32	**62%**
Total	19	100%	33	100%	52	**100%**

38% completed the survey

While 20 residents completed the survey, this lot in particular had a lot of non-responses to individual questions.

Of the 20 who completed the survey, 61.9% were council tenants. Of the 61.9% the majority of those live in houses (48%).

2. Findings:

2.1 Windows

93.33% of respondents were satisfied with whatever type of glazing is the most efficient for the block's needs, which was largely consistent across houses and flats and tenancy types. (15/21 responded to this question)

Majority of respondents (90%) were **mainly positive** about the prospect of **triple glazed windows**, which was largely consistent across houses and flats and tenancy types. (20/21 responded to this question)

93.33% satisfied with whatever type of glazing is most efficient

90% mainly POSITIVE about triple glazed windows

73.33% mainly POSITIVE about Aluminium framed windows

Themes that came from respondents include:

Currently windows are not fitted well

Leaks, condensation and draughtiness are currently issues residents experience

It's important to be able to clean windows on the inside and outside

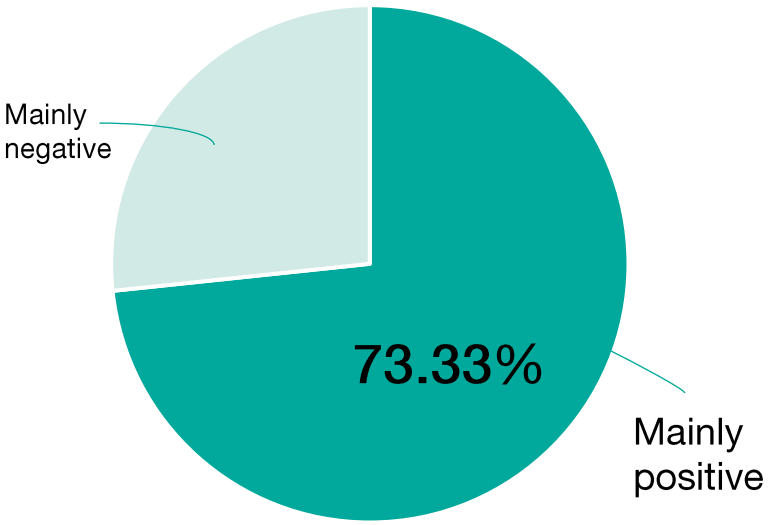
"We would like turn windows so we can wipe/clean whole window, not only inside window"

"Very important to me to be able to clean inside and out"

Two thirds of respondents (66.67%) were open to change around the architectural design of the window, while for one third, retaining the architectural design was very important. (12/21 responded to this question)

Between aluminium, timber, and the timber-aluminium combined window frame option, the **aluminium option was by far the most preferred amongst respondents.**

Proportion of residents positive about aluminium frame windows



Aluminium: (15/21 responded to this question)

	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	7	77.78 %	3	75.00 %	1	50%	11	73.33%
Mainly Negative	2	22.22 %	1	25.00 %	1	50%	4	26.67%
Total	9	100%	4	100%	2	100%	15	100%

Timber and Aluminium combined: (9/21 responded to this question)

	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	4	66.67 %		0%	1	50%	5	55.56%
Mainly Negative	2	33.33 %	1	100%	1	50%	4	44.44%
Total	6	100%	1	100%	2	100%	9	100%

Timber: (10/21 responded to this question)

	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	3	50%	2	100%		0%	5	50%
Mainly Negative	2	33.33 %		0%	2	100%	4	40%
Not Sure - Need Information	1	16.67 %		0%		0%	1	10%
Total	6	100%	2	100%	2	100%	10	100%

2.2 Insulation and Aesthetic

External insulation was the clear preference between internal and external insulation options. 80% of respondents were generally positive about external insulation (20/21 responded to this question), as opposed to only 29.41% positive about internal insulation (17/21 responded to this question).

80% generally POSITIVE about external insulation

Themes that came from respondents include:

Many respondents were concerned that **internal insulation was too disruptive and stressful.**

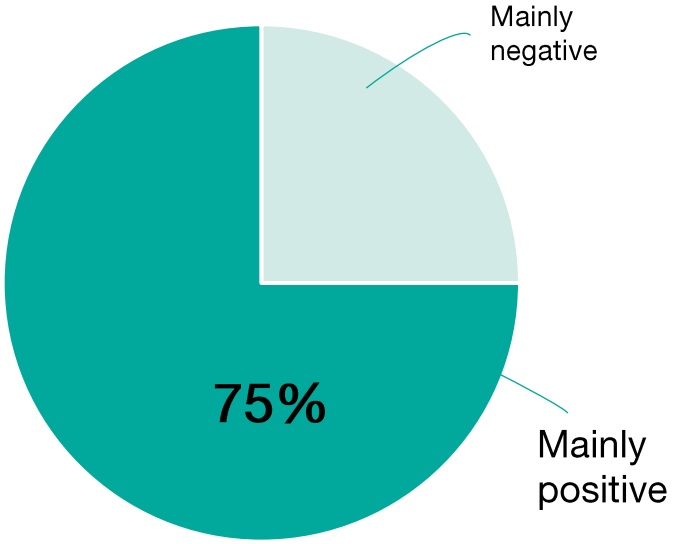
"[external insulation] sounds good. Better than internal"

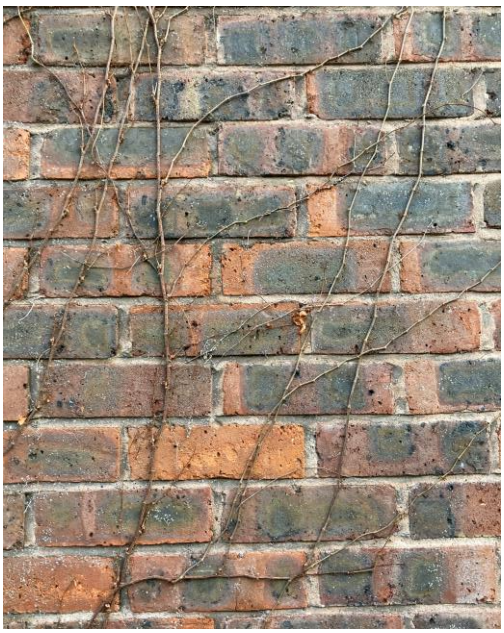
A concern that was raised around the external aesthetic was a **distrust of cladding on external walls.**

"as long as it is not cladding"

Between brick skin and render, **brick skin was the clear preference with 75% of respondents generally positive** about having the block insulated with brick skin (16/21 responded to this question). This is compared with only 38.46% positive about having the block insulated with render (13/21 responded to this question).

Proportion of residents positive about brick skin:





Brick Skin:

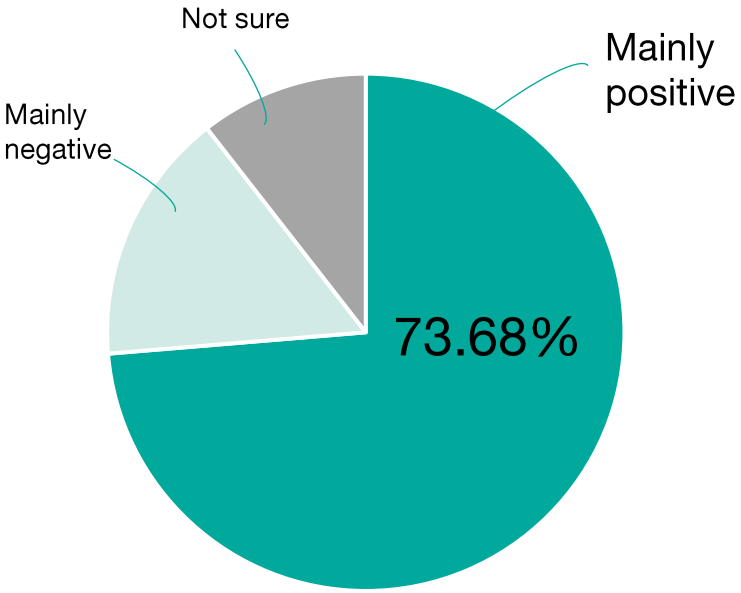
	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	9	81.82%	3	100%		0%	12	**75.00%**
Mainly Negative		0%		0%	1	50%	1	6.25%
Not Sure - Need Information	2	18.18%		0%	1	50%	3	18.75%
Total	11	100%	3	100%	2	100%	16	100%

Render:

Sentiment	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	3	33.33%	2	100%		0%	5	38.46%
Mainly Negative	3	33.33%		0%	1	50%	4	30.77%
Not Sure - Need Information	3	33.33%		0%	1	50%	4	30.77%
Total	9	100%	2	100%	2	100%	13	100%

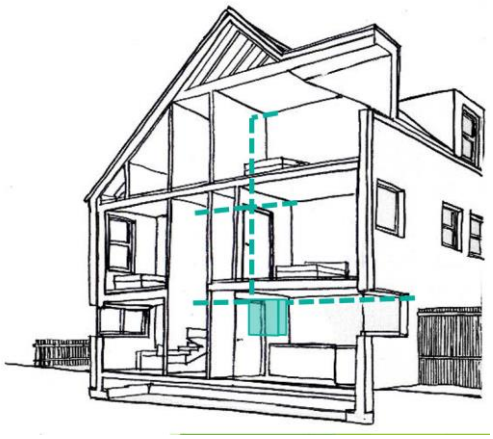
2.3 Mechanical Ventilation with Heat Recovery

With regard to MVHR system, respondents were largely positive with **73.68% generally positive at the idea of having a MVHR system installed** in their home (19/21 responded to this question). Numerous respondents felt that **this system would help with mould.**



Some respondents raised **concerns about the internal work and pipework required** for this system.

Sentiment	Council tenant		No Response Recorded		Resident Leaseholder		Total	
Mainly Positive	8	42.11%	4	21.05%	2	10.53%	14	73.68%
Mainly Negative	2	10.53%	1	5.26%		0.00%	3	15.79%
Not Sure - Need Information	2	10.53%		0.00%		0.00%	2	10.53%
Total	12	63.16%	5	26.32%	2	10.53%	19	100.00%

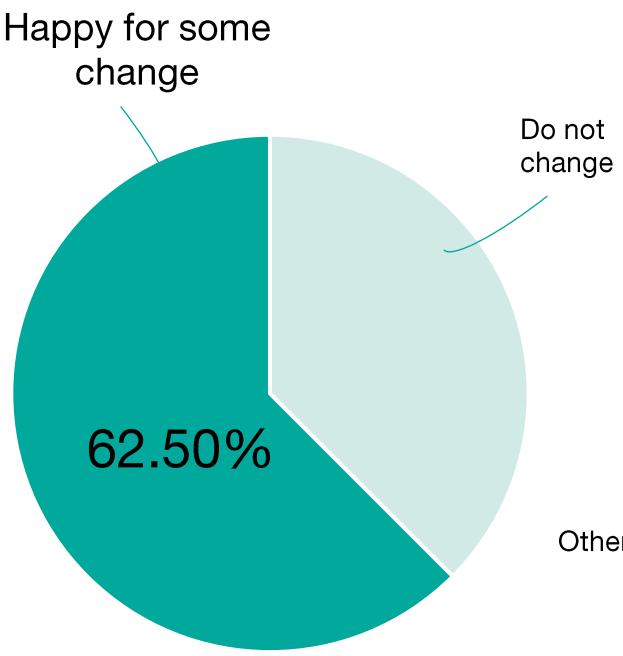


2.4 Waste Management

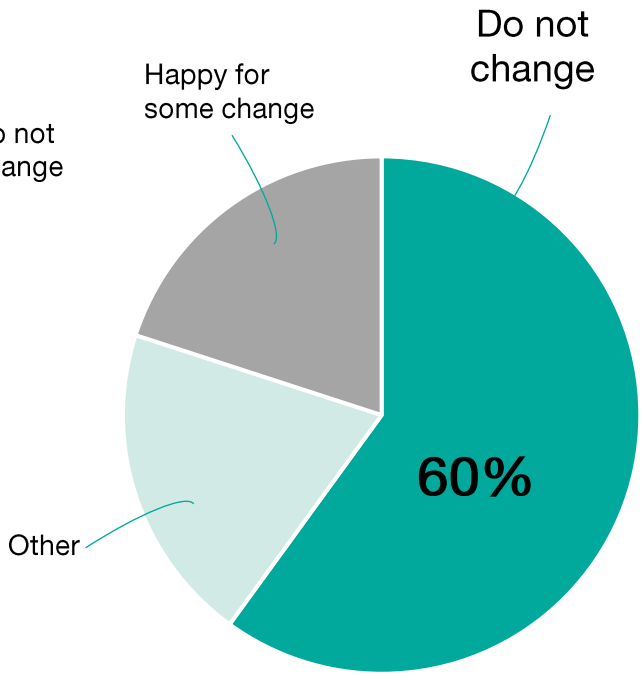
Responses were mixed with regards to whether the bins should be moved. There was also a difference between those in houses and those in flats, with the majority of respondents in houses wanting bin strategy to remain as they are, as opposed to those in flats who were more open to change (18/21 responded to these questions).

Response to a new waste strategy:

Flats



Houses



Sentiment	Flat		House		Total	
Do not change	3	37.50%	6	**60%**	9	50%
Happy for some change	5	**62.50%**	2	20%	7	38.89%
Other		0%	2	20%	2	11.11%
Total	8	100%	10	100%	18	100%

Some themes from respondents included:

Ensuring **proper storage for bins** as there are issues with foxes

Wanting to ensure **more space for recycling** with the main bins

"Foxes cause problems with bins in houses at present. Proper store would be better"

"Recycling to be integrated with bins. More space for recycling"

2.5 Other Feedback Received

Some other feedback/ questions that arose:

- Desire to trim trees to improve lighting and visibility
- Update on the timeline for the works
- 3 Verity Close was promised a change of door and is waiting a progress report

9. Frequently Asked Questions

Summary

During the Initial design ideas webinar in March, many questions were raised by residents about the proposed external refurbishment works of the houses and flats of Verity Close.

We hope the answers below will alleviate your concerns about the ideas and proposals.

Are the double-glazed windows which were replacements in 2010-2013, leaking and causing heat loss?

Based on our analysis of the VC low energy council home, whilst the windows are not in a state of disrepair, the fitting and energy performance is not to a standard where we can leave them as they are. As a result, all tenanted flats and houses will benefit from new triple glazing without charge. Leasehold houses will also benefit from new triple glazing as the window frames are demised to the landlord.

Do the flats have no damp course in their foundations?

It appears that the flats may not have damp proof courses. And indeed possibly not the houses either. There do also appear to be problems with drainage to the rear of the one of the blocks of flats, which may be making matters worse. We are intending to work with a specialist to investigate further and propose solutions, as this must be addressed prior to the installation of any insulation

If the issue with the squeaky floors within our properties turns out to be an issue with the timbers themselves, will you be able to replace the timbers?

It is likely that it would be less disruptive to add new timbers between the existing ones, rather than completely replacing them

Does the proposed insulation for the outside walls comply with all fire regulations?

Yes. Any proposals for changes to existing buildings are, quite rightly, required to demonstrate the most rigorous approach to ensuring the Fire Safety of residents and the wider community. All insulation will be either Class A1 (non-combustible) or A2-s1, d0 (limited combustibility) rated for reaction to fire. All of our designs will be reviewed by an independent Fire Consultant and submitted to Building Control for approval before any works begin

Do freeholders have to contribute to the refurbishment cost of Verity Close?

Freeholders would only contribute on minimal services such as communal electrics, communal lighting, CCTV and landscaping where a repair is required as per the freehold agreement.

What about fire doors, sprinklers etc.?

All flats in VC will have new front doors which are FD 30s. Houses do not need them, although we will gift to our tenants

Elsewhere in the Royal Borough, they have introduced green walls to improve air quality; could we introduce several green walls on Verity Close to improve the air quality?

We can explore landscaping improvements and have indeed installed first green walls on the estate at NKRC

Could we reintroduce a parking space for contractors in Verity Close?

Yes, we are exploring a loading/unloading bay to ensure minimal disruption for residents

Will you be replacing the gutters connecting to the roof? Some are damaged and the rainwater is running down the outside of the walls.

Yes, we are looking into this, and we will ensure that all gutters that are not working sufficiently will be replaced.

Would it be possible to introduce secure parking spaces for bicycles?

Yes, this is an option we are currently looking into as it would benefit residents significantly.

Do you only need to survey flats or houses too?

We'd like to measure the internal layouts of houses as well as flats. The survey involves a surveyor spending 5-10 minutes in each room of your home taking measurements of walls using a laser scanner. The surveyor would follow Covid-19 regulations to ensure the safety of all involved. The information this survey helps us collect will help us in the design process

Can freeholders buy into this if they want to?

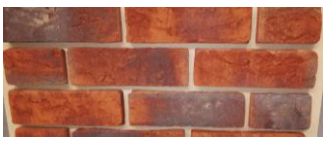
We will look at options to sell aspects of the refurb to Freeholders, however this is likely to not be available until 2022

10. Next Steps

The next phase of progress at Verity Close will respond closely to the feedback residents have given to the initial ideas presented.

1. Investigating Brick Finishes and Render
The majority of residents engaged were open to the addition of External Wall Insulation, but showed a strong preference that this be finished with brick slip that closely matches the existing brick. In response, we will:

- Investigate brick slips which closely match the existing brick on the Close
- Look especially to brick slips made by manufacturers who specialise in restoration work
- Exhibit a display of brick slip samples next to the existing brick for residents to comment on and indicate their preferences.



A possible location for a brick slip and render display and examples of samples to be exhibited

2. Pilot Project

The majority of residents engaged were positive about the possibility of upgrading windows to triple glazed, installing Mechanical Ventilation with Heat Recovery, and installing external wall insulation. In response, we will:

- Run a pilot project on a home on Verity Close where we implement a number of the changes about which residents were positive
- This will offer residents an opportunity to see proposals enacted, understand how different systems work, consider the level of disruption involved, and the aesthetic impact of different proposals
- Residents will be able to offer feedback on the project and help shape if and how measures are rolled out across the Close

3. Continue the Conversation

While many residents were positive about the initial design ideas presented, a number of residents have concerns about the level of disruption involved in some proposals and the aesthetic impact of adding external wall insulation. It is important that all residents continue to feel ownership of the refurbishment, and that the perspectives of all 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 residents ways of reducing this disruption
- Offer ongoing opportunities to shape decisions on the finish and look of proposals

4. Surveys

In the feedback events held, residents told us about additional problems they have encountered. These problems require investigation. In response, we will:

- Continue to find out more about the buildings on Verity Close in order to suggest the most appropriate proposals moving forward
- Ask residents for permission to conduct surveys to understand how noise travels through homes; what is causing damp in some houses; what the dimensions are of internal layouts; and how partition walls are functioning