

Treadgold House

Initial Design Ideas Feedback Report

October 2021



**LANCASTER WEST
NEIGHBOURHOOD TEAM**
WT11

 **ECD Architects**
ENERGY CONSCIOUS DESIGN

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Foreword

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

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 could 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,

James Caspell
Neighbourhood Director

1. Introduction

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

In terms of looking back, 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.

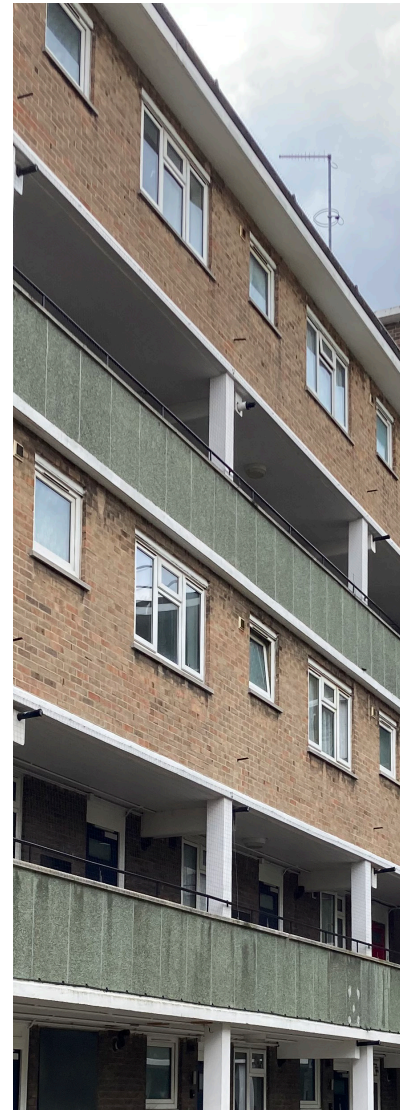
The report is also an opportunity to check that our process has stayed true to the 10 Core Principles for the refurb agreed by residents, and indeed to ensure that it will continue to as we progress into the next phase.



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.



2. Co-design at Treadgold House so far

Early Engagement

In line with LWNT's Core Principles, co-design has been integral to plans to refurbish Treadgold House since their inception.

Between January and March 2018, Lancaster West Resident Association held a series of co-design events for Treadgold House residents. An extensive engagement programme was carried out during this period, including ideas day events, leafleting and door-knocking across the estate, block and cluster meetings, attendance at Residents' Association General Meetings, home visits where requested, and telephone and email correspondence.

During these discussions with residents, the following concerns were made about Treadgold House:

- Poor security and access including broken gates, inadequate lighting and limited overlooking.
- Regularly broken and noisy lift causing access issues for residents and general inconvenience.
- Condensation and mould in homes.
- Underused external space. Parking issues, storage is oversubscribed, the garden is not used and there is no play equipment.
- The building and its entrances are hard to find.
- Home layouts do not reflect current patterns of living.
- Balconies are small and of limited use.
- Roosting pigeons are limiting the use of balconies and causing mess on the building.
- Concerns about the general lack of maintenance.

The residents we met said they like the sense of community in the estate & love the location.
How could we improve this?

Some residents have told us that the flats can be too cold or too hot.
What is your home like at different times of the year?

We've been told the rooms are a good size and are well laid out.
How does your home work for you?

There is no private outdoor space for studios on the ground floor.
Would you like one?

Examples of questions asked during early workshops for Treadgold House residents

Emerging Ideas

In response to the issues raised by the residents during the consultation events the consultant team proposed a series of ideas to improve Treadgold House.

- Re-plan access and entrances for better safety.
- Install new lift and secure doors to improve circulation.
- New insulation and ventilation plan to improve the temperature and air quality in homes.
- A more usable external space with new entrances, easier to use parking areas, improve storage lockers, bin storage and an improved garden and playspace.
- New building boundary with recognisable gates and signage.
- A lighting strategy for the building and outside space.
- Options for homes that maximise available space with a focus on kitchens and bathrooms.

Some of the proposed ideas applied to most homes, blocks, and external spaces across the estate:

- Improve community safety through; additional and better street lighting, providing video door entry systems, and increased CCTV.
- Improve signage across the estate.
- Improvements to refuse areas, including providing space for recycling and disposal of larger items.
- Investigate interim home improvements in advance of full refurbishment, e.g. mechanical ventilation systems, heating, plumbing and water pressure.
- Introduce a local lettings policy to meet local needs.
- Provide secure bike storage, and improve play spaces.
- Make improvements to nursery facilities, and identify options for future location.
- Investigate and resolve pest control issues.
- Usable balcony or garden space.

Wider neighbourhood ideas considered safety and security, the quality of open spaces and local streets, architectural identity and the provision of community spaces. At Treadgold House, particular concerns around the quality of garden space were identified as priorities for residents. LWNT's 'Wider Neighbourhood' book details these key concerns, key ideas and possible early projects.



Residents' Top 10 Priorities

On the 9th October 2019 the Resident Engagement Team organised a Co-Design session with Treadgold House. This was to establish residents' priorities for the refurbishment programme from the ideas previously discussed. The residents were contacted via paper invitation, digital invitation and Whatsapp. At that time there were 6 empty properties in Treadgold House and 21 households took part of the Co-design session.

The data collected were ultimately used to write out the "Residents' Top 10 Priorities", pictured below:

Treadgold House
Refurbishment programme

Draft programme

72%
Resident participation

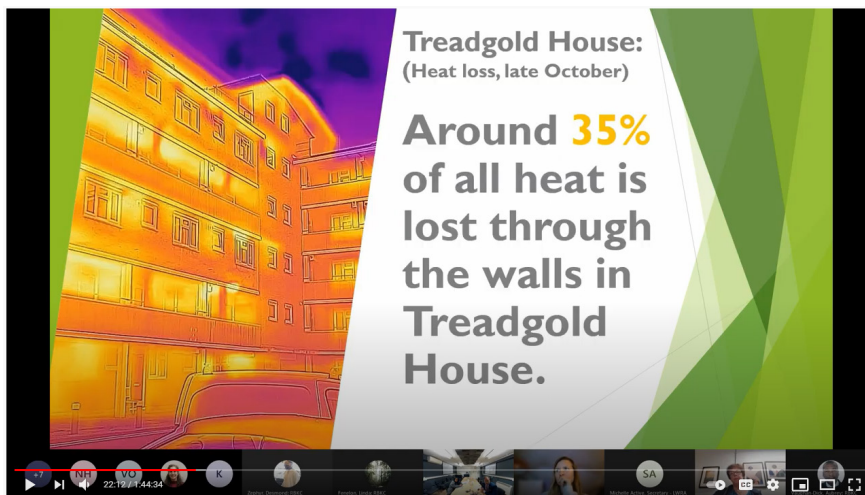
Residents' top 10 priorities are:

- 1 Kitchens
- 2 Bathrooms
- 3 Block entry system
- 4 CCTV
- 5 Communal entrance
- 6 Replace lift
- 7 Maximise hidden storage
- 8 Redesign car park etc
- 9 Communal decor
- 10 Pest control



Mustbe0 Funding

An online event was held in November 2020 to inform residents of the Mustbe0 funding opportunity. On the 9th December 2020, 87% of the residents voted for the Mustbe0 funding which included the adoption of External Wall Insulation. The result was that 96% of the residents who voted are in favor of EWI. This vote, which is part of the ongoing consultation with the Lancaster Estate residents, was an important step forward for the completion of the design stage for Treadgold House.



Examples of slides used in the introductory webinar to MustBe0 funding opportunity

July 2021 Pop-up event

Following the vote in favour of Mustbe0 funding, ECD Architects were appointed to develop initial design ideas to help realise residents' ambition to move towards carbon neutrality. The design team developed several options for the building which would help residents reduce their carbon footprint, reduce their energy bills, and enjoy more comfortable homes.

A pop up event was organised as an opportunity to present these initial options to residents, hear residents' feedback, and learn residents' preferences on the building's appearance.

Ahead of the event, ECD Architects worked closely with LWNT to develop a specific questionnaire to use alongside a set of presentation boards.

In addition, a strategy to advertise the event was developed. ECD Architects made use of LWNT design templates to produce posters which were then distributed in paper form and used as PDFs to be circulated by block reps on existing Whats'App groups. A member of the design team also recorded a short video, published on Instagram, sharing the purpose and key details of the event. Every resident was also contacted by way of a letter inviting them to attend the pop up.

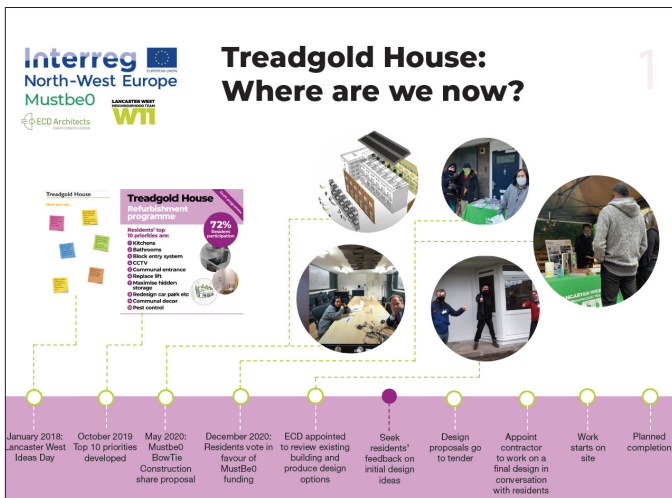


Methods of advertising deployed in the run up to the pop up event

3. Initial Design Ideas

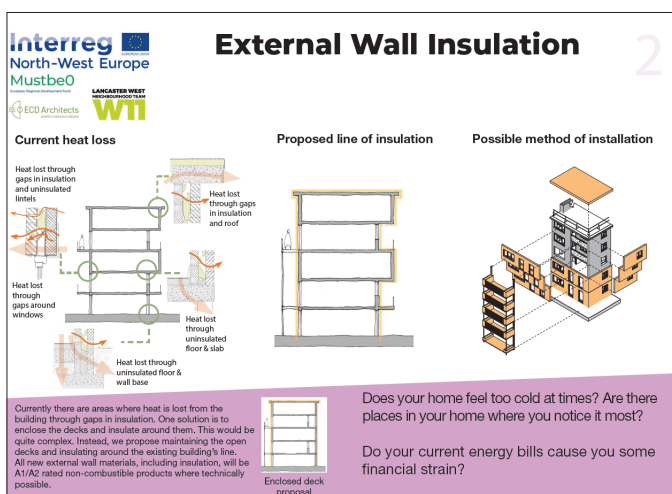
At the pop-up event, A2 soft boards displayed the key proposals for residents to consider. These boards included open and closed questions intended to foster (socially distanced) discussion of the different elements of refurbishment. These questions correlated to paper questionnaires which enabled residents to record their preferences. The information recorded was as follows:

Where are we now?



We began by placing the event in the context, showing how the present discussion had been shaped by engagement in the past, and indicating how it would be formative of decisions to come.

External Wall Insulation



We discussed reasons for adding non-combustible wall insulation on the outside of the flats. We also discussed why doing so around the existing open decks was preferable to enclosing the decks and insulating around them.

Windows

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Windows

3

Shading

Window Opening Types

Tilt opening, Turn opening, Tilt and Turn Window, Top Hung Window, Top Hung Reversible Window, Reversible opening

Which window mechanism options do you prefer?

What colour of frame do you prefer?

Equipment with different colours need for a range of facade options at the end of the walk-through.

Triple glazed windows will lose far less heat than double glazed. Different parts of the building may need different types of window opening. We are considering tilt and turn windows, and also top hung windows, which could be reversible to allow easy cleaning.

Shading is also proposed to prevent overheating in the summer, whilst still allowing good daylighting during the winter.

Triple glazed windows were proposed as a means of dramatically reducing heat loss. The different options for opening style and colour of frame were raised, as was a proposal for some areas of shading to prevent overheating in summer.

Balconies

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Balconies

4

West Facing, South Facing

Option 1

Option 2

Powder-coated perforated metal balustrade

West Facing, South Facing, West Facing, South Facing

Precedents

Would you enjoy being involved in designing a pattern to go on balcony balustrades?

The existing balconies lead to significant heat loss from inside the home. New balconies are proposed which will address this problem, ensuring warmer homes and reducing energy bills. The new balconies proposed are also larger, providing residents with more private outdoor space.

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Balconies

5

West Facing, South Facing

Option 3

Option 4

Shading above, Powder-coated metal railings, Shading for west facing windows, Planters, Structure supported on ground, Structure hung from above

West Facing, South Facing, West Facing, South Facing

Which balcony options do you prefer and why?

Shading is needed over the south facing balconies to avoid overheating.

On the west side the existing balconies will be incorporated into the flats, with the new larger balconies added as well.

New balconies were proposed to address existing thermal bridges, ensuring warmer homes and reducing energy bills. The new balconies proposed are larger, providing residents with more private outdoor space. Four options were posed with different structures and balustrading types for residents to comment on.

External Finishes

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External Finishes

6

North Facing

South Facing

North Elevation

South Elevation

Option 1 Option 2 Option 3 Option 4

Option 1 Option 2 Option 3 Option 4

Non-combustible external wall insulation can be finished with a range of materials and colours which will affect the look and feel of the block.

The refurbishment could be an opportunity to modernise the appearance of the building or refresh the existing palette of colours and textures.

Which of the external facade options would you prefer?

Experiment with different colours next to a range of facade options at the end of the walk-through!

Four combinations of different external finishes showcased the different aesthetic directions that external wall insulation could be taken in. The four combinations included render, brick, and glazed brick, in a range of colours.

Access and New Entrance

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Access and New Entrance

7

Existing Entrance

Proposed Entrances

Proposed Access Routes

Pedestrian access

Vehicle access

We would like to improve the main entrance. At a minimum, this would involve renovating your current entrance, with the installation of video entry, the enclosure of the area, and the replacement of the lift. It is possible to go further, however, and improve access significantly by creating a new entrance on the south facade. This would help visitors find their way and improve Treadgold's position on the street.

How do you feel about the current entrance for your block?

A proposal to renovate the current entrance, by way of new video entry, enclosure of the area, and lift replacement, was displayed, as well as more ambitious plans to create a new entrance on the south façade.

Replacement Lift

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Replacement Lift

8

Wall Finishes

- Stainless Steel Linen
- Stainless Steel

Floor Finishes

- Rubber
- Patterned Aluminum
- Slip Resistant Rubber
- Coffee Rubber

Which lift finishes do you like?

We are replacing the existing lift with a new one, which gives us the opportunity to look at different finishes for the interior of the lift cabin, both for the flooring and walls.

A variety of different wall and floor finishes were displayed, inviting residents to comment on their preferred combinations for a new lift.

Ventilation and Photovoltaic panels

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Ventilation and Photovoltaic Panels

9

Mechanical Ventilation with Heat Recovery (MVHR)

MVHR unit inside a home

MVHR air intake/extract grille on outside of building

Suggested MVHR layout within a 3 bedroom flat. Ducts would be above your ceilings.

Photovoltaic Panels

Photovoltaic panels, placed on the roof, use the sun's energy to produce electricity that can be used in your home. These could help reduce your electricity bills by around £200 a year

MVHR transfers the heat from stale air being extracted from the home to the fresh incoming air from outside. We would work with you to agree the best locations for the unit and ductwork within your home. MVHR will ensure all rooms are well-ventilated, as well as having the potential of reducing overall energy use by about one third.

MVHR was proposed as an effective method to remove stale air and as a fundamental inclusion alongside an external wall insulation solution. Photovoltaic panels were also raised as a possibility to help residents reduce their electricity bills.

Air Source Heat Pumps and Recycling and Refuse Store

Interreg North-West Europe Mustbe0 **Air Source Heat Pumps and Recycling & Refuse Store** 10.1

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Communal ASHP
Services room
Refuse and recycling store with green roof
Storage

Example of screening of rooftop services

Air source heat pump condenser units

Option A View of proposed new Recycling & Refuse Store, with new services room beyond

Air Source Heat Pumps use energy extracted from outside air to provide hot water & heating. Using them will reduce your carbon footprint and help save money on energy bills. It is suggested that the pumps are positioned on the roof with fencing around to hide them. We also need a new services room at ground level. This balances the need for maintenance access while minimising the impact on the existing landscape.

Do you feel the end of the car park and the end of the communal garden is a suitable place for the services and recycling and refuse store?

Interreg North-West Europe Mustbe0 **Air Source Heat Pumps and Recycling & Refuse Store** 10.2

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Services room
Refuse and recycling store with green roof
Storage

Option A **Option B**

Option B View of proposed new Recycling & Refuse Store, with new services room beyond

A new recycling and refuse store will enable all residents to recycle. Setting the bins at the boundary will alleviate problems of noise and smell.

The existing storage sheds could be replaced, to create the same amount of storage, but with a more efficient layout.

Which Recycling and Refuse Store option do you prefer and why?

The benefits of Air Source Heat Pumps were explained and the possibility of their being positioned on the roof with fencing around to hide them, and a new services room at ground level, proposed.

A new recycling and refuse store was raised as a way of enabling all residents to recycle. Two possible configurations of this were presented with differing impacts on the existing storage facilities and parking spaces.

A new Treadgold House: your thoughts?





A new Treadgold House - Your thoughts?



Option 1 View of proposed refurbished building from Bomore Road







Option 1 View of proposed refurbished building from the car park



Option 1 View of proposed refurbished building from Greenfell Road







Option 2



Option 3



Option 4

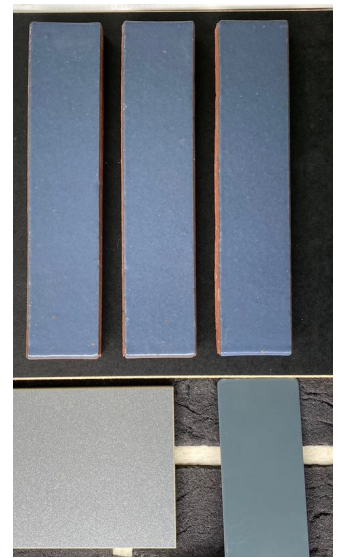
These are initial design ideas, and any combination is possible!
The final design will be influenced by your feedback on these designs, so please tell us what you think of them.

Let us know which finishes and balconies you like best and why.

The boards ended with computer generated images of four different proposed views of Treadgold House which each took in changes to balconies, wall finish, and window frames, to help residents visualize the proposed changes. Residents were asked to indicate their preferences and give comments on the overall aesthetic impact of the different views.

Experimenting with samples

As well as the boards, an area was set up with a range of samples of brick slip, Rockpanel, and window frame materials to allow residents to experiment with different combinations and develop their preferences for an aesthetic to take forward. Photos were taken of combinations that residents were particularly enthusiastic about.



Reaching further

In order to maximise engagement, all residents unable to attend the pop up were sent hard copies of the design proposals alongside the questionnaire. This was followed up with phone calls and door-knocking over several evenings. These 1-to-1 meetings deployed the same script and imagery used at the pop-up event to explain the retrofit and clarify the options under discussion.



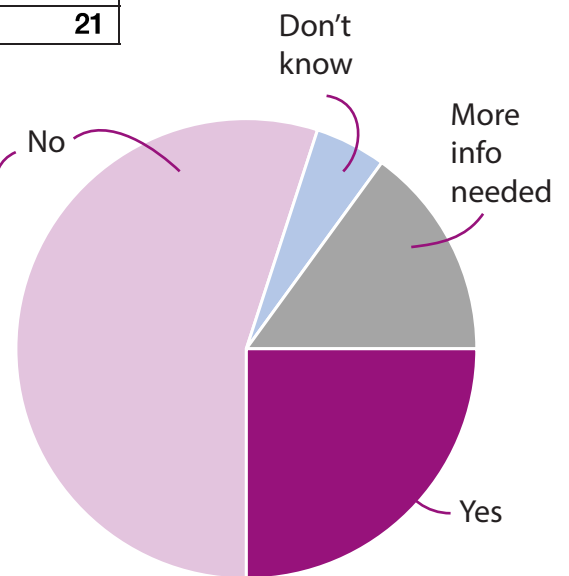
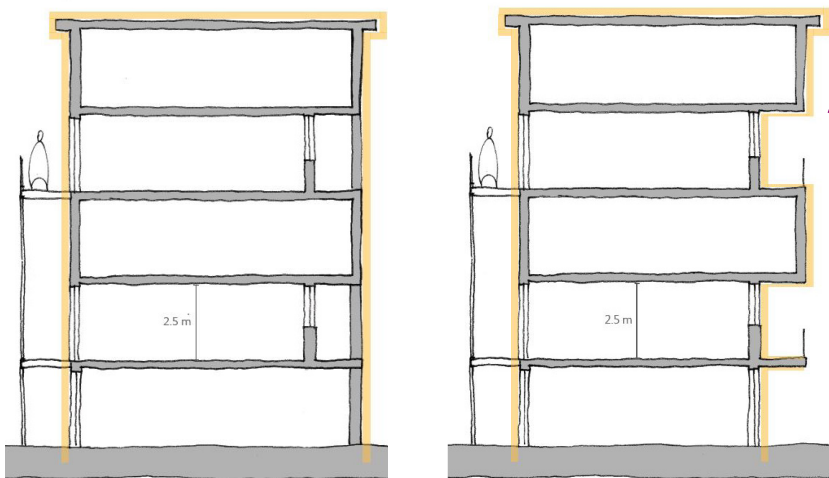
4. Initial Ideas Feedback & Analysis

General

1. Would you be interested in enclosing the deck outside your front door This will mean all walkways are completely enclosed?

	Count of 1. Would you be interested in enclosing the deck outside your front door? This will mean all walkways are completely enclosed
Yes	5
No	11
Not sure	4
No answer	1
Grand Total	21

52% of respondents do not want the outside deck enclosed



2. Does your home feel too cold at times?

Row Labels	Count of 2. Does your home feel too cold at times?
Yes	11
No	7
No answer	3
Grand Total	21

52% of respondents say their home feels too cold at times

3. If yes, at which of the following times are you most affected?

Row Labels	Count of 3. If yes, at which of the following times are you most affected?
No answer	9
Winter all day	6
Winter evening	3
All year round	2
Other	1
Grand Total	21

29% of respondents noticed the cold most in winter

4. Are there places in your home where you notice it most?

Row Labels	Count of 4. are there places in your home where you notice it most?
No answer	9
Bedroom	8
Near Out facing Walls	2
Not particularly	1
Lounge	1
Grand Total	21

38% of respondents noticed the cold in the bedrooms most

5. Do your current energy bills cause you some financial stress, worries or hardships?

Row Labels	Count of 5. Do your current energy bills cause you some financial stress, worries or hardships?
Yes	9
No	8
Sometimes	2
No answer	2
Grand Total	21

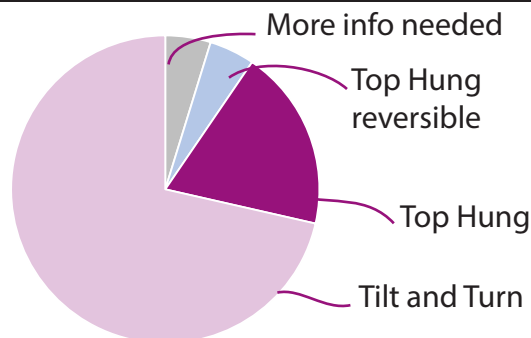
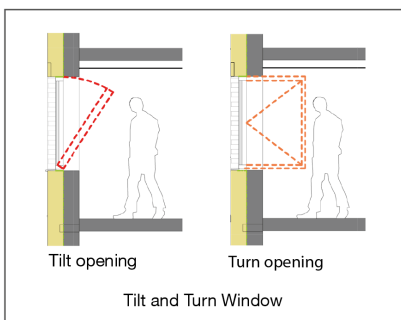
52% of respondents have suffered some degree of financial hardship due to energy bills

Windows

6. Which of the following window mechanism options would you prefer?

Row Labels	Count of 6. Which of the following window mechanism options would you prefer?
Tilt & Turn Windows	15
Other option	4
Top Hung Reversible Windows	1
I need more information	1
Grand Total	21

71% of respondents chose tilt & turn windows



7. Which of the following window colour options would you prefer?

Row Labels	Count of 7. Which of the following window colour options would prefer?
White	12
Light Grey	5
Dark Grey	2
Black	1
No answer	1
Grand Total	21

57% of respondents chose white window frames

8. Which of the following window finishes would you prefer?

Row Labels	Count of 8. Which of the following window finishes would you prefer?
Whichever has the best energy performance	7
No answer	5
Don't Mind	3
Aluminium Outside/Timber Inside	2
Aluminium	2
Not sure I need more information	1
Timber	1
Grand Total	21

33% of respondents were happy with whichever window frame material offered the best energy performance

Balconies

9. Which of the following balcony options would you prefer?



Row Labels	Count of 9. Which of the following balcony options would you prefer?
Option 1	8
Option 2	1
Option 3	1
Option 4	2
Other comment	1
No answer	8
Grand Total	21

38% of respondents chose balcony option 1

Option 1



Facade

10. Which finishes (block colours) do you prefer for the north side of the building?

North side



Option 1 Option 2 Option 3 Option 4

South side

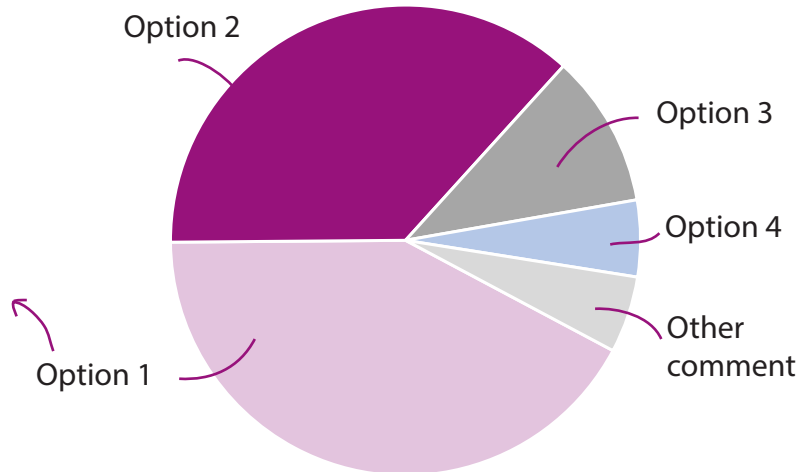


Option 1 Option 2 Option 3 Option 4

Row Labels	Count of 10. Which finishes (block colours do you prefer for the north side of the building?)
Option 1	8
Option 2	7
Option 3	2
Option 4	1
Other comment	1
No answer	2
Grand Total	21

38% of respondents chose option 1 for the finish of the north side of the building

Option 1



11. Which finishes (block colours) do you prefer for the south side of the building?

Row Labels	Count of 11. which finishes (block colours) do you prefer for the south side of the building?
Option 1	5
Option 2	6
Option 3	3
Option 4	1
No answer	6
Grand Total	21

29% of respondents chose option 2 for the finish of the south side of the building

Entrance

12. How do you feel about the current entrance to your block?

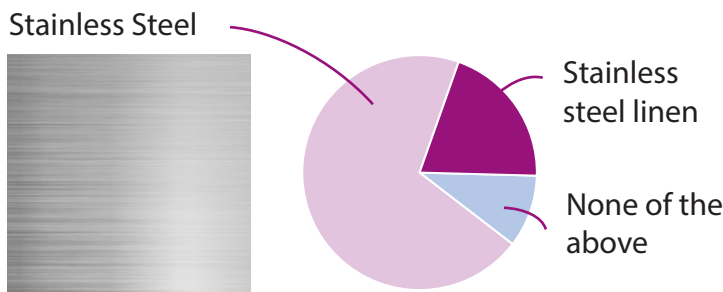
Row Labels	Count of 12. How do you feel about the current entrance for your block?
Satisfied	4
Not Satisfied	7
No answer	10
Grand Total	21

33% of respondents were not happy with the current entrance of the building

13. Which of the following wall textures would you prefer for the lifts?

Row Labels	Count of 13. which of the following wall textures would you prefer for the lifts?
Stainless Steel	14
Stainless Steel Linen	4
None of the above	2
No answer	1
Grand Total	21

67% of respondents chose stainless steel for the lift wall texture



14. Which of the following floor finishes would you prefer for the lift?

Row Labels	Count of 14. Which of the following floor finishes would you prefer for the lift?
Patterned Aluminium	6
Rubber	6
Slip - resistant rubber	4
Coffee Coloured Rubber	2
No answer	3
Grand Total	21

Results were split with 29% of respondents opting for patterned aluminium and 29% choosing rubber for the lift floor



Bins

15. Do you feel the end of the car park and the end of the communal gardens at the block entrance is suitable place for the plant room and bin sheds?

Row Labels	Count of 19. Do you feel the end of the car park and the end of the communal gardens at the block entrance is suitable place for the plant room and bin sheds?
Yes	15
No	2
No answer	4
Grand Total	21

71% of respondents felt the end of the car park would be a suitable place for the plant room & bin sheds



Qualitative feedback

Design

'It looks too old, wish it could be refreshed'
 'It feels dark and dated at the moment, especially the entrance'
 'It needs a complete overhaul, it looks tired'
 'It's tired and dirty and needs complete change'
 'Need a finish that wont discolour'
 'I'd like uniform colours, not too many'



50% of respondents felt the block needed a lift



3 respondents felt the block needed to be lighter



Programme

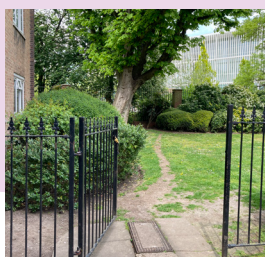
'When will works start?'
 'Just do it NOW!'
 'Just get on with work - we don't need more consultation, we've been waiting for too long'
 'When are they gonna start?'

2 respondents wanted to know when works would start

Practical improvements

'Bin chutes get blocked. But don't want to walk too far in rain'
 'I don't want to lose the bin chute. The idea is outrageous'
 'It would be sad to lose the palm tree'
 'Can we get electric car charging pot section for our cars?'
 'The property is damp and this has to be tackled first before anymore insulation is placefd on the building'

3 respondents felt there had been enough engagement and works should start now



5. Next Phase

Design proposals informed by your feedback will now go to tender. The chosen solution provider will work with these designs and your feedback to develop further plans and details of the refurbishment. They will create their own engagement plan and continue to seek your feedback as designs are finalised. They will also work with residents to agree the build process, and work with you to minimise disruption. Once agreed, works will start on site. Once works are complete, they will continue to be in touch to help you make the most of the changes to your homes and ensure understanding of the Comfort Plan.

