LOT 5: CAMBORNE MEWS

Initial Design Ideas

Feedback Report

25 November 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 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

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.

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 Loss - 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.

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 extracts moist air from wet rooms; allowing dry ambient air to replace it 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. The unit has a summer bypass function so that warm air will not be recovered from outgoing air in the summer months.

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 about the Initial Design Ideas & proposals popup, which took place at Camborne Mews on 26 July 2021. It analyses the feedback and preferences expressed by residents as we look ahead to the next phase of the refurbishment. It 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

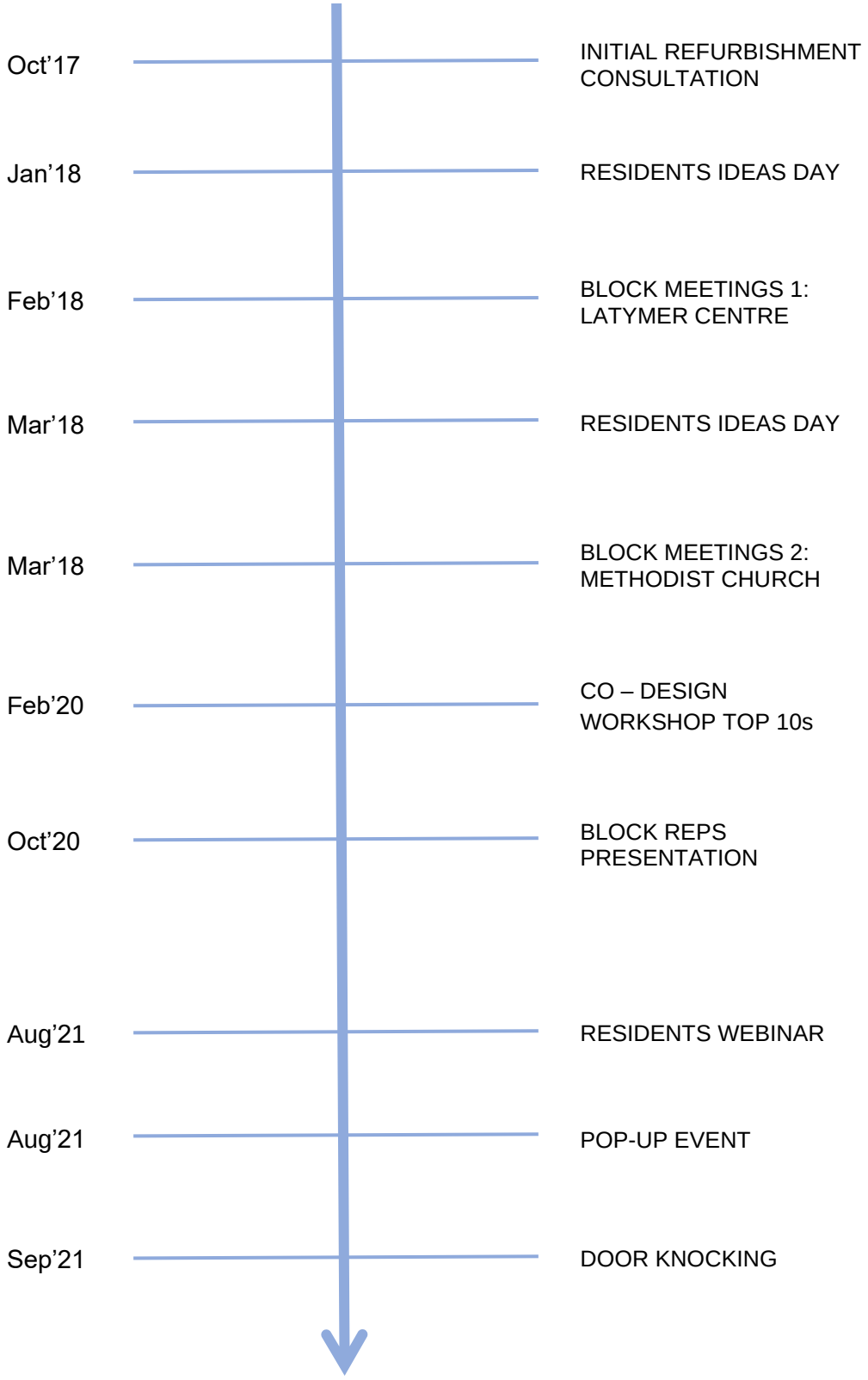
- Get enough information for planning applications
- Build trust with all stakeholders and residents
- Get consensus on approach for block refurbishments
- Make decisions to keep refurb timelines on track

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

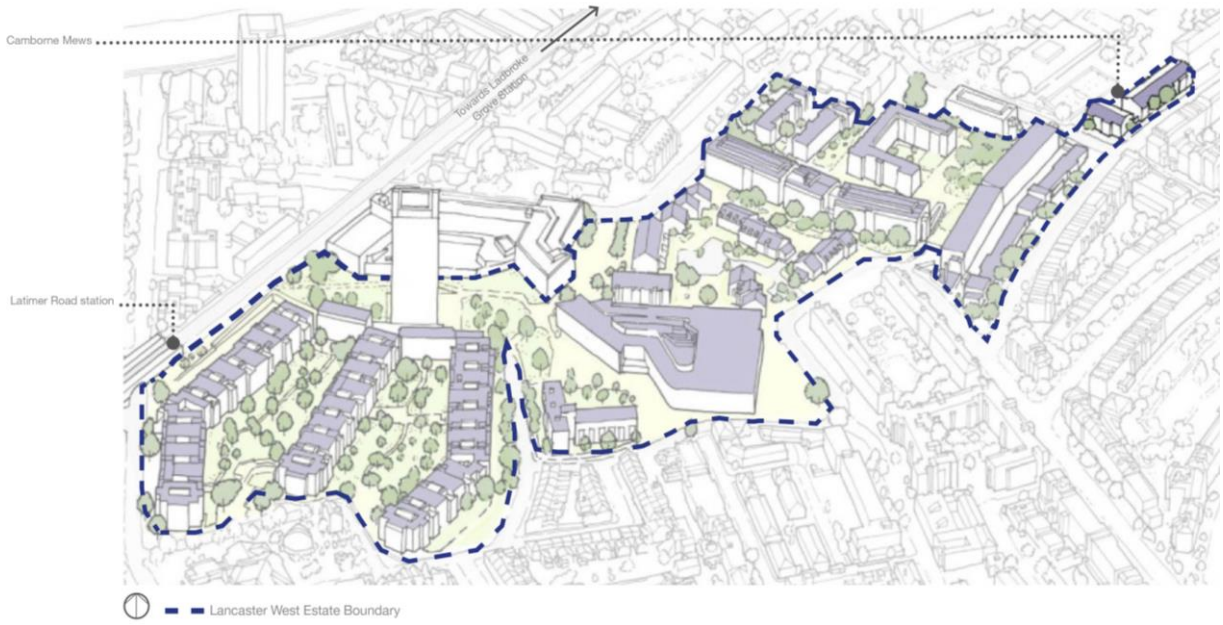
Camborne Mews is located in the corner of St Mark's Road and Cornwall Crescent, to the north of the Lancaster West Estate. Along the north-west boundary, the site is adjacent to Thomas Jones Primary School, towards the northeast is Portobello road with many shops and amenities.
Ladbroke Grove underground station is also within walking distance.

History

At Camborne Mews, there are two blocks organised in a L-shape setting along the site. The blocks were originally built in the 1970/80s. There are 36 flats across 2 rectangular 3 storey buildings. The blocks are on the perimeter of the site, which is secured by with low-level masonry walls and metal fencing providing a boundary treatment.

Why upgrade your home?

- Poorly insulated homes use lots of heat to keep warm i.e. expensive bills
- Summer overheating and very cold winters is an increasing problem with climate change
- Draughts and temperature swings with poor heat distribution i.e. cold ankles but hot head
- Cold spots in your walls that can lead to condensation and mould growth

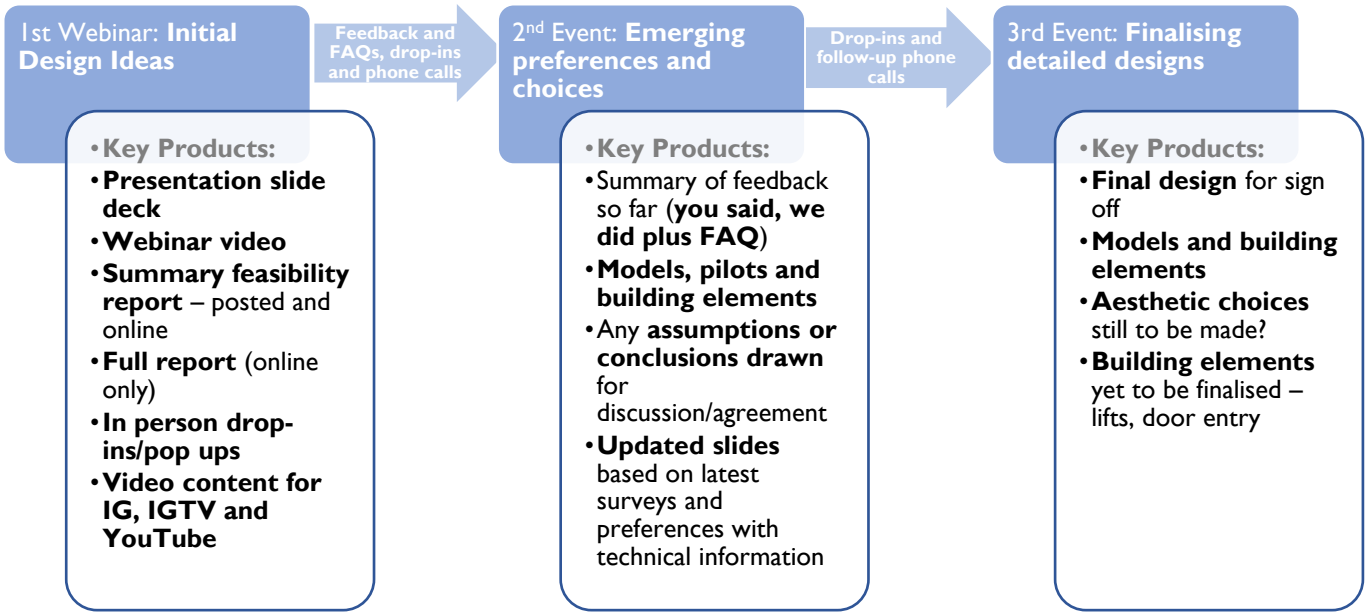


Ground floor plan

13-36 Camborne Mews Elevations

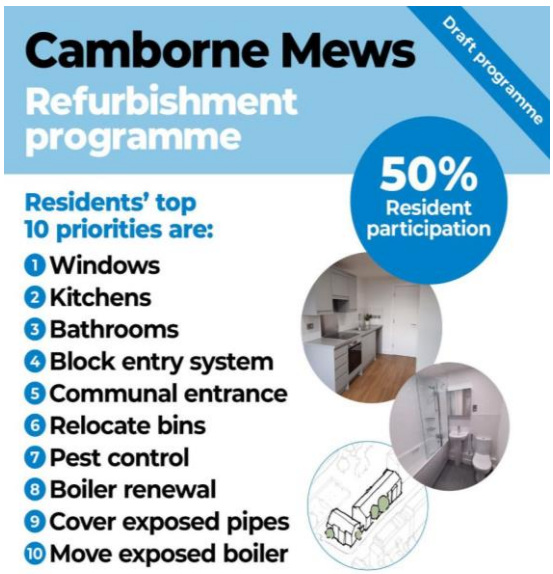
6. Co-Designing a 21st Century Model Estate

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:

- Installation of new internal wall insulation (IWI) OR external wall insulation (EWI)
- Upgrade of existing windows to new triple glazed windows
- Install mechanical ventilation with heath recovery (MVHR) system
- Photovoltaic Panels

Other consultants within the team are looking at the other priorities;

- Door entry systems
- Lighting
- CCTV
- Landscaping works
- Plumbing and Heating
- Below ground drainage
- New kitchens & bathrooms

Initial Design Ideas (Phase 1)

LWNT has asked ECD Architects to provide options to provide carbon-neutraul homes in Camborne Mews. 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 carbon-neutral 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.

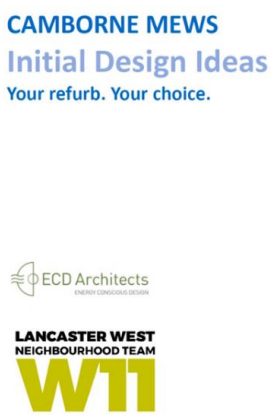
Residents have the option of 3 levels of refurbishment as shown in the table below. These options, namely 1 (Bronze), 2 (Sliver) and 3 (Gold), are being used to illustrate the different options presented by our design team.

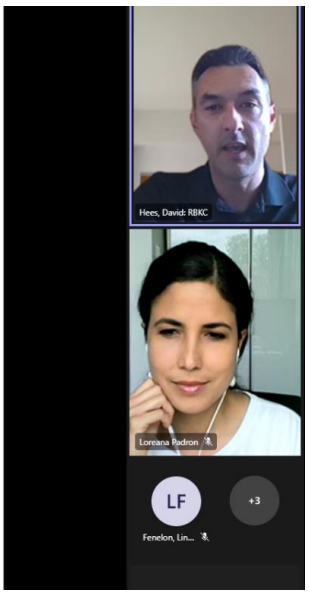
	Proposed measures
Bronze	Upgrade double-glazed windows No insulation to existing walls Upgrade Mechanical Extract Ventilation (MEV)
Silver	Upgrade double-glazed to triple-glazed windows New wall insulation (Internal or External) New insulation installed in roof (under or over) New Mechanical Ventilation with Heat Recovery
Gold	Upgrade double-glazed to triple-glazed windows New wall insulation (Internal or External) New insulation installed in roof (under or over) New Mechanical Ventilation with Heat Recovery PVs on roof & battery storage

Matrix of possible interventions

What did we do?

August 2021





Pre-recorded Webinar now available on our website www.weareW11.org

August 2021

Pop-up Event in Camborne Mews courtyard

September 2021

Door Knocking

Residents' Feedback on our Ideas and Proposals

Building Element	Respondents
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. It was therefore decided to do a pre-recorded webinar so residents could view it in their own time on the W11 website. 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 in the courtyard.

The popup took place on a bright sunny day and residents who attended spent some time talking to 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 on display 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:

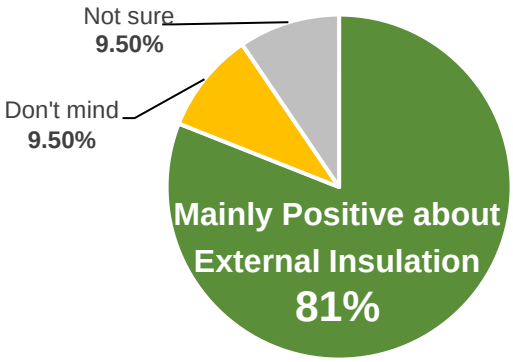
- Hold more in-person events
- Provide samples of building elements for you to see and feel
- Have regular drop-ins where you can interact with the building elements and staff will be available to answer your questions.

8. Feedback and Analysis

Summary of Responses:

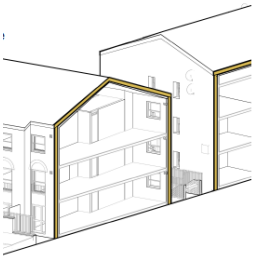
Insulation and Aesthetic

External insulation was overall more positively received than internal insulation across Camborne Mews residents, with **81% of respondents largely positive.**

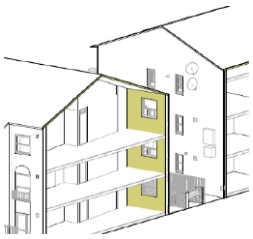


Preferred Insulation Type:

Sentiment	Respondents	
External Insulation	9	**81%**
Don't mind	1	**9.5%**
Not Sure - Need Information	1	**9.5%**
Total	11	**100%**



External Wall Insulation

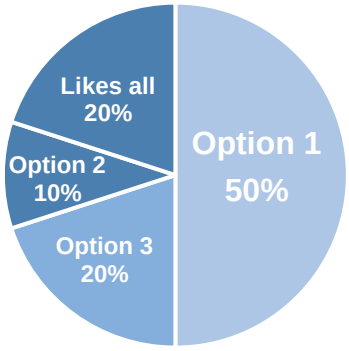


Internal Wall Insulation

3D perspective images presented at IDI consultation for Camborne Mews for External Wall Insulation and Internal Wall Insulation

Preferred Finish Type for External Wall Insulation (EWI):

Sentiment	Respondents	
Option 1 – Brick Only	**5**	50%
Option 3 – Brick and Render	2	20%
Likes all	2	20%
Option 2 – Brick Only	1	10%
Total	10	**100%**



Option 1 – Brick Only

Option 2 – Brick Only

Option 3 Brick and Render

Façade designs presented at IDI consultation for Camborne Mews for different external wall insulation finish options

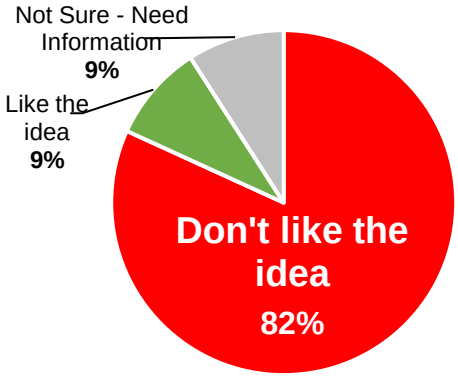
Themes that emerged:

Regarding the preference for **external insulation:**

> "I made this choice because internal insulation implicates in loss **of area of and doesn't** perform as good."
> "External insulation will cause less disruption than internal."
> "**Internal i**nsulation would make my property smaller."

Feeling about Internal Wall Insulation (IWI):

Sentiment	Respondents	
Don't Like the Idea	**9**	**82%**
Like the Idea	1	**9%**
Not Sure – Need Information	1	**9%**
Total	11	**100%**



Windows

The residents were **positive** about the prospect of **triple glazed windows**.

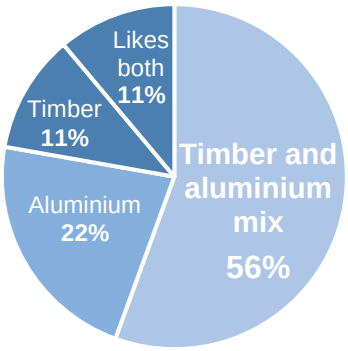
Feeling about Triple Glazed Windows:

Sentiment	Respondents	
Like the idea	10	**100%**

When asked about the preferred window finish, **56%** of the residents preferred composite windows.

Feeling about Window finishes:

Sentiment	Respondents	
Timber and aluminium mix	5	56%
Aluminium	2	22%
Timber	1	11%
Likes both	1	11%
Total	9	**100%**

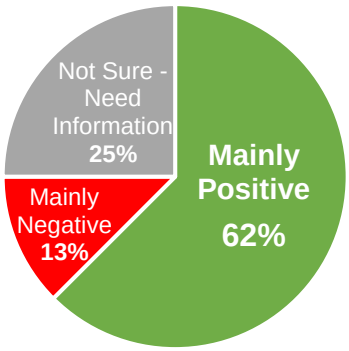


Solar Panels

62% *of* respondents were **positive on the prospect of having solar panels installed**.

Feeling about Solar Panels

Sentiment	Respondents	
Mainly Positive	5	62%
Mainly Negative	1	13%
Not Sure – Need Information	2	25%
Total	8	**100%**

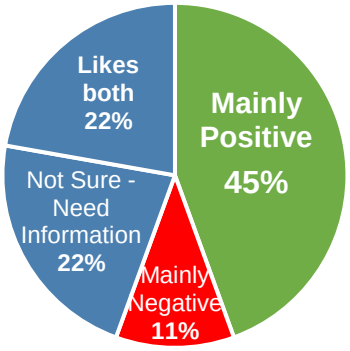


MVHR

45% *of* respondents were **positive on the prospect of having a MVHR unit installed**.

Feeling about MVHR

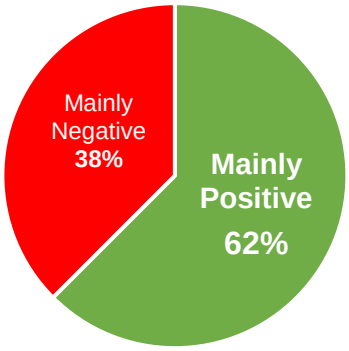
Sentiment	Respondents	
Mainly Positive	4	45%
Mainly Negative	1	11%
Not Sure - Need Information	2	22%
Likes both	2	22%
Total	9	100%



Refuse Areas

Overall, respondents were mainly **satisfied with the existing refuse areas**, with **62%** stating they were happy with existing refuse areas.

Sentiment	Respondents	
Mainly Positive	5	62%
Mainly Negative	3	38%
Total	8	100%



Other

Themes that emerged when asked what general improvements the residents would like to see:

"Front door needs to be fixed, communal doors needs changing, change wall finishes, stairs change colour. Change railings, change to movement sensitive lights. Letter **plates need changing."**

"Communal doors, stairs, staircase and landing finishes all **need improved."**

"I want a balcony."

"As I am disabled, hopefully the new windows will open outwards or inwards or if upwards and downwards they will be lightweight to enable me to open them.

"Get rid of the tariac on communal area."

"Doors slam, very noisy."

"Communal doors, wall finish, lighting, brighter lamps and more lights, make it more welcoming, cost amount efficient / durability.

9. Next Steps

For the next phase for Camborne Mews 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 are open to the use of external wall insulation, with half having a preference for a brick only finish. Overwhelmingly, 100% of respondents were positive about having triple glazed windows with 56% preferring an aluminium and timber composite mix. Residents were also keen to have solar panels on their buildings.

There is a great opportunity for us to do the following research and investiagtions;

- 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. 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 feel 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 in the next phase of engagement called Emerging Preferences & Choices
- 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