

Lancaster West Refurbishment

Emerging preferences and choices



Co-design results

Verity Close (Lot 6)



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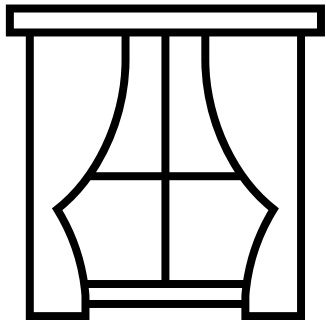
Purpose of engagement

- LWNT needed to know residents' choice for several elements of the external refurbishment.
- To establish preferences, residents were asked a series of questions including yes/no, either/or, preference ranking and open-ended questions.
- For all questions residents were provided with the opportunity to make a choice or to allow LWNT to make the best choice on their behalf.
- Here we list the elements, explain the question methodology and present the survey results.

Elements

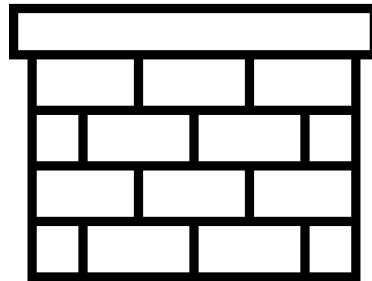
Windows

Mechanism options
Material options
External frame colour options
Internal frame colour options



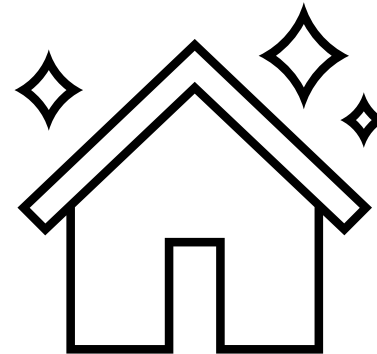
External Wall Insulation

Material options
Designs options
Colour options



Roof

Material option



Other refurbishment aspects

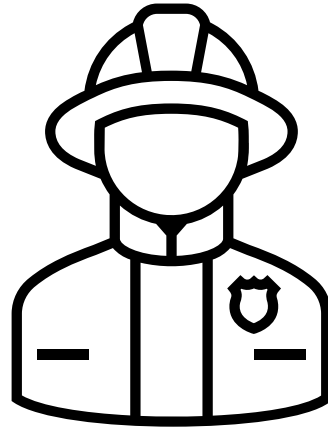
Communal Areas



Ventilation



Fire safety



Waste management



Preference ranking questions (pt.1)

- Multiple choice questions were used where residents had to choose between 3 or more choices. These were marked as **mandatory questions** to ensure that results reflected the perspectives of all those that participated in the survey.
- In sections where there were multiple detailed decisions to be made, residents were provided with the option to provide their detailed choices or defer to LWNT. Residents that chose to defer to LWNT were then not asked certain questions and instead skipped ahead to the next section.

Methodology

Yes/No questions

Yes/No questions were asked where residents could make a definitive choice between 2 options.

Either/Or questions

With these questions residents were simply asked to circle their choice

Preference ranking questions (pt.2)

- Where there were more than two options, residents were asked to rank their preferences from most to least preferred, to enable a preferential analysis to determine choices and rankings. This meant we were able to determine:
 - **if there was a simple majority first preference**
 - **overall preferences using the average ranking for each answer choice, if the event of no majority preference.**
- Where there were more than two options, residents were asked to rank their preferences from most to least preferred, to enable a preferential analysis to determine choices and rankings.
- Where residents were being given a choice about specific products, questions were structured in such a way to capture both the specific product preferences, but also broken down into elemental options

Summary of Resident responses

78%

**Number of residents who
have participated in the
external refurbishment co-
design process so far**

Windows

59% of respondents provided preferences, 41% opted for LWNT to make the best choice on their behalf

Window Mechanism & Material Results

From a choice of 2 mechanism and 2 window material types, residents opted for the following:

Option	Flats	Houses	Overall
Window Mechanism	Top Hung Reversible	Top Hung Reversible	Top Hung Reversible
Window Material	Aluminium	Aluminium	Aluminium

Residents had a clear preference for a Top Hung Reversible mechanism, and aluminium window type. % figures can be found on slide 26*

Windows

59% of respondents provided preferences, 41% opted for LWNT to make the best choice for on their behalf

Window External & Internal Colour Results

From a choice of 6 external colours & 8 internal colours, residents opted for the following:

Option	Flats	Houses	Overall
External	<ol style="list-style-type: none">1. Silver Grey2. Basalt Grey/White3. Anodised aluminium	<ol style="list-style-type: none">1. Basalt Grey2. Signal Grey3. Silver Grey	<ol style="list-style-type: none">1. Silver Grey2. White3. Basalt Grey
Internal	<ol style="list-style-type: none">1. White2. Basalt Grey3. Silver Grey	<ol style="list-style-type: none">1. Silver Grey2. Signal Grey3. Aluminium/ Basalt Grey	<ol style="list-style-type: none">1. White2. Basalt Grey3. Silver Grey

There was a discrepancy between Flats and Houses for both external and internal window preference, which resulted in the “Overall choice” needing to be determined through preferential analysis % figures can be found on slide 26*. As a result we will be presenting the top 3 choices to reside

External Wall Insulation (EWI)

59% of respondents provided preferences, 41% opted for LWNT to make the best choice for on their behalf

EWI Results

From a choice of brick & render in 5 colour & design options, residents chose the following:

Option	Flats	Houses	Overall
Façade	Single Brick – Matching Existing Façade	Single Brick – Matching Existing Façade	Contrasting Brick Slips – New Colours
Material	Contrasting Brick Slips	Matching Existing Façade AND Smooth Render	Contrasting Brick Slips

There was a discrepancy between Flats and Houses residents for both the façade and material options, which resulted in the “Overall choice” needing to be determined through preferential analysis % figures can be found on slide 26*

Roof finish

59% of respondents provided preferences, 41% opted for LWNT to make the best choice for on their behalf

From a choice of matching the existing concrete tiles or new slate tiles residents chose the following:

Option	Flats	Houses	Overall
Roof	New Slate Tiles	New Slate Tiles	New Slate Tiles

Residents had a clear preference for New Slate Tiles

Summary of residents' comments and concerns

Communal Entrances & Block Entrances

Residents commented on:

- Security concerns and the front door
- Camera at the entrances
- Decorations
- Additional general comments
- Choices around communal areas

Ventilation & MVHR

Residents commented on:

- Installation and design
- Volume and noise
- Energy usage

Fire Safety

Residents commented on:

- Fire safety as a priority
- Alarms, extinguishers and sprinklers
- Fire doors and exists
- Fire safety plans

Waste Management & Recycling

Residents commented on:

- Accessibility
- Size and number needs to increase
- Proper recycling practices
- Issues with pests
- Mixed views about moving the location

Heat Network

88% of respondents provided preferences

Residents were asked how they would like to control and pay for their heating and were given a choice of 3 options for each. Their preferences were as follows:

Choice	Flats	Houses	Overall
Heating control	Thermostat	Thermostat	Thermostat
Payment	Top-up card	Top-up card	Top-up card

Residents had a clear preference for thermostat heat controls and top-up card payments

Statistical results

Windows

- Top hung reversible (idealcombi futura +) scored highest overall (1/4) with 0.77 margin, representing the strongest preference across all residents
- 74% prefer top hung reversable over tilt and turn of their window opening type
- 74% of residents prefer aluminium over composite for their window material
- Basalt grey (RAL 7012) scored highest overall (1/6) with 0.1 margin, representing the strongest preference across all residents

External Wall Insulation

- Matching existing facade scored highest overall (1/4) with a 0.83 margin, representing the strongest preference across all residents in houses
- Contrasting brick slips scored highest overall (1/4) with 0.3 margin, representing the strongest preferences across all residents in flats

Next steps

- Finalising detail design of the external refurbishment
- Commencement of works