

Lancaster West Refurbishment
Emerging **preferences**
and **choices**



Co-design results

Morland House and Talbot Grove House (Lot 3)

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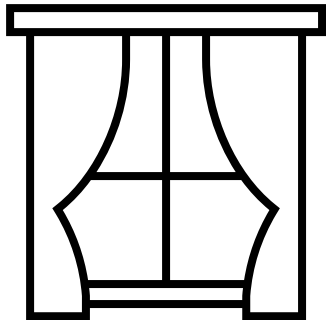
Purpose of engagement

- 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

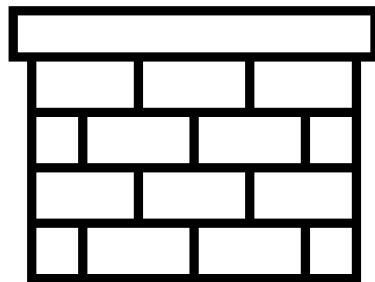
Windows

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



External Wall Insulation

- Material options
- Designs options
- Colour options



Other refurb aspects

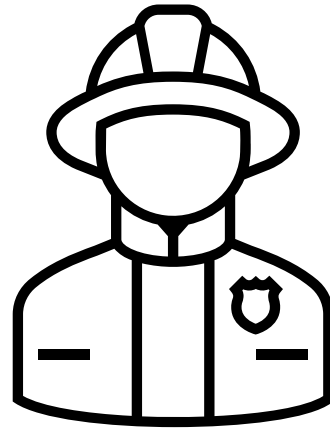
Communal Areas



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

76%

Number of residents who have participated in the external refurbishment co-design process to date

Windows

85% of respondents provided preferences, 15% opted for LWNT to make the best choice for on their behalf

Window Mechanism & Materials Results

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

Option	Morland House	Talbot Grove House	Overall
Window Mechanism	Sash	Sash	Sash
Window Material	Timber	Composite (timber/ aluminium)	Composite (timber/ aluminium)
Style	Heritage	Heritage	Heritage

Although all respondents wanted sash windows, there was some discrepancy between window material choices

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	Morland House	Talbot Grove House	Overall
External	I. White	I. White	I. White
Internal	I. White	I. White	I. White

There was a clear preference for both internal and external window colours

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	Keep similar to existing look	Keep similar to existing look	Keep similar to existing look

There was a clear preference for both blocks for a similar look facade

Summary of Comments and concerns



Communal entrances & Block entrances

Residents comments:

- We'd like to see an improvements to the stairwell
- Can you add roofs to some spaces for protection against elements?
- I'd like more colour and brightness

Ventilation & MVHR

Residents comments:

- I'd like to understand the need for this
- I don't want this system installed
- I have some questions on the installation process
- I have questions around the impact on health and air quality

Fire safety

Residents comments:

- Will the refurb works increase fire risk?
- Will there be a fire risk assessment?
- Are their fire plans in place?

Waste management & recycling

Residents comments:

- Our current chute size is too small
- There are not enough recycling bins
- Can you educate people more on waste management

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	Morland House	Talbot Grove House	Overall
Heating control	Thermostat	Thermostat	Thermostat
Payment	Top-up card	Direct debit	Direct debit

Residents had a clear preference for thermostat heat control, but there was some discrepancy between the blocks for the preferred payment method, with the average preference being direct debit

Next steps

- **Finalising detail design of the external refurbishment**
- **Planning application**
- **Tender**
- **Procurement**
- **Commencement of works**