

## Your Refurb, Your Choice Refurbishment Survey

Emerging preferences and choices for the refurbishment of your home and your block



### Barandon Walk, Hurstway Walk and Testerton Walk

In our ongoing commitment to refurbish Lancaster West Estate into a 21<sup>st</sup> century carbon-neutral estate, we are now at a stage where we are ready to begin offering and collecting definite choices and preferences for the external refurbishment of your home and block.

Your block designers have produced some further designs and proposals and we would like you to give us your preferences and choices. Your responses will inform the continuing refurbishment. Once we have residents' feedback, we will analyse the information and share the results with you.

As you complete the form, please note that this symbol \* indicates a mandatory question.

For more details as to the different options provided, please refer to the **Walkways Emerging preferences and choices booklet**.

**Please complete this survey and return it by midnight on Sunday 20 November.**

# Emerging preferences and choices

## Walkways



### About You

1. What is your first name? \*
  
2. What is your surname? \*
  
3. What is your tenancy type? (*Circle one*) \*
  - a. Council Tenant
  - b. Resident Leaseholder
  - c. Non-Resident Leaseholder
  - d. Private Tenant
  - Other (please specify)
  
4. What is your house/ flat number? \*
  
5. What is your block? (*Circle one*) \*
  - a. Barandon Walk
  - b. Hurstway Walk
  - c. Testerton Walk
  
6. What is your preferred telephone number?
  
7. What is your preferred email address?

**Windows**

8. Would you like to provide your detailed preferences on the window choices for your block, or are you comfortable with LWNT choosing what is most efficient? *(Circle one)* \*

- a. Yes – I want to provide my detailed preferences
- b. No – I am comfortable with LWNT choosing (skip to question 15)

9. Which is your most preferred window opening type? *(Circle one)* \*


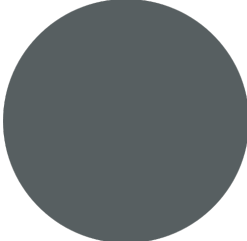
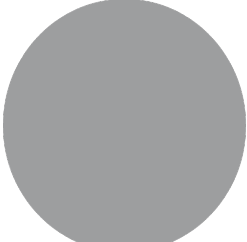
- a. Ideal Combi Futura +  
Top hung outward opening



- b. Ideal Combi Futura + I  
Inward opening tilt & turn



10. From most to least preferred (1-3), rank the following **external** window frame colour options (*note that you must rank every option*): \*  
Please note, that the printed colour isn't 100% accurate. If you are interested in seeing the accurate colour, please search the RAL number online.

Rank	Options
	<p>Anodised aluminium (similar to existing)</p> 
	<p>Basalt Grey RAL 7012</p> 
	<p>Signal Grey RAL 7004</p> 


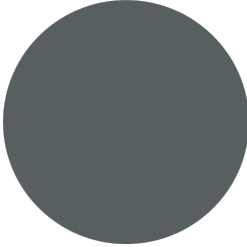
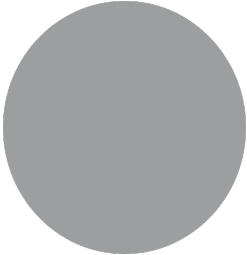
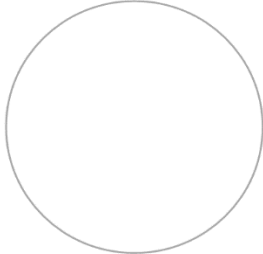
# Emerging preferences and choices

## Walkways



11. From most to least preferred (1-4), rank the following **internal** window frame colour options (note that you must rank every option): \*

*Please note, that the printed colour isn't 100% accurate. If you are interested in seeing the accurate colour, please search the RAL number online.*

Rank	Options
	<p data-bbox="276 667 520 730">Anodised aluminium (similar to existing)</p> 
	<p data-bbox="276 958 416 1021">Basalt Grey RAL 7012</p> 
	<p data-bbox="276 1294 416 1357">Signal Grey RAL 7004</p> 
	<p data-bbox="276 1615 416 1677">Pure White RAL 9010</p> 

## Emerging preferences and choices

### Walkways

12. Do you have a window in your kitchen that faces the internal communal space?

- a. Yes
- b. No (skip to question 15)

13. Which glazing do you prefer for the windows in your kitchen that face the internal communal spaces?  
(Circle one)

- a. Transparent



- b. Frosted



14. Do you have any other questions, feedback or concerns about windows in your block?

## Balconies

15. Do you have a balcony and/or terrace in your home? \*

- a. Yes (go to question 16)
- b. No (go to question 29)

16. Would you like to provide your detailed preferences on the balcony choices for your block, or are you comfortable with LWNT choosing what is most efficient? (Circle one) \*

- a. Yes – I want to provide my detailed preferences (go to question 17)
- b. No – I am comfortable with LWNT choosing (skip to question 29)

17. Do you have a sliding door on your balcony or terrace? \* (Circle one)

- a. Yes (go to question 18)
- b. No (go to question 21)

18. Which is your preferred sliding balcony door option? (Circle one) \*


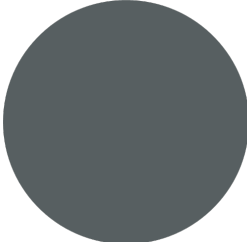
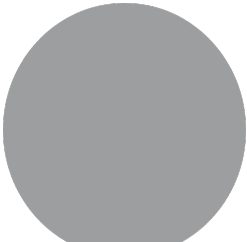
- a. Ideal combi IC



- b. Velfac 200E



19. In terms of the finish of the external sliding door frame, rank from most to least (1-3) your preferred colour: \* (note that you must rank every option)  
Please note, that the printed colour isn't 100% accurate. If you are interested in seeing the accurate colour, please search the RAL number online.

Rank	Options
	<p>Anodised aluminium (similar to existing)</p> 
	<p>Basalt Grey RAL 7012</p> 
	<p>Signal Grey RAL 7004</p> 




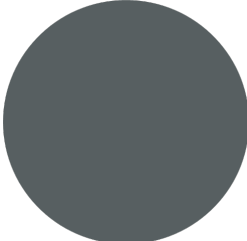
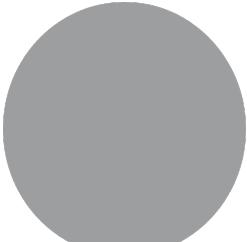
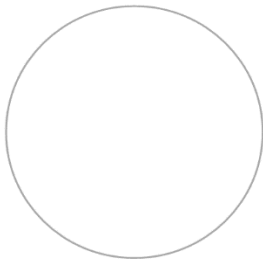
# Emerging preferences and choices

## Walkways



20. In terms of the finish of the internal sliding door frame, rank from most to least (1-4) your preferred colour: \* (note that you must rank every option)

Please note, that the printed colour isn't 100% accurate. If you are interested in seeing the accurate colour, please search the RAL number online.

Rank	Options
	<p data-bbox="276 701 520 768">Anodised aluminium (similar to existing)</p> 
	<p data-bbox="276 994 416 1061">Basalt Grey RAL 7012</p> 
	<p data-bbox="276 1328 416 1395">Signal Grey RAL 7004</p> 
	<p data-bbox="276 1644 416 1711">Pure White RAL 9010</p> 



# Emerging preferences and choices

## Walkways




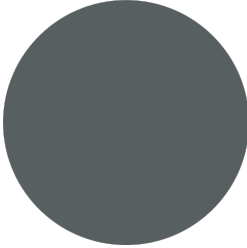
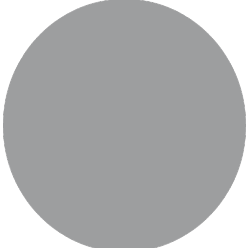
21. Do you have a hinged door on your balcony or terrace? (Circle one) \*
- a. Yes (go to question 22)
  - b. No (go to question 29)

22. Rank your most to least (1-3) preferred hinged door:

Rank	Options	
	<p><b>Ideal combi Futura+ outward opening</b></p>	
	<p><b>Ideal combi Futura+ I inward opening tilt &amp; turn</b></p>	

	<p><b>Velfac 200E outward opening</b></p>	
--	---	---

23. In terms of the finish of the external hinged door frame, rank from most to least (1-3) your preferred colour: \* (note that you must rank every option)  
Please note, that the printed colour isn't 100% accurate. If you are interested in seeing the accurate colour, please search the RAL number online.

Rank	Options
	<p>Anodised (similar to existing)</p> 
	<p>Basalt Grey RAL 7012</p> 
	<p>Signal Grey RAL 7004</p> 

# Emerging preferences and choices


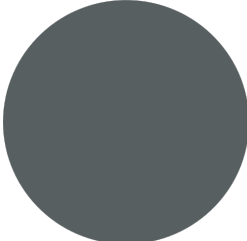
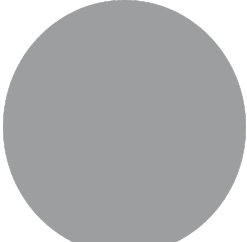
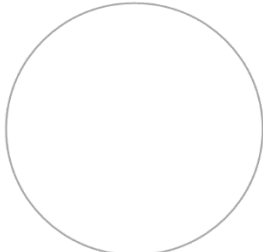
## Walkways



24. In terms of the finish of the internal hinged door frame, rank from most to least (1-4) your preferred colour: \*

*(note that you must rank every option)*

*Please note, that the printed colour isn't 100% accurate. If you are interested in seeing the accurate colour, please search the RAL number online.*

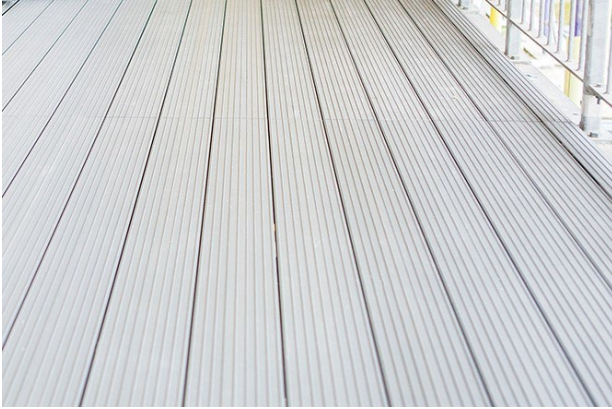
Rank	Options
	<p data-bbox="276 701 520 768">Anodised aluminium (similar to existing)</p> 
	<p data-bbox="276 994 416 1061">Basalt Grey RAL 7012</p> 
	<p data-bbox="276 1330 416 1397">Signal Grey RAL 7004</p> 
	<p data-bbox="276 1644 416 1711">Pure White RAL 9010</p> 

## Emerging preferences and choices

### Walkways

25. Which is your preferred balcony decking material

a. Aluminium Decking



b. Concrete Pavers




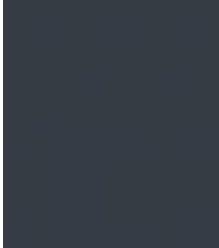
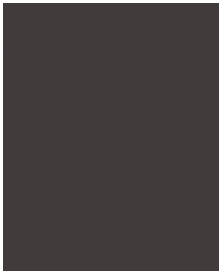
## Emerging preferences and choices

### Walkways



26. If we were to have aluminium decking, please rank from most (1) to least (3) your preferred aluminium decking colour (note that you must rank every option): \*

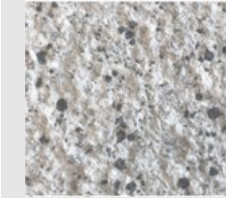
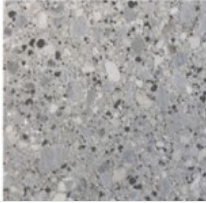



Please note, that the printed colour isn't 100% accurate. If you are interested in seeing the accurate colour, please search the RAL number online.

Rank	Options
	Window Grey (RAL 7040) 
	Anthracite Grey (RAL 7016) 
	Grey Brown (RAL 8019) 

## Emerging preferences and choices

### Walkways

27. If we were to have concrete pavers, please rank from most (1) to least (5) your preferred concrete paver colour (note that you must rank every option): \*
- Please note, that the printed colour isn't 100% accurate.

Rank	Options
	<p data-bbox="272 645 719 678">Silver Grey conservation X skimmed</p> 
	<p data-bbox="272 936 703 969">Silver Grey conservation X smooth</p> 
	<p data-bbox="272 1182 675 1216">Cream Conservation X skimmed</p> 
	<p data-bbox="272 1460 560 1494">Dark Grey Langley tiles</p> 
	<p data-bbox="272 1715 560 1749">Light Grey Langley tiles</p> 

28. Do you have any other questions, feedback or concerns on the doors, decking or finishes of your balconies?



### External wall insulation and façade

29. Would you like to provide your detailed preferences on the insulation and façade choices for your block, or are you comfortable with LWNT choosing what is most efficient?  
\*

Yes - I want to provide my detailed preferences (go to question 30)

No - I am comfortable with LWNT choosing (skip to question 34)

30. What external wall insulation strategy would you prefer? (*Circle one*) \*

- a. Maximum – that introduces the maximum insulation to provide the maximum energy performance and change to the block appearance



- b. Minimum – that introduces the minimum insulation required to meet acceptable levels of thermal performance and maintains the existing block appearance as much as technically possible



# Emerging preferences and choices

## Walkways



31. Rank from most (1) to least (3) your preferred external facade colours  
(please note that you must rank every option): \*



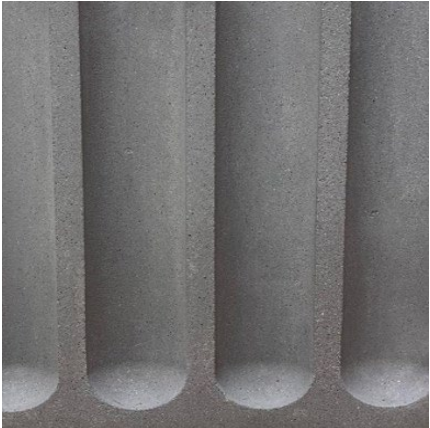
Rank	Options
	<p data-bbox="300 667 347 701">Red</p> <div data-bbox="539 521 986 846"> </div> <div data-bbox="1018 521 1533 846"> </div>
	<p data-bbox="300 1178 491 1245">Whites/Creams /Greys</p> <div data-bbox="539 1048 959 1379"> </div> <div data-bbox="970 1048 1533 1379"> </div>
	<p data-bbox="300 1753 459 1787">Green/Greys</p> <div data-bbox="539 1626 975 1977"> </div> <div data-bbox="991 1626 1528 1977"> </div>

32. Rank from most (1) to least (5) your most preferred accent external face texture\*

Note this will only be in certain points – i.e. roof parapet and ends of the block

(please note that you must rank every option):

Rank	Options
	<p data-bbox="288 779 400 813">Option 1</p> 
	<p data-bbox="288 1305 400 1339">Option 2</p> 

	<p data-bbox="288 555 400 584">Option 3</p> 
	<p data-bbox="288 1081 400 1111">Option 4</p> 
	<p data-bbox="288 1626 400 1655">Option 5</p> 

33. Do you have any other questions, feedback or concerns about the external wall insulation and façade for your block?

## Ventilation

34. We have provided you with some information about the ventilation strategy for your block. Would you support having MVHR installed in your home? \* (Circle one)

- a. Yes
- b. No
- c. Not sure – need more information

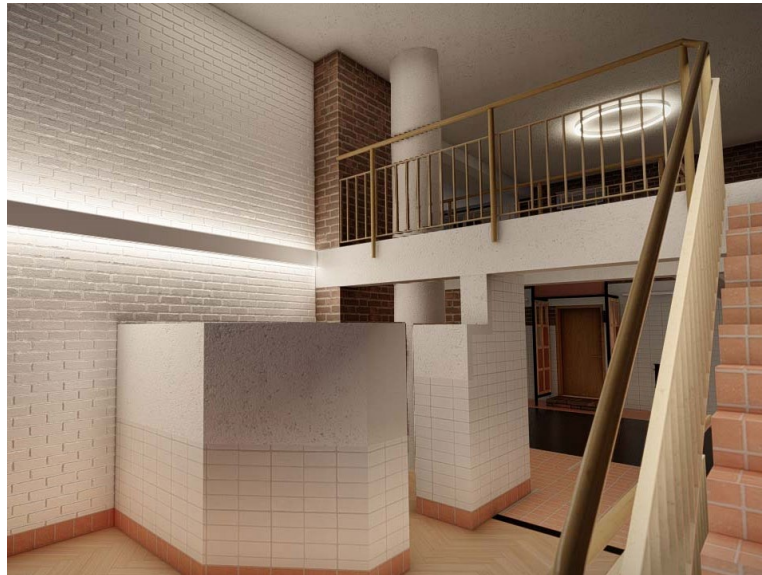
35. Do you have any questions or comments about the proposed ventilation strategy for your block?

## Communal areas

36. Do you have any feedback, questions or concerns about the vertical riser cupboards?



37. We have provided you with some information on the proposals for the communal areas. Do you have any questions, feedback or comments?



### Maximising Fire Safety

38. Would you like to provide your detailed preferences on the fire strategy choices for your block, or are you comfortable with LWNT choosing what is most efficient? \* (Circle one)

- a. Yes - I want to provide my detailed preferences
- b. No - I am comfortable with LWNT choosing (skip to question 44)

39. We have provided you with some information on the proposed sprinklers in your block. Do you have any questions, feedback or concerns?

## Emerging preferences and choices

### Walkways

40. In order to maximise fire safety, we are looking to replace all the front entrance doors in your block. What would you prefer? \* (Please circle your choice)

- a. Each flat having the same door colour
- b. Individualised door colours for each flat

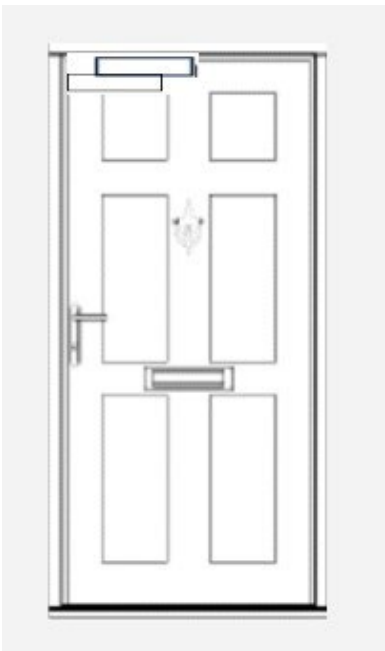

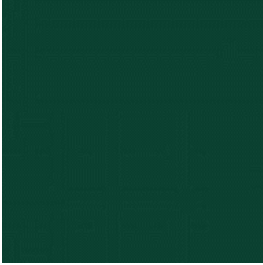

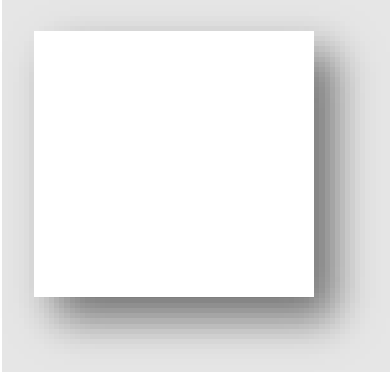


Image of possible fire door design

41. Rank your most (1) to least (1-5) preferred door colour\*: (note that you must rank every option):  
 Please note, that the printed colour isn't 100% accurate. If you are interested in seeing the accurate colour, please search the RAL number online.

Rank	Door colour options*
	<p data-bbox="276 1693 544 1727">Steel Blue (RAL 5011)</p> 



	<p>Moss Green (RAL 6005)</p> 
	<p>Black Brown (RAL 8022)</p> 
	<p>Carmine Red (RAL 3002)</p> 
	<p>Traffic White (RAL 9016)</p> 

42. Do you have any questions, feedback or concerns about the proposed fire strategy for your block?

**Waste Management**



43. Rank the waste management solutions below from most (1) to least (3) preferred ((note that you must rank every option)

Rank	
	<p data-bbox="276 763 528 831">Improve the existing bin chute</p> 
	<p data-bbox="276 1462 485 1529">New bin store in public spaces</p> 

New bin stores in  
new block  
entrances






44. Do you have any questions, comments or concerns regarding the waste management strategies proposed?

## Heating and the Heat and Hot Water Network



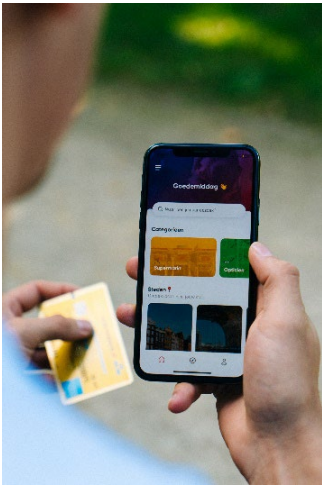
These questions are about heating in your home, and the heat and hot water network. (You can find additional information on the Heat Network by copying the link below into your browser)

<https://www.wearewll.org/en/page/70640>.

45. Rank how you would like to control the heating in your home from most (1) to least (3) preferred (note that you must rank every option): \*

Rank	Heating control option
	<div data-bbox="314 734 461 768">Thermostat</div> 
	<div data-bbox="314 1070 400 1104">Mobile</div> 
	<div data-bbox="314 1438 421 1471">Radiator</div> 

46. Rank how you would like to pay for your future heating from most (1) to least (3) preferred payment option (note that you must rank every option): \*

Rank	Heating payment option
	<p data-bbox="316 622 472 651">Direct Debit</p> 
	<p data-bbox="316 936 480 965">Top-Up Card</p> 
	<p data-bbox="316 1368 608 1397">Online / Mobile Top-Up</p> 

47. **Would you like a pay-as-you-go meter (PAYG) if you could have one? (tick box)** (You would need to top-up funds for the heat you use. You can do this online or at certain shops. Having a PAYG meter would cost no more than paying by direct debit, but it would mean that you spend more on heating in the colder winter months than summer months.

Yes

No

Not Sure - Need More Information

## Emerging preferences and choices

### Walkways



48. Have you got any concerns about the future payment options for heating?

49. Overall, do you support the renewable heat network project?

Yes

No

Not Sure - Need More Information

50. Do you have any other questions or comments about the Heating and Hot Water Network for your block?

## Respite

These questions are about the Respite Offer available to residents experiencing the effects of the refurbishment.

More information can be found here <https://www.wearewll.org/en/lancaster-west-respite>.

51. Are you aware of the Respite offers available to all residents experiencing the effects of the refurbishment? (Circle one) \*

Yes

No (skip to question 53)

Not Sure - Need More Information (skip to question 53)

52. If yes, how satisfied are you with the range of services available as part of the Respite Offer? (Circle one)  
\*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

53. Do you have any questions or comments on the Respite Offer?

You have now reached the end of the main part of this survey.

The following questions are about how we engage with you and the best way we can keep in touch.

**54.** Generally, how satisfied are you with the level of engagement and information available about the refurbishment of the Lancaster West Estate by the Lancaster West Neighbourhood Team? *(Circle one)*  
\*

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

**55.** Can you please provide a brief explanation for your response? \*

## How to keep in touch

Are you part of the block WhatsApp Group? To join, scan the QR code below:



Please see information about the newsletter below

Have you subscribed to your block newsletter? To join, scan the QR code below to ensure you don't miss out on any refurbishment news for your block and be sure to indicate which block you live in:



56. Do you have any final questions or comments for the LWNT?

**Thank you for completing this survey.**