




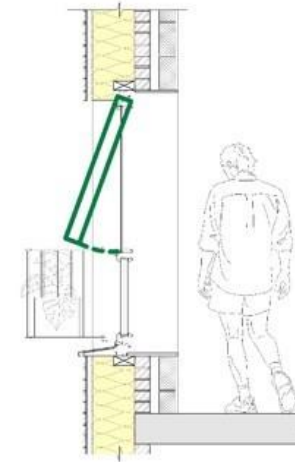


Finalising detailed designs: Co-design results

**Lot 2: Camelford Court, Camelford Walk, Clarendon Walk, and
Talbot Walk**

Summary of survey results

Element	Resident's majority choice	
Windows and features		Light anodised and dark grey
Balcony flooring (Walkways only)		Natural aged oak
Communal corridors		Grey floor with grey stripes
Porches (Camelford Court only)		Frame with hanging bar at the front and side
External wall insulation pattern		Simple design



The new window for Lot 2 is the top hung outward opening window with an aluminium and timber (composite) frame

Co-designing LancWest to create a 21st century estate

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

The individual block designers had produced some final designs and proposals for the refurbishment of each block. These designs and proposals were shared with residents in:

- A recorded webinar
- A pop-up event
- A booklet sent to each property

Residents were asked to provide their preferences and choices based on these proposals, as well as an opportunity to share any feedback, comments or questions they still have. These responses have been analysed and detailed in this report.

Calculating the survey results

For the co-design survey, residents were asked a series of questions including first choice, ranking questions and open-ended questions where we invited their questions and comments on various aspects of the design and proposals.

For questions where there were more than two options, residents were asked to rank their preferences from most to least preferred, allowing us to gather additional information.

For ranked questions, the Borda counting approach we used to analyse residents' answers is a consensus-based voting system that seeks to identify the least unpreferred option: as described below:

Determining overall preferences using the average ranking for each answer choice.

The answer choice with the largest average ranking is the most preferred choice.

The average ranking is calculated as follows, where:

w = weight of ranked position

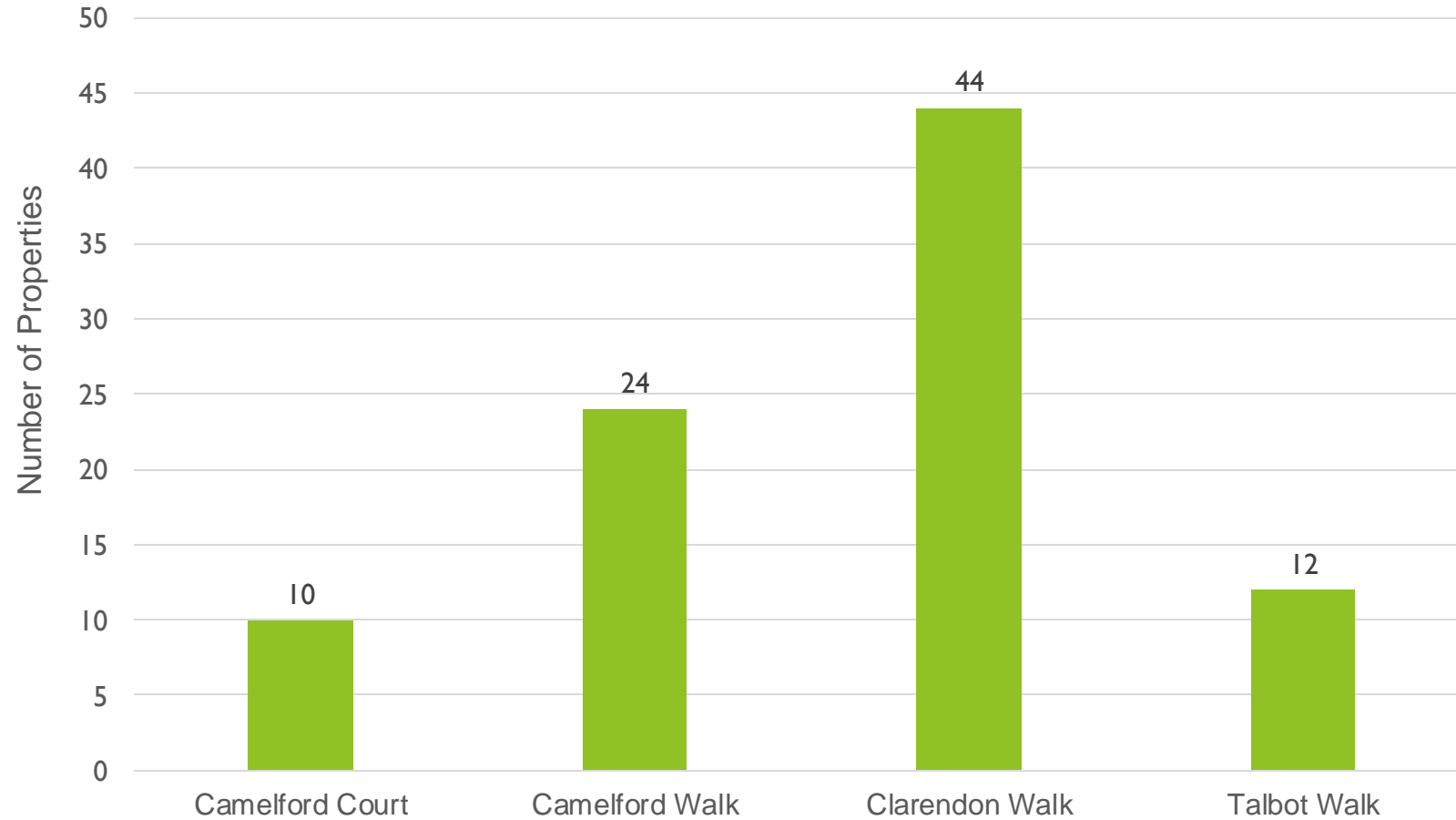
x = response count for answer choice

$x_1w_1 + x_2w_2 + x_3w_3 \dots \text{etc.}$

Total Responses

Weights are applied in reverse. In other words, the respondent's most preferred choice (which they rank as #1) has the largest weight, and their least preferred choice (which they rank in the last position) has a weight of 1.⁴

Out of a total of 169 eligible households, 90 households in Lot 2 participated in the final phase of engagement



Residents were asked if they were happy with the proposal of a new top hung, outward opening, window with an aluminium and timber frame design and if not, why not?

Block	Yes, I am	No, I am not
Camelford Court	90%	10%
Camelford Walk	83%	17%
Clarendon Walk	91%	9%
Talbot Walk	83%	17%
Overall	88%	12%



Top hung outward opening window with an aluminium and timber frame design

If no, why not?


“I don’t like timber on the inside”

“Metal is better”

“If I refuse the MVHR, do I still get the triple glazed windows? And can the windows be double glazed instead?”

“I would have preferred full metal frames”

Residents were asked to rank their preferred window frame and features colour scheme from 1-3, with 1 being their first choice

Block	 Light anodised aluminium colour on upper windows and features with dark basalt grey on lower windows and features	 Light anodised aluminium colour on all windows and features throughout the block	 Olive grey on all windows and features throughout the block
Camelford Court	1.75	2.89	1.38
Camelford Walk	2.52	2.33	1.14
Clarendon Walk	2.32	2.24	1.43
Talbot Walk	2.50	2.17	1.33
Overall	2.34	2.32	1.34

- **The overall preferred choice was light anodised aluminium on upper windows and dark basalt grey on lower windows**

Residents were asked if they had any questions or comments about the window frames and features colour scheme for their block?

“I like the grey”

“Windows should be dark”

“I think the architects will know what colour suits a buff brick the best. I do like the darker greys”

“Is it wood or metal frame? Wood would rot.”

“Hate the green”

“The frames must be the exact same size as the old ones”

“Why can't they be white”

“Don't like olive green”

“Brass is nice too but it's not an option here?”

“It would be good to see clearer photos of the window frames and features as it is hard to tell from the printout and rendered images. Am also concerned about how resident's choices will potentially affect their ongoing service charges, particularly if private residents are expected to fit the bill.”



“The green looks strange I do not like it at all. In all the ideas you have shown us up to now, the window colours have been grey... green was not even mentioned so why now have you put green into the mix?”

Residents were asked to rank their preferred balcony flooring type from 1-3, with 1 being their first choice

Block	 Metal Decking	 Wood Decking	 Concrete Pavers
Camelford Court*	N/A	N/A	N/A
Camelford Walk	2.00	1.67	2.33
Clarendon Walk	1.72	2.32	1.96
Talbot Walk	2.17	2.17	1.67
Overall	1.86	2.12	2.02



- **The overall preferred choice was wood-effect decking**

Residents were asked which would be their preferred choice of the colours below, for metal balcony decking

Block	 Light Metal Decking	 Dark Metal Decking
Camelford Court*	N/A	N/A
Camelford Walk	54%	46%
Clarendon Walk	52%	48%
Talbot Walk	17%	83%
Overall	48%	52%




- **The overall preferred choice was Dark metal decking**

Residents were asked which would be their preferred choice of the colours below, for composite balcony decking

Block	 Natural or oak wood effect decking	 Natural hickory wood effect decking
Camelford Court*	N/A	N/A
Camelford Walk	58%	42%
Clarendon Walk	48%	52%
Talbot Walk	50%	50%
Overall	51%	49%

- **The overall preferred choice was natural or oak wood effect decking**

Residents were asked which would be their preferred choice of the colours below, for concrete paver balcony decking

Block	 Natural concrete pavers	 Silver grey concrete pavers	 Grey granite concrete pavers
Camelford Court*	N/A	N/A	N/A
Camelford Walk	58%	0%	42%
Clarendon Walk	37.5%	12.5%	50%
Talbot Walk	33%	0%	67%
Overall	42%	9%	49%

- **The overall preferred choice was Grey granite concrete pavers**

Residents were asked whether they had any questions or comments about the communal corridor scheme for their block (1)

“What will happen to the brick work next to my door because i'm just off the corridor.”

“Walls must be hard wearing”

“It would be really nice if they are transformed at the moment, they are nasty.They should be hardwearing”

“It is important to me that the corridors are refurbished to a high standard as at the moment they are in a disgusting depressing state”

“Needs to feel like we are not in a council estate.It's very dark and horrible at the moment”

“Rails on the balcony because was burgled 3 times. Happy for railings to be taken off now. Lights/bright get dimmer”

“I would like it to feel new and luxury. At the moment this is the worst part of the flats”

“Tiles are nice but will require upkeep and we must reduce the cost of up keeping as prices are soaring.All it takes is one tile to fall off and then they'll all start falling and we will pay for it.”

“The doors should all be painted the same colour”

Walkway residents were asked to rank their preferred internal corridor colour scheme from 1-3, with 1 being their first choice

Block	 Grey floor and grey strips	 Grey and white walls	 Herringbone Pattern
Camelford Court	N/A	N/A	N/A
Camelford Walk	2.45	2.09	1.45
Clarendon Walk	2.40	2.47	1.13
Talbot Walk	2.73	2.27	1
Overall	2.47	2.31	1.22



Grey floor and grey stripes was the preferred option overall

- **The overall preferred choice was grey floor and grey strips**

Residents were asked if they had any questions or comments about the communal corridor scheme for their block? (2)

“The tiles now look disgusting and must be removed. needs a total refurb. i like the wall panels with the numbers by the doors”

“I hate pattern on the wall, gets broken and it’s not a nice view.”

“The fixtures and finishes must be durable and hardwearing”

“The terrazo flooring in the book of ideas looked so much nicer. Why can’t we have this?”



“Tiles fall off and break”

“Steps should have been removed ideally. There are too many services in the corridors such as pipes wires that need to be hidden or removed so they are empty and spacious”

“Need to understand how these choices impact any ongoing cost to residents/leaseholders if at all”

“Each doorway needs to be made into a feature. The flooring needs to be luxury and look nice. they need a lot of work. It’s hard to tell from these pictures”

Camelford Court residents were asked which was their preferred porch design

Block	 Porch frame with hanging bar at the front	 Porch frame with hanging bar at the front and side	 Porch frame with no hanging bar
Camelford Court	10%	50%	40%



Porch frame hanging bar at the front and side was the preferred option overall.

- **The overall preferred choice was porch frame with hanging bar at the front and side**

Residents were asked to rank their preferred external wall insulation design scheme from 1-3, with 1 being their first choice

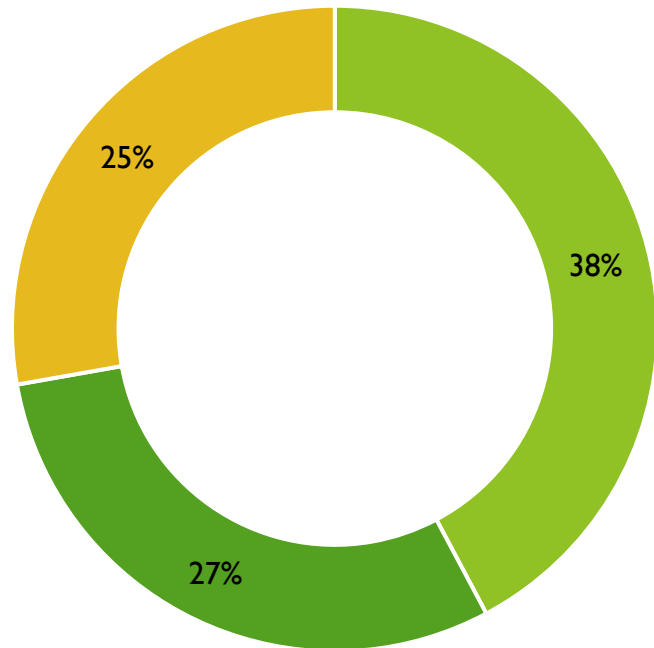
Block	 Simple Design	 Cross Pattern with Glazed Brick	 Plain, no pattern
Camelford Court	2.33	1.11	2.56
Camelford Walk	2.05	2.00	1.95
Clarendon Walk	2.11	1.89	2.00
Talbot Walk	2.08	2.33	1.58
Overall	2.11	1.90	1.99



A Simple Design was the preferred option overall

- **The overall preferred choice was Simple design**

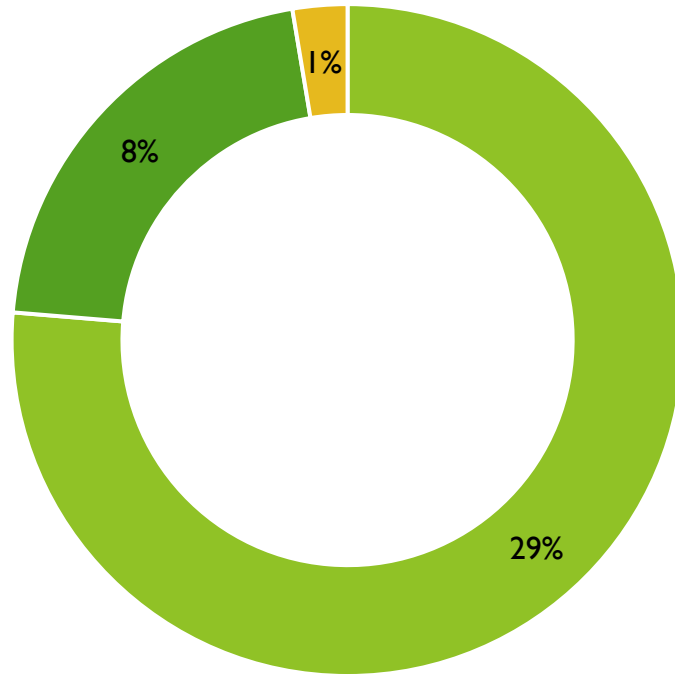
Residents were asked if they were aware of our respite Offer available to all residents experiencing the effects of the refurbishment?



■ Yes ■ No ■ Not sure, need more information

- **The majority of respondents were aware of the LWNT respite offer**

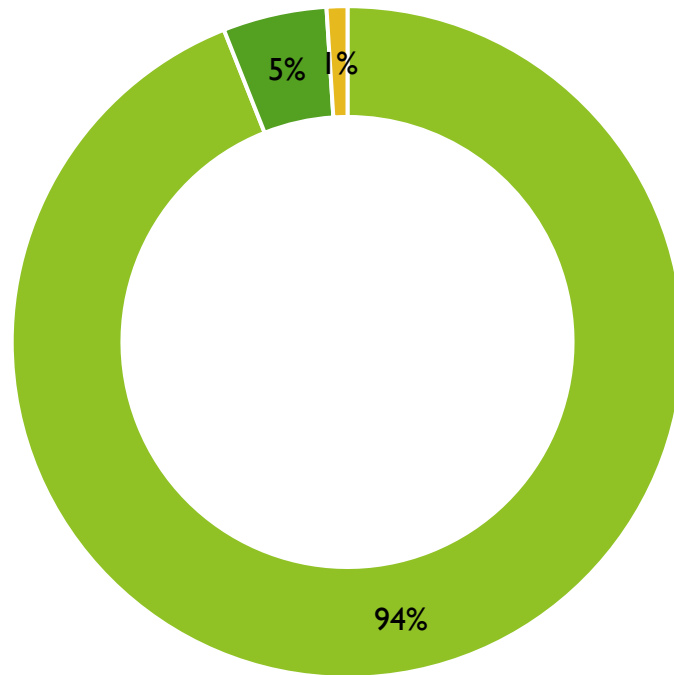
Residents who were familiar with the respite offer were asked to rate how satisfied they were with the offer



- The majority of respondents were satisfied or very satisfied with the respite offer

■ Satisfied/Very satisfied ■ Neither satisfied or dissatisfied ■ Dissatisfied/Very dissatisfied

Residents were asked whether they still supported the refurbishment of their home and block*



- I support the refurbishment of my block and home
- I neither support nor don't support the refurbishment of my block and home
- I don't support the refurbishment of my block and my home

- **The majority of respondents still supported the refurbishment of their home and block**

*Responses to this question were qualitative and have been grouped into three categories.