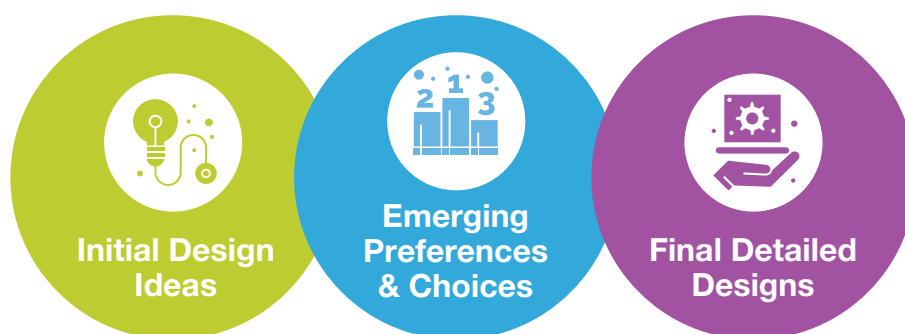


# Resident co-design update

## Co-designing the refurbishment of Lancaster West.

Lancaster West Neighbourhood Team has been working with residents and architects to co-design the refurbishment of your block and estate. This includes improving the energy efficiency of your home and block to ensure Lancaster West becomes a 21st century model social housing estate.

## An overview of the co-design process



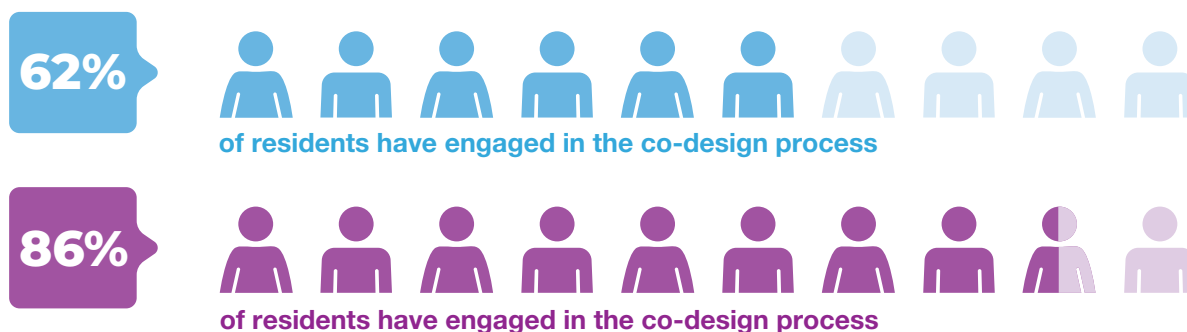
Three phases of resident co-design are helping us to understand resident priorities and shape the refurbishment designs according to their preferences. The co-design process has included in-person events, webinars, surveys, door knocking and phone calls. The table below outlines the level of resident engagement for your block.

## Co-design engagement by block

Lot	Initial Design Ideas (% of residents participating)	Emerging Preference & Choices (% of residents participating)	Final Detailed Design (% of residents participating)	Overall co-design (% of residents participated to-date)
Lot 1 – The Walkways	25%	54%	Coming soon	54%
Lot 2 – Talbot, Clarendon, Camelford Walk and Camelford Court	30%	62%	53%	73%
Lot 3 – Talbot Grove House and Morland House	39%	76%	Coming soon	76%
Lot 4 – Treadgold House	87%	57%	N/A	94%
Lot 5 – Camborne Mews	31%	65%	Coming soon	81%
Lot 6 – Verity Close	38%	74%	Coming soon	74%

# Renewable heat network co-design

Alongside the refurbishment of your home and block, Lancaster West will be connected to a new renewable heat network. The network will supply heating and hot water to all homes on the estate replacing the two existing heat networks that were built in the 1970s as well as individual gas boilers. An energy centre, large air source heat pumps, and new pipework will be installed across the estate, in blocks and in homes.



62% of Lancaster West Estate residents have actively engaged in the co-design of the heat network through events, workshops, roadshows, and resident surveys.

A poll in summer 2021 showed that 86% of residents are in favour of a new renewable heat network.

## Replacement of this system means residents benefit from:

- Heat supply available 24/7 - 365 days a year (not just October – May)
- A resident price promise, applied until 2030. We promise you won't pay more for renewable heating and hot water than if you had gas
- Individual meters (a government requirement from 2024): You will pay for what you use not an average of the block use with new and improved heating controls in homes
- Heat Trust registration (a benchmark of consumer standards for heat networks)
- Removing gas from the estate. This will improve air quality and meet government requirements to phase out gas boilers.

 @lancasterwestneighbourhoodteam

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