

**Lancaster West Neighbourhood Team**

# **Final detailed design**

## **Co-design report Phase 3**





**Barandon Walk  
Hurstway Walk  
Testerton Walk  
(Lot 1)**

**July 2024**

## Summary

Barandon Walk, Hurstway Walk, and Testerton Walk (Lot 1) residents were asked to co-design the final detailed design of their blocks. They were provided with a survey asking them for their comments and feedback on the designs and proposals; and asked specifically for their preferences refurbishment elements, including balcony doors, roof terrace coverings, external wall insulation (EWI) design, and waste management. Outlined below are the results of that survey.

### Table of results

Refurbishment element	Majority decision
Balcony door Section 1	 <p>Two central doors</p>
Roof terrace covering Section 2	 <p>Glazed canopy</p>
External wall insulation Section 3	 <p>Full pattern design</p>
Bin chutes and waste management Section 4	 <p>Distance was the most important consideration for waste disposal</p>

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## Background and Context

In Lancaster West Neighbourhood Team's ongoing commitment to transform Lancaster West Estate into a model 21<sup>st</sup> century carbon-neutral estate, we are now at a stage where we need to finalise Lot 1 residents' preferences prior to submitting the designs for planning approval.

Architects, Awen Design, produced final designs for residents to consider and these designs and proposals were shared with residents via:

**A drop-in event**

**A live  
recorded webinar**

**A booklet and survey  
(paper and online)**

**Direct engagement  
(phone and door-  
knocking)**

Residents were asked to provide their preferences based on the proposals presented, as well as to share any feedback, comments, or questions they had. These responses have been analysed and detailed in this report.

## Capturing co-design data

In order to capture the co-design data, LWNT prepared a qualitative and quantitative survey, which was sent to every household in the Walkways, made up of the sections below:

- About you
- Balcony doors
- Roof terrace covering
- External wall insulation pattern
- Waste management
- Respite
- General feedback

Not all questions were asked of all residents as some were archetype specific.

Questions where residents were asked to make choices or rank their preferences were marked as mandatory questions, to ensure that results reflected the perspectives of all those who chose to provide a response.

During past engagements, some residents told us that they did not want to be involved in making every detailed decision and would rather leave this decision to the LWNT Refurbishment Team, based on what is most energy efficient for the block. For this reason, residents were provided with the option to provide their detailed choices or defer to LWNT in some sections. Residents who chose to defer to LWNT were then not asked certain questions on the assumption that their responses would support the decision made by the majority.

In this report “**Count**” refers to the number of residents who provided a response to the question and “**%**” refers to the **overall** percentage of **respondents**.

## Overall percentage of responses for this engagement

For the purposes of determining preferences and choices, LWNT has made the decision to exclude flats and houses that were not going to be directly involved in the refurbishment. This includes properties that are:

- Voids/empty homes
- Flats owned by non-resident leaseholders (private tenants were allowed to participate)
- Residents who have explicitly told LWNT that they do not want to engage in the co-design process

In the case of Lot 1 (Walkways), this is 100 properties, bringing the total number of households eligible to participate in this survey to 271.

Of those, 142 households overall across all three blocks (52%) completed the survey.

Block	Eligible	Participated	
	Count	Count	%
Barandon Walk	93	53	57%
Hurstway Walk	103	58	56%
Testerton Walk	75	31	41%
Overall	271	142	52%

Only those respondents whose identities were able to be validated were included in the survey results. Respondent details were cross checked with databases across LWNT and RBKC. In cases where identities couldn't be confirmed, residents at identified addresses were contacted directly. Anyone whose identity was not validated was excluded from the statistical analysis.

**52%**

**Walkways' properties took part in this co-design phase**

**“Externally, I  
would like it to be  
clean,  
bright and light.”**

# **Residents’ preferences**

**“Looking forward  
to my flat being  
refurbished.”**

## 1. Balcony doors

### Balcony doors

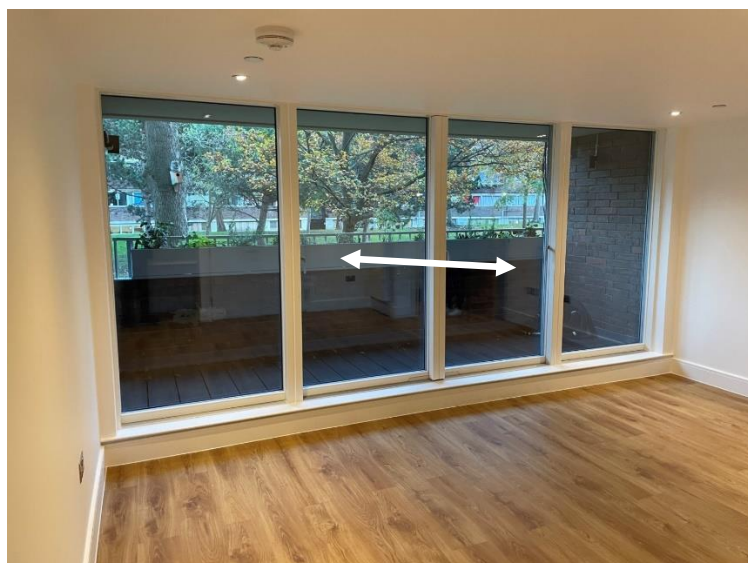
Residents with balcony doors were asked if they wanted to give their detailed preferences for the balcony doors. **82 respondents (94%) said yes.**

Block	Yes - I want to provide my detailed preferences		No, I am comfortable with LWNT choosing	
	Count	%	Count	%
Barandon Walk	28	93%	2	7%
Hurstway Walk	40	93%	3	7%
Testerton Walk	14	100%	0	0%
Overall	82	94%	5	6%

### Residents were offered a choice of two balcony door types

- Two sliding doors
- One sliding door

The most popular choice was two sliding doors.



	Two sliding doors		One sliding door	
	Count	%	Count	%
Barandon Walk	16	57%	12	43%
Hurstway Walk	26	65%	14	35%
Testerton Walk	9	64%	5	36%
Overall	51	62%	31	38%

## 2. Roof terrace cover

Residents with a roof terrace were asked if they wanted to give their detailed preferences for the roof terrace covers. **98% of respondents said yes.**

	Yes - I want to provide my detailed preferences		No, I am comfortable with LWNT choosing	
	Count	%	Count	%
Barandon Walk	18	95%	1	5%
Hurstway Walk	21	100%	0	0%
Testerton Walk	11	100%	0	0%
Overall	50	98%	1	2%

Residents were offered a choice of three roof terrace covers

- Glazed cover
- Pergola trellis
- Wired trellis

The most popular scheme was Glazed cover.



Block	Glazed		Pergola trellis		Wired trellis	
	Count	%	Count	%	Count	%
Barandon Walk	12	67%	3	17%	3	17%
Hurstway Walk	11	52%	8	38%	2	10%
Testerton Walk	9	82%	2	18%	0	0%
Overall	32	64%	13	26%	5	10%

### 3. External Wall Insulation (EWI) finish

Residents were asked if they wanted to give their detailed preferences for External Wall Insulation design scheme **84% of respondents said yes.**

Block	Yes - I want to provide my detailed preferences		No, I am comfortable with LWNT choosing	
	Count	%	Count	%
Barandon Walk	44	83%	9	17%
Hurstway Walk	47	81%	11	19%
Testerton Walk	28	90%	3	10%
Overall	119	84%	23	16%

**Residents were offered a choice of three schemes for the EWl:**

- Plain design
- Limited pattern
- Full pattern

Although the full pattern received the highest number of votes, the planners felt that design did not fit well within the context of the area. The final decision was made with careful consideration of the overall aesthetic and planning guidelines, as well as resident preference. Instead, we will be going with residents' second choice, Plain design.



Block	Plain Design		Limited pattern		Full pattern	
	Count	%	Count	%	Count	%
Barandon Walk	13	30%	13	30%	18	41%
Hurstway Walk	21	45%	13	28%	13	28%
Testerton Walk	6	21%	10	36%	12	43%
Overall	40	34%	36	30%	43	36%

## 4. Waste Management

Residents were asked if they wanted to give their views about the new waste management strategy. **79% of respondents said yes.**

Block	Yes - I want to provide my detailed preferences		No, I am comfortable with LWNT choosing	
	Count	%	Count	%
Barandon Walk	44	83%	9	17%
Hurstway Walk	42	72%	16	28%
Testerton Walk	26	84%	5	16%
Overall	112	79%	30	21%

Residents were asked how they felt about the removal of the bin chute on their block. Responses were qualitative and have been sorted into three categories. Responses unrelated to the question are not included in the table below.

Block	Keep chutes		Remove chutes		Neutral	
	Count	%	Count	%	Count	%
Barandon Walk	23	53%	10	23%	10	23%
Hurstway Walk	24	59%	9	22%	8	20%
Testerton Walk	16	70%	6	26%	1	4%
Overall	63	59%	25	23%	19	18%

Residents were presented with four issues and asked what was important to them when it came to a strategy for disposing of their waste. Below is the percentage of residents that show concern about the issues.



Issue	Barandon Walk	Hurstway Walk	Testerton Walk
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	Count	%	Count	%	Count	%
Distance	36	82%	36	86%	21	81%
Recycling	24	55%	27	64%	16	62%
Hygiene and well-being	33	75%	31	74%	17	65%
Pests	23	52%	31	74%	20	77%

## 5. Respite

All residents were asked about LWNT's respite offers available to residents impacted by the refurbishment.

142 respondents responded to the question about whether they knew about or were aware of the respite offers. Of those, **38% (54 respondents) were aware of LWNT's respite offers.**

Block	Yes		Not sure – need more information		No	
	Count	%	Count	%	Count	%
Barandon Walk	15	28%	16	30%	22	42%
Hurstway Walk	25	43%	12	21%	21	36%
Testerton Walk	14	45%	8	26%	9	29%
Overall	54	38%	36	25%	52	37%

Of those who were aware, 19 (35%) respondents were either satisfied or very satisfied with the offer, 23 (43%) respondents were neither satisfied nor dissatisfied, and 12 (22%) respondents were either dissatisfied or very dissatisfied.

Block	Very satisfied or satisfied		Neither satisfied nor dissatisfied		Very dissatisfied or dissatisfied	
	Count	%	Count	%	Count	%
Barandon Walk	7	47%	5	33%	3	20%
Hurstway Walk	10	40%	10	40%	5	20%
Testerton Walk	2	14%	8	57%	4	29%
Overall	19	35%	23	43%	12	22%

## 6. Support for Refurbishment

All residents were asked whether, given everything that has transpired, they still supported the refurbishment of the Lancaster West Estate with the results showing that the majority (89%) of respondents are still in support of the refurbishment:

	Yes		No	
	Count	%	Count	%
Barandon Walk	43	81%	10	19%
Hurstway Walk	56	97%	2	3%
Testerton Walk	28	90%	3	10%
Overall	127	89%	15	11%

## Residents feedback

### 7 (a) Common areas of concern among residents

### **General refurbishment work**

Why is this taking so long?

When will my home be done?

Can we be given a timeline of works for both internal renovation and external works?

### **Block facade**

How will the new light colour weather over time?

Why is this taking so long?

Can we be given a timeline of works?

### **Leaseholders**

Leaseholders need to be given more information on how the works will affect them

Leasehold need to be given more information on what work will be done within their home

Leaseholders should not be penalised

### **Windows**

Why has this taken so long?

When will the new windows be installed?

Do the windows need to be triple glazed?

### **Respite**

What offers are available?

Respite offers should be better communicated

Do the windows need to be triple glazed?

### **Leaseholders**

Leaseholders need to be given more information on how the works will affect them

Leasehold need to be given more information on what work will be done within their home

Leaseholders should not be penalised

## **7 (b) Individual comments/queries/concerns**

### **About balcony doors**

**All respondents were given a chance to ask any questions or leave any comments or concerns about balcony doors – whether or not they provided their detailed preferences. Feedback was given as follows:**

- The current brickwork looks good, so I hope this isn't changed
- As long as the glass covering both doors and any panes of glass on at least double to ensure the integrity of the insulation.
- Photos look nice.
- I was told today that the top floor balconies can only have non sliding doors. Externally I would like it to be clean and bright/light.
- I have sliding door and fixed glass pane on the right side. Are you doing the windows - one side on the left side of the sliding door.

### **About roof terrace cover**

**All respondents were given a chance to ask any questions or leave any comments or concerns about roof cover terrace – whether or not they provided their detailed preferences. Feedback was given as follows:**

- Will the glazed option be cleaned as part of a service charge?
- Open at the front please. Is there a door in an emergency?
- Are the wires made from stainless steel and will they be able to be retightened if they go slack?
- Which should be slanted to ensure water runs off. e.g. not level?
- Open - No wires, glass or fins. Not sure about the glass divider - see shadows, would prefer it solid.
- No privacy with neighbours - can I put up a fence?
- Would like to keep as is.
- Just cover it please.
- Would prefer the frosted glass divider to be the same height across (high height).
- Are you able to have one side glazed and the other pergola?
- Would like the glass but not tinted. Clear glass.

### **About external wall insulation (EWI) finish**

**All respondents were given a chance to ask any questions or leave any comments or concerns about external wall insulation finish – whether or not they provided their detailed preferences.**

- Generally happy with the block.
- What will the noise level be during installation? Will we need to vacate our flat? If so, how far in advance will we be told the exact alternative accommodation, and duration of works?
- I would rather not have cladding.
- If too light, worried about dirt.

- I would prefer plain brickwork - unless we see if the outer is not compromised in any way - as it sounds like all you are doing is making the outer walls "nice to look at". If on the other hand this is not cladding of any kind, work is done to make sense the joint of the building are sound is not going to be compromised in 10/20 years, and the outer brick work is part of the protective layer of the building, against the elements of the weather - still plain. As we still need the entire walkway refurbished. Gold painted handrails are just cosmetic. - No proper ventilation - its either cold or very hot depending if its summer/winter and new flooring and security doors are required.
- It's cold in the winter, the balcony is the biggest issue, a lot of cold air. I have called, would really like to hear a timeline. I have autistic children, does not feel safe.
- All three designs are similar and makes the place look tacky. I wish you'd taken some risk and come up with more modern designs.
- How will you change the current brickwork to a new brickwork scheme?
- The balcony on lower ground has a black exterior. We would like to have our balcony match the full patterned brickwork.
- The plain brickwork means less work resulting to less construction time. Just want the works to be over and done. Scaffolding up for 3 months for a day's job.
- Explore lighter metal tones for lower balconies (match windows external finish).
- Its uneven and ugly.
- When will this take place?
- Cream looks dreadfully cheap and will take away the heritage look. Designers should respect the 1970's look with similar coloured brick slips if we must. Balustrade is a no for us - we bought this flat because of the aesthetics and space layout.

## About respite

**All respondents were given a chance to ask any questions or leave any comments or concerns about the respite offers – whether or not they had heard of it before.**

**Feedback was given as follows:**

- Why don't we have signs up about respite the same as the signs for roof improvement works?
- When scaffolding was put on my flat, I managed to get gym membership but I didn't use it once because it didn't work and I went back to Unit 22 a couple of times for assistance and they were unable to do anything about it. It caused me more stress trying to sort it out. Recently I tried to ask for the gym membership but I was told I am not eligible for it unless I was having work done inside my flat. I know a neighbour who is in the same situation as myself and was offered the gym membership.
- Please do what you say. Make sure builders know he is disabled. Translation is important.
- Contact me about setting up respite.
- I'd like to buy new wardrobes, but am I moving? When is my work being done, can I be moved to a refurbished flat?
- Don't want to beg. Please inform us - don't want to come and complain.
- Leaseholders need to be consulted about relocation and respite options long before respite offers are offered.
- I would like to know about respite offer.
- Would be good to use the garden
- Where is this communicated?
- What will happen if and when my flat gets worked on? Would my family and I and our belongings be moved to a temporary flat?

- I was sitting in the corridor and was noisy and table/chair were not comfortable to do my job.
- Too many restrictions around respite.
- Have something for the children.
- I cannot comment since I've not experienced the respite offer but heard of it.
- Please send to me. Balcony MOT scheme.
- Depending on when we have the works done. My children would be either at work or university and I'll be still having preventative treatment.
- Somewhere to go where I can rest inside from my time off from work.
- Good initiative

## On general block and refurbishment matters

**All respondents were given a chance to ask any questions or leave any comments or concerns about the refurbishment. These comments are outlined below:**

- Want to see numbers. See proper engagement. Listen to us. Don't rush us.
- Yes. How many more months do I have to wait for my kitchen to be repaired? Repair promised twice to paint my kitchen, my son's bedroom and my bathroom ( stained as a result of mould and water coming down from the above flat), but nothing done until now.
- Should just be about what needs doing.
- Just gives a start and end date ,7 year and counting of noise and talking and no action, would you live in building site for 7 year and more and not know when end is in site?
- Would I be entitled?
- Looking forward to my flat being refurbished.
- When are you going to change the intercom system and can it be integrated so that all buzzers opens any area of the block?
- Will not move out during refurb. I have scaffolding blocking light.
- Taking very long
- It would be incredibly helpful as leaseholders to have a clear indication of when work was going to begin inside our flat and how long it would be expected to take. I know this is not easy but currently we are playing a waiting game for an entirely unspecified period of time. Having a survey of our flat so that we know what will happen to our fitted cupboards in the bedrooms and kitchen when the ceilings are lowered would also be great. Will they require replacing for example?
- Not 100% for or against the refurbishment. But feel the money could be spent on other things. Pathway to the station from the 300s need fixing as is a health and safety issue.
- Until I see one, I will
- Triple glazing make a difference to noise outside
- Timeline of refurbishment would be useful.
- Money saved for people who need cash. Brickwork - doesn't want change.
- I do not support any plans that punishes leaseholders. We were told by the w11 team in a leaseholder consultation zoom call in 2021 that we would be charged no more than 5k. Any failings or negligence on that part of w11 since then should not be passed on to leaseholders. Why should leaseholders who purchased after 2018 pay more? When our own money funded the refurbishment of an usable and derelict flat on the estate. We will challenge any changes that exceed those of my neighbours.

- It would be nice to have more choices rather than a limited choice of two options. - MVHR - I have no space at home and I cannot see the need for it, plus in the long run it will increase maintenance costs therefore will increase service charge bills currently at £5,064 per year. It is literally becoming unaffordable to live on LWE.
- Windows first before the rest of flats. Interior works will damage or cause noise. Not happy with sequence of works.
- Doing a great job.
- I support the block being refurbished but not on design questions. Because it is so neglected the services barely work, the entry system is broken on my block and has been for months. It currently looks like a building site and it is covered in scaffolding.
- I do not support any form of cladding or insulation that is not 100% fireproof.
- Very noisy.
- Could money be better spent elsewhere in new homes?
- When will this all take place and for how long? I am 80 years old and enjoy my home but not its current environment following Grenfell. Is there options to move, during this refurb the time I spend at home is restricted? I have enquired to no avail.
- Thank you.
- Do the leaseholders have to have the interiors of the flats refurbished? or can they opt out?
- I am still concerned about the lowering of ceilings, drilling of holes through walls for heat pump, breaching compartmentation.
- Because of my health problems can we get a lift? Would like to be moved temporarily when works begin.
- Remove concrete step from entrance door and balcony door - Hate the railing - would benefit from cohesiveness - Reduce lighting - kitchen and hall area - Better priorities (focus on asbestos removal).
- Yes, but I don't see any solar panels on the roof to offset community lighting or the heating cost being offset by the commercial venture "school and leisure centre these are commercial moulded not have the special parts. NB. This would actually save the borough of RBKC expenses - ongoing to just for this project to upgrade the area as we well knew is the taxpayers that are a stake - Thus a public-private partnerships as actually seen in reality not just paper.
- I'm looking forward to the double/triple glazing of the windows.
- Waiting for, especially for the double/triple of the windows.
- We would like to find out when is our turn to get our flat refurbished? We would like to find out if our flat could be extended to add another bedroom into the unused corridor space. We would like to know the plan for the hallway spaces, could storage spaces could be added in there.
- I support to a certain extent. Communal areas look like a prison. If we have to move out, is there a home loss payment? Provide a breakdown of the engagement stats.
- Needs to be done, its not safe. A child snapped a window part. Windows slide open, it feels unsafe and thieves can get in
- 60% for 40% against
- Worried about sprinklers damaging flat.
- Do it quick.
- In my opinion, there is a lack of common sense. Flats are being refurbished before the alleged 'insulation'. The heat network is being fitted before the alleged external refurbishment. The alleged double/triple glazed windows have not been fitted. It's all back to front and is not logical to me. I strongly believe that a golden carrot is being dangled. Please prove me wrong. Good luck.
- They still have not learnt any lessons from the Grenfell Tower Fire still have no will to listen to residents.

- Broken entrance doors. Have the option to remove door canopies (some neighbours like it but others don't)
- The door needs to be changed. The communal space should be better.
- Ask less questions and do more work.
- Would like to stay in when the work is happening. Would like to move to a ground floor flat.
- Wood (ageing) Fire escape (shared balcony) Vermin Are TA subject to refurb, even if renting to council?
- I would prefer not to move.
- Time delays on changes. Fire curtains to be removed
- When will the windows be done?
- Speedy information and time bound work plan for each flat.
- Flat has been done 3 times - choose better contractors, money wasted. Targeting the wrong things, drains should be done first. More consideration in planning. Used to go to meetings: see no point. Emergency exits - opening up Testerton sop that emergency driveways exit.
- Would like new door. No heat in the bathroom, no radiator in bathroom.
- Time to get a move on with the internal refurbishment of the properties not yet started.
- I don't believe this is actually going to happen. I want each property to have own choice.
- LOVE IT. Please go-ahead as soon as possible. I think the developments need speed and synchronise roll-out to avoid constant noise and disruption. Also, please don't allow loud voices to delay moving forward. The vast majority of people are willing to push this forward.
- How soon will these works be completed?
- Please ensure garden area outside is kept clean as there is always dog littering and no one picking up after. It is not accessible as there is always poo on the grass and we would like to you to monitor the smell.
- Put some signs indicating which block is which. Emergency services and deliveries are always lost with no guidance unless they speak to a member of our community. It could be life threatening!
- Remove tape from flooring. Provide more information about recycling.
- I support it if its actually happening.
- How long are we going to live on a building site? Why are there works on Saturdays? More people would like days out and offers
- I think the brick currently on the block is fine. I do not want the MVHR. Please make clear when the works are due to take place so we can plan ahead. Provide residents with a timeline of works and specify the level of disruption from low - medium and high indicators. Sequence works so we are not disturbed multiple times, I want to know why that's not the case. I do not want the sprinklers installed inside my flat. What happens if they go off by accident and spoil everything inside the flat. Can I change the layout of the windows in my flat as currently they have different heights in different rooms.
- It is better than what we have had before. Take the gas pipes behind the stairs out when you are doing the refurb.
- For privacy extend the pergola (same height for all the screens). For safety replace screen with a gate. - MVHR in the kitchen not extracting vapour, need to open window to avoid building up moisture. - No proof of purchase for extractor (or electro domestics) - Issues with pigeon droppings. - Wayfinding design (temporary signs) - Planters - Induction to learn how to use the heating system.
- I am paying too much for service charge

- Would like to close terrace space (empty unused space) - Satellite dishes and messy cabling.
- Don't support the refurb. The external façade isn't to everyone's taste and there is no access to communal gardens outside Barandon.
- Why do we have to change front doors when they are fire resistant doors and have got the certificate from fire brigade. Why do we have to have triple-glazed windows, and I understand the windows in the kitchen is fixed. All this will make the flat very hot. Hence you are proposing to install mechanical ventilation. This would be a waste of money. There won't be heat loss as you are attempting to put triple glazed. You are making the flat very hot therefore putting the duct to bring fresh air but we can open the windows. Again, waste of money and make rooms small. You are putting insulation so once again heat will not escape. Is there any reason to change the door when we have fire resistant door approved by the fire brigade, once again waste of money.