

# Lot 5 Emerging Preferences: results

Camborne Mews

LANCASTER WEST  
NEIGHBOURHOOD TEAM

W11



LANCASTER WEST NEIGHBOURHOOD TEAM  
**Heating and hot water**  
On the communal networks? How will heating change...  
Future Renewable Heat Network  
...ators will be installed

Waste management  
options for your block

W11  
**Your Refurb Your Choice**  
Designing a 20-year  
model house that is  
carbon-neutral by 2050

W11  
EW1 - Finish options: Brick

LANCASTER WEST  
NEIGHBOURHOOD TEAM

# Background and context

In our ongoing commitment to refurbish Lancaster West Estate into a 21st century carbon-neutral estate, we recently completed a co-design engagement with you where we presented additional designs and proposals for the refurbishment of your block.

These designs and proposals were shared via

- A pre-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, and were given the opportunity to share any feedback, comments or questions they still had. These responses have been analysed and detailed in this report.

# Methodology (1)

In order to capture residents' preferences and choices LWNT prepared a qualitative and quantitative survey made up of a variety of question types. The survey was then sent out to residents or could be completed online.

During previous engagements some residents had expressed a reluctance to be part of all refurbishment decisions, therefore, there were some sections where residents could simply defer to LWNT. Residents that chose to defer were then directed to bypass some sections on the assumption that they would be happy with LWNT's decision on the majority choice

# Methodology (2)

In some questions 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.

The Borda counting approach adopted to analyse the preferences chosen is a consensus-based voting system that seeks to identify the least unpreferred option:

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

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

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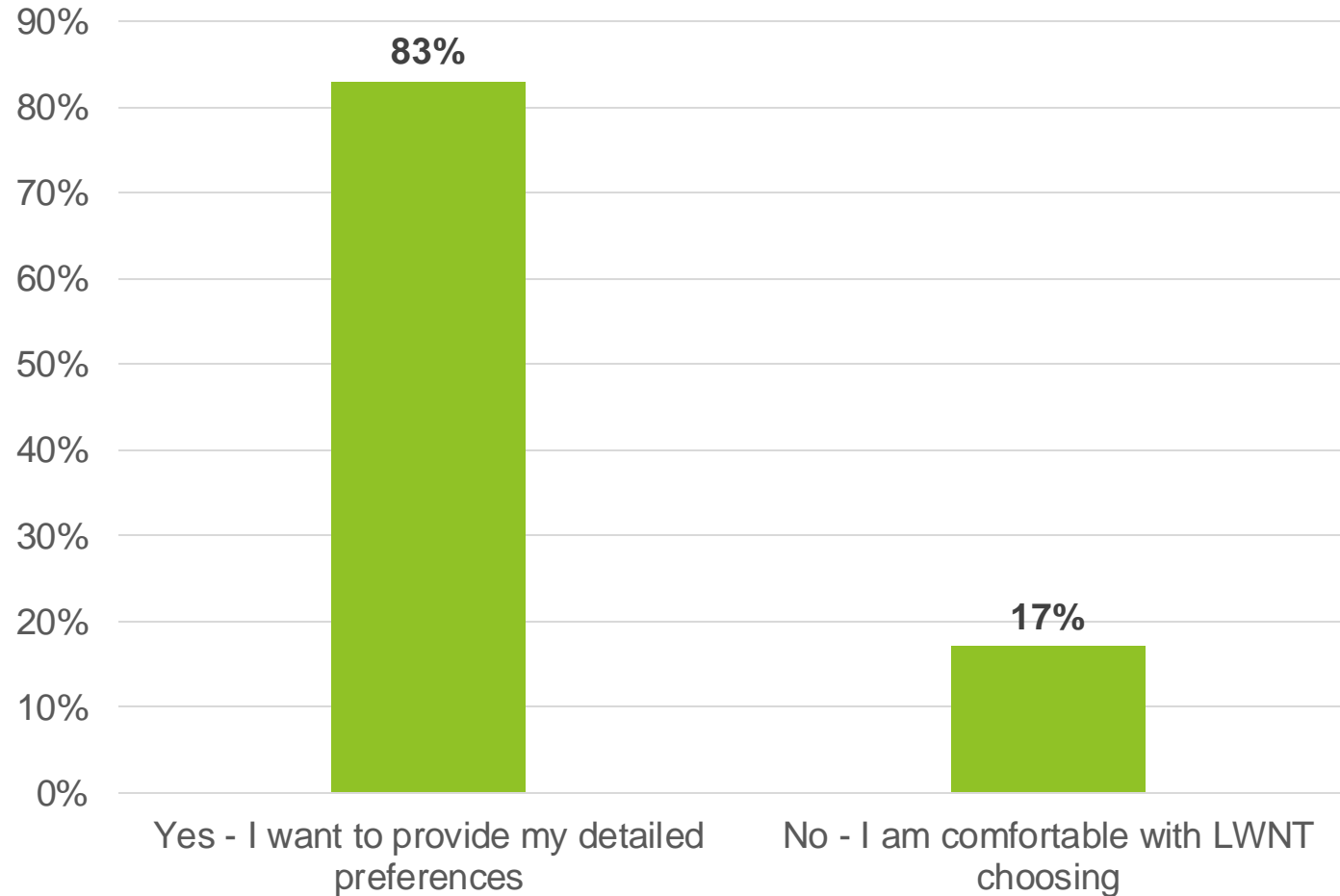
Total Responses

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.

# 18 properties in Camborne Mews participated in this phase of engagement.



## Residents were asked if they would you like to provide their detailed preferences on the window choices for their block, or leave the choice to LWNT



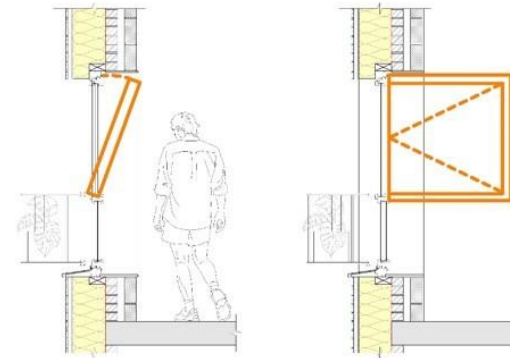
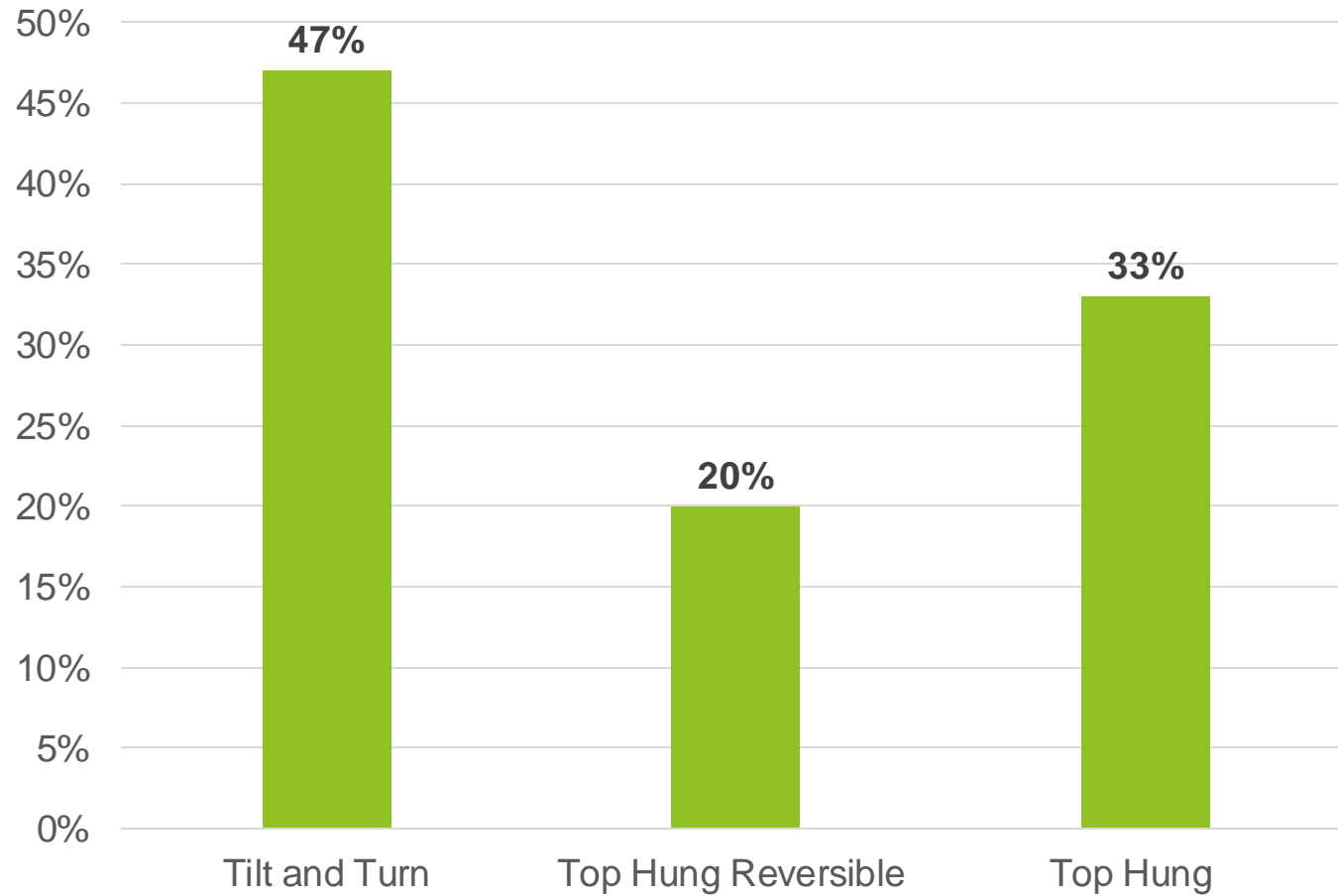
# Residents were asked for their window material preference

Material	Average resident ranking
<b>Composite Window Frame</b>	<b>2.47</b>
Aluminium Window Frame	2.27
Wooden Window Frame	1.27



Composite was the majority preference for window frame material.

# Residents were asked for their window mechanism preference

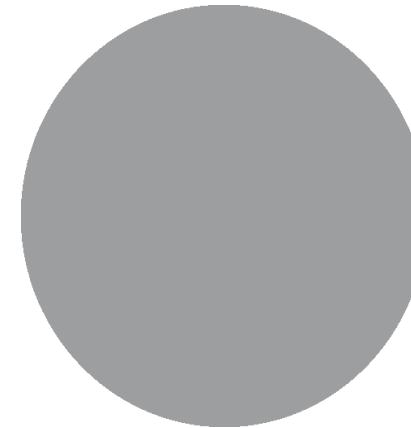


Tilt and Turn was the majority preference for window mechanism.



# Residents were asked to rank their most to least preferred external window frame colour

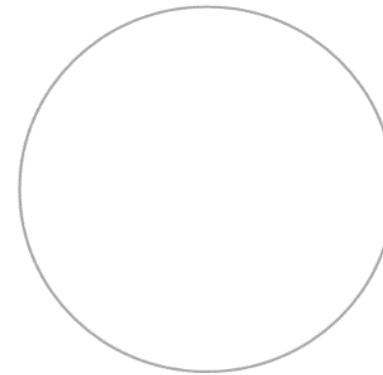
Colour	Average Ranking
Signal Grey (RAL 7004)	3.47
White	3.33
Basalt Grey (RAL 7012)	2.87
Anodised Aluminium	2.87
Anthracite Grey (RAL 7016)	2.47



Signal Grey was the majority preference for external window frame colour.

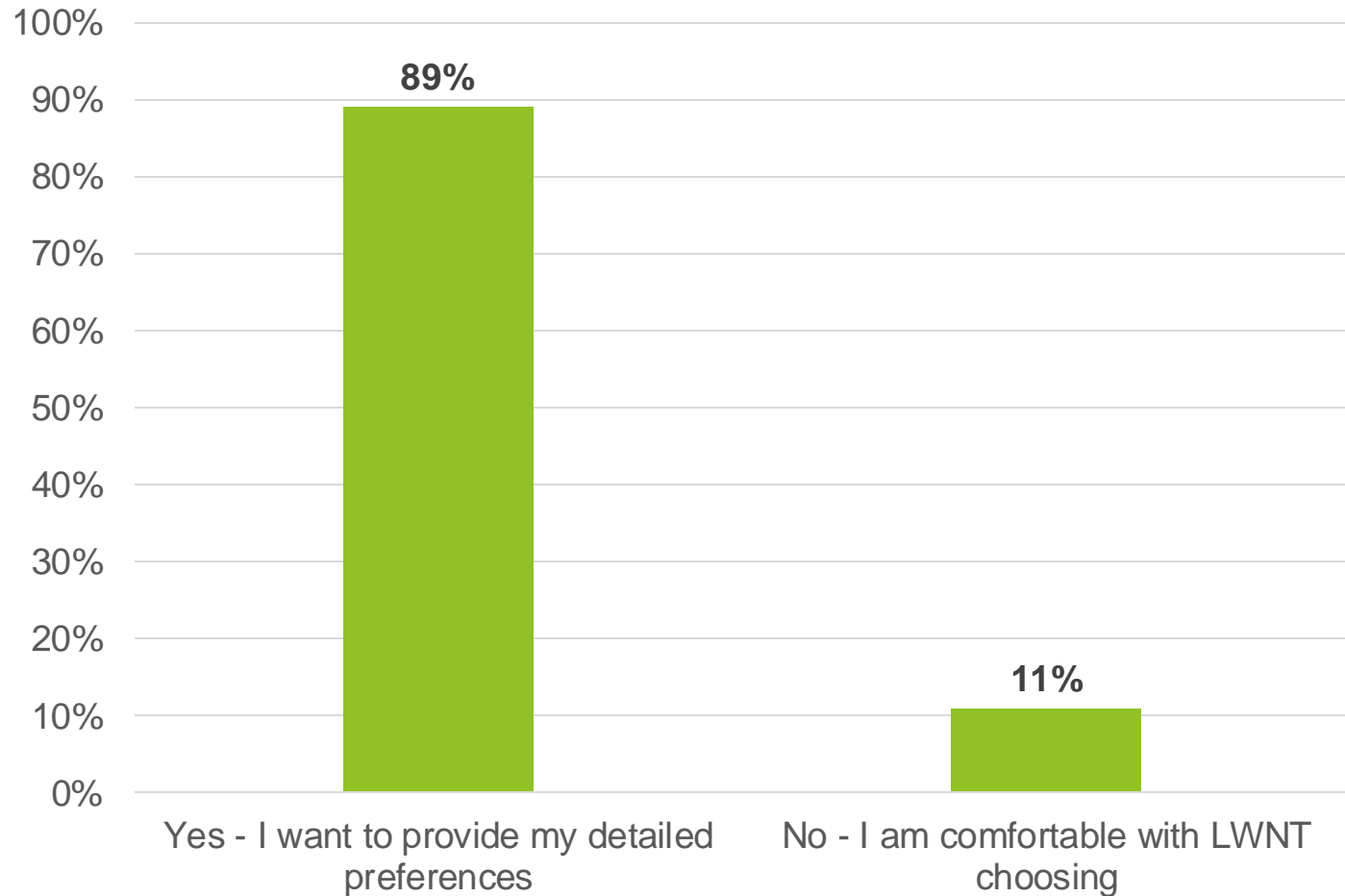
## Residents were asked to rank their most to least preferred internal window frame colour

Colour	Average Ranking
White	2.27
Signal Grey (RAL 7004)	2.00
Basalt Grey (RAL 7012)	1.73








White was the majority preference for internal window frame colour.

## Residents were asked if they would you like to provide their detailed preferences on the external window insulation for their block, or leave the choice to LWNT



# Residents were asked to rank their most to least preferred external wall insulation

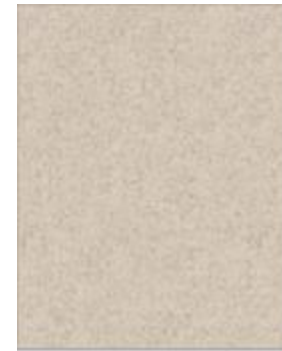
Finish		Average Ranking
Option 1		3.56
Option 2A		3.38
Option 2B		2.94
Option 3		2.63
Option 2C		2.50



Option 1 was the majority preference for external wall insulation finish.

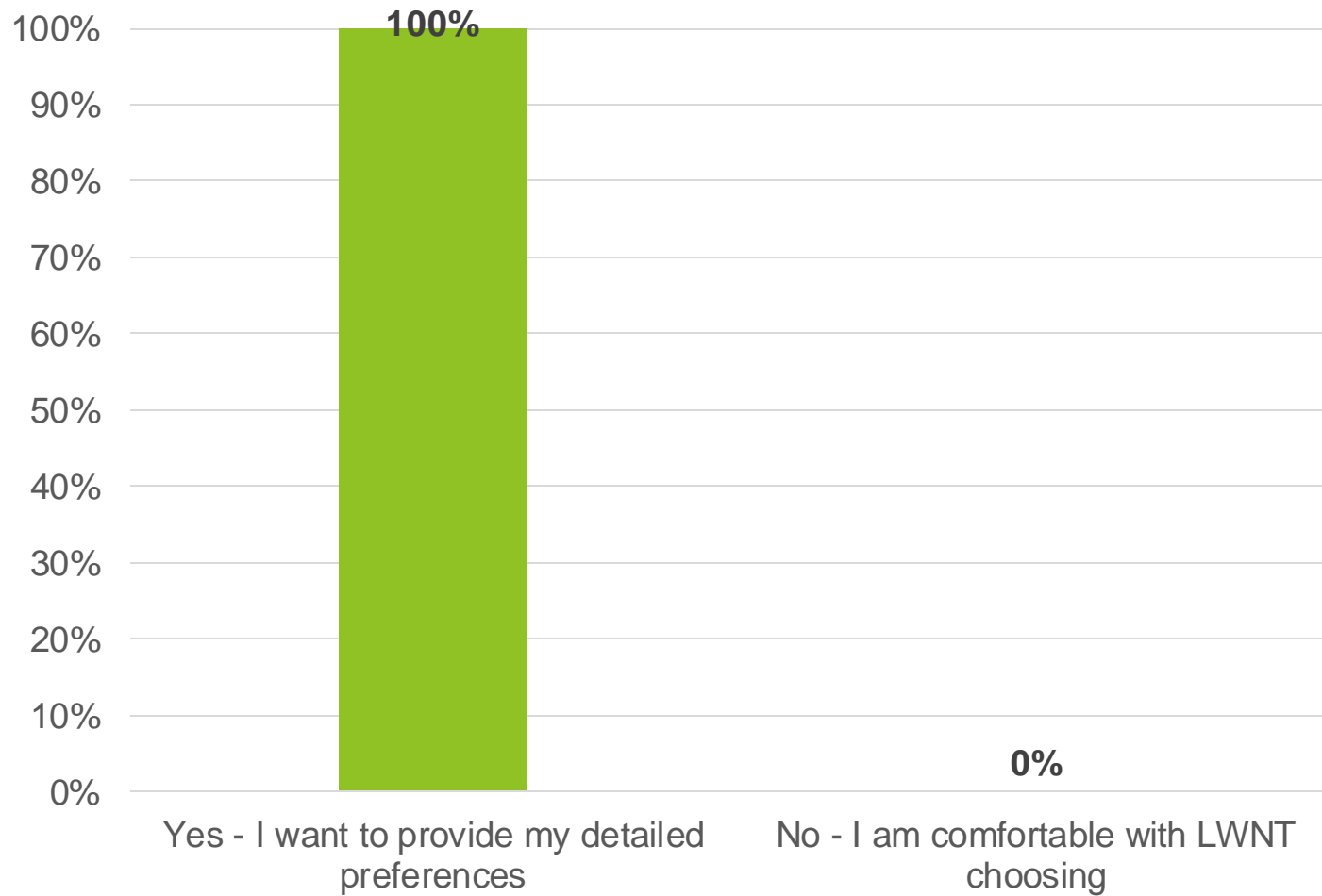
# Residents were asked to rank their most to least preferred render if we were to use render in the design :

Wall Texture	Average Ranking
Light Beige	2.56
Grey	1.94
Light Grey	1.50



Light beige was the majority preference for render.

## Residents were asked if they would you like to provide their detailed preferences on the roof upgrade for their block, or leave the choice to LWNT



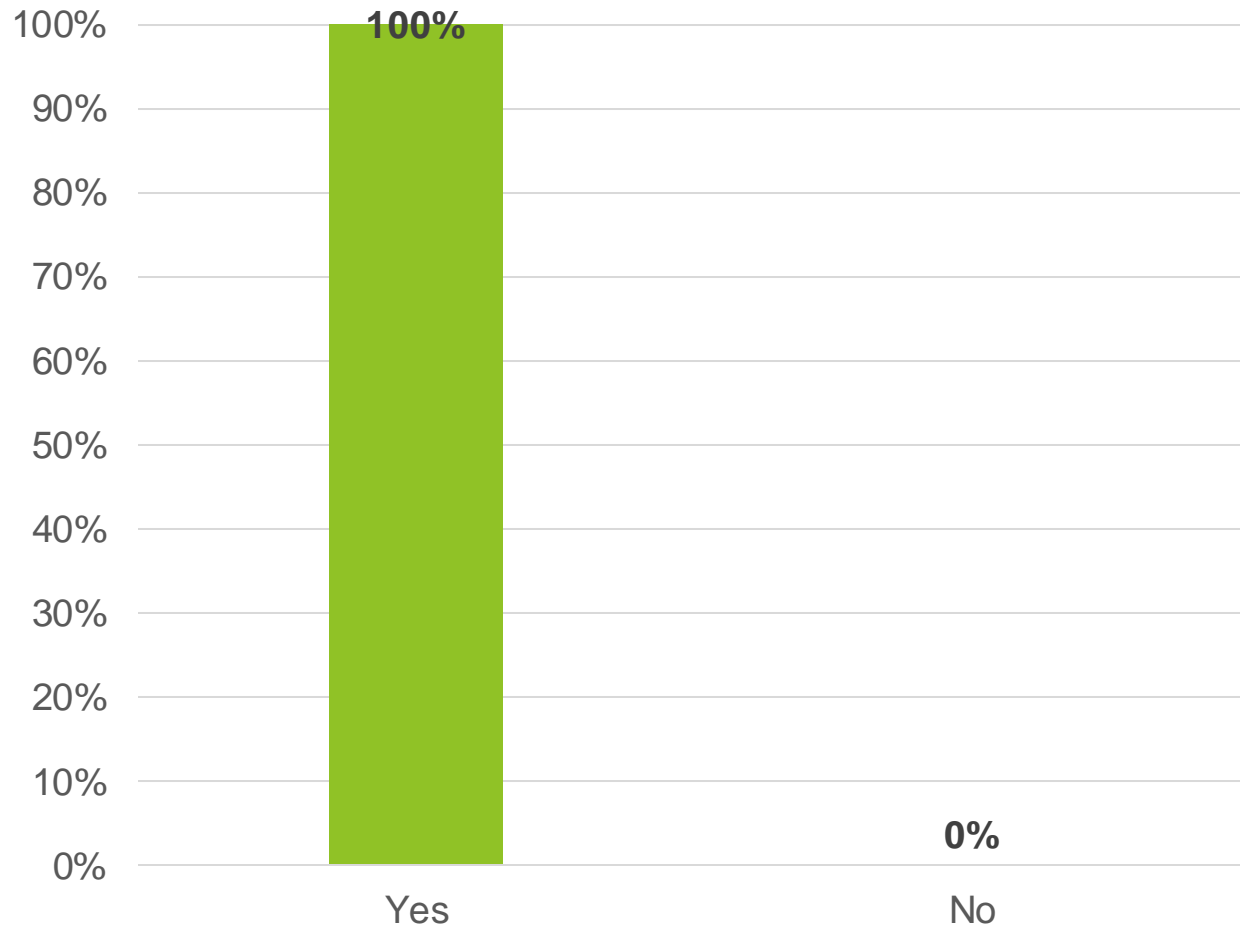
# Resident were asked to choose their preferred roof slate colour

<b>Colour</b>	<b>Average Ranking</b>
<b>Grey Slate</b>	<b>2.50</b>
Brown Slate	2.11
Red and Brown Mix Slate	1.39



Grey was the majority preference for slate colour.

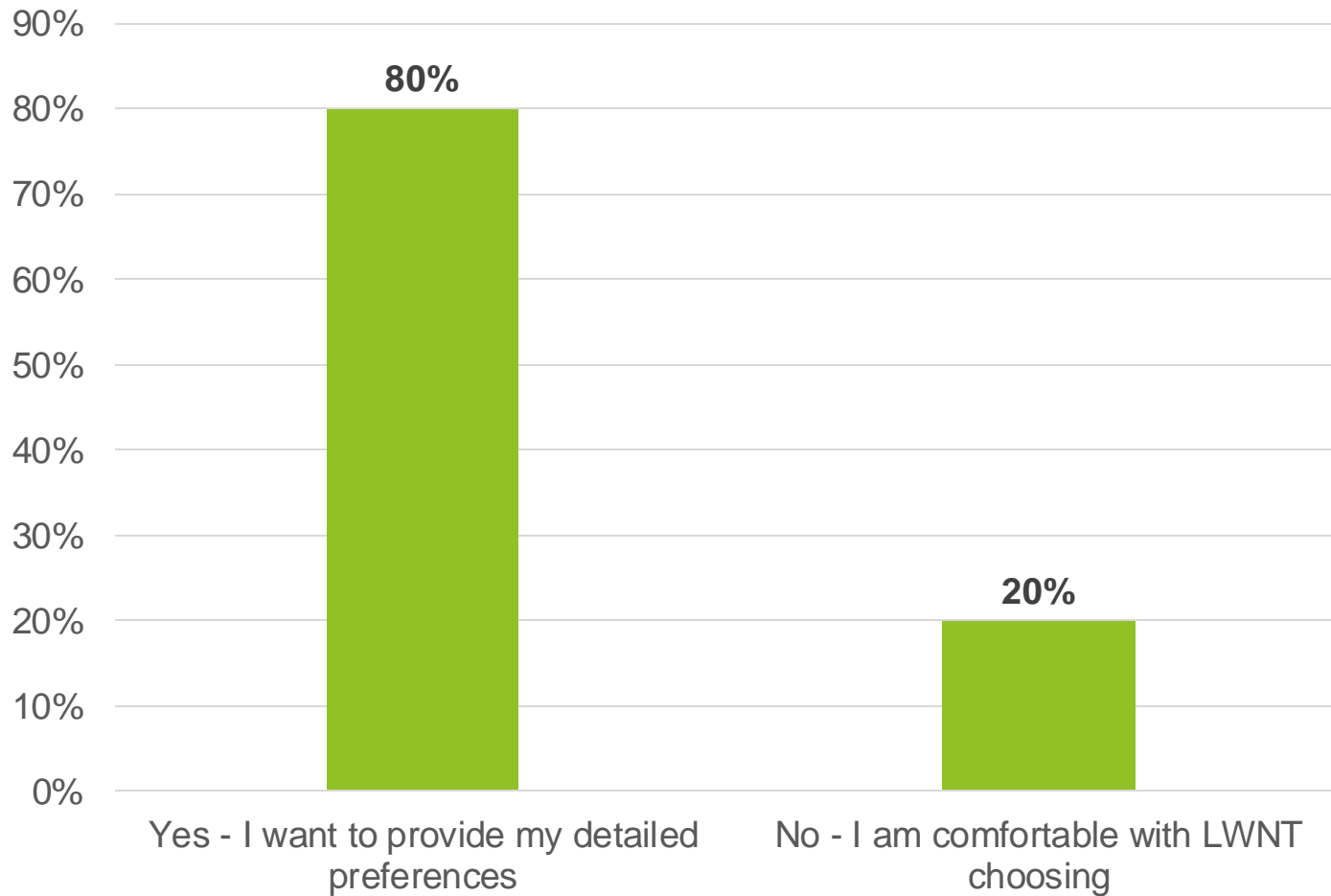
## Residents were asked if they would like to have solar panels installed on the roof if possible



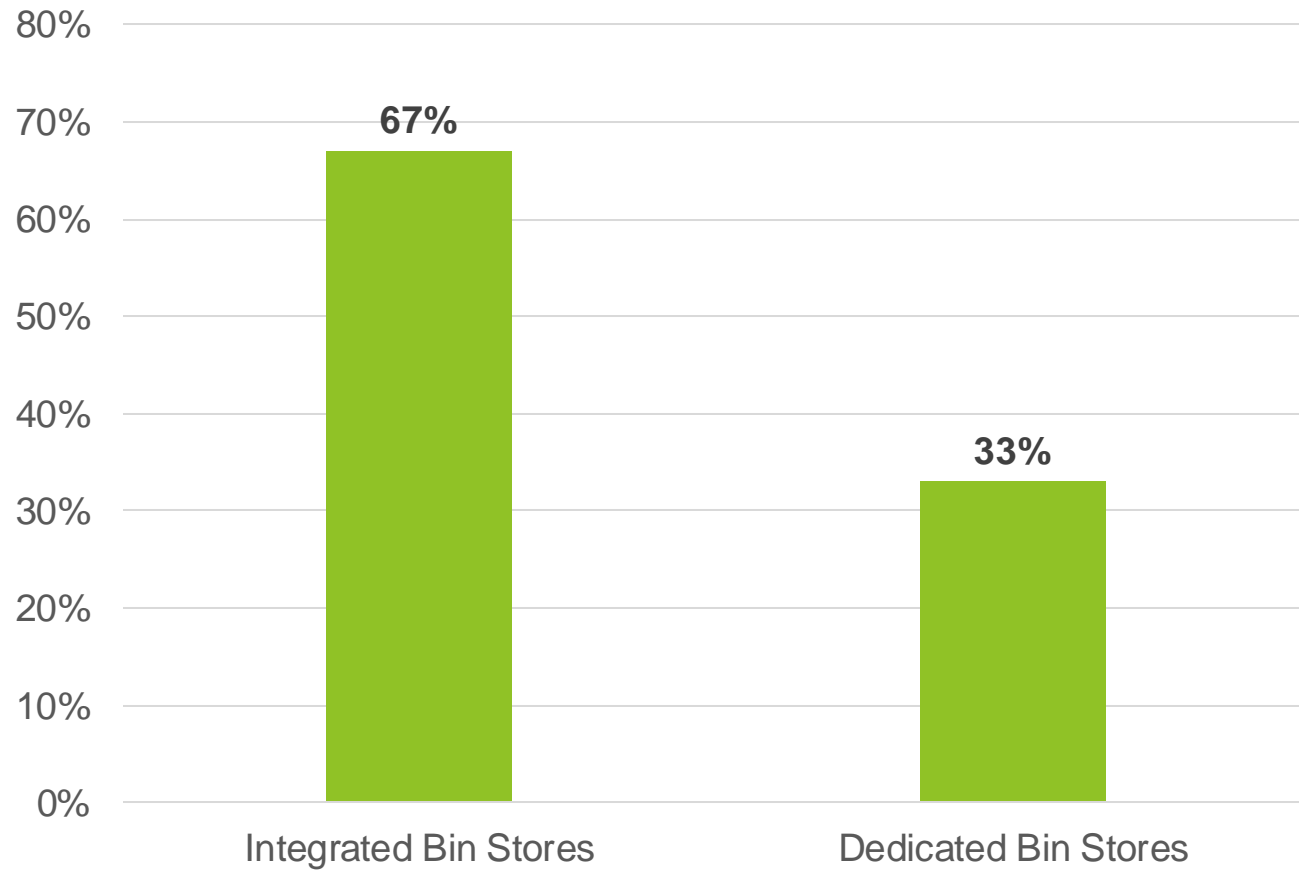
All respondents said they would be happy to have solar panels on the roof.



# Residents were asked if they would you like to provide their detailed preferences on the waste management options for their block, or leave the choice to LWNT



# Residents were asked their preference for the new waste management strategy



Integrated bin stores was the majority preference for the waste management strategy.

# Residents were asked to rank how they would like to control their future heating from the most to least preferred option

Method	Average Ranking
Thermostat	2.78
Mobile	1.78
Radiator	1.44



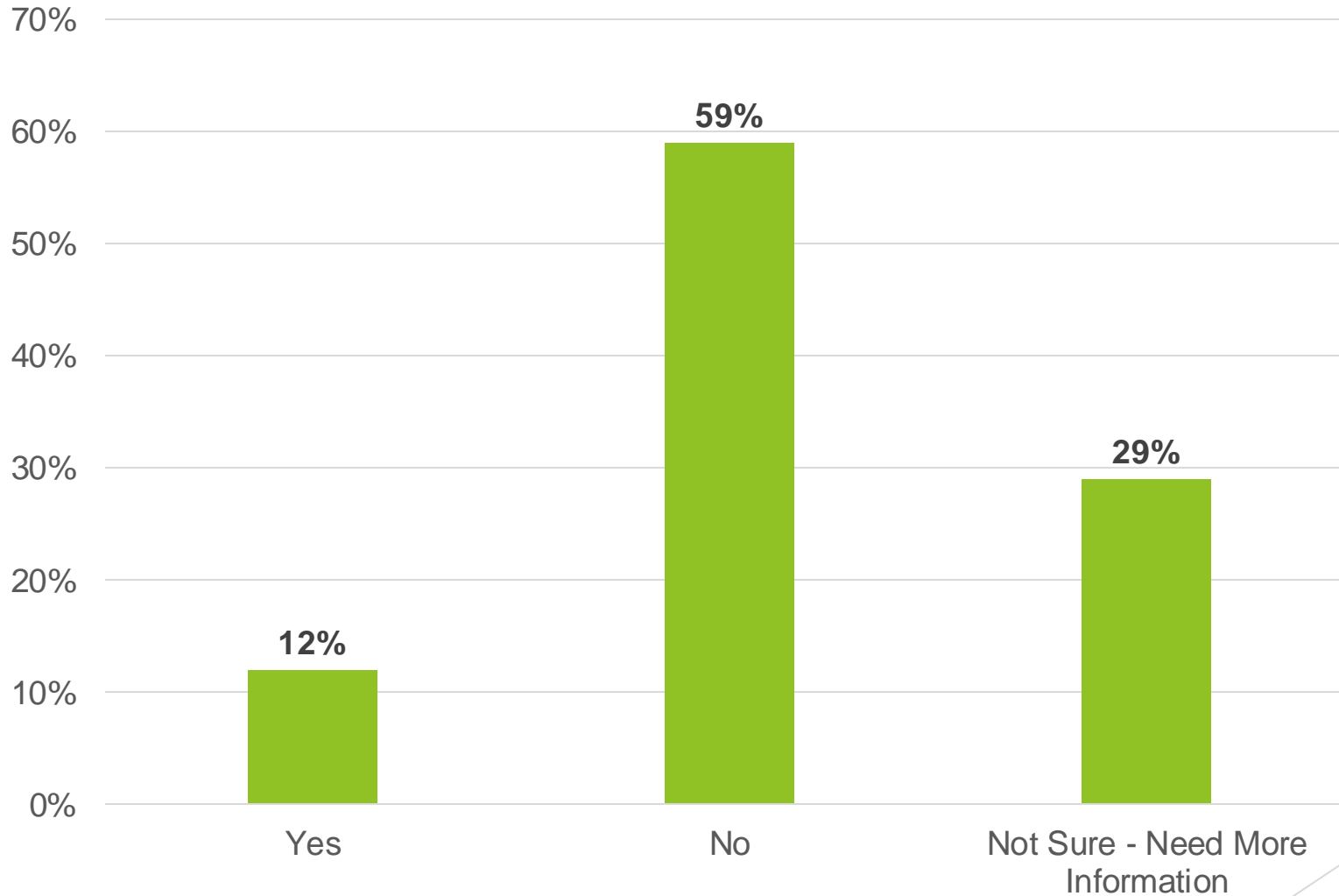
A thermostat was the most preferred method of controlling future heating.

# Residents were asked were asked to rank how they would like to pay for their future heating

<b>Method</b>	<b>Average Ranking</b>
<b>Direct Debit</b>	<b>2.72</b>
Online/Mobile Top-Up	1.78
Top-Up Card	1.50

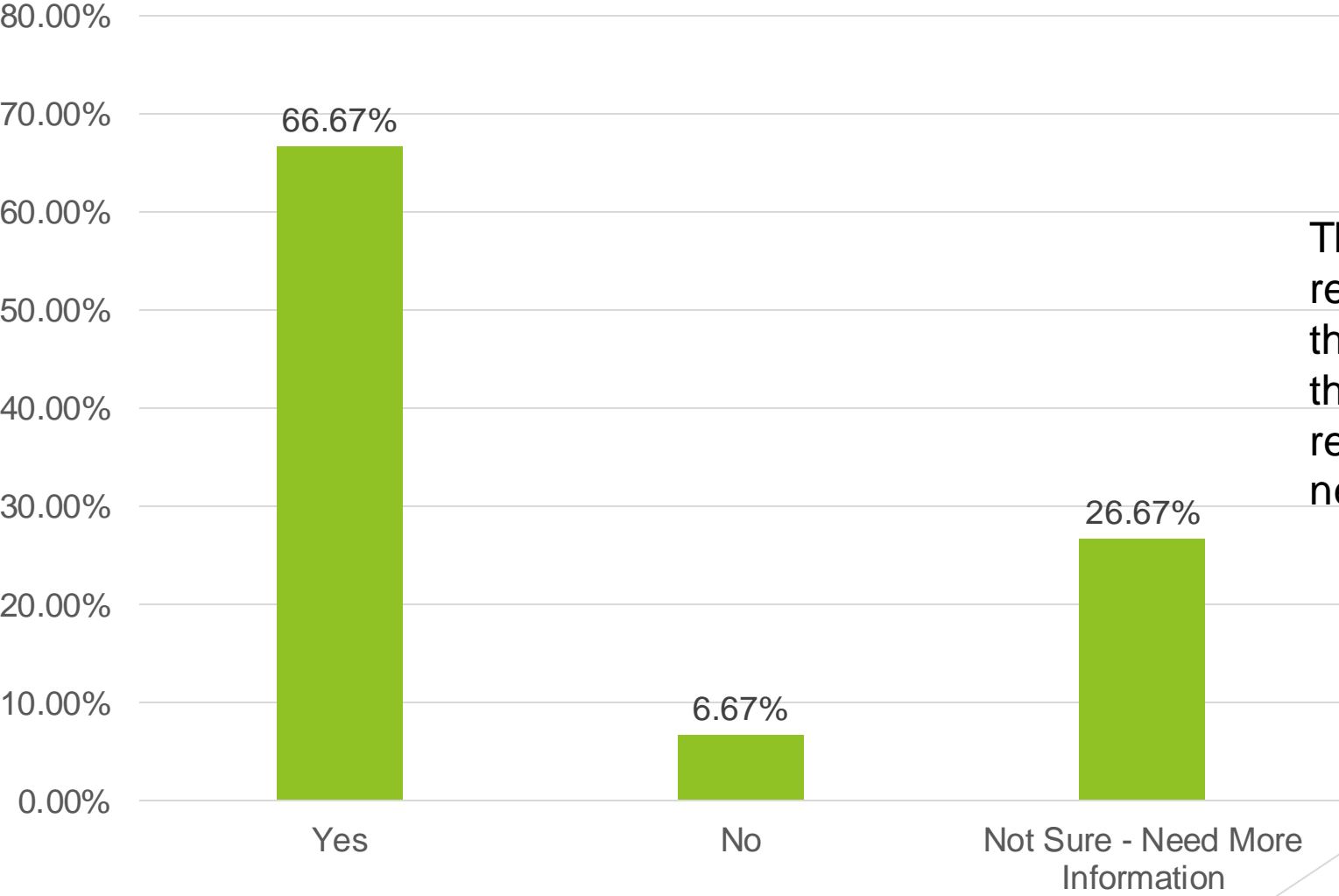
Direct Debit was the preferred method of paying for future heating.

# Residents were asked they would like a pay-as-you-go meter (PAYG) if you could have one



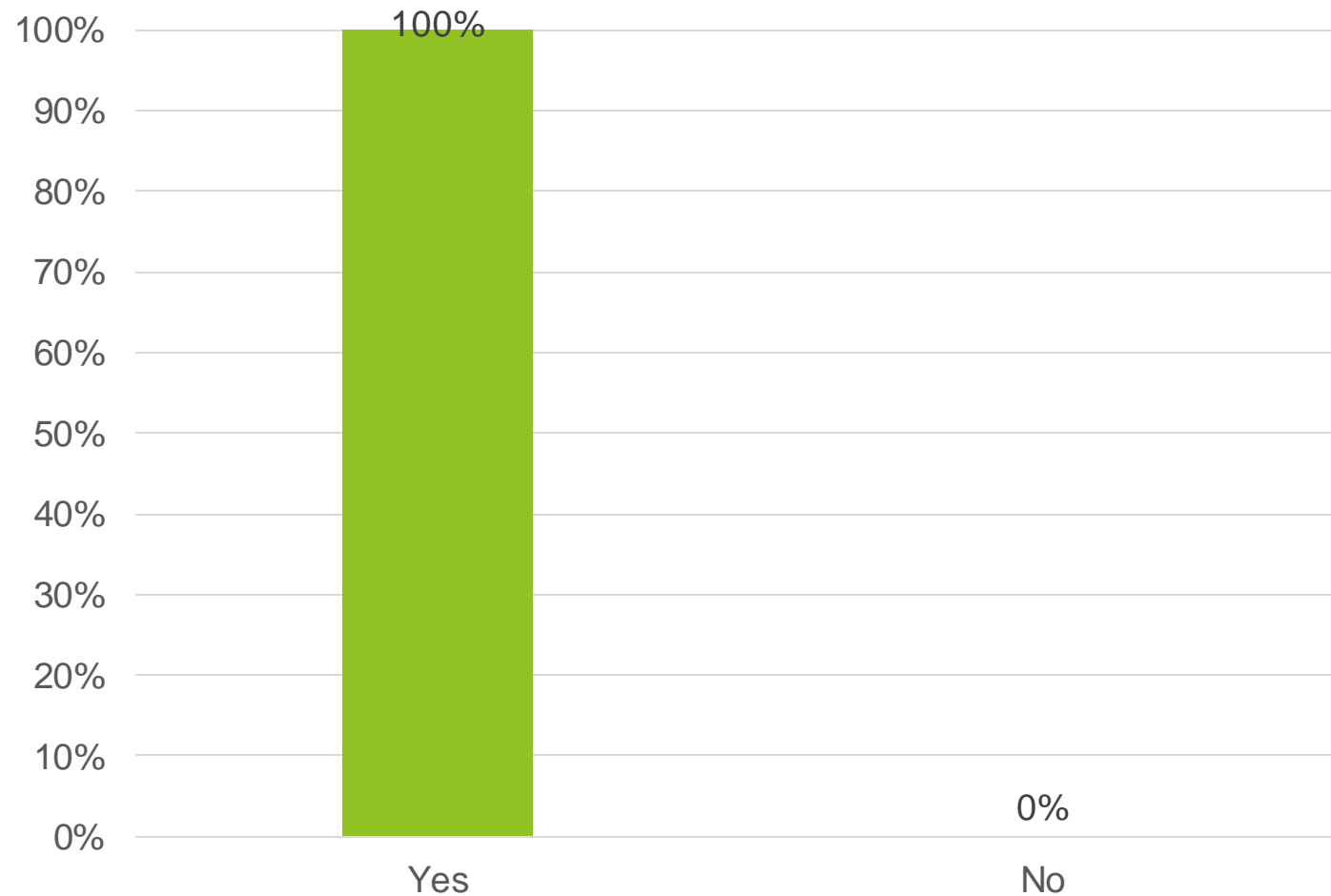
The majority of respondents said they would like a PAYG meter.

# Residents were asked if they supported the renewable heat network project overall



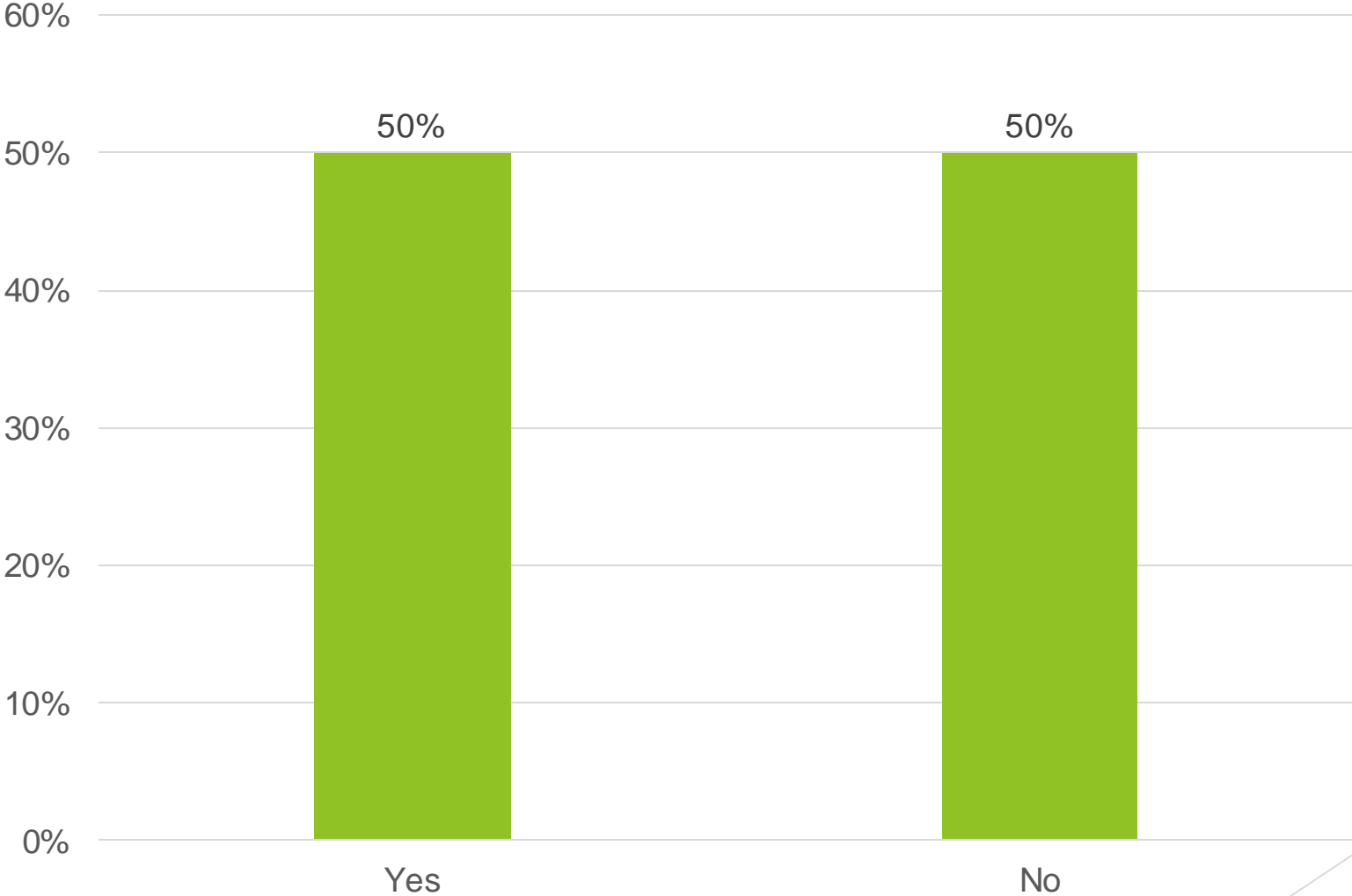
The majority of respondents said they supported the new renewable heat network.

# Residents were asked whether they supported the energy efficient refurbishment of their estate?



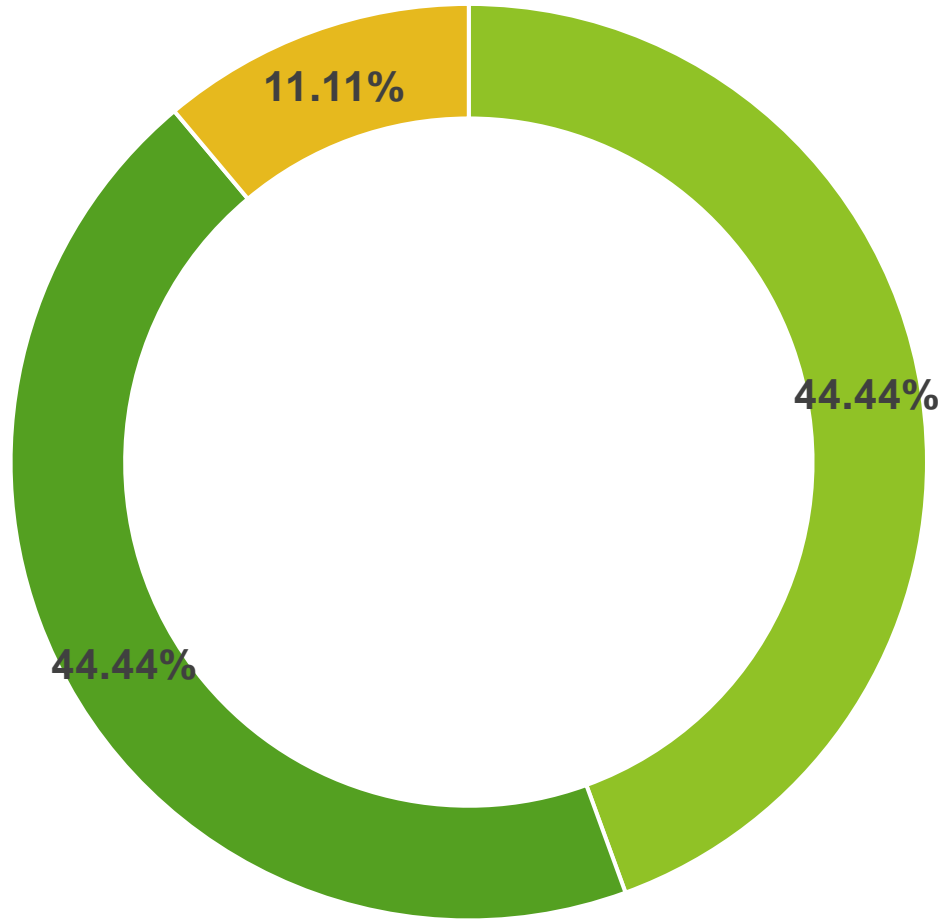
100% of respondents said they supported the energy efficient refurbishment of the estate.

# Residents were asked if they aware of the Respite offer for those experiencing the effects of the refurbishment?





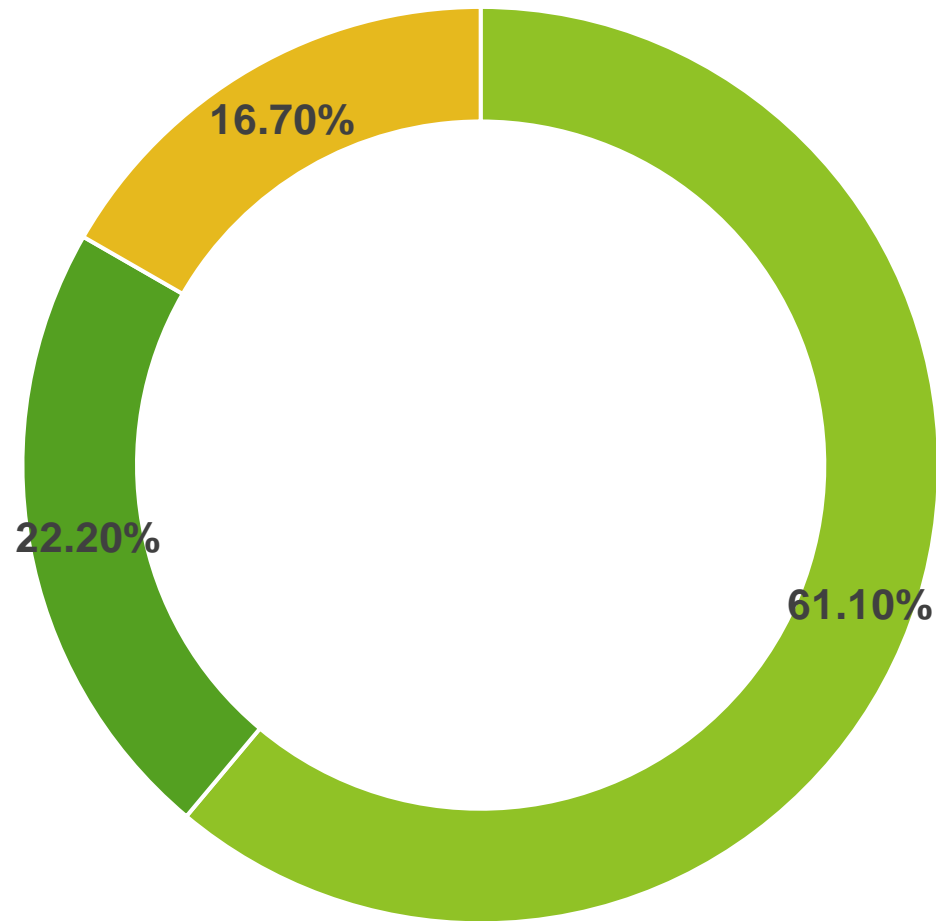
# Residents were asked how satisfied they were with the range of services available as part of the Respite Offer



44.44% of respondents are neither satisfied or dissatisfied

- Satisfied or Very Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied or Very Dissatisfied

## Residents were asked how satisfied they were with the level of engagement and information available about the refurbishment of LWE by LWNT?



61% of respondents were either satisfied or very satisfied

- Satisfied or Very Satisfied
- Neither Satisfied nor Dissatisfied