



## Building Homes Masterclass: Designing for Residents

12/11/2019

- **A survey of occupants suggested people prefer similar tenures grouped around circulation cores**, e.g. shared ownership and affordable rent. But others felt mixing of tenures can work well if time taken to bring residents together with BBQs etc. and explain how common spaces should be used when people first move in.
- **Ground floor and first floor areas are much better used as maisonettes rather than flats as this provide active frontage** with front doors and windows to kitchens and living rooms rather than bedrooms which people tend to screen from public view.
- **Design in lots of useable storage in new homes and make sure walls are strong enough for shelves.** Remember cupboards can end up fitted with water tanks and washing machines etc. and residents need more than left over space.
- **Beware floor to ceiling windows, especially at ground floor, as they are hard to screen, can create overheating problems** and sometimes don't help much with internal daylighting as less light comes in from low windows.
- **Beware homes with only grass doors to balconies and no smaller openable windows for ventilation** – particularly for bathrooms and kitchens.
- **Make sure people, can afford, and will value, what they get for service charges.** E.g. don't automatically include gym membership no about how evident might be locked into higher energy bills through planning requirements fixed at the planning stage.
- **Bridge the gap between development and asset management.** Make sure they listen to each other and input to design decisions. Make sure build specifications for refurbishment is as good as for new build to prevent existing tenants feeling short changed.



- **Adhere to the principles of child friendly design**
  - Car free (no cars, pedestrian and cycle priority, all playable space)
  - Connections (shared surface, safe crossing points, good sight lines)
  - Access (easy access to spaces from dwellings, doorstep play for everyone)
  - Overlooking (visual connections, deck access, balconies)
- **Carrying out a post occupancy evaluation** is a good way of reviewing the quality of homes and feeding back into the design, sustainability and inclusive design process.

**Speakers:**

David Birkbeck, Design for Homes  
Susan Clinton, Clarion Housing Group  
Susan May, Clarion Housing Group  
Dave Bateman, Clarion Housing Group  
Dinah Bornat, ZCD Architects  
Sandra Roebuck, LB Lambeth  
James Halsall, LLDC  
Esther Everett, LLDC

**Attendees: 35**