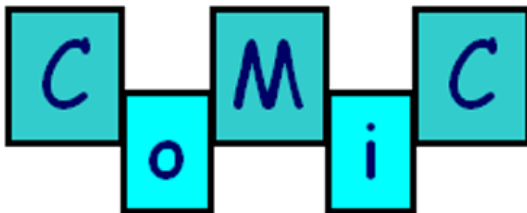


Deliverable 6.4

Description of “Wizard of Oz” recordings



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COMIC

Information sheet issued with Deliverable 6.4

Title: Description of “Wizard of Oz” recordings

Abstract: In this document, we describe the “Wizard of Oz” recordings that were made in Edinburgh as part of the process of specifying the output of the COMIC demonstrators. We also outline the the plans for annotating these recordings and using them in the design of the output of the demonstrator.

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1 Introduction

1.1 Overview

In this document, we describe the recordings that were made of people role-playing a situation similar to that which is planned for the COMIC demonstrator. We also describe the plans for making use of data gathered from these recordings in the design of the output of the COMIC system.

In the COMIC fission and output modules, it is an eventual goal to base the decisions made within each module as far as possible on fragments of naturally-occurring dialogues. We aim to vary—based on various contextual factors—both the content and the relative timing of the output on the various channels.

To help in specifying naturalistic output, several recordings were made of subjects role-playing a bathroom-sales situation similar to the domain of the COMIC demonstrator. Section 2 describes how these recordings were made, and gives some details of the recorded interactions.

The most relevant parts of the recordings for the purposes of designing the system output are those in which the “consultant” says things that are similar to the planned output of the demonstrator. The particular utterance types that are of interest are those in which the consultant describes the features of one or more of the options under consideration. Examples of such relevant utterances are shown in Section 3, along with similar excerpts from the sample dialogue.

These relevant sections of the recordings are being analysed to indicate the occurrences of features that are similar to those that will be output by the eventual system, and of various contextual factors that are predicted to have an influence on those surface features. The annotation process as a whole, and the features and factors that are being and will be considered, are described in Section 4.

Once the relevant parts of the videos have been annotated, the results will be analysed to determine any patterns of surface features corresponding to particular factors. These patterns can then be used as a basis for the decisions that must be made in the fission and output modules. Section 5 outlines the plans for bridging the gap between the data recorded here and the capabilities of the actual COMIC system.

2 The recordings

This section describes the initial plans for how the recordings would be done, and the revisions that were made to those plans during the course of the recordings. The materials that were used are included in Appendix A.

Note that the setting of these recordings does not correspond exactly to what is classically called a “Wizard of Oz” situation. Normally, this term is applied to cases in which a person (the “Wizard”) plays the part of the system, in order to test how subjects react to the user interface of a program that does not exist yet. In this case, it is the possible behaviour and output of the system itself that is the subject of the study; the subjects are therefore actually playing the role of the system.

2.1 Initial plans

The experimental subjects were to play the role of a bathroom sales consultant, presenting a number of design options to a client. The “client” would actually be a confederate, who would steer the interaction in a specified direction and would have knowledge of the user model.

A subject would be given a set of alternatives for a particular choice (layout, sanitary ware, or tiling). They would also be given a “cheat sheet” listing the features of each of the alternatives. Some features would be labelled as positive or negative, based on a predefined user model, while other features would be listed as unknown. Essentially, we planned to use these “cheat sheets” to compensate for the fact that it is much easier to get a large number of fluent English speakers than experienced bathroom salespeople.

The subject would be allowed to read over the choices and the cheat sheet. He or she would then be instructed to present the range of alternatives to the client, and then to talk in more detail about any of the alternatives that the client expresses particular interest in. Each subject would go through all three choices (layout, sanitary ware, tiles) with a single confederate following a single user model, with the confederate possibly following strategies designed to elicit different types of descriptions during the different steps. If possible, in order to get as much data as possible from each subject, the subject would go through the whole process again with a (possibly different) confederate following a different model.

The interactions would be recorded with a single digital video camera and a table-mounted microphone. The camera would be set up so that both the subjects face and the images under discussion are visible, so that all of the necessary features of the interaction can be seen.

2.2 Changes to the initial plans

Several changes were made to the set-up during the course of recording the interactions, based on what was and was not working well. This section describes these changes.

After the first two recordings, it was decided to eliminate the pre-existing user model and the “cheat sheets”. Having such a user model did not add anything to the interactions that could not be achieved simply by letting the user model emerge during the course of the interaction, and needing to follow the “cheat sheet” just made the task unnecessarily difficult for the consultant.

With the elimination of the pre-existing user model, it was no longer necessary always to have a confederate playing the role of the client. In the **as** and **js** recordings, subjects were used as clients.

The confederate “client” who was used during the first two interactions proved not to be very good at letting the consultant talk through the options. As the main goal of these recordings was to explore the range of output possibilities for the system—i.e., the consultant in these recordings—a different confederate was used, who allowed the consultant to talk more. This switch also took place after the first two recordings.

The consultant subject in the sixth recording (**jm**) turned out to be particularly good at playing the role of the consultant. He therefore played that role again in another recording, with a different client (**js**). Any subsequent recordings will likely use him again in the role of the consultant, with other subjects playing the role of the client.

Table 1: Details of the recordings

	Consultant	Client	Length
tm	Subject	Confederate 1	21:05
jh	Subject	Confederate 1	18:06
z	Subject	Confederate 2	19:31
as	Subject	Subject	14:55
cm	Subject	Confederate 2	25:06
jm	Subject ¹	Confederate 2	46:30 ²
js	Subject ¹	Subject	41:23

The consultants were given a washable marker, which they could use to mark up the laminated images if they wished. Most subjects only used it as a pointing device; however, there were a few occasions—particularly with the final consultant—where it was used to indicate proposed modifications to the options. Images of the pictures that were drawn during the interactions are shown in Appendix C.

2.3 Details of the recorded interactions

A total of seven complete interactions were recorded. Table 1 shows some information about these recordings. The transcripts of these sessions are included in Appendix B.

3 Examples of relevant utterances

While every effort was made to make the setting of these recordings as similar as possible to the demonstrator, there are still some unavoidable differences between the task in these recordings and the eventual system capabilities. In particular, despite the constrained nature of the interactions, the consultants still did not have nearly the constraints on what they could say as the demonstrator will have. Quite a lot of the conversation time was taken up discussing topics such as the effect of a design choice on the resale value of the house, or the difficulties of bathing small children.

In the context of the plans for the COMIC output modules, the most important parts of these recordings to consider are those where the consultant describes or compares options for a particular choice. Those are the parts that correspond to moments in the target dialogue where there will be the most scope for interesting variation on the output side. Very roughly speaking, such descriptions and comparisons cover about 20% of the total time recorded, although some descriptions correspond more closely to the targets than others.

This section gives two sample outputs from the proposed target dialogue for T24—one description and one comparison—and shows excerpts from the recorded interactions that are similar to the targets.

¹The same subject was used in both of these interactions.

²The recording was split over two tapes; this is the total time.

3.1 Descriptions

In a description, the features of a single option are described, as in the following example from the sample dialogue:

- (1) Here we have a design in the classic style. It draws from one of our most popular collections—Alt Mettlach, from Villeroy and Boch. As you can see, it has an off-white and dark-red colour scheme, with floral motifs.

The following excerpts from the recorded interactions show that this sort of description is used in naturally-occurring dialogues as well.

- (2) So, here you've got, above the basin, you've got very small tiles. And, below the basin you have the same very small tiles in a different colour, but umm ... diagonally placed.³ [z]
- (3) This is what we, umm, call the "Swedish" effect, it's, umm, sort of ... done in a nice pine, with the pine surroundings. [cm]
- (4) We've got the traditional ones where we've just got the, the bathtub up against the wall, and all of the other items are flat on the wall. [jm]

3.2 Comparisons

In these turns, the consultant describes an option by comparing it to another. The other option may be mentioned explicitly in the same turn, or may have been mentioned in a previous turn. The following turn from the sample dialogue shows an example of a comparison to an option presented in a previous turn.

- (5) This design is based on the Armonie collection, from Coem. Once again there are floral motifs on the decorative tiles, but here the colours are terracotta and beige, giving the room the feel of a Tuscan country home.

Here are some excerpts from the recorded interactions in which the consultant naturally makes this sort of comparison. In (6–7), all objects being compared are included in the same utterance, while in (8) the layout is implicitly compared to a previously-described layout.

- (6) So [these tiles] give you a degree of colour, they're slight– they're obviously slightly busier than looking at something like this, but, umm, they're not quite as intense as having a whole block of colour, such as those two. [js]
- (7) We've got the two options on the round mirrors, umm, we've sort of got the ... ones with the light above, or you've just got a ... a big round mirror. [jh]
- (8) Well, we have, we have this one, this also has the bath next to the bidet, but umm, in this particular umm, case, the ... sink is in the corner, rather than in the middle of the bathroom. [as]

³Notice that this description of a single tiling pattern actually also contains a comparison between two parts of that pattern.

4 Annotation

The goal in the annotation of these recordings is to mark the occurrences of events that are similar to those that will be under the eventual control of the fission and output modules, and the factors that are predicted to have an effect on the occurrence or relative timing of those events. We concentrate on the parts of the recordings where the output is most similar to the planned output of the demonstrators, as described in Section 3. We initially describe all of the surface features and contextual factors that we may eventually investigate; at the end of this section, we list the features that are actually being annotated at present.

The relevant surface features—that is, those that are similar to features under the control of the system—are the following:

- Deictic gestures: moments when the consultant points to or otherwise indicates parts of the bathroom under discussion.
- The choice of referring expressions in the spoken output.
- Head movements, facial expression and gaze.
- Prosodic variation: the emphasis and pausing in the speech signal.

We are interested in both the occurrences of such events in the output, and the relative timing of the occurrences and of the speech that they are associated with. The following factors are predicted to have an influence on both the occurrences and the timing of the above events.

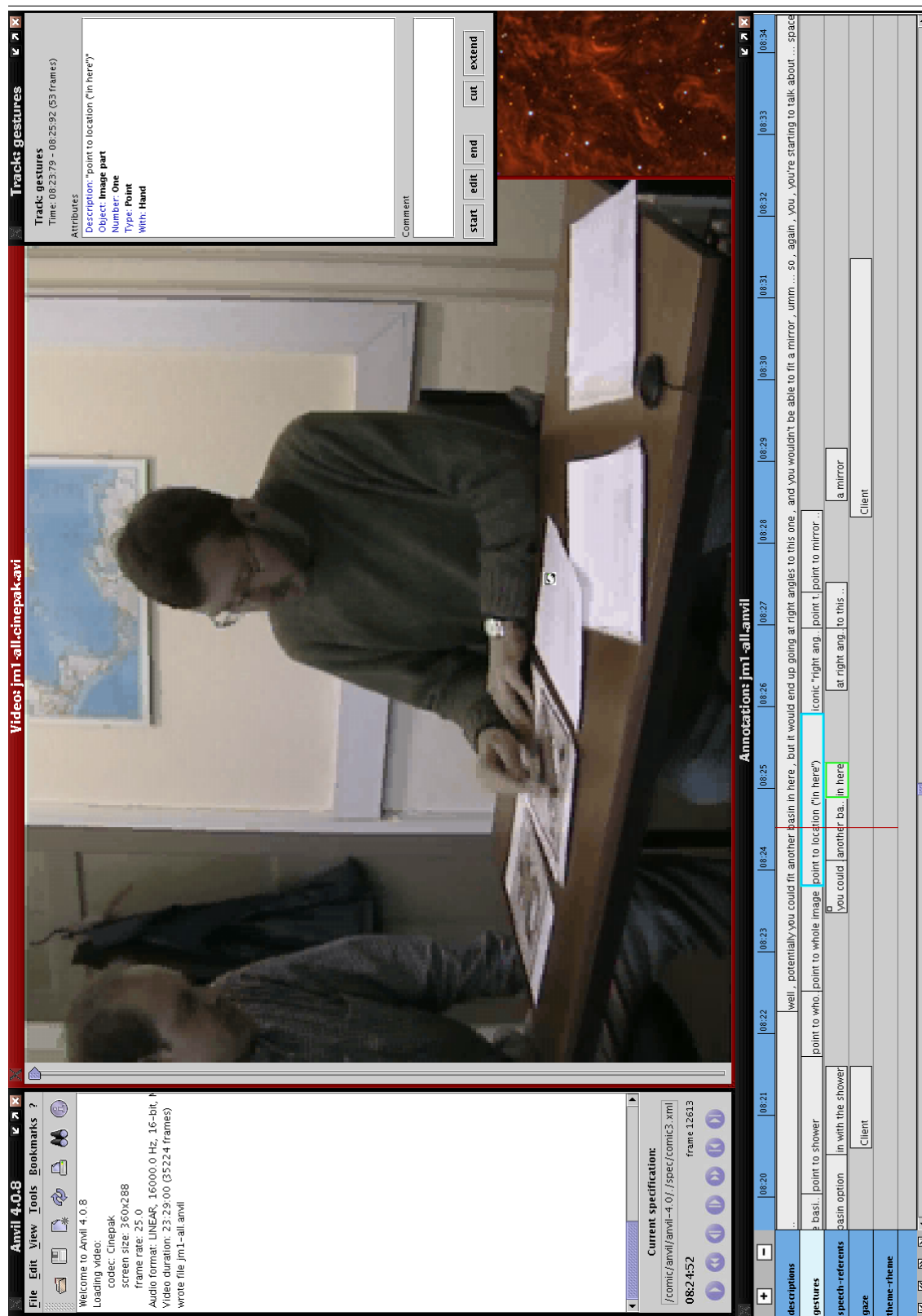
- The number of options that are mentioned in the utterance: whether it is a description of a single option, an explicit comparison of two or more options, or an implicit comparison to a previously-mentioned option.
- Whether this is the first time that the option included in the utterance is mentioned, or whether it is a repeated mention.
- Which parts of the utterance are the theme and which are the rheme.
- Whether the consultant is describing an option neutrally, recommending it, recommending against it, or giving a list of both its positive and negative features.

The annotation is being done using a tool called Anvil (<http://www.dfki.de/~kipp/anvil/>). Annotation in Anvil is organised into parallel, temporally-aligned *tracks*, where each track is a container for one type of information. Each track contains a series of elements, where each element can hold a number of attribute-value pairs. Figure 1 shows an example of Anvil being used on one of the current recordings.

The following are the tracks that are currently being used to annotate the recordings, and the features that are defined on the elements in each track. The annotation that is currently in progress concentrates on the occurrences of deictic gestures and the corresponding spoken referents, and on moments when the consultant looks at the client. Other tracks can easily be added later to track features—such as prosody and theme/rheme distinctions—that are not part of this initial annotation effort.

Note that the elements on the *Descriptions* track have already been marked on all of the recordings, and the annotation on the other tracks will take place only within the marked descriptions and comparisons.

Figure 1: Using ANVIL to annotate a recording



Descriptions

Elements on this track indicate the parts of the recordings in which the consultant makes statements similar to those that are planned for the eventual demonstrators; see Section 3 for some examples of such descriptions and comparisons. The features of elements on this track are the following:

Content The textual content of the entire description, taken from the transcripts.

Slant Whether the description is positive, negative, or neutral, or whether it contains both positive and negative features.

Number How many options are described in the turn. There may be one option described in isolation, there may be several described, or there might be a description of one option in the context of others that have been previously described (as in (8) on page 4).

Newness Whether the object(s) included in the description are being mentioned for the first time or have already been described.

Gestures

This track indicates deictic gestures made by the consultant during the description. The following are the possible features of the gestures.

Object Whether the gesture indicates an entire image, some part of that image (e.g., a toilet or a section of tiling), or a particular direction or orientation. These categories correspond to the *Area*, *Marker*, and *Trajectory* classes of the *Pen* annotation tier of the SLOT data (de Ruiter, 2003).

Type The type of the gesture: pointing directly at the object, waving over the object, circling the object, tracing the outline of the object, or physically moving the piece of paper containing the image of the object.⁴

Number When applicable, this feature indicates whether one or more than one object is included in the scope of gesture. For example, a circling gesture may include more than one piece of sanitary ware on the indicated image.

Speech Links to the element or elements in the *Speech* track that correspond to this gesture, if any.

These features are similar to a certain extent both to the pen annotations that are used in SLOT (as noted above), and to the gesture coding used in SmartKom (Steininger, 2001). However, some features of this scheme are specific to the current context; in SLOT, only gestures that result in leaving “ink” on the screen are annotated, while in the domain of SmartKom the distinction between indicating a part of an image and the whole image is less important.

Speech

This track indicates the parts of the speech signal that are possible referents for the deictic gestures. The following are the features.

⁴Obviously, this last gesture type—moving the paper—is not something that we can ever hope to reproduce directly in the demonstrator. However, it is often used as another way of drawing attention to an image, and is therefore marked.

Type The grammatical role of the speech referent: for example, noun phrase, verb phrase, or deictic (e.g., “this”, “that”, or “here”).

Content The textual content of the speech referent.

Gesture Links to the element or elements in the *Gestures* that correspond to this gesture, if any.

Gaze

This track indicates the gaze of the consultant. Since the consultants tend to look at the image under discussion nearly all of the time, this track is only used when the consultant glances at the client.

Object The only possible value for this feature is *Client*.

5 Next steps

Once the annotation effort is completed, we will examine the resulting corpus for any regularities that can be used to help make the necessary decisions in the fission and output modules. In the deictic-gesture annotation that is currently in progress, for instance, the following are examples of the sorts of features that we will be looking for.

- Among all of the speech referents that could be accompanied by a gesture, which of those actually had a gesture.
- The circumstances under which a consultant chooses to indicate either an entire image, or some sub-part of that image.
- The relative timing of the deictic gesture and the speech referent—whether the gesture begins before or after the spoken referent.

Of particular interest would be a systematic difference on one of these dimensions depending on, for example, the grammatical form of the speech referent or whether it is a first or a repeated mention.

Any findings of this sort can be used by the fission module at two levels. First, it can help in deciding the content to be sent to the various channels—whether to include a deictic gesture at all, and whether it should indicate the whole image or just parts of it. Also, it can help in determining the relative timing of the different parts of the presentation—whether a pointing gesture should begin before or after the corresponding words have been spoken, and how long it should take.

6 Conclusions

An eventual goal for the COMIC fission and output modules is to base output of the system as far as possible on naturally-occurring dialogues in this domain. These “Wizard of Oz” recordings provide a way of examining the features of descriptions and comparisons in the domain of the COMIC demonstrator. While the interactions that were recorded contain some content that is not relevant to the demonstrator, there are also many instances of descriptions and comparisons that are similar to the sort that will be produced by the demonstrator. By examining the features of these

relevant parts of the recordings and taking note of any regularities, we can continue to specify the utterances that will be planned and output by the COMIC demonstrator, and the modules that will be used to produce this output.

7 References

- DE RUITER J P (2003). *Research on modality effects on performance quality and efficiency*. Public deliverable 2.3, COMIC project. http://www.hcrc.ed.ac.uk/comic/documents/deliverables/D2.3_v1.0.doc.
- STEININGER S (2001). *Labeling of Gestures in SmartKom: Concept of the Coding System*. Report 2, SmartKom project. <http://www.smartkom.org/reports/Report-NR-02.pdf>.

A Materials used

A.1 Instructions

This section shows the instructions that were given to the subjects. Section A.1.1 shows the full instructions that were used in the first two interactions; Section A.1.2 shows the amended instructions that were used after the “cheat sheets” were removed. Note that, for the last few interactions, the instructions were given verbally, rather than on paper; the content of the verbal briefing was basically the same as the paper document.

A.1.1 Initial version

You are playing the role of a sales consultant in a bathroom showroom, meeting with a client who wants their bathroom redesigned. The designers have come up with a number of options for each of the following choices:

- The layout of the bathroom
- The range of bathroom furniture
- The tiling patterns

These options are just to demonstrate the range of possibilities; for the final bathroom, it will be possible to combine elements from different options. Your task is to describe the options to the client and to help them select the one that best meets their needs.

For each choice that the client must make (layout, bathroom furniture, and tiles), you have the following information:

- A list of the particular features that the client has said that they like or dislike, as well as a list of other features that may be relevant to mention.
- A “cheat sheet” showing the features of all of the alternatives for that choice.
- A set of full-sized images of each of the alternatives.

Try to give the client an idea of the range of possibilities available, and provide more detailed descriptions of any that they show particular interest in.

A.1.2 Revised version

You are playing the role of a sales consultant in a bathroom showroom, meeting with a client who wants their bathroom redesigned. Another consultant has come up with a number of options for each of the following choices:

- The layout of the bathroom
- The range of bathroom furniture
- The tiling patterns

The other consultant cannot meet with the client this time, but will give you a summary of the interesting features of the different options.

Your task is to describe the options to the client and to help them select the one that best meets their needs. Try to give the client an idea of the range of possibilities available, and provide more detailed descriptions of any that they show particular interest in.

A.2 Information on each phase

This section shows the materials that were used at each phase of the interactions. For each of the choices—layout, bathroom furniture, and tiles—the consultant was given a list of the features that might be of interest, and a set of laminated sheets showing each of the alternatives individually. For the first version of the experiment (with the predefined user model), the consultant was also given a list of the features that the client liked or disliked.

A.2.1 Layouts



Features

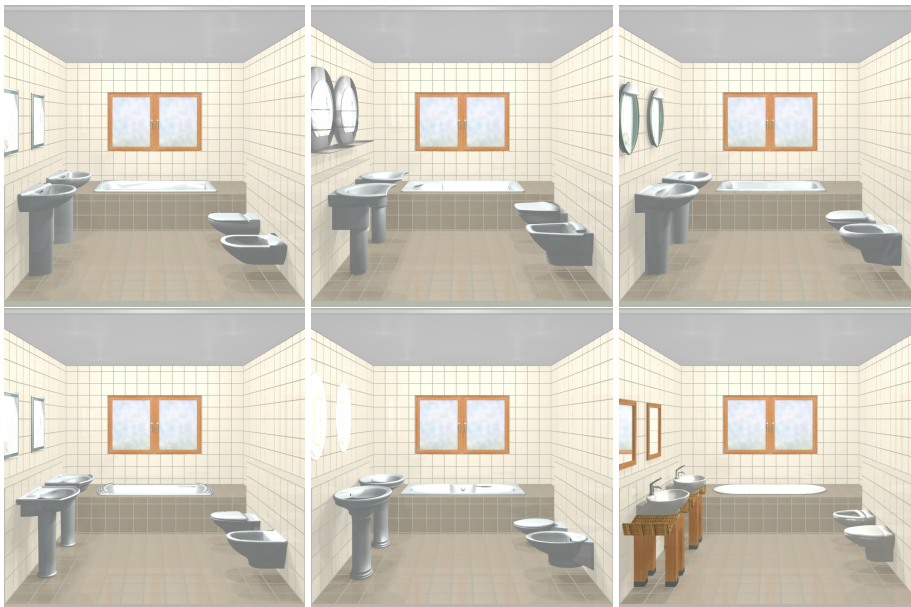
- Whether the toilet is next to the bidet
- Whether there is a shower
- Number of sinks: 1 or 2

- Whether the layout is at an angle
- Bathtub location: right next to the window, near it, or far away
- Whether the bathtub is on the floor, up on a step, or inset

Preferences (first version only)

- Would prefer the toilet to be next to the bidet
- Does not need a shower

A.2.2 Bathroom furniture



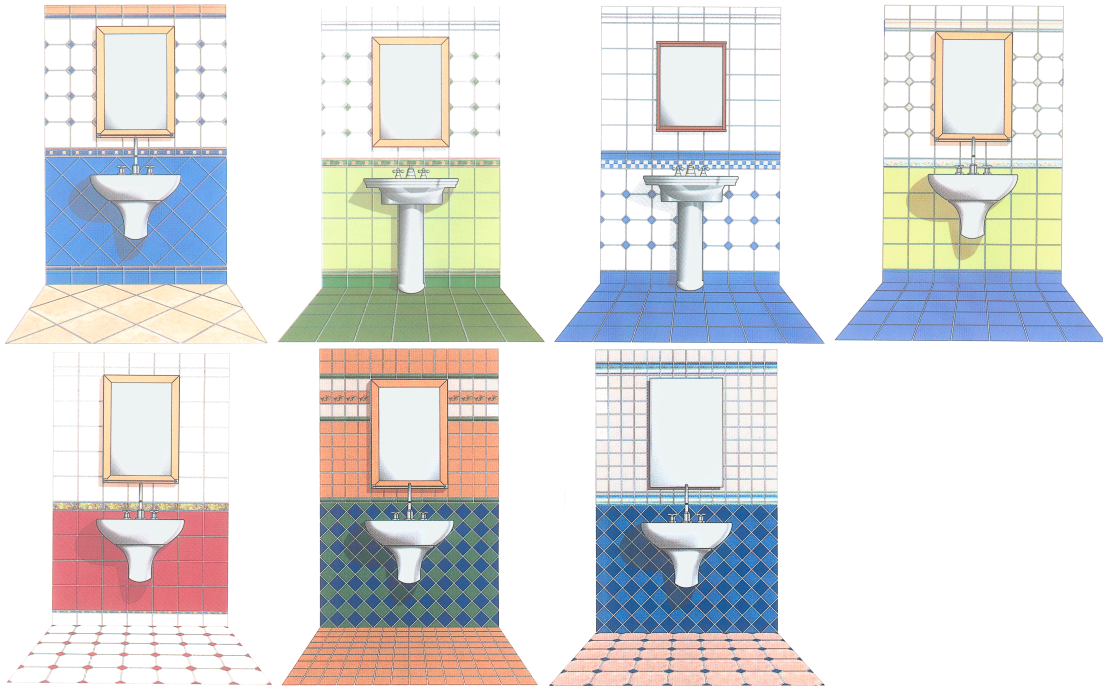
Features

- Mirror frame: thick/thin; wood/metal; all the way around or not
- Shape of mirror: round, rectangular
- Shape of items other than mirrors: square, round, rounded corners
- Material: porcelain, wood
- Details of edges on items other than mirrors: scalloped, thick, inset
- Whether the sink is connected to the wall

Preferences (first version only)

- Likes round mirrors
- Prefers that the sink is connected to the wall

A.2.3 Tiling patterns



Features

- Tile size: wall, floor
- Tiling patterns: plain, diagonal insets
- Tiling direction: diagonal or straight
- Border patterns: squares, chequerboard, floral, striped
- Tile colours

Preferences (first version only)

- Likes tiles with diagonal insets
- Likes square-patterned borders
- Dislikes green tiles, especially light green
- Dislikes small tiles on the floor

B Transcripts

Not all of the videos have been fully transcribed. Appendix B.1 contains the full transcripts of sessions **as**, **jm**, and **js**, while Appendix B.2 contains partial transcripts of the remaining sessions. The following typographical conventions are used:

- In the full transcripts, the utterances of the consultant are in bold, those of the client are in a plain font, and any comments on the transcript are in italics. In the partial transcripts, almost all of the dialogue is from the consultant; any words from the client are generally in square brackets.
- The red bullets (●) indicate time points that were inserted while using the transcription software; the timestamp corresponding to that point is indicated after the bullet.
- Question marks indicate places where the transcriber was unable to hear some words clearly.

B.1 Full transcripts

B.1.1 Session **as**

● [0:00.120]

Struan, so you're here to, umm, just run through what your requirements are from your bathroom. I understand you spoke to one of our other ... umm, assistants a few days ago.

That's right.

Yeah, and now you're ... and now you're, umm, here just to finalise your exact requirements.

I came and spoke to a ... a girl, I think it was on Saturday.

Mm.

And ... I had a look at some designs, but I'm not entirely sure what I'd like.

Yeah.

I want something very modern.

Okay, that's ...

But not—

We can do that.

Not without— [???] out of my price range, really.

Right, and you, umm ... you took the time to kind of speak to ...

Yeah.

Whoever it was you're going to be living with, umm, about ..

Yeah, and I've got, I've got quite a good idea of the kinds of ... umm, the lines, and looked at all the colours.

That's good.

... Designs of, umm ... you know, accessories, fittings, those kind of things.

Sure, right. So, umm, let me just, we'll start kind of at

a, sort of, general level about how it's actually going to be, umm, put into the—

And that's based on my, on my bathroom, isn't it?

Yeah.

● [0:57.944]

This is the umm... we've got the umm... computer sort-of drawn-up image here, umm, with all of the different kind of arrangements of how the toilet, the sink, the bidet, bath, maybe shower, you know, all the bits of furniture, how they can all be sort of installed in the space that you've got, uh, so yeah, we've had these drawn up for you.

● [1:18.104]

Umm, so yeah, I mean the ... I mean the ... main issues here are, umm, really concerning, first of all ...

● [1:28.41]

... there's the issue of how you want the toilet and bidet to be positioned, whether you want them next to each other or, perhaps spread out a little, like in those two, you know, if you want to go from one to the other, you know, you might have a bit of a hop from there to there, umm ...

● [1:41.419]

I think, I think the difficulty is that it's, it's ... there's not, umm ... a lot of room for the number of ... features that are in there, really.

Mm.

I mean, I know I've insisted on having the, the bidet in there, but, umm, obviously, because we've got two sinks in there.

Yeah, the two sinks.

Two sinks... [???] ... that's nice, but, umm, ... of course Jane's really keen on it, when we're both getting ready in the morning.

Really, she, she kind of wants two sinks.

Yeah, so we can get ready next to each other.

That's a bit bourgeois, really, isn't it, seems a bit ...

Well, that's, that's women, I suppose.

Yeah. Fair enough. So yeah, two sinks, umm ... yeah, umm, what about this, umm, toilet and bidet kind of, umm ... juxtaposition, just having them like that, or do you like them ...

Well, I think it would make, umm, well, certainly practical ... umm, prac-

Practical sense.

Well, hygienic sense, to have them there, next to each other, but, umm ... there's ... I mean, you don't see, there's not a huge bit of room between there and the bath. And that's ...

Yeah, I mean that's, that's just one design, umm ... Yeah, and that's probably pretty similar again, umm ... I mean, for example, there's that one-

And that's got, that's got the cupboard disappeared, there, hasn't it.

Yeah, yeah, yeah.

• [2:49.484]

I mean, there's that one, where you have them next to each other there and then the bathtub across the... across the room there.

• [2:54.482]

So, is that one actually minimizing, oh that's, that's got a bath, and a ...

And a shower, yeah. So that's, that's quite a good little, umm ...

So what's lost there?

Umm, I think it's the ... umm ...

In this one ... Oh, there's only one sink.

Ahh, yeah.

Yeah.

I mean, you don't have to go for one of these, you know, we can, we can sort of tailor them to your requirements, you know, so if you want, if you like one part of ... one diagram and, you know, another part of another, you know, we can fit them together for you.

• [3:25.408]

This one - as opposed to, just leave that out for a sec - this one, out of those three, looks the most attractive, because ... things aren't, ahh... it doesn't look like things are duplicated next to each other, it's got the two ...

Yeah, that's a bit ...

... it's got the two uh... washbasins, and that's more varied, it's more spread out I suppose.

Yeah.

• [3:47.35]

I mean, another thing to consider is... whereabouts the, umm, the bath is situated, whether you want it directly in the window or you want it to the side of it, or...

Right.

• [3:54.624]

I mean, I assume this will be frosted glass.

Yeah, I mean, whatever your requirements are, so I mean ... yeah, I mean, sure, it depends... I guess if you have the window open and you're kind of quite close to other houses, you might not want...

• [4:05.902]

Because the flat's on the third floor, I don't think ... you know, that would be too much.

Yeah, that's okay, that's cool.

But also, you know, I don't think I'd want to be getting out of that right in front of the window there, that's a problem.

No.

• [4:15.48]

What about that one? A nice, attractive design...

No, no, I don't like that, it's wasting all this space.

Yeah, but I mean, it's quite a sizable space that you've got, so, I mean, it's not...

No, I don't like that.

No?

• [4:28.879]

Umm ...

• [4:30.493]

... yeah, 'cause it's also... the way it's sort of positioned, you have things at a bit of an angle, you know, you have the bath, you know, not directly against the wall, you know, you could ... perhaps twist it round a bit? So, you know, like, like you see in that one.

• [4:42.803]

I think because of the actual design of the bath, I mean, you have to ... you have to have it against a wall, yeah?

Mmm.

I suppose.

Yeah, yeah. But I mean it, rather than having it flat against one of the four walls, it's kind of, this, you know, corner built in there, so ...

• [4:57.755]

I like that.

You like that one. So, umm... yeah, so, that's ... well, it's got the toilet next to the bidet, it's got the shower included as well.

Yeah.

• [5:08.782]

Were you looking for a shower?

• [5:09.783]

Umm, I wasn't initially, but having, you know, having seen

it there and, the way ... because of the way these are placed next to each other, they make quite efficient use of the, uhh, of the space.

Mm.

So, it leaves a little gap there in the corner, which is ...

• [5:27.410]

I mean, in that design, I particularly like the way those three, umm, three things are lined up there.

• [5:33.181]

Have you got dimensions for that, do you know how long ...

Yeah, it's probably, umm ... I'd say it's probably about four foot by four foot, really. And, you know, there's a bit of a ... curvature on it, so that ... you know, obviously, it doesn't take up that much space, but that's ... those are the kind of dimensions.

You could place ... I suppose ... the cupboard here could be placed, I mean, that's not the most ...

Mm. Well–

... ideal place for the, for the cupboard, but it's ... I mean, there's nowhere else for it to go, really.

Yeah, I mean, well you don't have to have that in there, you know, you can ... you can select ... umm ...

You could have something here, I suppose. Next to the mirror.

Yeah, yeah. Shall we move on to, umm ...

• [6:09.309]

... your actual requirements for the furniture itself. Yeah, just, just, umm [??? – client is taking his jacket off]

It's getting hot in here.

Yeah. It's comfortable.

[???]

Well, bathroom furniture, that's, umm ... that's what we're going to be looking at now. Umm, yeah, so ...

• [6:24.392]

... taking that as the basis... umm, it's ... the actual items themselves, you know, how, how you want the sinks to be styled, umm, ...

• [6:32.99]

Umm, so yeah, we're kind of ignoring design here, umm, the layout's exactly as you, as you specified here. And–

• [6:37.911]

It's just, you know, the kind of mirrors that you have, whether they're round, rectangular...

• [6:42.48]

So this, this is the actual style of the, umm ...

Yeah.

... of the fittings.

Yeah, yeah, exactly.

... colours, colourschemes.

Yeah. Umm, ...

• [6:49.375]

So that one's got kind of ... raised edges on the bath there, umm, kind of lips around the sink.

• [6:56.564]

Wouldn't, wouldn't the, umm, the design of the bath – I mean, if I wanted this layout, wouldn't the design of the bath ... depend on ... it fitting into that gap there?

• [7:05.573]

Yeah, well, I mean it ... I mean, all these designs fit into... fit into that same space, so it's not ... that's not a problem.

• [7:12.102]

Umm, as you can see here, we have this nice, umm, kind of bamboo-wood effect here? Umm ... it's, it's ... apparently in all the style magazines that's the latest thing for this ...

Don't like it.

... next season. No?

Makes it ...

• [7:26.833]

Right, okay.

I mean, that's going to get, I mean that's going to get wet ...

Yeah.

That's very quickly going to go ... moldy.

I mean, if you got, kind of, unruly children, they could kind of scribe into the wood stand as well, with their penknives, so you probably, you'd want to stay clear of that one.

• [7:39.980]

Umm, what about this one, with the kind of, the romanesque, sort of, columns there?

• [7:44.33]

Yeah, I quite like the nice, clean, the clean lines there. I mean, that's very modern. Also, it's got that kind of... Hellenic perspective.

Of course, yeah.

• [7:55.714]

Um, there's a kind of circular sink there, you can see. Do you, do you like–

• [8:01.448]

I'd only have the one sink, I suppose, [???]

Umm, I mean, we could, we could always move it up, umm, you know, perhaps twisting it around, maybe ... maybe move the, the cupboard somewhere else, umm, so you'd be able to fit two sinks in, if that was, if that was a definite requirement.

So, so there's three, there's three sinks, are there. There the round one, that with the, the wooden bit, and the ...

• [8:22.112]

Yeah, I mean... they're all slightly different. There's these with the, kind of, curvature at the front there, umm ..., there's those... I think those are ... those kind of look like ... almost, kind of ... style bar sort of sinks, yeah.

• [8:35.951]

I don't think I like that, with that ...

No.

... with that concave ...

It kind of looks like the hairdressers, you know, where you, sort of, lean your head back, so I'd, I mean, personally, that's not a favourite of mine. But, you know, sometimes we have customers in who ... want that one particularly.

I think I like the, umm, those [??]

Yeah, that's a personal favourite of mine, yeah, that's ... that's, umm, a good choice. And, umm, yeah...

• [8:56.293]

Do you like the, the round mirrors there, or, is that ...

What's the alternative?

There's some square ones, yeah.

Square or round.

• [9:05.785]

Yeah. Mm.

And, umm, I think, also there's kind of a ...

• [9:11.254]

You can also go for stainless steel, or ... or perhaps a porcelain finish on the, on the actual sinks, is that ...

• [9:17.294]

[??]

Yeah, well, you'd have to have everything the same, wouldn't you?

Yeah, yeah. So, I mean, you ...

I think I'd go for the, umm ... for the stainless steel.

Yeah, that's quite a nice modern, modern sort of look. Umm ... yeah, I think, umm, the only other thing that we need to look at, really, is, umm ... that was a favourite, that ... the actual design of the tiling. So, umm ...

• [9:51.83]

The tile size that you're going to have, on the floor, on the wall, umm, whether they're going to be sort of at an angle like that or whether they're going to be ... in keeping with the dimensions of the room, kind of straight, umm... whether they're going to be plain, fancy, whether you're going to have this kind of square insets on the corners, umm, and also what about the borders, umm, and also the colours.

• [10:15.788]

Well, I mean, I mean since it's a small room, I think that ... the way that ... the tiles ...

These are a few, just a few examples for you to look at.

Right. I mean, the style and colour of the tiles is going to make a difference ...

Yeah, of course.

... to how the room appears.

Yeah, of course, definitely.

How big the room appears.

• [10:27.27]

Yeah. I mean it – like I said before, you know, you have got quite a bit of space to be, umm, to be dealing with, it's not ... you know, it's ... you can probably, it could probably, um, take some kind of darker colours, if that was...

Right.

• [10:38.830]

If that was what you needed.

Well, I don't like that one for a start.

• [10:41.131]

Yeah... I mean, there's the nice floral border there...

No, I don't like it.

Mmm.

• [10:45.492]

Okay. Umm ...

And that one I don't like.

Really, I ...

• [10:49.194]

Well that's... I mean, that's very popular actually.

• [10:51.309]

Mm. I don't like, I don't like, umm ... the diagonal lines.

• [10:55.898]

You don't like the diagonal. I mean... what about the colour, do you like the colour? And, you know, what about the kind of border you've got there...

• [11:01.507]

I quite ... you know, I quite like, you know, the, the blue ...

Mm.

But, but not with the yellow, I don't think.

Yeah, but what–

And it's the same with that one there, really.

Yeah.

I mean, that's more appealing.

What about that– yeah, I was going to say–

I mean, that's the sink I chose.

• [11:13.20]

Yeah, I mean that's got a nice clean crispness to these, these sort of colour combinations, the white and then you've got the blue...

• [11:19.287]

And the blue has that, you know ...

Yeah.

[??] association.

Of course, yeah, I mean it–

It kind of looks fresh.

Yeah. Umm, I mean–

I actually, I actually do quite like those–

How about that one?

• [11:30.74]

You've got those top terracotta colours.

I know I'd kind of ruled out the... yeah...

It's kind of mediterranean, really.

• [11:36.116]

Yeah. I do quite like that. I know I ruled out the, umm ...

Mm.

... ruled out the, the, umm ... the tiles that, you know, but, basically diagonal tiles ...

Diagonal ones.

... I actually, I actually do quite like them.

• [11:47.892]

I mean, what about this, where you have slightly different shades of blue in the, in the tiles... do you like that?

I mean, for example, that was the one that you said you liked before, so, umm, on the floor you could have, maybe, a slightly darker blue and a... lighter blue?

• [12:01.333]

No, I think that bl– I think that blue is too dark.

Yeah.

Too dark, yeah.

Yeah. So, umm, yeah. I mean, what, what kind of thing do you, do you want to go for with the tiles?

So ... so, if it was between this one and that one

Mm.

Umm ... yeah.

• [12:19.246]

I mean, first of all, what about the size of the tiles?

Do you like the smaller ones like that or the... slightly larger ones on there?

• [12:23.846]

I think I actually like the smaller ones...

Yeah, the smaller ones, okay. Umm ...

• [12:27.312]

And, what about the diagonal sort of layouts?

• [12:29.705]

I mean, I've said I don't like the diagonal ones, I've put my ... my opinion upon this one is being influenced by the colours.

Mm.

You know, that's outweighing ...

Yeah.

'Cause that ... the tiles are, you know, smaller.

Yeah, I mean, just bear in mind you can mix and match, you know, whatever kind of colours or size combinations you like.

I think if I had to pick ... pick ... that design is is one ... design that's out ...

Sure.

Or that design is one design that's out.

Yeah.

I think I would actually go for that one.

Okay. Yeah.

• [12:59.872]

I mean, are there any elements in this that you'd like to, maybe... improve on? You know, by...

• [13:04.230]

I don't like the...

You don't like the ...

... no, I don't like the ...

... small little tiles.

... small little tiles, I'm sure.

• [13:08.762]

Umm ... yeah, I mean, sure we could just do a plain one for that, or we could maybe... we could maybe do, sort of, small, blue-and-white sort of diagonal tiles like that one, if that, if that was what, um, you know, was required for this, umm, this bathr oom.

• [13:23.761]

I mean maybe if that, if this one there ...

Mm.

... had smaller tiles on the floor, I'd quite like that.

Okay.

Smaller blue tiles.

So yeah, that, that would be no problem, we could ...

We could get rid of the small tiles.

Yeah. No, no that's, that's fine. That's fine. Umm, so yeah, have you got any, any other questions? I think, I think, let's just summarise the, umm ...

• [13:44.73]

That was, that was the layout that you wanted, umm, we could maybe see about putting another sink in there for you, umm ... and we would use this, umm, bathroom, umm, furniture, fittings, style, umm, it's like ... umm

Does that, does that sink come with its own taps, or do you have to buy those separately?

Umm, those would be included in the overall price, but we've got a selection you can choose from that are, umm, particularly appropriate for that model. And, umm, the tiles, umm, would be like this, umm, slightly smaller tiles here, and we'd get rid of the ... the insert tiles here. And, umm ... yeah, have you got any, any other questions about this?

• [14:25.544]

I don't think so. How long is it going to take?

Well, umm, given the workload [inaudible] got the best ... best, umm, work-speed ratios in the, umm, in the country, and, umm ... it will all be fitted in, probably about ... one and a half weeks' time.

Good, thanks. And, umm ... so you'll be able to give me a

... a cost at some point.

Yeah, of course, yeah. Three days' time, the cost, yeah, three days.

And will that include VAT?

Yes.

Good.

B.1.2 Session jm

In this session, the tape was changed after the first (layout-selection) phase was completed. The second tape then ran out just before the end of the tile selection.

Yeah, I'm glad you could meet with me today. I talked with your colleague before, but she couldn't be here today, but, umm ... I guess, I gave her the measurements, did you get those?

• [0:08.983]

Umm, well, we have the, the basic measurements here, but ...

That looks about right.

Right. So, just, just to go over that again quickly, so we've got the door, and the window opposite ...

That's right.

Umm, and basically the rest of the space is just a blank canvas and you have to make ...

Yeah.

... some decisions about it.

Yeah, we're, we're remodelling, so, umm ... but that's, that's the space we're planning on having.

Right.

• [0:31.43]

Okay, well, so ... really, what we find is the best thing first of all is to start talking about the major fixtures first, to identify ... which items, umm ... you're interested in having, and where you would like them ... laid out. So ...

What have you got for me here?

• [0:48.546]

So, I've got a series of designs here, now these designs are basically kind of like a pick-and-mix thing, so if there's any particular aspect of one of the diagrams that you don't like, then there's no need, you know, there's no need to have for instance the whole picture, you can just have one particular aspect, if that's, that's particularly important.

• [1:05.843]

So, I'll just take you through some of the key features of some of these designs. So –

• [1:11.147]

The first thing we've got is ... whether or not ... the bidet and the toilet are actually placed next to each

other in the bathroom, or whether they're placed in different locations.

• [1:22.908]

As, for that matter, whether or not you wish to have a bidet at all, but say, say for now that you do.

• [1:28.154]

All right.

Umm, then, then the first real design decision is whether or not you have them placed next to each other in the room, or across, umm, the bathroom, for instance.

• [1:38.458]

Yeah.

So–

Putting them next to each other seems to make sense.

• [1:41.555]

Well, it does seem to be the most sensible option. This option here, although because we've just got a perfectly straight room, umm, this really doesn't display the kind of situation we're talking about, but there are cases where the s– the space constraints and the shape of the room mean that it's actually much more efficient to, umm, use up some other part of the bathroom with the space taken up by the bidet.

Right.

• [2:06.543]

Umm, but for your particular, umm ...

Well, we could build these things in if, if, umm ... we wanted, but ...

Well, that's true.

I'm not sure why you'd want to, just, umm, this is ...

Well ...

It's not something I would have thought of myself, but it's good to get some ideas, you know, from ... from you guys, that–

Yes, well–

... do it for a living.

This, this isn't really a very popular design.

It's not.

But some people like to have, you know, their bathroom ...

I guess it gives it a certain, you know ... geometric ... feel to it, or ...

• [2:32.746]

Well, it's very different, isn't it. This is a very kind of traditional design, just having them lined up down the wall, whereas this— this is kind of ... a bit more audacious perhaps.

• [2:41.564]

So ...

I guess this ... this way, you get the, umm ... the tub sort of sticking out into the room.

• [2:47.173]

Well, of course, that, that again – remember that there's, there's no reason to have this whole entire thing like that. So putting ... the bidet in the corner here does not necessarily mean that you have to have the bathroom sticking out at 45 degrees.

• [3:00.17]

However, umm ... that, that, so that's a feature that you could have independently.

• [3:06.88]

So here's another example where – well, in this case, again the bidet and the toilet are actually facing opposite each other, but we're using ... a slightly different angle instead.

• [3:17.84]

Mm-hmm.

Umm, but, that, that doesn't necessarily have to be the case. So, for instance, here we could quite easily swing that bathroom back through to running parallel with the wall, and it would have no impact on, on the overall design.

Mm-hmm.

Umm, so ... what's more important, really, umm, is the issue of the ... the large items, and how you want those placed in the bathroom.

• [3:39.876]

So the first thing that you need to consider, and we've only got a single example of this, unfortunately, is whether or not you wish to have a shower in... in the bathroom.

• [3:48.58]

Oh, yeah.

So, umm ... a shower ... is quite, you know, many people have, have showers in their bathrooms these days, particularly ... if ... refurbishing bathrooms, almost everyone installs a shower, because they're so much more convenient that, than having a bath .

• [4:06.590]

Um, however, they do take up a surprisingly large

amount of space ... in the bathroom, um, so, so there is a tradeoff there for having a shower.

• [4:16.544]

Yeah, well, our bathroom's very small right now, so we just have the tub.

Right.

So, you know, we're ... looking forward to having this ... roomier and ... room with ... space to actually move around, so ... yeah, I mean, I can see having the shower would be nice, but we don't want to ... clutter it up too much. I guess, for the bath, you could always, you know, fit it with a shower too, right, so it would be ... it could double as both a shower and a bath.

That's, that's true, so yeah, you can get the ... the double option going.

• [4:45.19]

The nice thing about having a separate shower is, first of all, that you can have a proper shower enclosure rather than ... just using ... umm, a shower curtain which, you know, the shower curtains always get sucked into the shower, and, you know, umm ... and it's much messier than, than actually having a proper, separate shower enclosure.

Yeah.

• [5:04.341]

And, of course, it means that your bath can, say, stay quite separate, you know, it's much nicer to be able to relax in a bath that's just sitting there rather than having the shower curtain and all of the trappings of the shower kind of hanging around you at the same time.

• [5:18.88]

So, umm ...

Yeah, I can definitely see the [continues while consultant is talking, but inaudible] ...

So, having the separate shower does have its advantages, but, umm, it, it's just, again, even though you have increased the size of your bathroom considerably from what it used to be, umm, you still only have a limited amount of space and have to make so me ...

Let's keep this one in mind.

Okay. So...

That might be a good idea.

Yeah. So, umm, so this is going to be the family bathroom, is it.

Yes. It'll still be just one bathroom.

Right. Right. How many children do you have?

Two.

Two children, right. So, umm, I guess the other advantage is that showers tend to be a lot faster than baths, umm, and at least for many families that have come in in the past, there's always this great line-up that happens sometime in the afternoon that sometimes stretches through into the late evening as people ... try and sit there soaking for an hour or two each, and

with, umm, you know, four of you in the house, that means four hours has immediately disappeared, effectively, whereas people tend not to stay in the shower and ... for quite so long, umm, as the bath. So if you, if you have the issue of ...

Right. Well, the two kids are still young enough that we can make them shower ...

Oh, okay, right. Well, that is an advantage.

Though we get some ... resistance, of course, as you can imagine.

Well, yes, and no doubt that resistance will increase... exponentially. So, umm ... okay, so keep the shower in mind anyway, because, umm ... we tend to find that, that umm, teenagers eventually start preferring a shower because they can then have it in the morning rather than in the evening and it's, umm ...

Sure.

It's definitely an option to keep in mind anyway. Okay, so, apart from ... the shower, the ...

• [6:56.19]

The next kind of significant component, really, that you need to consider is whether you're going to have a single ... umm, basin, as in this example here, or whether you're going to have ... twin basins as in this example here.

• [7:08.886]

Hmm ... right ... yeah ...

• [7:11.976]

So ... modern ... quite a lot of modern bathrooms now are being fitted ... with two basins rather than one.

• [7:20.79]

Mm-hmm.

Umm, and although you, so your children are quite young at the moment, which means they're not really taking up a lot of ... basin space, with, umm, hair dryers and various other bits and pieces.

Right, they're young.

But, umm, not yet, but again it'll only be a matter of time before, umm, they'll be collecting, umm, an amazing array of things to, to put around the basin and to, you know, take up space and whatever else. So, and a lot of couples, a lot of professional couples, umm, find it ... quite nice to have their own separate basin with their own stuff set up around it, even if it's just the two of them there. So,

• [7:55.662]

So there is the option of having two basins instead of one.

• [7:58.735]

The downside of course again is that you have limited space, and as you can see by ... across all of these diagrams, pretty much every diagram has to sacrifice something, umm, to, to allow for the other items.

• [8:12.35]

So, you can see that it would be quite difficult, for instance, to have the twin ... umm, basin option in with the shower, because ...

• [8:22.271]

Well, potentially you could fit another basin in here, but it would end up going at right angles to this one, and you wouldn't be able to fit a mirror, umm ... So, again, you, you're starting to talk about ... space constraints.

• [8:34.668]

Well, I like the idea of twin basins, I think ... that could definitely come in handy. Umm ... but I see, I see that there are tradeoffs, so ...

Yes.

So let's keep, umm ... let's keep that in mind, until I sort of work through all the constraints here.

Yeah, well—

What, what other decisions are there to make?

• [8:53.623]

Well, umm ... the next kind of decision is something that you mentioned earlier, is whether or not you have the items ... umm, running ... parallel to the walls, or whether you want to mix things up a little bit more and have them shifted at an angle. That decision is partly dependent on what you're actually trying to fit in there, but it's also just, you know, a design decision that you might like to ... to consider.

• [9:15.381]

We've got a couple here ... we've got, umm, of course, we've got the traditional ones where we've just got the, the bathtub up against the wall, and all of the other items are flat on the wall.

• [9:25.769]

Um, here we've got kind of three different ... designs, where we've put the bath at 45 degrees, umm, across the corner, then we've got the bath coming out from the corner at 45 degrees, and then we've just got a ... here, where it's actually just brought out by ... a smaller number of degrees.

• [9:43.975]

So you can see that— that the first thing that's obvious ... between these diagrams is that you get quite a different ... area as far as the floor space is concerned, in these different designs.

• [9:55.436]

So, umm, this bathroom here doesn't actually look like a particularly large, usable area of floor space.

• [10:04.385]

And because this is as much about ... the perception of the bathroom as it is anything else. So, you're not going to be in the situation where you have ten people all trying to use the bathroom simultaneously, this is as much about whoever's there relaxing in the bath, how spacious they ... the whole environment feels, as much

as anything else.

• [10:26.75]

So, for instance, here in this diagram, if you're in the bath, then basically your eyeline ... is looking backwards and forwards ... there, and so, even though the bathroom area in total is quite large, it doesn't necessarily feel that large, when you're sitting in the bath.

• [10:43.485]

Whereas if you look at this diagram here, you can see that your eyeline ... is, is much ... you know, it covers a much larger area of the room.

• [10:53.144]

And so, in terms of, if you want your bathroom to actually feel very big, then one way you can do that is to change the orientation of the bathtub.

• [11:02.835]

I see. Yeah.

• [11:07.623]

The other, kind of, upside of this is that ... the whole space around here is quite free and open, as well. Whereas, umm, with a design like this, there's not a lot of ... space that you can actually move around in this area.

• [11:23.388]

Now, of course, there are downsides to having this bathtub, so the ... in, in such an angle as this, and one of the main ones, of course, is that you've got small children, so you know that they actually like to throw more of the water outside the tub than the water that they actually have inside the tub. And, of course, if you have this bath jutting out into the whole bathroom area, then that leaves a lot more space for them to, to throw that water around.

Mm.

On the other hand, a bathtub flush up against the wall like this, umm, basically limits the damage on one side that could be ...

Oh, I see.

... done, as far as throwing water around. So you can just mop it ... up on that side, whereas here ... so, umm, so that's kind of another design consideration.

• [12:07.16]

And the other thing about having things at an angle, for instance here, if you look at this space, this space here is basically ... wasted space, it's totally unusable, you can't really fit anything in this funny little angle here.

Yeah.

Whereas, this diagr- this design isn't so bad in that regard, but if you've got something like ... a flat ... umm, surface of the bath as on here, then you can place things here like clothes baskets and various other items.

• [12:36.826]

Right.

Umm, can be used, can be put in those spaces there. So, they're the, the kind of main structural design decisions ...

Let's see...

... that, that you get to ... mull over.

Yeah. ... Well, you know that, the idea of what, umm ... how you perceive the space when you're ... lounging in the bath is something ... something to consider, umm ... So a nice thing about this one here is that, is that ... when you're lying in the bath, you'd, you'd get to be looking out this way towards the window and you see the, you'd actually ... you know, see the view out the window, umm, and the light coming in, and sort of see the trees out in the back garden, umm ...

Potentially. You have to remember the viewing angle that you'll be at when you're actually in the bath. So if you're sitting in the bath-

You're not going to see *in* to the back garden, but you'll see at least the trees, that, that are back there.

Oh, so the trees are quite close to the, the back of the house, are they.

Yeah, reasonably. So ...

Okay.

Umm, whereas, whereas ... where you're talking about this one, you're just going to be viewing the other walls, and ...

Yeah.

... you don't get that ... feeling of, of spaciousness.

No, that's true.

• [13:48.287]

So, that- that's a nice thing about this design. Now, umm ... of course, you could get a fair bit of that view by having this rotated that way, and putting the bath plug at that end of the bathtub. Which would mean that your main viewing would be ... you know, you would have to look slightly off to the side, but you wouldn't lose that space. So potentially having that bathtub just in that orientation like that ...

Right.

... umm, could almost achieve the same effect without the loss of ... the space that you have here.

• [14:17.825]

And the other thing of course to notice is that this bathroom is using up a lot of extra space with these ... umm, triangular arrangement of all the other items, and it has the fact that the bidet ... umm, and the bath are — and the, um, toilet are separated by quite a long way.

• [14:34.548]

So, if you go for a much more traditional design, as far as the angles, then you could still almost get the same effect, but without losing quite so much of the space.

• [14:44.704]

I suppose if, if it's a freestanding bath, that it's nice to be able to get back here to clean, you know, to ... to get ... I

mean, you probably can't put anything back here, as you were saying, but as far as getting the mop around and stuff, that might ...

Yeah.

... that might be useful.

That's true. The ...

• [14:59.843]

The other way of kind of dealing with that problem is to actually choose an alternative design ... whereby you have, umm, the tiled area brought directly up to the edge of the bathtub itself.

• [15:11.376]

So, here we've got the bathtub is, is flush with the tiled surface, umm, as opposed to the freestanding bath, and we've got a third example here where ... the bath is up on a small, umm ... step, effectively.

• [15:28.66]

Yeah.

Now ...

What does the small step do for you?

Well, it's basically ... stylistic, and, to be honest, it's not a particularly useful thing to have. So, in terms of, umm, there's a few reasons why you'd probably ... why you might want to have it. So, for instance, if, if the particular height of the window, if you want to actually be able to see out of the window from the bathtub, then raising it could, could give you that extra, umm, bit of leverage. Of course, if you haven't actually placed the window as of yet, then another alternative is to just drop the height of the, the window instead. 'Cause the downside of having this step of course is, first of all, bathrooms are reasonably slippery areas at the best of times, and so having an unnecessary sharp edge in the bathroom ...

Yeah.

... umm, particularly with small children around the place, that are inclined to, umm, just run and jump and ... you know, generally be active in places where it's not necessarily sensible to do so, having a step isn't necessarily such a good idea. It also, the step dramatically reduces, umm, the overall utility of the bathroom. So, for instance, if you're planning to sell the house sometime in the future, then having a bathtub that you have to first of all take a step up to to get into, means that it's not that appealing for, for other people with young families, or for that matter, umm, people with mobility problems, older people will not be interested in, in, umm, using such a bathroom, because it does make the bath, umm, quite a bit more inaccessible. On the other hand, having a raised design such as this one makes the bath much more accessible, because you have this large lip area at the side, umm, that makes it much easier to get into the bath. So you can sit down there, swing your feet over, for instance, and ... and get in. And you don't have the, the problem of, umm ... of the lip at all. And the other advantage is, you then have

some storage space that's at the height of the sides of the bathtub, so all those toys that the kids love to throw in ... when they're playing, rather than washing, umm ... can be stored on the ends here. Now, the downside of that, of course, is that you then can't really store larger items such as, umm, clothes baskets in those corners there. Well, you could potentially put them there, but, umm, they would stand up quite a bit higher than you would want them to, and so ... your view would be kind of a view of the washing basket, which is probably what ... not really what most parents want to see, the ever-mounting piles of clothes that still need to be washed, when they're trying to relax in the bath.

Well, so lots of things to consider. Let me think.

• [18:07.627]

So, of the things we've talked about, I think the idea of, of spacious, sort of the spacious feel is appealing, because, you know, we've been in this cramped bathroom, and, and it would seem like a shame to ... put too much in there, and to have another cramped bathroom

Yeah.

just because it's, it's ... you know, went overboard with what we tried to fit in. So, you know, with that in mind, the ones you were talking about that, that had, sort of, gave the feeling of space, I think, are maybe more ... are, I want to think about those some more.

Right.

So those were the ones where ... where it wasn't just up against the, the wall there, but actually ...

Right, so this one ...

[... talking at the same time, can't hear either one for a bit...]

Yeah. But I like the idea of, of being able to look out the window, potentially.

Right.

Although here I guess the light would come in, which would also be nice. Yeah.

That's, that's true, you still get the light in from this angle, is ... does ... at what particular time in the day does the light come in through that window.

Well, in the morning. It's, it's, umm ... what direction is that ... that's east, yeah. It's, it's morning. Yeah. You know what I wonder, though, is whether we can just ... put in another ... I mean, it looks like you could just put in another ... sink, right here, and just, you know, if we forego the bidet, right, then, then you could get the, the two sinks, and still have, umm, sort of the same feeling of space.

That's, that's true. So...

That's an option.

So that, that would be an option. So, umm, of course the downside of that is then you're, you're foregoing the shower.

Yeah.

Umm ...

Well, we're, we're--

So--

We've never had one, so we're not used to it, so maybe not ... it won't seem like that big a deal to forego it.

That, that's true.

Umm ...

I guess the, umm ...

I do think the sink is probably ... the, the twin basins is, is probably a higher priority.

A luxury you'd like to have.

Well, I think that ... you know, I can, you know ... there, there's, there's more contention for the sink than, umm ... I mean, that's definitely an existing problem, whereas I think we could ... could make do with a bath and shower combo.

Yeah.

• [20:12.133]

We could very easily, for instance, replace ... the bidet with a second ... sink there instead. That would be ... that's approximately the size you're talking about.

• [20:23.56]

Now, if you want to have a real sense of space then, potentially you could either have these things on angles, or you could choose to set them back square to the wall again.

• [20:33.281]

Umm ...

I kind of like the angles, I think it gives it ...

Right, okay.

You know, it's not quite such a, umm ... you know, it's not, it gives it ... a bit of, umm ... dynamism, I don't know, what's the word, but it gives it, umm ... makes it a bit more interesting than just ... [keeps talking while consultant talks]

There is, there is more visual interest in having things at angles. So ...

So I think, in that spirit, having this the way it's drawn, out into the room ... makes sense, it doesn't really ... clutter up the room too much to have it coming out like it does.

No. So ...

It might make it a bit easier to mop behind it.

• [21:10.86]

Okay. Do you like these, umm, at a 45-degree angle like that from the corner, or do you like them set at a similar, umm, sharper angle to match ... match the bathtub.

• [21:21.899]

Well, I think it would have to be at the sharper angle, because if it ... if it were a 45 degree angle here, the door would get ...

• [21:28.603]

Okay, but potentially you could for instance have the

other items at 45 degrees, rather than at these slightly ... more unusual angles.

• [21:40.271]

Yeah, but I, I think this works pretty well, as it, as it...

Yeah, okay.

I guess there's ... we can't have a step, or there would be no reason to have a step.

Well, it would be ...

Or to have an inset, that would be ...

Well ...

If it's going to be at an angle like this, it needs to be on the floor.

• [21:52.747]

Yeah, if you were to have an inset, then you'd be talking about putting some square box around it like that, and, and you can see that that first of all causes you to jut out significantly further into the centre of the room, and gives you this sharp angle, right in the, in the path of the doorway. So basically, if you are interested in a 45-degree angle, then, um, you're pretty much talking about a freestanding bath.

• [22:16.191]

You could have the option of, of putting something around it like that, but you can see that you immediately start to lose some of that spacious feel.

• [22:24.744]

'Cause you lose a fair bit of ... you lose a fair bit of floor area, not that it's actually usable floor area, but in terms of the visual ... the spaciousness of, of the room, you do actually lose it.

• [22:37.528]

You can see in this diagram here that, that the whole space looks significantly smaller, because of the fact that the bathtub floor is lost, effectively.

• [22:48.422]

I mean, I guess this would be another option, we could put ... a second ... sink here, but, umm ... but then, you know, if there's two people there, they can't really see each other, they're facing the opposite directions. So ... at least here, you can see, you can sort of see the other person, umm ... you know, which of course makes more sense if it's a sink than if it's a bidet.

Yeah. [laugh] Exactly.

Yeah, well, let's go with this one, let's go with this one with the, as it is except for with a sink, a second ...

Okay, so ... you want a second sink in there instead. All right. So ... let's now ...

[tape runs out – pause while we change to a new one]

Right, so we have ... I guess we have the basic layout decided, but, umm ...

Right, so now we've really talked about all of the big things, they're the hard decisions out of the way. Now, now kind of, umm ... we come to the decisions that

are a bit more fun to make. So what I've got here is a series of, of different designs. So we'll just put that one to the side, and just, just think about ... how these items might look, if they were put in these particular locations that we're talking about. So ...

• [0:27.509]

In the furniture, we have kind of a range of features, so first of all, we're talking about things like the fitting such as the mirror, and also the design and look ... of these individual items such as the sinks and the bathtubs.

• [0:42.392]

So, um, we have designs like, um, this one, which you can see are reasonably kind of smooth, um, slick designs, and then we have this one which is a very space-age looking ... design here.

• [0:55.739]

Do these come with taps, or is that, umm ... does it have one of these automatic eye things that ...

No, no, well, this diagram's not showing any of ...

Oh, it's just not showing them.

... any of the taps. So, yeah. So the taps are such a small item that, that they're really kind of a separate story again. Yeah.

Probably doesn't really affect the ... the main choices anyway.

Well, there's actually a much, much greater range of taps than there is a range of these items here, so once you kind of get these things right ...

Then you can pick the taps.

Then you can spend, you know, the rest of your life working out which taps actually match the given bathroom furniture. So, so there's a ... massive variety in tap heads and things like that that you need to consider.

Right, okay. Well, so what's—

So ...

• [1:35.303]

So, let's... so all of these things follow a basic kind of design, so perhaps the best thing to do is just ... compare how the sinks look in each one of these cases.

• [1:44.589]

Umm, as an example, so ... let's see whether we can just lay out all of the sinks next to each other ...

• [1:52.229]

So, here you've got various kinds of sinks, um, and various kinds of designs, ranging from these relatively smooth kind of designs here, to these slightly more square designs, um, and then you've got these ones which are much more freestanding

... items, as well.

• [2:10.797]

And this was the, umm, the wicker [laugh] furniture that I, that I mentioned earlier, umm, that's used in

all of these designs here, umm ... this design is something that, umm, isn't particularly popular because the wicker isn't all that practical, when it comes down to it.

• [2:31.363]

So, umm, unless you have a particular liking for this one, umm ...

I do kind of like the wood in, in that ... the way that the basin seems a little ...

Well ...

... more, umm ... has sort of a ... old-timey feel to it, or something, you know.

• [2:48.829]

You can achieve that same effect just using ... a wooden stand, with, with a different kind of basin. So all of these items here could potentially be mounted on a wooden base as opposed to being mounted on ... on the bases that we're talking about here.

• [3:04.926]

Th— the other aspect of it of course is that all of the examples we've got ... in these diagrams ... um, are relatively open designs. So here you've got a kind of, this four-legged look, as opposed to these, these one-piece units.

• [3:21.320]

And in terms of keeping the bathroom clean, it's obviously ... it's much more of a hassle to clean around this kind of item than it is to clean around something like this one, that sits flush against the wall, umm, and you can just mop around directly, whereas here, obviously, it ... you know, it's much more annoying to have to get in there and clean.

• [3:40.216]

Yeah.

And that is the other ... that's a problem with these free-standing units as well, is that you have this space behind the sink, umm ...

Right.

... that you need to keep ... reasonably clean. So, umm ...

• [3:52.935]

So they're kind of ... some of the main decisions that you need to make as far as the, the design of the particular ... umm, units you're talking about. Now ...

• [4:02.573]

Pretty much all of the toilets have similar designs, they're all units that, that stand from the wall, as opposed to units that stand from the floor.

• [4:12.695]

And, umm, really again it's whether you're interested in a rounder design or whether you're interested in a more ... square ... umm, modern design.

• [4:22.316]

So most of the toilets and the, the bidets – well, of course we're not talking about bidets, so just looking at the toilets –

• [4:28.183]

Umm, you can just basically either have something that's more rounded or something that's ... that's a little squarer like, like that one there.

Mm-hmm.

• [4:36.926]

Um, of course the traditional design is basically the more rounded one, umm, and the square one ... is much more in fitting with these very modern-looking sinks.

• [4:47.602]

Yeah, I guess it makes sense to go with the ones that kind of match, umm ... so I guess people probably tend to pick one of these lines, umm ... primarily.

• [4:58.392]

Well, you can have– there's a certain amount of mixing and matching that would be reasonable, so for instance, you could quite reasonably have very rounded ... sinks with something that looks at least reasonably rounded, but it would be ... I think it would look a little odd to have very rounded sinks and have a very square toilet, for instance.

Mm-hmm, yeah .

So there's a degree of flexibility that you have there.

• [5:19.729]

Umm, but ... but eventually you want to have something that's at least reasonably ... similar.

Well, I kind of like the rounded look. Umm ...

Right.

So what do we ...

So, so that one's really kind of out.

Well, that has this interesting, sort of, in thing. I don't know what you'd call that, the ... this kind of looks like, umm, you know, when you get your hair cut, and you ...

Yeah.

[???] your hair back, and get ...

It, it does.

... get your hair washed there, before getting your hair cut ...

From, from a practical angle, ...

The important bit is to have a comb.

Umm ... well, not particularly important.

• [5:57.584]

From a practical angle ... if you look at the safety point, you're going to be much better off with nice rounded edges, rather than having reasonably sharp points ...

Okay.

... if you're going to have young children ... around in the bathroom area.

• [6:13.385]

Right, so maybe we could rule this one out, and this one is sort of square ... what do we have that's ...

So ... so we have things that are either – so that's quite square as well, so I guess that one's probably out, so ...

• [6:23.940]

If you're looking at these three different items – so again, this one ... you can have the option of not going with the wicker furniture, you could just have, umm ... a timber base instead. This is quite square, but it's also quite bulky, umm – I'm sorry, it's reasonably rounded, but it's also quite a bulky item, it sits a fairly long way out into the bathroom, it has a very large area at the back that doesn't actually have the sink in it. And it's the same with the toilet units: this one's much larger ... in terms of the total area, than that one or that unit is.

• [7:00.344]

So, I guess this gives you some space to put things.

That's true. So ...

But, umm, we'll have all that space ... on the little ...

Yes, you'll have the ledges ...

... the little ledge, so ... we don't really need so much space on the sink itself.

That's right.

I think we can rule this one out, then.

Okay.

'Cause that ... so that sort of leaves us with ... umm, this almost ... sort of has a classic feel to it, I think ... [??] ... maybe, umm ... Roman feel to it, I don't know.

Yeah.

It's kind of neat.

• [7:32.529]

Well, I think that design will probably fit quite nicely with the fact that they're just going to be sitting in the corners, and secondly that you're going to have a bathtub that's reasonably freestanding. So these units look quite freestanding themselves.

Yeah.

• [7:46.59]

Which, which is ...

I do like these, umm ...

... quite complementary.

... sort of the wooden pedestal there. Can you get it without the wicker, would that, umm ... or is that, does that always come with the ... sort of the wicker.

Umm, I believe it is possible to, to purchase them without the wicker. Umm ...

• [8:01.864]

Of course, the difference then is you'll notice that, umm, these units aren't actually totally freestanding: so whereas these units are just on their podium, and that's it, these units here are actually ... are bolted into the wall instead. So these stands are almost indepen-

dent of the unit that sits on top of them.

• [8:24.55]

I guess you put towels on the side there, is what that's sort of for.

Well, yeah, I would guess so, I haven't actually seen, umm, these ever in a house where, where people actually live in it, so I'm not sure what people do, do with that space. But I'm—

Not a good seller.

No, it's not a particularly big seller. Umm ...

I kind of like it though.

Okay. Well, we—

I think it goes well with the layout, that's the thing.

Well, I think the danger, though, is that you've now seen this layout with these ... particular items, kind of, that's how you'd envisage them initially. Whereas ...

It's kind of hard to see what these look like.

Yes.

• [9:01.640]

So what you need to consider is that basically you've got something like ... a much more rounded unit here ... and here ... rather than having something that has these ... these edges on it.

• [9:14.555]

Well, why don't we keep these both in mind, then, and umm ... 'cause I think we'd really have to see it, and then I guess when I come in next, you can see ...

Yeah, we can see that layout and design for you. Yeah, that's right.

So, umm ...

Okay.

• [9:27.394]

So the other kind of issues that you need to consider are, first of all, what style of bathtub you're going to have, and secondly what style of, umm, mirror fittings you're interested in having.

• [9:40.220]

So, there's, kind of, quite a range of bathtubs that again match the, the overall designs. Now, the bathtubs ... are a little different ... umm, so it's worth going back through all of them just to see, kind of, the variety of, of bathtubs. So ...

• [9:56.946]

First of all, we have this very square bathtub, and I think you'll agree that having a very square bathtub isn't really in fitting with the design of having the bathtub jutting out ... into the centre of the room. So I think you want to have something that at least a little bit smooth, umm, because it just fits the ... design a bit better.

• [10:18.690]

That kind of rules out this bathtub, and, umm ... I guess this bathtub as well, to a certain extent.

Mm-hmm. Right.

Umm ...

• [10:30.77]

This one here, umm ... has these ... edges on the bathtub, umm, which make it look quite a bit different to just your traditional, large, porcelain bathtub.

• [10:42.705]

I mean, I can see how it matches the style of these sinks, but ... I like the, the rounder sinks, though.

Yeah. So, so I think that one's probably ... out as well.

• [10:53.237]

Which really kind of leaves you with these ... these three different ... options here.

• [10:58.241]

Now, umm, this one ... to be honest, this bathtub doesn't exactly match ... these totally rounded ... items here. So if you look at it, there's nothing really ... matching exactly in terms of the style of this tub, umm, with the style of these ... these pieces.

• [11:20.153]

Yeah.

Umm.

But I guess – is this stainless steel? Probably.

Yes, it could well be.

So that would probably make sense if we go with this, to get the ... the stainless, but maybe in a ... much more ... circular, or at least not so square.

Yeah.

I wonder if that's an option they get.

Umm, I believe it is. The, the problem of course with, with stainless steel is that, umm, it's not as insulating as, as having a, a solid, umm ... porcelain-coated bathtub like, umm, this original one here, so you're losing quite a lot of heat, and remember that your primary interest is in a freestanding bathtub.

Right, right.

Which means, basically, you're pouring in hot water and it's cooling down very rapidly, umm, in the middle of an Edinburgh winter.

Mm.

So, umm ... it's ... that's kind of a, a separate consideration it's worth having. And, also, umm, the finish on these bathtubs ... is never quite as perfect on the outside as it is on the inside, which means that they don't tend to look quite as good for freestanding as, say, a freestanding porcelain bathtub with, with the nice separate feet.

Well, let's go with that then.

• [12:32.252]

Okay. So ...

So that decides the tub.

Right. So, so that's really the bathtub option we're con-

sidering, which is pretty much the one we've got in the design here.

• [12:41.719]

So, the final thing to look at, then, is what kind of mirrors ... umm, you're interested in having.

• [12:47.903]

Umm, and again you've got these kind of very square options, or these quite ... heavy ... edging options, or you've got the much more minimal edges, or no edges at all effectively, or just these wooden frames that match ... match the wood.

• [13:05.256]

So, the wooden frames, I think, match nicely with the pedestals. But if we go, umm ... go with this option, I'm not sure about the ... sort of, lack of ... you know, this mirror has no ...

No edging whatsoever.

• [13:19.857]

Are there other round options?

Well, there is this round option here, but, umm ... as you can see, that's still reasonably heavy, in terms of its ... design. I think this particular one has lights set into the top of the mirror though ...

Oh, I like that, yeah.

... which is a bit of an advantage that, umm, that of course these just ... straight mirrors don't have.

• [13:38.995]

Well, maybe we should just substitute these in, with this option.

Okay.

• [13:43.386]

So, so ...

I like those lights up there.

So to summarise, basically we're looking at having these mirrors, with these sinks, with that bathtub. So, umm ... that's going to look ... okay, so we have a downside, of course, is that mounting a circular mirror in the corner is going to be reasonably difficult.

Mm-hmm.

Umm ... not impossible, but it is going to mean that you're going to have some kind of interesting mounting ... situation, 'cause ... putting in a square mirror means that you can join it along this wall here, which is something that you can't do ...

Mm-hmm.

... that effectively with a round mirror like that.

I see.

There are alternatives. For instance, you can hang the mirrors from the ceiling, which would look ... umm ... a little ... unusual, visually interesting perhaps, umm ... the other option is to extend, umm, the back of this, this wall up a bit higher, the angled bit, so that you can mount the mirror on the back of that.

Yeah, that would probably make more sense.

Right. Okay, so I think that's the main, umm ...

So I think that gives us two options to look at.

Yeah.

For next time.

Yeah. So, so – okay, so we've basically got this design, with that bathtub, with those sinks, and with those mirrors.

Yeah. Okay.

Okay.

What's left?

• [15:13.138]

What's left now is the really tricky part, that people really, umm ... have a lot of fun choosing, because this is where the most disagreement sets in between, between partners. So, umm, I guess what will happen now is that I'll talk to you about these various options, and you'll say yes they look great, and you'll come back in and then we'll say ...

... we'll start over again.

Yeah, exactly.

Yeah.

So, so what we'll do now ...

[banter I can't hear]

We'll see.

[laughter]

So, so basically what I'll do, at least, is go through all of the options for you, and then, umm, and then you can at least have some idea of what you might like before your mind gets changed at some later date.

Great.

Umm, so, if we, first of all ...

• [15:55.869]

So, basically what we're looking at now is colour schemes, various sizes of tiles, ... and various kinds of tile patternings as well.

• [16:05.200]

So you've got a range of tiles, from these ... fairly small tiles, through to fair– quite a bit larger tiles, and then you've got these various tiles where you have, umm ... small inset tiles as well.

• [16:20.571]

So, you've got a range of kind of colour schemes. What's quite popular at the moment is fairly bland tiles ... on the top part of the bathroom, but much more bold designs on the lower half, here ... and then either, umm ... usually, slightly less bold tiles on the floor, sometimes matching the pattern at the bottom of the wall, and sometimes just being totally ... separate, but usually complementing the top half.

• [16:50.6]

I see.

So, so there's a range of things to consider here, umm ... and, so ...

• [16:58.516]

The first thing is the size of the tiles. So, ... do you like the larger tiles or do you like ... the smaller tiles.

• [17:05.614]

They could either be chequer patterns this way, or they could just be ordinary tiles, umm, rather than chequered, or they, they could, umm ... and, and you have, you know, whether you choose to have them on the wall, on the floor, et cetera.

Yeah.

• [17:21.77]

Well. I think I like the larger ... tile size, that ... you know, the smaller ones look very busy.

• [17:30.467]

They are very busy, and, particularly when you're trying to project an air of space in the bathroom, if you choose larger tiles, then that does give a feel of ... of the whole area being less cluttered.

• [17:43.351]

There are a few other advantages to laying larger tiles, so for instance, laying small tiles, it's very difficult to get all of those tiles in perfect lines.

Mm-hmm.

So if you're laying a whole series of very small tiles, then it can be very time-consuming, and so usually costs you more to have them laid, and there's always, umm, the chance that they won't actually be laid as straight as if they were larger tiles.

Mm-hmm.

Umm,

• [18:07.833]

The downside of having larger tiles, particularly on the floor, is that of course the whole bathroom has to be sloped slightly towards the centre, umm, sink in the bath—towards the, umm, the drain in the floor. So if you have, if the bathtub overflows, for instance, the water runs towards, umm, the drain. And if, if you've got very large tiles, then it's actually quite difficult to get them to change the angle in a nice smooth way down towards that slope, whereas if you have [??] floor tiles, then you can get that gradient much more gradual.

Mm-hmm.

So—

Do you have to have a drain? Does everyone have a drain these days?

Umm, yes, so ...

You can't just mop it up?

No, you can't just mop it up, so by law you have to have a drain these days. In new bathrooms, yeah.

Must be a UK thing.

It must be a UK thing, yeah. Umm, actually, it's

an Australian thing. [laughter] But that's a different story.

Okay.

• [19:06.735]

I guess it can also ... you know, it seems like it's going to depend somewhat on the furnishings we chose, so that, those, the ... you know, the wicker and the ... and the, umm, wooden pedestals are going to, perhaps, call for different colours.

Yeah.

... than the ... then the, umm ...

Than the other ...

... than the ...

... pedestal options ...

... metal ...

... yeah.

... metal, silvery, of the metal ...

Well, I, I guess there are some things that you can decide independent of that. So, for instance ...

• [19:34.679]

If you like these ... these tiles with these small inset pieces, rather than ... just straight tiles, you know, you can make those decisions.

• [19:44.343]

I do like the inset pieces, yeah.

• [19:46.275]

Right. Do you like them up the top, or do you like them down the bottom?

• [19:50.244]

Well, you know, I like the way this one, sort of ... I like the feel of that one, with the way, you know, these little inset tiles match the little chequerboard border ... I can see this going with the, umm ... you know, the ... the Amadea option there.

Yeah.

Umm, but maybe the blue, I'm not sure if the blue would work as well with, with the, umm ... New Heaven, yeah.

• [20:17.522]

Well, I think, in terms of the colour, of course, we have the option of staining these things various ... various colours, so, umm, depending on what shade of timber you were interested in, would kind of determine whether that particular blue, umm, worked or not.

• [20:32.320]

I think, one of the things you can probably do, is to try and eliminate at least a few of these options here. So, one of the kind of main themes that, that you've been talking about is the need to make the bathroom ... feel very large, and very open and airy, and have the light coming in, which means

• [20:51.463]

You're probably interested in options that keep the

bathroom relatively bright.

Right.

Which means that something like ... all these terracotta-coloured tiles are probably not ... the way to go. And, at the same time, a very dark ... lower section isn't necessarily ... umm, is going to have a similar kind of effect, not as bad as this one, but it will do a similar kind of thing, in terms of the ... the colour scheme.

Yeah.

• [21:16.702]

So, umm ...

[??]

So perhaps if you rule those two out, ...

• [21:21.527]

Umm, a lot of people take offense to this kind of lime green colour in bathrooms, it's kind of a throwback to the 70s that ... some people had, umm, in their childhood or early adulthood, and they ... never wanted to step foot in another lime-green bathroom again. Umm, but ... on the other hand, it's kind of ... starting to come back in.

• [21:44.961]

So, do you have a preference for kind of bluey colours, or ...

• [21:48.777]

Well, I think I'm, I'm more into blues, and the little ... the green is not working for me, I think.

No. So ... that ...

It's giving me a sort of queasy feeling.

[laugh] Umm ...

That, that ... we can rule those out.

So, I guess that kind of really means that

• [22:03.160]

We're down to looking at ... at effectively those three different options there, which are, which are reasonably similar. So, umm—

• [22:11.164]

I think that you end up with a bathroom that looks much ... more peaceful, and kind of airy, if you don't have a very busy section at the top. So if you have the top section that's just fairly ... plain tiles, umm, and then have a bottom section that may be has a bit more ... life to it, or even the floor has a bit more life to it, then that's usually, umm ... produces a bathroom that looks bigger, umm ... and just looks a lot more open.

• [22:41.619]

Yeah, well, that makes sense. So that, I guess that rules this one out.

Yeah.

Yeah.

So, so that really leaves you with two, umm ... different kind of patternings, as to whether or not you prefer ... a fairly straight block of colour across the base—

[tape ran out at this point]

B.1.3 Session js

Photo of the diagram from James+Mike interaction

• [0:04.890]

Right. Umm, so I came in last time and, and showed you, umm, the basic layout of my bathroom. Umm, I think ... what I most want, is a nice big spa pool in the corner. What can you do for me in terms of that?

Right, okay, so.

I mean, is there anything that'll fit in a, like, regular-sized bathroom?

• [0:27.214]

Okay, well ... we don't have any ... any particularly large ... umm, spa bath examples in the diagrams that I've got here, but, umm, we can use some of these diagrams to at least give you an idea of the kind of thing that we can do, umm, with the space.

• [0:44.275]

So ... I guess then that the spa is the main thing, and everything else really just has to fit in around it, and you're willing to ... to sacrifice other items.

• [0:56.895]

So I think ... probably ...

There has to be, like, you know, some floor in there, like, I have to have a toilet and a sink as well.

Yeah. Yeah, okay. So you just don't want to jump in from the door straight into the spa.

No.

Okay. So, umm, we've got ... so, basically, the layout, the space you've given us is reasonably large, so we should be able to incorporate most of the things you're interested in.

Mm-hmm.

• [1:17.838]

So, umm, I guess one of the first things that ... is unlikely to fit in the amount of available space you have here, in this diagram, we've got a shower.

• [1:27.204]

Umm, and since a spa is a particularly large item, it's fairly unlikely that you're going to be able to fit in a spa ... with a shower.

• [1:36.14]

Umm, in your current arrangements, do you, do you normally use a shower?

• [1:40.362]

Yeah, do you have any of those combined ... anything that's like a combined shower and a bath?

Right. Well, we don't, we don't have any in these particular diagrams here, but we do have ... umm, that kind of ... arrangement. The only problem is, in general, that doesn't ... quite often happen with the spa baths. So it, it's quite common to see with a, with a regular bathtub, that you'll have, umm, a shower at one end.

Mm-hmm.

Umm, but these kind of things can easily be custom-made anyway, and all you need to do is run a shower curtain, umm, and, and have, umm ...

Just a unit over the tub.

Yeah, a unit attached to the wall. So, so it's not difficult, but you won't be able to, for instance, buy one of these prefabricated units.

Mm.

Umm, that, that has that. So you won't be able to have something that obviously looks like a separate shower.

No.

... as such. Okay, so we'll put that, that one aside there.

Mm-hmm.

• [2:28.587]

Umm ...

I do like that, like, corner thing there.

• [2:31.816]

Right, well, in fact that's one thing with a – with a spa, is that you're quite likely to end up with a corner unit, because quite often a spa, umm, is actually built out there, so rather than having a separate box in the corner here, as in this case, to fill out the corner, because the bath is just square, then you will ... have the option of a triangular spa bath instead.

• [2:51.183]

Umm ... okay. So, so let's look at some of the, the other items that have to go into the bathroom. So ...

• [2:58.900]

Umm, one of the first things is ... umm, the position of various items in the room.

• [3:05.901]

Are you interested in having a bidet in the bathroom?

No.

• [3:07.996]

Right, okay, so, so that's, that's good because that, that immediately cuts down the decisions, and decision-making is onerous enough at the best of times, so the least you have to make, the better off you are. So, we can immediately scratch out the bidet out of all of these diagrams here, that's, that's [cutting it?]. Okay, umm ... so ...

• [3:27.993]

Umm, who ... who is going to be using this bathroom, is it a family bathroom, is it ... the ensuite bathroom, or, umm ...

• [3:36.503]

Umm, well, it's a flat that I'm thinking of buying for myself, but I'll probably get in one or two flatmates, so it's kind of ... three-ish people, sharing a bathroom.

Right.

Yeah. Generally one at a time.

Yeah, okay, all right. So, 'cause, 'cause that quite often changes the, the kind of design considerations that you, you have to make, so a family bathroom usually is quite a different beast, umm, to a bathroom for a, for a couple, for instance, or just a, a general shared bathroom as you're talking about here. So in that case, umm ...

• [4:08.200]

One of the things to consider then is do you want to have one or two ... umm, sinks in the bathroom.

• [4:14.777]

So we have an example here where you've got a two-sink option, and then there's a range of other, umm, one-sink options.

• [4:21.500]

I think one sink, I don't, I can't imagine [??] doing a dual ...

Right.

... tooth-washing, or anything.

Okay. So, so that's, that's fine, good that you say that, too, because, given that you're talking about a spa bath, we really want to throw out as many other things from the bathroom as possible. So if we can get rid of the two-sink option, umm, then that makes quite a lot of difference.

• [4:42.117]

Mm-hmm. I'm wanting to, like, develop the house, so it's kind of a luxury twentysomethings flat, maybe I can like, you know, have some fun in the bath.

Right. So–

Yet, at the same time be able to get up in the morning and actually use the bathroom.

Right. So, are you ... so does that mean you're only looking at living in the bath– living in the bathroom, using the bathroom, umm, and the flat yourself for a couple of years, and then selling it on as an investment property, or ...

Mm-hmm.

Right.

• [5:05.745]

Okay, so if that's the case, then perhaps when we talk about the later fittings, we need to go for things that are reasonably generic.

• [5:14.143]

Mm-hmm.

So, umm, one of the mistakes that people often make with bathrooms is, they see things that they really like themselves, but everyone else comes into the bathroom and thinks, oh my god, that's hideous. So it's important, when you're trying to sell something on, that you actually produce something that everyone says, well, it's not perfect, but I'm not going to die trying to have a bath in here either. So it needs to be something that's ... that, that most people are reasonably happy with.

Mm-hmm.

• [5:38.31]

Okay, so, it's good that we're now cutting down a lot of things that are in this bathroom, so instead, we can now look at the, the general position of things.

• [5:46.671]

We have a couple of different options here. We can either have a bathroom [i.e., bathtub] put in a relatively ... umm, straight up against the wall option, umm, or you have the option of jutting the bathtub out somewhere into the centre of the room, or you have the option which you looked at initially here of having it sitting along the wall like this.

• [6:08.190]

Now, depending on what shape spa you're actually interested in having, really determines which one of those options. So, for instance, if you had a 45-degree spa, then clearly something like this is quite a good ... arrangement to have it in, umm, but you can also get spa baths that are just, basically, quite like standard baths only a bit larger, and so it could stick out into the centre of the room something like that.

• [6:32.314]

That would look quite messy, wouldn't it, with too much [??]

Yes, well, as you can see, it does take up quite a large amount of the space, and to navigate around to the far side, umm, you know, you basically have to edge around the bath the whole time.

• [6:45.54]

I think either that one or that one could look quite cool, it looks like it's just ... raised. But I don't know where you'd put the shower, if that was the one.

Yeah, so, so this ... this ...

• [6:54.798]

Yeah, this would be rather difficult to have the shower. Potentially you could have, umm, an arrangement whereby you had a wall coming up one side here ... umm, there, so you could for instance just have one side un-blocked-off, or you could have the bathtub ... pushed to one end like instead.

• [7:13.104]

Umm ... it, it depends on ... again, there's, there's such a range of spa baths, for instance, ...

• [7:19.955]

Are you interested in a spa bath that's ... that's just purely for one person, or are you interested in a spa bath that can potentially accommodate a couple of people at the same time.

• [7:28.877]

A couple of people.

• [7:29.628]

Right, so if that's the case, then, umm, usually that either means you're talking about a very large, longer model, because you normally only fit one person at this end and one person at that end, for instance. Or, one of these, umm ... more unusual-shaped ones which allow you to have people fit in an arrangement much more like that.

• [7:49.823]

So, in general, people that are interested, umm, in larger spas tend to go for this kind of item here, which would then mean that you could fit a shower at some point in the room like that.

• [8:01.779]

No, that seems good to me.

Right. Okay, so if that's the case, then that pretty much rules out any of these other ones that jut out into the room significantly. Umm, and, so, we can put those ones away. That's good.

• [8:18.188]

Umm, the only other thing then really is ... is how you like the position of all of the other items. So, you can either have, umm, the other items such as the sink, umm, and cupboards et cetera flat along the wall, as in this example here and that example there, or you can have these also at ... strange ... angles, or you can have them at 45-degree angles to match the other units in the bathroom there.

• [8:46.428]

Mmm ... I definitely think that the toilet needs to be on this side, you don't want to open the door and look straight at someone [??]

Right.

Umm, I'm not sure about the sink, though, I don't know. Because if you didn't have the bidet, it might just look a bit lopsided, if you have three [??] in the room with [??].

• [9:05.759]

Well, potentially, you could have, if you put the sink on this corner here, then you could actually use more of this space as a cupboard area.

• [9:13.98]

So there's nothing to insist on a square kind of cupboard unit like this, you could quite possibly have a unit that rises up the wall there.

• [9:20.574]

Or if you did want something symmetrical, then potentially you could say, well, I will go with the second basin option.

• [9:26.621]

Because at some point, umm ... for instance, if, if you are interested in selling it as an investment property, then a young couple might like to have, umm, a separate basin each. They're quite popular in new, umm ... kind of, umm, loft-living accommodation, or that kind of thing. So if you are interested in an investment property, then perhaps you might consider putting some items in that you would otherwise feel unnecessary, but are quite, umm, popular at the moment.

• [9:54.960]

So, but ... but then again you do have the option of, of putting some storage space in there instead.

• [10:00.779]

Most bathrooms don't have enough storage space, and so things like towels, and whatever else get shoved in other cupboards in other parts of the house.

Mm. That's not so good.

No.

• [10:11.881]

Umm, I think maybe if the sink went along this wall?

Fine.

And then, just have the ... the toilet sticking out from that wall, and then maybe put a cupboard over there.

• [10:20.133]

Right, okay, so if we consider a cupboard on this wall—

• [10:24.431]

Would you like the toilet flush against this wall here?

• [10:27.984]

Like if you had the sink sticking ... well, if it was far enough along, I guess ... I don't know. I quite like having the space, like, bench space on either side of the sink. That's quite nice.

Right. Okay.

That's the problem with putting it in there.

Yeah. It's quite difficult there. So – okay, so let's say ...

• [10:42.115]

Do you want it right up against the wall there, or do you want it somewhere along the centre like that.

Somewhere along the centre.

• [10:46.974]

Okay, so we consider an area that's sitting out somewhat like this one, umm, but also giving you quite a reasonable amount of bench space around it, and the toilet down that end there.

• [10:58.596]

And then you'd, like, maybe have like a table, and a plant or something right there.

Okay. Yeah, that sounds like, quite nice. Okay, so ... that pretty much is the end of, umm, the placement of the main items. So, really, what's left now is to, to look at what particular designs you might be interested in,

umm, for each individual item of the main furniture ... in the bathroom, and, also, what kind of design tiles et cetera you might be interested in having. So, unfortunately, umm, you've now done the easy decision, so most customers find it more difficult to do the rest of the process than they do working out where the big things go.

Yeah.

Umm, and the advantage for you is that you don't have to argue with anyone else about the design of where everything should go, so making the decisions on your own is going to be a breeze compared with ... what I have to face ...

It's a bit of a responsibility.

Oh, no. But, but you know, you can ... as you say, since it's possibly an investment property, you can sell it on in a couple of years and forget that you ever made such tragic decisions at this point. Umm ... okay. So, let's look at some of the things you can have in here, so—

• [12:09.812]

One of the things we, we didn't talk about, but I guess we'd want to have, is ... is a mirror here. So we've got a range of different ... styles of mirror, so we have these fairly plain, square mirrors, we have these much ... bulkier-looking mirrors, that also have a little bit of a ledge on them, we have these quite minimalist ... mirrors which only—these ones, which are something that's not in the other designs, is they, they have a light ... above the mirror like that, and then we have very plain mirrors, such as those ones there, and we also have mirrors that have a timber frame.

• [12:45.890]

Umm, so there's quite a different range of mirrors, now ... before you even start trying to make a decision about that, really all of these things interact with each other.

Yeah.

• [12:56.65]

So you can see, for instance, that having wooden-framed mirrors may not necessarily make sense with a very modern, umm, design such as ... this one here, that's very smooth.

• [13:07.532]

So we'll just go back through the other items that you need to consider as well before you ... try and join it all together. So, in terms of the, the other items ...

I think I like a wood—like a wooden type look, I think it's ...

Right.

... it means you have the bathroom looking warm, rather than cold and [???].

Yes. Yes, okay.

• [13:24.380]

We don't really have a lot in the way of timber ... designs here to show you.

• [13:32.33]

Umm, so the main one that we have ... is this one here, which kind of has ... the wicker edges, and these units that sit out ... on their own.

Mm, that's kind of cool.

• [13:43.794]

Umm ...

A bit hard to clean ...

It, it could be reasonably difficult to clean.

• [13:49.130]

And the other problem is, is that it's not particularly generic.

• [13:53.192]

So, if you are interested in selling it on, umm, people coming in and seeing a wicker bathroom in five or ten years' time – I don't know if you've been into any bathrooms designed in the 1970s, but, umm ... you know, washing in a room that looks like it came out of Star Trek doesn't appeal to everyone, and so, you have to be careful with these kind of things.

Yeah.

• [14:14.520]

So, umm ... but we do have other designs that are quite similar to this, but ... they don't involve the wicker. Unfortunately, I don't have any diagrams to show you at the moment, but we can talk about that at some later date.

Mm-hmm.

• [14:26.979]

Umm ... I, I quite like the timber look here, because ... it reflects the fact that, that you've got the, the large, timber-framed windows, and so, having large win- large mirrors that, that look quite similar in design to the windows, effectively make it a bit ... look a little like you've got extra windows here, effectively, and makes the room quite ... quite airy.

Yeah, that's nice.

• [14:51.536]

If you look at the design you were originally considering, having two ... having a large mirror here could be quite effective in helping spread the light around the room.

• [15:02.829]

Yeah, like a nice, big one, like now we're talking about a large portion of the wall, not those ones, they're a bit small.

Right.

A little bigger.

• [15:10.308]

Okay, so, so consider a large mirror somewhere there, umm, over, over the basin.

• [15:17.831]

So, do you particularly like the wicker, or is it more

that you like the timber legs of, of the stand.

• [15:24.618]

Umm, I think the timber more than the, the wicker, umm, like a nice, nice hardwood top, that should be very nice as well, although I don't know if that would work.

Umm, well, these days you can treat, umm, treat the timber with ... with a protective coating, so that's not usually too much of a problem.

• [15:42.521]

Umm, you wouldn't consider another kind of surface, such as marble, it's quite popular, and that usually works quite well, umm, with timber, although it is reasonably expensive, but it's extremely hard-wearing.

• [15:54.165]

Umm, and so that's why it's quite popular in kitchens these days.

Mmm. Yeah, I was thinking, actually, like a ... like, I guess, a black ...

Right.

... or with, like, some sort of patterning in it, but still with wooden legs somehow, would look quite nice.

Okay.

I don't know how that would be, if that would work.

• [16:10.12]

Yeah, that would be quite feasible, because you can see that these, umm, these units here, they actually sit on top of the surface, so, umm, pretty much ... you could replace this with anything you like in here, as long as it was something that you could, umm, at least attach by gluing or something, umm, the basin on top there.

• [16:33.108]

I'm thinking something along the lines of like a 19th century washstand, you know, they used to sit on their own and [??] on top and then with the wooden bottoms.

Right.

Looked good.

Yeah, that, that does, sounds like it would fit the area quite nicely.

• [16:44.969]

The only problem of course is that in general, spa baths don't tend to come in very classic designs, umm, which means that you might end up with something that, that looks a little bit out of place.

• [16:57.527]

Right.

Umm ... if, if you ... once, once you get to the point of actually choosing the spa bath.

Mm-hmm.

So, you may have to go with something that looks a little less distinctively classic, umm, so that when people look across at the ... at, at the, umm ... the spa tub itself, they don't, they don't see a clash of ... of those different eras there.

Mm.

• [17:20.779]

Okay, so if you're interested in a relatively classic design, then, umm ...

Do you have the wooden mirror, can we still get some sort of lighting on it? Because it is helpful to have lighting above the mirror.

Well, y- ... okay, but that's, that's quite a separate issue that's really, umm, about what other electrical you choose have in the room. So, umm ... we don't sell any of the, the, umm ... the standard lighting above here or the lighting on the wall, but it would be quite possible for instance just to have your electrician put a hole through one of the tiles, and fit any kind of lighting you like above it. The only difference is, is that these ones just have it built into the, into the structure itself.

Mm-hmm.

But that would be a separate kind of thing.

• [18:04.687]

Okay, so, so let's have a look at what options you have as far as the toilet and, and the bathtub itself go.

• [18:12.216]

Since you're interested in fairly, umm, classic designs, then you're probably not interested in having, umm, very modern-looking bathtub, umm, or, or toilet fixtures, you want something that's fairly traditional, to match what you're interested in otherwise.

• [18:29.18]

So, for instance, things like this square, umm, design are ... are going to look totally out of place, umm, with the kind of basin and [inaudible] that you're talking about.

• [18:40.165]

So we'll put that one ... to the side.

• [18:43.450]

So, you probably want something that is reasonably round-looking -

• [18:47.495]

Umm ...

Do you have anything that's freestanding? Are they all this, sort of, type that sort of comes out of the wall like that.

Right, we, we don't have any items ... on the diagrams here ... that, that, umm, are from the floor, but that is the standard toilet. So ...

• [19:01.477]

Many of these ones are very modern designs, because that's what's popular at the moment, umm, but of course we do have the standard toilet, that looks, if you look at that one from above, in fact, that's much more like the ... that could be, quite easily, freestanding.

Mm-hmm.

• [19:16.177]

Umm, so do you-

• [19:18.741]

What aspect of free-standing are you the most interested in, the fact that you prefer it to reach down to the floor, or the fact that you like to see the cistern, because it looks more traditional sitting ... next to the toilet.

• [19:31.895]

Yeah, I think so.

Right, okay. So, so we can supply a ... a fairly standard kind of basic, white, umm ... porcelain toilet that will match, umm, the spa bath.

Mm-hmm.

Okay.

Sounds good.

Right. So, okay, so if that's the case here, we're going for fairly standard things, then, umm ... then there's no real need to, to show you any of these, these other components of the design.

• [19:57.398]

So, umm, you're interested in having a freestanding sink, which you're going to have some alternative form of, umm, stand, built around it, and a fairly traditional toilet, and a spa bath, which will also be reasonably traditional in design, rather than looking quite modern. Is that ... basically it?

• [20:20.508]

So, umm ...

Are there any options other than white, or is it just [???]

Well, what kind of colours were you interested in as far as the room as a whole.

Umm ... well, I want the walls to be quite light, so it's not oppressive when you walk in.

Right.

Umm ... I don't know ...

So, umm ... what colour, for instance, would you be interested in having the other items in. So there are other colours such as peach, and beige, umm, and you can have various kind of light greens and light blues, and things like that. But, but most people tend to prefer reasonably white furnishing, in, in the bathroom.

Mm-hmm.

And so what tends to happen is that people tend to have, umm, reasonably, umm ... shall we say, bright walls, or bright other fixtures in the bathroom, umm, at least in some areas, and so that's where the colour tends to be, and they tend to go with reasonably ... bland colours for the main items themselves.

Mm-hmm.

Umm, the problem is, is that coloured items date very quickly. So that's what I was saying about the 1970s light green bathtub, it's just not something that anyone thinks now, umm, is, is all that attractive. Umm, whereas a white bathtub is a white bathtub now, is a white bathtub in ten years' time, it was a white bathtub

thirty years ago.

Mm-hmm.

Umm, and there's a lot more cleaning products that ...

Deal with white.

That deal with white, you know, bleach et cetera, there's ... that you can't use on other items, necessarily.

That's true, that's true.

Okay. So ...

• [22:04.709]

Talking about colours now kind of brings us to choosing the tiles, which, which is where you really get killed for choice, unfortunately. So tiles are something where we just have thousands and thousands of varieties of tiles, umm, so what I'm going to do is just show you some, some basic ... umm, designs, and at some later point, once we've sorted out the position of all of the items you're interested in, we can actually talk about specific designs, specific colours, and things like that.

Okay, so we basically have at the moment, we have like ... white for the fixtures, and then possibly a little bit of black, and then maybe, like, wood on the mirror, and maybe at the table, and ... okay.

That's right.

Yeah. Colour[???].

Okay. So ...

• [22:48.995]

First of all, I guess, umm ... you're interested in quite a light, airy kind of ... bathroom area.

Maybe even Spanishy-feeling.

Spanishy-feeling, right, okay.

• [23:00.301]

So, umm, that probably means that we're talking about, umm ... white walls in the area above the tiled area, white ceiling, so, so the really opportunity for having that Spanish feel, and the ... the bright colours really rests in the kind of tiling that you're interested in having.

• [23:19.530]

So, so there's a few different parameters that you can kind of play around with in the, umm, in the tiling department.

• [23:26.946]

So, the first thing to consider is ... what kind of size and shape tiles you're interested in having. So there are quite small tiles here, for instance, umm, we also have ... umm ... so they have also quite small, but in sort of quite bright colours, then you have some larger tiles, umm, and you have these tiles that have the small inset tiles in them as well, and the final option ... is, is very large tiles on the floor and reasonably large tiles on the wall as well.

Mm.

• [23:59.647]

I like those floor tiles, that's good.

Right.

They sort of fit with my ... mental image of the ... I just can't quite get any tiles at all on the walls. [laugh]

Right. Okay.

• [24:10.586]

So, for instance, you're not interested in tiles that are quite small on the floor area?

No, no.

• [24:15.894]

Will you be, umm, fitting this bathroom yourself, umm, is this a do— a DIY project? Or is this a, ... you'll be, umm, hiring a contractor to do the ... the fitting of the bathroom.

• [24:29.397]

Umm, well I'm not a plumber, so [laugh]

Okay. But, for instance, many people get a plumber to come in and do the plumbing, but will have a go at doing the tiling themselves, for instance.

Right. Umm, probably not.

Right. Okay. But that, that's good, because that makes the decision process a lot easier. So, for instance, these small tiles are an absolute nightmare to lay.

Okay.

Umm, it's very difficult to get them straight, and, so, I usually try to advise people that are doing it themselves to go for the largest tile possible. And hey, every time you lay a large tile, you've covered more of the floor, so it's ... it's a lot faster as well.

Yeah.

• [25:05.378]

Umm, okay, so that's good. So on the floor, you're interested in reasonably large tiles—

• [25:10.726]

Umm, are you interested on the floor in a ... in a brighter colour?

• [25:14.803]

No, I like the terracotta.

Right, okay, yeah. I ... that tends to be quite nice.

Mm-hmm.

Umm, I think some of these colours are starting to, to get back to that very 70s look.

Yeah. [laugh]

Umm, now this, you know ...

• [25:27.12]

That one particularly, that's ... you know, we're in a bit of a retro swing at the moment, but, umm ... yeah, so some poor people actually think that's nice. [Laugh]

• [25:35.409]

So that's why we keep that design out, but I'm glad that you've gone for that nice, sensible design there. Umm,

okay, so ...

• [25:42.883]

What about wall tiles then, umm ... you mentioned before that ... that wall tiles were something that you couldn't really ... envisage, does that mean that you ... you don't think you should have any wall tiles, or for instance you can have wall tiles that are only ... a small border just slightly up the wall there.

• [26:01.875]

Which is, which is usually— most bathrooms have at least one layer of wall tiles, just around the edge, because you get ... you know, there's a fair degree of splashing in the bathroom, whatever else, and it's worth just protecting the wall to a small degree.

• [26:15.328]

You can also stop the tiling at some point there—

• [26:18.112]

They could just be skirting boards rather than tiles, though, couldn't they? For those around the edge.

Umm, yes, potentially you could have skirting board around the edge there. So, for instance, umm ...

• [26:27.866]

A timber skirting board ... in the same kind of timber finish that you have the door and the wall frames in, and could look quite nice.

• [26:36.702]

Umm ...

Like, you'd need tiles on the floor, like around the sink and around the bath ...

That's right.

... but I don't know if you need it anywhere else, particularly. A little bit overwhelming, I think. Do people have it everywhere?

• [26:47.850]

Well, as you can see from these designs here, umm, quite a lot of areas have ... tiles up to, say, for instance, six foot high, so there would be a lot of bathrooms that have tiles that, that actually go right up to the top of the door frame, and then stop there.

• [27:02.872]

And if – how, how high is the ceiling in, in the, umm ...

It's just a regular, standard [??]

Okay, so ...

• [27:10.711]

Is it a, umm ... an old building or a new, newish building?

• [27:14.306]

Umm, it's like a converted loft, I think.

Right, okay, so in that case you've probably got about an 8-foot ceiling or so, which means that you're talking about this much area above the tiled area, which would just be white.

Mm-hmm.

And, depending on the kind of design you're interested in.

• [27:29.907]

So if you think that's a bit overpowering, then, umm ... I would suggest that you either have tiles just around the, umm ... the mirror area, or, or potentially, I think what looks nicer is to have tiles that only go up to, say about waist height.

• [27:47.971]

Because one of the, one of the problems with having tiles just around a bath area, of course, is that you then have this discontinuity where the bath stops and the tiles then drop back down to floor level.

Yeah.

So you'd have this look whereby ... you would have, umm ... tiles to there, then drop down, then later on you've got a bathtub, and so it kind of ... up and down all over the place. So, if you go with something like this instead, then you get a much more uniformity around the room, and, in some senses that might make the room look a bit smaller, because the ... the intense colour makes it a little more enclosed, on the other hand, the fact that it's uniform all the way around, when you look at it, umm, it actually makes the room look a bit larger rather than being, kind of, compartmentalised.

Except maybe around the sink, if it's only waist-height, like, when you brush your teeth, you tend to splash everywhere. But, like, you don't want a whole, but if ... I suppose if the mirror came down to the bottom of the taps, that wouldn't [??]

Yes. Yes, so you could for instance have ... you're talking about a fairly large mirror ...

Mm.

... so you could actually stop the mirror right on ... the surface of the tiles, like that, and that would then solve both of those problems.

• [28:54.536]

And the larger the mirror you have, the more airy you'll make the room feel, too, because you'll have that extra, umm, depth of looking to the other side of the mirror.

• [29:03.620]

Okay, so, so what kind of tiles would you be interested in having there, so, you've got a couple of options again.

• [29:10.933]

Umm, you can either have these kind of small tiles, umm ... but again, they tend to be fairly, umm ... that pattern is so busy.

It's quite busy.

Yeah, that it tends to kind of dominate the room.

• [29:24.27]

Since you're talking about having a very bright room,

with a fairly minimal amount of colour, having something like that would just be ... the centrepiece of the bathroom.

• [29:33.586]

You're probably not interested in either of those ... designs there.

• [29:37.517]

Umm, which then either leaves us with the opt– basically, three different options as far as designs go. You can either have a tile which runs on a diagonal, like that, or a tile that runs straight up and down – in fact we'll use that example, 'cause that green ... tends to put everyone off – umm, so we'll have that diagram there, or the other option is these, these inset tiles.

• [30:02.328]

So they give you a degree of colour, they're slight– they're obviously slightly busier than looking at something like this, but, umm, they're not quite as intense as having a whole block of colour, such as those two.

• [30:16.91]

Mm. I don't know. What do you think?

Well, umm ... again ...

• [30:21.298]

This, because it's a much more ... really, it's ... ostentatious design, this one, it kind of ... stands out at you.

• [30:29.223]

Umm, this is the kind of thing where ... someone coming to buy your property potentially in a couple of years' time will either say yes I love that, and will sell – and it will sell immediately, or will go eugh, I can't, you know, can't handle that at all.

Mm-hmm.

And what you're really interested in is aiming at ... as many buyers as possible.

• [30:48.916]

So, for those reasons, I would probably consider going with one of these two designs, where you have a block of colour, and you choose a colour that, umm, is ... that makes the room feel a bit warmer perhaps, umm, and also just gives it that splash of colour rather than having everything white, with just the, the timber there.

• [31:11.681]

I don't know, I just, like blue, I don't think, yeah, would definitely not work, I just can't think of a colour that would.

• [31:19.537]

Well, potentially you could consider a ... another, deeper terracotta colour.

• [31:24.298]

So, for instance, if you had ... you're talking about, kind of, umm ... Spanish, umm, design, and so, for instance, if you were going to consider having a, a table in one corner there ... wh– what kind of ...

• [31:38.320]

I guess the first question you need to consider is, what kind of timber colour you're interested in having. So you could have something that's reasonably, umm, dark, such as walnut, but that's not very popular at the moment, and you could range right through to something that's very light, like pine, umm, or you could go with something like mahogany that, that's kind of a deeper, umm, reddish colour.

Mm-hmm.

• [32:00.111]

Umm, and that, that would be ... I think something like mahogany would be a very luxurious kind of colour ... to have.

Yeah.

But it would also be a very strong colour, and probably make it close in a bit.

• [32:11.509]

Again, you can control these factors by how thick you make things, so for instance if you want, umm, a mirror frame that's reasonably thick, say for instance this wide, then that's a fair contribution of colour, umm, around the frame, whereas if you have something that's reasonably thin, and the window frames are also reasonably thin, then, to a certain extent you still have control over how much influence they make on the bathroom.

• [32:34.420]

I think pine would look too, kind of, industrial.

Yeah, pine ... well, pine's kind of the cheap man's timber of the modern era, isn't it. So, umm, if you are looking for something to make the bathroom a bit more special, then you need to choose something that, umm, that reflects that a little bit. So, for instance ...

• [32:52.271]

Umm, maybe something like oak ... might work, because that's not very dark, umm, of course, it's reasonably expensive, so you'd only be talking about, umm, having oak veneer rather than solid oak, but that's – that doesn't really matter.

• [33:07.633]

We have this fabulous wood at home, called R??, that's, like, kind of maybe a little bit deeper than this, but has more interest. Umm, but it's, like, a rainforest wood [laugh], so ...

Right.

But you can, politically correct use recycled R??. That would look fantastic.

Right. So, so ... okay.

I don't know if there's a similar thing over here.

Well, I'm sure there is, you're basically, umm, you need to go and talk to a carpenter about what is locally available, and what is the cost. The nice thing about doing a bathroom is that you don't actually need a lot of tim-

ber, which means that you can be slightly more, umm ... you can spend more than you would otherwise be able to do in other rooms of the house.

Mm-hmm.

So, so you're talking about a colour that's basically quite similar to that one there.

[??]

But perhaps a little lighter.

Mm-hmm.

• [33:54.636]

Okay, so ... really, that means you have to come to some kind of decision about ... the main colour you're interested in.

• [34:04.498]

I don't think, I don't think it ... well, you can kind of do this by ... just eliminating the options.

• [34:10.902]

So you're not really interested in a blue... colour, very much.

No.

• [34:14.210]

I think ... with the timber you're talking about, something like yellow, umm, most people can't really see a yellow bathroom very much, in fact most people don't like that much yellow in anywhere in their house, umm ... but ...

Again the 70s.

... yeah, well, that's true, umm, not as much as green.

• [34:35.729]

Umm, so ... unless you're particularly set on green, then you could probably eliminate that, and deep red doesn't really work that well either.

• [34:44.299]

So, I think you have to consider choosing a colour like some of the more earthy colours, umm, a brown ... an orangey brown, for instance, kind of terracotta colour, might actually complement that quite nicely. And if you had a relatively sandy colour for the, for the floor, then that could solve ... the colour problems.

• [35:10.139]

Okay, so ... so the final ... thing then, really, umm, is whether you like the diagonal tiles, or whether you like the-

• [35:19.684]

I think I like the diag- well, I definitely like this, kind of ... edge interest thing more than that one.

Right.

But I think it's the diagonals that I like.

Right, okay.

• [35:28.508]

So, would you be interested in having... another "interest panel" up the top here like ... this one, or, or just

stopping the... the square tiles immediately.

I think it needs a frame, or it looks funny.

• [35:39.194]

Right. Okay, ...

• [35:40.781]

So we don't really have a ... range of ... framed edges to show you here, but that's another thing that ... you have to look at, when you actually select the tiles.

• [35:49.701]

The problem with purchasing tiles is that most tiles are produced in fairly small runs, which means that they're ... they're not really available for a long period of time. So if you see a set of tiles that you think, wow, that's exactly what I want, umm, then you should get in there and, and purchase them as quickly as possible, because what, what quite often happens is people come back in two or three months, because it's one of those do-it-yourself projects, and they wait until they've got the cash to do that bit of the project, and they come back to find that, umm, we've run out of stock of that particular, umm, tile. It's, it's quite disappointing when you've set your heart on a particular tile, and come back and find that, umm, that someone else has just taken the last one, or what's even worse is when there's enough to almost finish the bathroom, but not quite.

Yes. You'd have one little patch that's a different colour.

Terrible thing. Yeah, exactly. So it's not possible. Umm ... so if you do see something you like, then, umm, you should do something about reasonably quickly.

Right.

• [36:51.139]

Okay. So, to summarise then, ...

Do you not sell the, the tiles, or ...

Umm, yeah, yeah, we sell the tiles, but, umm ... but I'm just saying that, I don't know what your timeframe for this project is, but the one thing that you should probably, even if you're not ready to purchase everything else, if there's a set of tiles that you think, wow, they're the ones, then get in there, umm, because they, they go very quickly. [inaudible] if you like the tiles, then someone else will probably like the tiles too, so, umm, it pays to move quickly.

• [37:23.413]

Okay, so in summary we've got ... umm, the large, two-person, umm, spa bath in the corner here, umm, set below the window, we've got a basin that, rather than being here, is shifted into the centre of that ... this side here, and we'll be replacing that corner with, with something like a table, a pot plant, something like that, just to give a, a splash of colour, we've got a fairly traditional, umm, toilet, freestanding, sitting on the wall here, with the cistern out rather than hidden in the wall, umm, the ... all of the woodwork will be in a reasonably light-ish, polished timber, we have a cupboard over on this wall here, which will fill out into the corner,

so you get quite a lot of space using up the, the diagonal like that. So, umm, and some kind of doors on, on that potentially – are you interested in a closed cupboard, or one that, umm ...

Closed, I think.

Right, yeah. And ... we are talking about reasonably traditional, but not super, umm, classic ... bathroom appliances, and furniture, because we have to match the fairly limited range of, of sauna tubs that you can buy at the moment.

• [38:48.908]

I'm imagining that sort of built into the case, rather than freestanding.

• [38:54.235]

Yeah, so ... well, it's quite difficult to find freestanding saunas because there's so many extra, umm, tubes that are coming in and out from the sides that, you can imagine the amount of, umm, chrome that you have to buy if you want to have all those bits in chrome rather than just rubber tubes. So, so almost all, umm, saunas will be enclosed, so that will extend slightly up to there.

• [39:18.64]

And we're looking at ... a reasonably light colour for the walls and ceiling, with, umm, a deepish terracotta colour, diagonal tiles, with some kind of pattern along the wall, and a reasonably sandy-coloured floor.

• [39:35.867]

Mm, yeah, that sounds good.

Okay.

I haven't asked you about prices yet. Is there any of these options that are, like, ridiculously more expensive than another option?

Well ... okay, so obviously you've asked for a sauna ...

[both talking and laughing at once ...]

... which is, you can pay ... there's no price that you can put on a luxury like that. Umm ... so, no, in fact, because, umm ... because you've chosen fairly traditional items, but not something that's, that's very traditional, very kind of classic ...

Mm-hmm.

... then you're talking about items that are fairly, umm ... fairly standard bathroom furnishings. So there's nothing that's really particularly outlandish, and because you're only asking for tiles up to, umm, about the height of the basin, then that's going to save you quite a bit of money, 'cause paint is considerably cheaper than tiling the same area. There are some things that'll be mildly expensive, so, for instance, getting quite a large mirror

Mm-hmm.

... will, that ... quite often people are surprised by how much a large pane of mirror glass costs, but, but that's still only, that's only quite small relative to the cost of the other items. So, I think in general you haven't selected anything that's going to break the bank.

Cool.

... apart from the spa, but then when you're laying in the spa, you can think, aah, that was a dollar today and a dollar tomorrow, and, you know.

Sipping my champagne in there.

Yeah. Well, the champagne's going to cost you a bit ... every time you have a bath, so I guess it, that's not going to be much of a problem.

Cool.

Okay.

That sounds good.

Right.

• [41:14.103]

B.2 Partial transcripts

In these transcripts, only the parts that were extracted as “clips” on the first pass are transcribed.

B.2.1 Session tm

• [0:01.425]

Introductory stuff

• [0:48.971]

Layouts ...

• [0:58.191]

First thing you can do, umm, is, umm, we can cut off some of these edges, like in the second one there, we have –

• [1:06.759]

...

• [1:26.388]

Just to give you the idea of the angle, I mean, you can remove the shower, just ... do the corner like that, just to put a, a ... table thing.

• [1:33.457]

... what is this little thing? – for towels ...

• [1:42.914]

You, you'll notice that there's this sort of stepped thing that we can do with that, we can lift the bath up ... umm, on a pedestal thing as well.

• [1:50.382]

...

- [2:10.551]

Umm, so I know you're keen to have the, the bidet and the loo next to each other.

- [2:15.519]

...

- [2:54.100]

So going through them, the ones with – there are a couple that most fit the thing about having the loo and the bidet next to each other, which are ... those two.

- [3:02.229]

... what's the difference between them? ...

- [3:04.983]

Umm, just the number of sinks, basically. So, you know where you've got the shower in that, that one there, and you've got ... a second sink in this particular option.

- [3:14.215]

... keep talking about that option some more ...

- [3:48.864]

It's just ... as far as I can see, it's just that cabinet thing, isn't it?

- [3:52.260]

... isn't there something different with the tub here? (leading question) ...

- [3:55.833]

It's maybe sunken, isn't it?

- [3:57.465]

...

- [4:24.618]

So, and then you've got – I mean, that one is ... similar apart from the shower, and the fact that you've now got one of the corners cut off, which makes it a bit more, umm ... I don't know, organic? A bit less like ... a cube.

- [4:37.519]

... are there any others that do that angle thing? ...

- [4:44.927]

Umm, well that's the other ... yeah, basically, the others all have that, an element of that, I mean, that sort of projects ... that uses your central space a bit more, 'cause the other ones just have that dead space, and that – I mean, maybe you like the roominess of that.

- [4:55.566]

... considering it ...

... are these two mirror images of each other? ...

- [5:05.366]

Not exactly, I mean, that's not a 45-degree angle ...

- [5:08.530]

...

- [5:20.651]

One of the key things here and here is that you haven't got

the bidet and the loo next to each other.

- [5:25.438]

...

- [5:54.337]

Do you ... have a particular thing at the moment, instinct for the, the more square ones, or the ...

- [5:59.629]

... making a final decision on the layout ...

- [6:53.339]

... moving on ...

- [7:12.894]

Just reminding myself ... you like the round mirrors rather than the square.

- [7:16.646]

... discussing sink wall attachment ...

- [7:32.736]

So, you have the round ones – I'm going to, if I could, put the round ones to one side, and the square ones to the other.

- [7:39.748]

...

- [7:52.223]

I mean, so the – the reason I think some of these might be worth having a quick glance at is just because of the nature of the sinks...

- [7:57.984]

... banter, ending up in asking for differences ...

- [8:26.273]

Okay, umm, well, there's some – basically, it comes down to the ... the sort of curved nature of the ... loos, I mean, some of them are square, more square, some of them are like ...

- [8:35.514]

...

... tell me about this (wooden) one

- [9:06.249]

Yeah, you see you've got this sort of wooden thing that goes with the doorframes and the win – and the ... mirror frames as well, carrying through that.

- [9:12.314]

... talk about the wicker ...

... focusing on sinks ...

- [9:51.54]

Yeah, but you're not keen on that one.

- [9:53.342]

...

- [10:13.639]

Now I think these, the advantage of that ... is that you can sort of ... stand kind of into the sink.

- [10:19.623]

...

... I don't like these mirror frames, they stick out at you ...

• [10:48.596]

The other ones on the round ones we have are these, umm, as you can see there's ... very much frameless.

• [10:54.278]

... talking about the other options on the one with the nice sinks ...

... shows the sinks that are still in the running ...

... what's the difference between these two?

• [12:03.331]

They look pretty similar, but there's a thinner lip ... on the sink, in that one.

• [12:08.139]

... can't choose between the last two sinks

... moving on to toilets and bath ...

• [13:57.885]

... tiling

• [14:10.241]

Again, you're not keen on green ...

• [14:11.909]

...

• [14:14.415]

I think just, just to give a few illustrations, we've got a couple that have got the green in, but ...

• [14:19.348]

...

• [14:44.657]

Obviously, pretty much, it's broken down into the three sections.

• [14:49.723]

...

• [15:08.882]

And then you've got whether ... the question is, whether you have the diamond effect, or the square effect.

• [15:14.101]

...

• [15:48.980]

So that would mean, I mean, the small tiles ... there, would probably not be as ... pleasant to you as that.

• [15:54.915]

...

• [16:05.83]

I mean, you have this, sort of, little diamond thing on that floor, but otherwise— and on that one.

• [16:10.496]

...

• [16:21.616]

Right, you mean the small diamond thing.

• [16:22.874]

...

• [16:58.482]

Because one of the things is, those are all, those are straight lines all the way through, apart from the small insets.

• [17:04.106]

...

• [18:05.704]

So I guess it comes down to the colour combinations. If we have— if we go for the ... square thing rather than having anything that's at a ... diagonal, like that.

• [18:15.709]

...

• [18:20.643]

That one's prob— well, the red in these two, and actually that ... are a bit different. Are you ... I can ... I guess it comes down to what kind of combination of blue, white, and red you think ...

• [18:30.214]

...

• [19:48.163]

I guess the other factor of course ... to point out, is if we're going for circular mirrors, that's going to make a slight difference in the overall pattern.

• [19:54.63]

...

• [20:00.502]

'Cause of course, then you're going to have a circle, and a square and a diamond.

• [20:03.332]

...

• [20:12.795]

Actually, of course, you're not going for diamonds on there, are you, you're going for rectangular, so you, you ... but, I mean, the only bit where that might be ... [is sort of on the top] yeah.

• [20:20.307]

...

• [20:31.675]

So you've got just, just squares with the circle there, and then there you've got the diamond squares, and then you've got the flat ... and just with this colourscheme.

• [20:41.68]

...

• [20:46.52]

'Cause if you've got ... you've got that ... that, sort of, pinky-brown thing that you've got there, you've also got — which is missing in this, obviously — but just, umm, transplanted to there, so that it would flow through to the floor.

• [20:58.34]

B.2.2 Session jh

• [0:02.781]

... intro

• [0:09.408]

... deals out the layouts ...

• [0:35.856]

The number of sinks that you're getting ... you might be interested in either, you know, just the one, or you might want the ... the two.

• [0:44.72]

You can vary whether you put the ... bidet next to the toilet, or ...

• [0:47.676]

...

• [1:12.212]

Okay, whether you get a shower or not– are you interested in having a shower?

• [1:16.255]

...

• [1:39.804]

You've got ... number of sinks, one of them the primary ...

• [1:43.423]

...

• [1:49.75]

Just an extra cupboard ... coming out.

• [1:52.55]

...

• [2:01.71]

These are sort of, umm ... on ... legs, whereas you can have it sunken ...

• [2:07.206]

...

• [2:30.382]

I mean, the advantage is possibly that you get a bit more ... sort of, look ...

• [2:35.309]

...

• [3:05.154]

Where the tub is, I suppose, whether you want it close to the window or ... not close to the window.

• [3:11.99]

...

• [3:51.821]

The corner thing is ... quite nice ... it sort of has a little bit of a ... shelf there, you can put whatever you like on it.

• [3:58.611]

...

• [4:26.993]

And would you want ... all the ... the things there, or are you ...

• [4:31.465]

I mean, you could put another, you could put a sink in over here, but ... it would probably seem a little ... odd to have ... in the [sapper??]

• [4:39.490]

...

• [5:02.284]

... moving on to furniture ...

• [5:53.944]

For furniture, I mean, you've got ... a sort of, standard ... umm, type of style, or you've got something a little bit more, umm, unusual there.

• [6:04.294]

...

• [6:09.530]

You've also got your ... you know, the– the type of ... material, you know, that little frame you've got there.

• [6:18.823]

...

• [6:20.943]

You've got a wooden base to it.

• [6:22.381]

... describing other ones, but not really audible

• [6:31.711]

That's, sort of, very futuristic, or you've got the, sort of, probably, more normal ...

• [6:37.174]

... which ones are touching the wall?

• [6:51.204]

I mean, that one's possibly not, and that's probably the ... the least, and that's – well, I suppose with that you've got, you've still got the ... little thing you can put your toothbrush on.

• [7:02.459]

... I prefer round mirrors ...

• [7:18.136]

We've got the two options on the round mirrors, umm, we've sort of got the ... ones with the light above, or you've just got a ...a big round mirror.

• [7:26.354]

... what about that one?

• [7:35.993]

So that's just a completely ... plain, round mirror.

• [7:39.78]

...

• [8:13.583]

There's still a couple of these different sinks to choose from, there's, you know, this sort of ... future [??], which I don't know if that's ...

• [8:22.673]

...

• [9:11.831]

You're talking ... the actual bath itself, is, umm, different type of ... edges to that, you know, that sort of ... curved thing.

• [9:23.802]

...

• [9:25.732]

Probably more standard ...

• [9:27.540]

...

• [9:43.91]

That one, that's ... actually, slightly curved ...

• [9:47.185]

...

• [10:24.234]

From the ... that sort of very square, to, umm, very round.

• [10:30.992]

... joking around about the roundness ...

• [10:50.783]

How do you like that one, that's quite a nice one.

• [10:53.865]

...

• [11:28.887]

Tiling.

• [12:07.373]

I mean, blue is common, blue is ... fairly normal to go for. You can do others, you know – there was the green!

• [12:17.338]

...

• [12:21.436]

It's what you put with ... blue, and really, I mean, that sort of ... fairly traditional ... blue and white. Or you can try some of the ... slightly more, umm, unusual, modern, umm, styles with mixing in some of the other colours.

• [12:38.283]

... I like the insets ...

... not so much the small tiles on the floor ...

• [13:28.372]

And you've got these, which are the big tiles. And then ... or, there are the more, you know, you've got these where you actually are getting your little things in the tiles on the floor. Or you might, you know, here you've got them on the wall.

• [13:44.142]

Personally, I quite like this one.

• [13:46.591]

...

• [14:16.400]

And we ... change the tiles on the floor? Would you?

• [14:19.377]

...

... are these basically the same? ...

• [14:37.454]

The floor tiles here are diagonal, but umm, other than that, yeah ...

• [14:42.343]

...

• [14:48.903]

I mean, you, you can put those ... the, the border on any of the tiles, really, I mean, you could put them across there if you wanted.

• [14:56.924]

...

... are there other colours in flowers? ...

• [15:21.62]

No, I think that's really the only colour we do in flowers, it's a sort of, just a ... a busy ... busy selection of ... flower colours.

• [15:30.871]

There are, though, you know, there is this one, which is a sort of, umm, pale, with just a few big flowers on, and that one's sort of busy ... colours.

• [15:41.873]

...

• [16:07.403]

Those completely, umm, you know, small ... corner pieces on the floor. I mean, if you want, you can have them on the wall and the floor, [inaudible] over the top.

• [16:19.714]

...

• [16:26.430]

You're looking really for sort of fairly ... standard ... square-fit tiles along the floor and the wall, umm, but then possibly at the top go – at the top or the bottom, which do you prefer? ... I mean, comparing those two.

• [16:39.944]

...

• [17:12.619]

I mean, you have these tiles, and they don't have to be at ... an angle, we could put them straight into the wall.

• [17:18.854]

...

B.2.3 Session z

• [0:00.183]

Initial conventional stuff

• [0:35.937]

Layouts

• [0:40.640]

So, for example, here we've got a difference between... a ... simple square, and here we've got diagonal, so you've got a diagonal position of the bath, um...

• [0:51.888]

...

• [1:03.921]

So, for example, here you have, um, bidet and toilet side-by-side opposite the wash-handbasin, um... here you have the diagonal bath, here again you have, um, the bath going towards into the room, um...

• [1:21.794]

- wow, there's lots of different options here, isn't there -

• [1:25.824]

Okay, so there's a, another diagonal bath for you.

• [1:30.948]

And you might want to think about, um, different... how you want the different elements in the bathroom to be situated, next to each other, opposite each other, um, when you're in the bath do you want to be, you know, staring at the toilet or [laugh] out the window, or...

• [1:49.61]

...

• [2:01.279]

This one has a shower as well

• [2:06.434]

...

• [2:37.670]

Well, I mean, this one has- also has two wash-handbasins, I'm not sure how you feel about that, but it does have the bidet and toilet side-by-side as opposed to opposite each other.

• [2:47.546]

...

• [3:11.480]

I'm not sure, I'm not sure if you could have two wash-handbasins and

a shower in the bathroom.

• [3:18.324]

...

• [3:31.946]

This one also has this... is this a cabinet?

[Looks like some sort of cabinet, doesn't it.]

Bathroom cabinet, do you need - storage is a good thing to have in a bathroom.

[Yeah]

• [3:48.918]

...

• [3:51.909]

And that fits quite neatly, I mean, the- the only difference between these is that, so that fits quite neatly into the corner there.

• [4:01.3]

...

• [4:37.797]

Yeah, so would you like a sunken bath? Or would you like one ... freestanding.

[Right, freestanding]

Traditional, looks quite nice.

• [4:49.470]

...

• [4:58.464]

Although you would have more, again more storage space round the inset bath, for shampoos and ...

• [5:08.27]

...

• [5:33.911]

We have... the freestanding bath, with the extra storage, or the sunken bath without the extra storage. Or, would you like to mix and match?

• [5:44.739]

...

• [6:05.268]

Well, you know, we could, we could have another sink here, instead of the shower.

• [6:10.129]

[Right. So the sinks wouldn't be next to each other.]

• [6:14.864]

No, no. That might be a problem. Unless, unless, you, again, split the bidet and the... toilet up. So you could have, you could have the two sinks here, and the bidet and toilet over here. Possibly.

• [6:29.834]

...

• [7:09.655]

Bathroom furniture

• [7:22.794]

Different types of sinks... um, toilet, bidet, bath, mirrors ... so, for example, you've got the round basins here, the kind of, uh, indented basins here ... more square ... style toilet and bidet, umm ... rectangular mirrors, round mirrors with a ... a thick frame, hooded mirrors, ... there's quite a range.

• [7:57.405]

Okay, and you also have the different styles of baths.

• [8:02.731]

...

• [8:21.650]

What sort of, I mean – we have an enamel bath, or we have a stainless steel bath. Which do you think you would prefer?

• [8:29.59]

...

• [9:00.91]

Here, for the wash-handbasins, for example, you have wooden stands, as opposed to, um... the steel.

[I guess that's going for the natural look or something]

Yeah. You have wooden frames on the mirrors as well.

• [9:21.420]

...

• [9:50.40]

What about the shape of the ... of the wash-handbasins for example. Are you looking for something more rounded, or square, or ... perhaps a little bit indented, like these ones.

• [10:03.308]

...

• [10:15.777]

What about these ones? Completely ... round.

[Oh, that's interesting, yeah.]

And then you have the round mirrors as well.

• [10:27.936]

...

• [10:31.47]

Were you looking for something more traditional, or ...

• [10:36.61]

...

• [11:12.282]

This is, sort of, attached to the wall here, I guess, whereas this is more freestanding.

• [11:19.994]

...

• [11:32.909]

[Now, which ones are freestanding? I guess some are, and some aren't...]

These ones ... these ones ... these both look ... like they're attached, yeah. Yeah, so it's these ones, basically.

• [11:52.319]

So, you like the freestanding kind of option.

• [11:56.34]

...

• [11:58.660]

And do you like the more, umm ... chunky-looking sink, or the ... this is, this has a, a bigger, rim, and ... maybe a

little more modern-looking?

• [12:13.750]

...

• [13:00.818]

Tiles

• [13:13.286]

We have lots of different shapes, patterns, colours ...

• [13:18.255]

So here we've got a diagonal ... tiling

• [13:23.852]

...

• [13:32.82]

This is quite traditional-looking, this is ... were you looking for quite a traditional, but maybe a more modern look?

• [13:40.422]

...

• [13:49.431]

What about colours, immediately ... what do you think, perhaps.

• [13:54.512]

...

• [14:04.619]

Okay, so we've got ... there's quite a range of blues, umm

...

• [14:10.836]

[That blue and green, I don't really like that design]

Yeah, okay.

[Doesn't work so well for me]

• [14:16.693]

Blue and white ... is, again, quite traditional, and there's two different – three different options in that.

• [14:24.16]

So, here you've got, above the basin, you've got very small tiles. And, below the basin you have the same very small tiles in a different colour, but umm ... diagonally placed.

• [14:38.93]

[Oh yeah, I see, so these tiles are much bigger than that one]

Yeah, yeah.

• [14:44.978]

What do you think about size: do you prefer the bigger ones, or the smaller ones?

• [14:51.873]

...

• [15:03.595]

I think this ... this may make it look too cluttered, possibly, in smaller tiles.

• [15:12.830]

...

• [15:28.502]

To me, this looks much cleaner than this one, straightaway. You've got the very white, plain tiles at the top, and the patterned ... little inset squares at the bottom. Um ... here, they're used at the top, which makes it maybe look a bit more ... busy?

• [15:54.975]

...

• [17:04.502]

Well, there are ... other options for the ... I mean, this is maybe not quite as imposing as this, this is a slightly different colour. What do you think about that one?

• [17:17.768]

(ignore the yellow)

• [17:30.139]

[We're looking up here at the ... ah, okay]

Are those maybe a little better than these ones, or ... ?

• [17:37.970]

... (bad sound moment) ...

• [18:34.801]

Yeah, it creates a lip so that, I don't know, it looks more like a basin, sort of.

• [18:40.516]

...

• [18:55.650]

And, and would you like them diagonal, like this, or ... or straight, like that.

[Yeah, maybe diagonal ...]

Diagonal might make it look bigger as well.

• [19:06.475]

...

• [19:10.500]

Closing

B.2.4 Session cm

Introductory stuff

• [0:41.424]

We've got a series of layouts ...

• [0:46.13]

If you just have a look at this one here, umm ... this one, umm, is with a ... toilet next to a bidet, with your bathroom— with your bath at the, at the window, just to give it some light, it's quite a roomy thing, you know, whatever.

• [1:00.629]

...

• [1:05.310]

Well, we have, we have this one, this also has the bath next to the bidet, but umm, in this particular, umm, case, the ... sink is in the corner, rather than in the middle of the bathroom, so it's – slightly less, but perhaps the space is more to your liking in that particular case.

• [1:18.627]

... look, there's a shower!

• [1:28.100]

What do you – I mean, is this a new bathroom, or do you already have, umm, a facility.

• [1:31.916]

... we're going to expand the current bathroom ...

• [1:47.743]

So this one is, you know, slightly more, you know, things facing over, so, you know, sitting on the toilet, look over at the bidet, you know, or, umm, can the bidet look over at the toilet, or, umm ... you know, we've got this ... it's a bit more, sort of, square, it's that overall orientation.

• [2:04.177]

... well, that's not something I would have initially thought of ...

• [2:10.974]

How does this, does this, does this grab you, or, or shall I put this to the side?

• [2:15.35]

... from above, ...

• [2:34.448]

I mean, this one is quite similar, except, in this case you have, umm ... angled, angled corners.

• [2:41.519]

... further discussion of the "fashionable" angled corners

• [3:10.509]

Umm, I guess I can—

No, not over here, I'd rather have it ... closer to the window.

Oh, closer to the window. So it's –

So this is out

So this sort of idea is good, yeah?

• [3:17.688]

... ruling some other ones out ...

• [3:24.814]

So, this one is also with it next to the window, except with a slightly raised platform, and here we have the opportunity to, for you and your partner to brush your teeth together, umm, with the double sink combo.

• [3:36.500]

... discussing it ...

• [3:47.524]

How does this grab you, do, do you want two basins, or ...

?

• [3:51.322]

...

• [4:21.995]

So you like the idea of the raised, of the raised ...

Yeah, I like that raised ...

• [4:26.191]

... cool, okay ...

• [4:27.163]

So here we are, this is a slightly more geometric one again, the bath, like I said before, umm, [??] next to the window, but here we have the sort of facing concept again.

• [4:38.342]

... he thinks about it

... rejects it ...

• [5:16.421]

So here's, here's our final layout, umm, possibility, umm, with, again, the bidet and the bath, the bidet and the toilet next to one another, and facing two separate, umm ... basins.

• [5:29.670]

What's the difference between these two?

• [5:39.122]

In this one there seems to be some sort of ... a cabinet.

• [5:41.823]

... discussing the cabinet ...

• [6:13.333]

These are the sort of three possibilities that you expressed an interest in, I mean, this one is very, it's kind of in the corner, with it, sort of, outset, or this one's with it straight on to the bath ... to, to the window.

• [6:25.282]

...

• [6:30.942]

So you said you wanted a shower.

• [6:33.708]

...

further thinking ... decides to keep two options in mind ...

• [7:17.620]

Of, of course not. But the idea of having some sort of separate bath, or the inset bath, was that ... relevant?

• [7:23.609]

...

• [7:40.473]

Moving on to furniture

• [7:50.304]

So, as you notice, different sort of, umm, mirror frames, if you look at these here ...

• [7:56.303]

... sidebar on the enclosed tub ...

... all of them are the same (shower-less) layout ...

• [8:24.31]

Umm, so, just look at the features here, there's a bit of a square, umm, square mirrors, or sort of rounded mirrors, here we have a sort of sink connected to, umm, the wall here, whereas here we have the ... the, umm, sink taking [??], it's the sort of drinking-fountain effect. Umm, I think all the, all the toilets are connected to the wall, so, umm ...

• [8:49.402]

... digression into where these come from (they're all lines from Villeroy & Boch) ...

• [9:20.28]

Different materials, different shapes, ...

• [9:25.999]

examining the shape of a toilet in a bit more detail

...

• [9:31.546]

This is very circular – yes, the "Jetson" look :)

• [9:37.487]

...

• [9:41.436]

For example, of these mirror styles – this one doesn't seem really to have any, umm, border, whereas this one is more square, this is more glasses lookalike, umm, whereas this is more ... this one is with the wooden, umm ...

• [9:57.775]

...

• [10:02.385]

This is what we, umm, call the "Swedish" effect, it's, umm, sort of ... done in a nice pine, with the pine surroundings, you know, to match the, umm, to complement the window.

• [10:12.646]

...

• [10:21.564]

It's not attached to the wall here...

+ implications of that

• [10:50.840]

I wonder if this is going to be easy to clean ...

• [11:01.896]

Wow, there's a lot of options here ...

• [11:10.25]

Which sort of mirror grabs you? Or would you rather [??] one mirror in relation to another.

• [11:14.996]

... I guess these combinations are meant to go together ...

• [11:24.656]

Well, not necessarily, I mean if you desperately want to

have a square with the, you know, the round mirrors, with the ... that sort of thing ... we could do that for you.

• [11:35.812]

... discussing a particular one and ruling it out ...

• [11:56.338]

You don't like the hairdresser thing.

• [11:58.903]

... Mike tries to narrow it down again ...

• [12:21.505]

Do you like this roman effect, or ... ?

• [12:23.307]

... ruling some more out ...

... CIA agents ...

• [13:19.175]

I mean, it all really goes down towards whether you want the ... the, sort of, more functional, modern look, or slightly more old-fashioned, because these are a bit like the old, umm, basins that you used to get to, to go to water, to be water in the morni ng, and ... have a shave, in your Oxford college. Whereas these might, you know, denote more of a ... forward-looking person, someone who is interested in ... their bathroom. Rather than looking back.

• [13:46.915]

...

• [13:59.292]

Which one grabs you immediately, which, which one ... or ... of these four that we've got, which one ... do you think, you know, I couldn't live—

• [14:07.579]

...

• [14:26.436]

Earlier on you said you didn't want quite ... such a modern feel.

• [14:29.832]

... avant-garde, geometric design was too much

• [14:36.595]

So you quite like the curvy aspect.

• [14:38.475]

... this one is maybe not so functional ...

• [15:28.143]

With this one? Okay, so you would like these mirrors with this ... with this sort of arrangement.

• [15:33.475]

... stuff ... would prefer the tub to be freestanding ...

• [16:08.352]

Moving on to the tiles

• [16:22.223]

So basically, we've, we've divided the tiles into, umm, three ... three sorts of areas, a sort of top area, a middle area, and a floor.

• [16:31.625]

... Just have a look through these ...

• [16:38.384]

Well, we have, we sort of have a blue, sort of angled, umm, design, with the ... with the tiles. This is in a sort of a square ... [inaudible]

• [16:47.814]

...

• [16:49.579]

We can have little blotches, here, or, or no little blotches.

• [16:53.151]

... different shadow ...

• [17:38.381]

Well, this is, this is sort of ... our most unusual combination.

• [17:42.510]

...

• [17:43.708]

This is our, umm, bordello look.

• [17:47.410]

...

discussing colours

...

• [18:19.102]

This is blue and white. I mean, this is the other ... blue ... possibility. ... And, this one as well, perhaps.

• [18:27.36]

Do you want the green, here, or ...

• [18:30.736]

...

rejecting another couple of options

...

• [19:14.73]

Do you like the sort of middle ... the sort of floor with just blue tiles, and then the ... blotch ... you know, the ... diagonal inset ... tiles.

• [19:24.883]

... yeah, I like those diagonal insets ...

... don't like the blue on the floor, too mediterranean ...

• [19:33.987]

You'd rather a ... more anglo-saxon, sort of, new-world look.

• [19:38.282]

...

• [19:46.19]

This is white with red blotches, and of course we could, umm, put in the same sort of style, or just, umm, or of, of course, just white if you wish, ... as, as we have here.

• [19:58.654]

... stuff ...

• [21:19.802]

You like the diagonal, and ... do you like this, umm, design, or this design, or this design ... in blue.

• [21:26.805]

...

• [21:27.707]

Is this, is this – yeah, is this colour adequate for you?

• [21:31.283]

...

• [21:34.302]

So, so you'd like this one, okay, and would we just put this in, in white.

• [21:39.872]

...

• [22:42.494]

This one, but with, but with, umm ... so we put – I'll number this one, two again – so, with a diagonal floor.

• [22:52.839]

...

• [23:07.22]

... so, what did we decide on here? ...

• [23:18.797]

... look at what he chose (no interesting discussion) ...

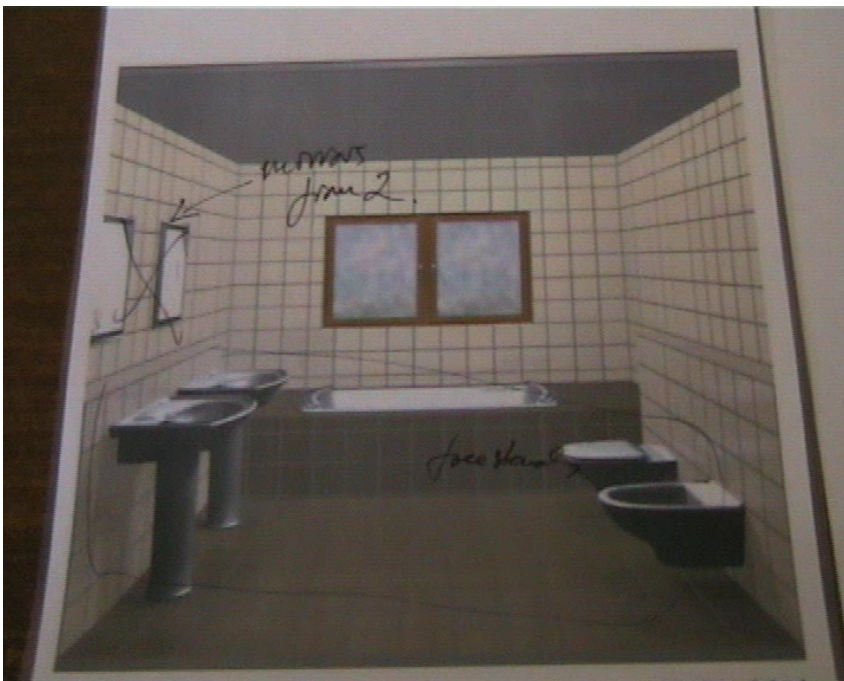
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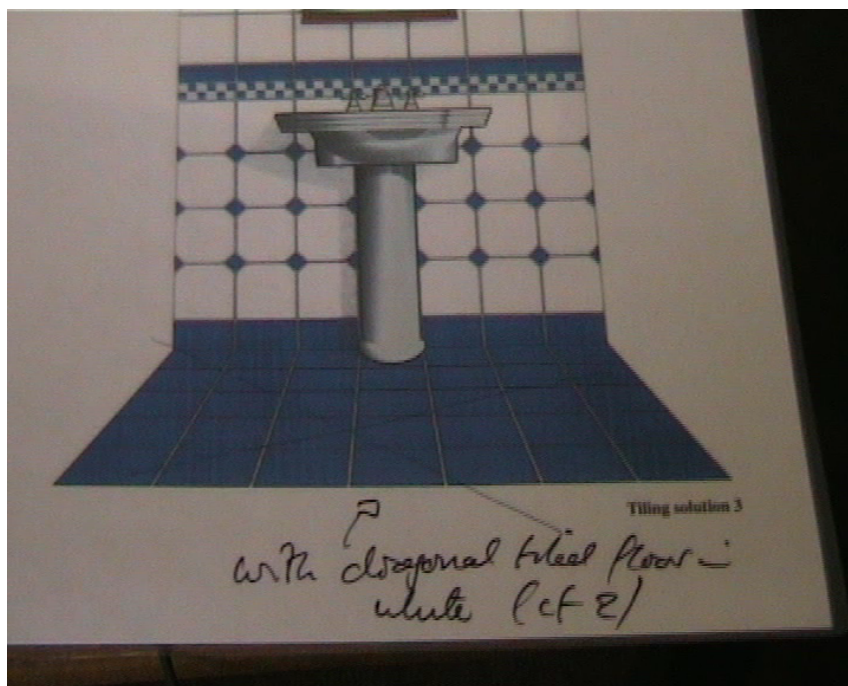
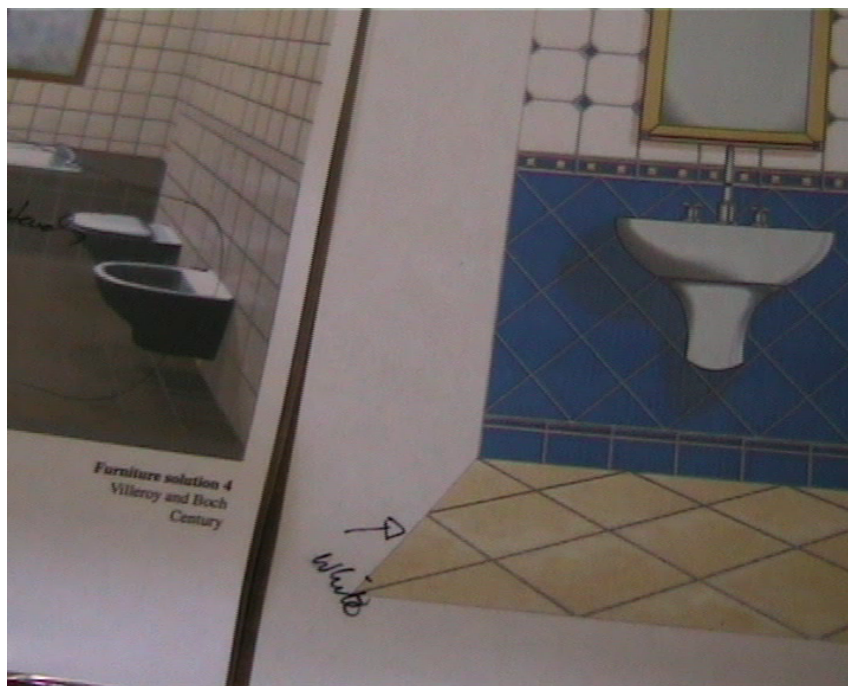
... well, I think that's a good start ...

C Images of drawings created during the interactions

This section contains images of the drawings that were made during some of the interactions.

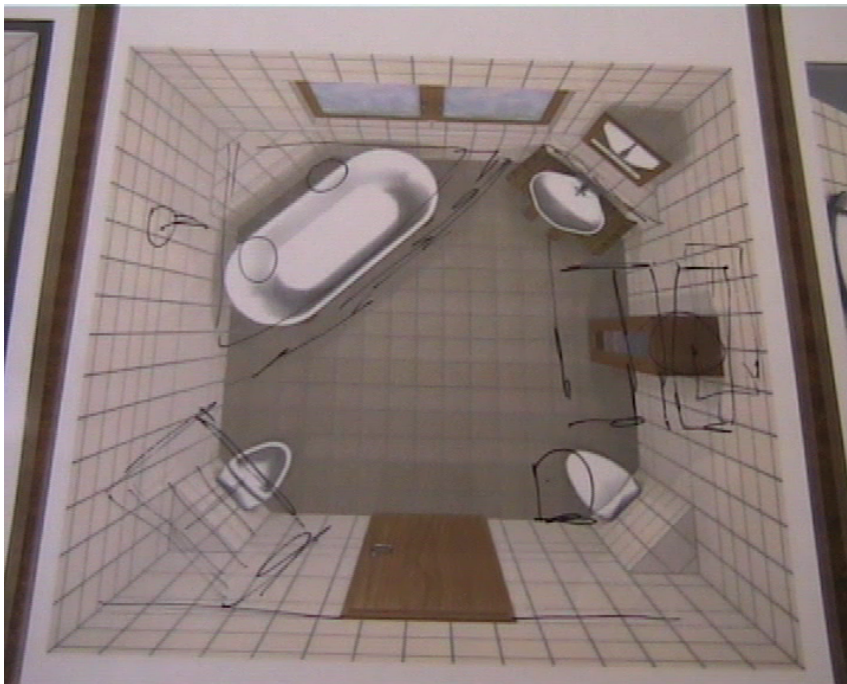
C.1 Images from cm





C.2 Images from js





(Sorry, I moved the camera during this one...)

C.3 Image from jm

