

Client	Location	Value
Southern Housing	RM10	£1.1m

We were appointed to undertake reinstatement works to void and occupied properties located at the Rookery Farm Estate in Dagenham. As a result of our quality-driven approach, we were awarded further works to replace kitchens and bathrooms in occupied and void street properties on the estate.

We upgraded 79 homes in total over the course of 21 weeks with modern kitchen and bathroom units. A number of bathrooms were adapted to accommodate disabled residents with assisted wet rooms, wall mounted shower chairs, handrails etc.

To minimise resident disruption, our Resident Liaison Officer built close partnerships with the Estate's residents at the outset. Appointments were made prior to commencing our works and no resident was left without running water / heat at the end of each day. Some residents were relocated to void properties during the works where disabled bathrooms could not be used until the installations were fully complete.

We also adapted our communication methods to suit the diverse demographic of residents. This included using translation services.

As a result of our approach, we received very positive feedback from the residents, scoring full marks for satisfaction on 98% of the completed resident satisfaction surveys. Some of the feedback included "lovely staff, great communication, very happy".

To prevent further disruption, our contractor's compound was set up in a void property. This minimised impact on the densely populated street, with deliveries also managed to arrive before and after peak traffic times. Waste was regularly removed and old bathroom and kitchen units recycled as much as possible. To minimise excessive storage required on site, we implemented forward ordering depending on the programme of works planned for the week. This typically included 5-10 units being ordered at any one time, which were delivered to our safely locked storage container and distributed to the homes being worked on.

