

Client	Location	Duration
Southern Housing	SW2	17 weeks

We delivered a programme of kitchen, bathroom and fire safety improvements to 77 occupied homes at Ixworth Place for Southern Housing. Working in a live environment, our focus was on minimising disruption, maintaining programme certainty and delivering high-quality outcomes for residents.

CHALLENGES

The project presented several challenges, including coordinating access to occupied homes, managing unexpected leaks unrelated to our works, and addressing high moisture levels within the building which impacted drying times for finishing works.

OUR APPROACH

We worked collaboratively with Southern Housing and the resident to coordinate access and maintain clear communication. Where leaks affected progress, we worked with the client team to ensure swift resolution. To mitigate moisture issues, dehumidifiers were introduced to maintain programme delivery and ensure quality finishes.

RESIDENT LIAISON & CUSTOMER EXPERIENCE

Resident engagement was central to successful delivery. Our team maintained clear communication, flexible scheduling and a considerate approach throughout the works.

Residents provided positive feedback on their new kitchens and bathrooms, highlighting improvements to their homes and overall quality of life. Feedback also recognised the professionalism and friendliness of our staff and operatives, with residents noting our team's willingness to answer queries and support them throughout the programme. We achieved 94% resident satisfaction.

SOCIAL VALUE

As part of our added value commitment, we invested £5,000 to install a new kitchen within the Ixworth Place community centre, creating a modern space for local groups and residents to use and helping strengthen community connections.

SUSTAINABILITY

Sustainability measures included waste segregation, reduced deliveries, use of low-emission vehicles and dust control to minimise environmental impact.

PROJECT HIGHLIGHTS

- 77 occupied homes improved
- Delivered on time and within budget
- 94% resident satisfaction
- £5,000 community kitchen investment
- Strong resident and client feedback

