

# Newham Homes Heating Plus Decent Homes Programme



Client:	<b>Newham Homes</b>
Contract Duration:	<b>August 2007 - October 2009</b>
Contract Value:	<b>£5m</b>
Contract Form:	<b>PPC 2000 with Framework Agreement and Strategic Alliance Agreement</b>
Contract location:	<b>All postcodes across the north of the London Borough of Newham</b>

## Description

Part of the Newham Homes Decent Homes programme, this phase of works involved the internal upgrading of kitchens, bathrooms and heating systems to over 20 high rise blocks in Newham.

## Challenges

The programme followed on from a previously successful high-rise block refurbishment scheme which delivered a high level of resident satisfaction, but at an unaffordable cost in terms of the Decent Homes budget available.

Resident expectations had to be managed carefully and value engineering used to deliver high production volume Decent Homes and maintain residents' high satisfaction levels.

Newham has a high BME population mix of over 50% and language communication with many tenants

was difficult. In a joint venture with Newham Homes, all documents used for resident communications were translated into several languages and local staff were recruited by United House to assist with translations.

## How we made a difference

United House established an arrangement with Newham College, and in partnership with our supply chain we managed to secure recruitment for six apprentices from the local area.

With the recent completion of the project, all of these apprentices have continued to work with our supply chain on other projects.

Our local labour levels for this project reached 65% at peak production.

Our CSR team has been active in Newham with fun days for each of the blocks and school visits for health and safety talks. We also sponsored

the Newham boys boxing club, upgrading their kitchen facilities and providing new kit.

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For more information, call 01322 665522 or email [info@unitedhouse.net](mailto:info@unitedhouse.net).

## CONTRACT FEATURES:

Packages ✓ Community Benefits ✓ Local Labour ✓ Training ✓ External Works ✓ Partnering ✓ Tower Blocks ✓