



PROJECT
CLIENT
VALUE

INTERNAL MODERNISATIONS FRAMEWORK
RUSSET
£3M PER ANNUM



Lakehouse secured its position on the Improvement and Efficiency South East Consortium's internal and external building works framework in June 2007. Russet is one of the consortium's members, and Lakehouse's south east regional office is responsible for carrying out the major 5-year kitchen and bathroom improvement scheme for residents in the Tonbridge and Malling communities.

Work includes the replacement of kitchens and bathrooms together with heating and electrical upgrades. Having an office based in the region has been beneficial and Lakehouse

has recruited experienced Contracts Managers with local knowledge.

Dedicated Resident Liaison Officers have built good relationships with the local community and regularly consult with tenants to make sure they are properly informed and fully involved in the decisions that may affect their daily lives, such as kitchen and bathroom choices and colour schemes.

Mrs Newton, a Russet tenant, is delighted with her new kitchen, *"I was a bit worried about having the work done and was concerned that it was all going to be too much for me but the workmen have done a wonderful job and were so polite and helpful."*

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Russet resident, Mrs Newton

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DIY WORKSHOP

On 24 February 2010 ladies rolled up their sleeves and learned how to do it for themselves during one of a series of free DIY workshop sponsored by Lakehouse.

The all women group tried their hand at painting and decorating at an empty property in Tonbridge. They also learned how to isolate valves and stopcocks in a plumbing emergency plus lots of health and safety tips, including the importance of wearing the correct protective equipment and reading instructions before starting any work.

Most of the ladies had little experience of DIY but Russet tenant Selina Boyd, said *“Even though it’s unusual for a lady I am a real DIY enthusiast and I’m always keen to learn more. I’m one of those people who enjoys taking something all apart if it doesn’t work to try and fix it.”*

Jacqueline Wilkinson, Russet Operations Director – Housing Services, said: *“We asked our residents what type of training*

they would find most useful and one of the top requests was DIY, covering simple day to day maintenance and repairs.

“Whilst all our properties are quickly prepared once a tenant leaves for the next occupant, we had one which had just become vacant. It provided the perfect place to hold the workshop allowing everyone to get really hands on and practise what they had been shown in a real life setting.”

ANNUAL FUN DAY

On 22 August 2010 volunteers from Lakehouse’s regional office in Borough Green joined residents and members of the local community for Russet’s annual fun day at Longmead Sports Ground.

The aim was to bring the community together to have some fun and to promote services and opportunities available locally. Attractions at the event included a dog show, bouncy castle, face painting, Beat the Goalie, Manga Art and DJ workshops, tombola, hog roast, and much more.

“The Family Fun Day was a fantastic opportunity for local people to come along to celebrate the great community life we have here. It’s a great way to meet people, have fun and find out what’s happening. We are grateful for Lakehouse’s support; we couldn’t have done it without you!”

Luci Napleton, Beat Project Coordinator