



**PROJECT**  
**CLIENT**  
**VALUE**  
**CONSULTANT**

MAJOR REFURBISHMENT OF RIVERSIDE HOUSE  
LONDON BOROUGH OF GREENWICH  
£7M  
PELLINGS LLP



As part of the regeneration programme for Woolwich Town Centre, Lakehouse was chosen to undertake the complete refurbishment of Riverside House East, consisting of a 5-storey low rise office building.

The Riverside House facility houses approximately 700 staff and this project involved complex phasing of the refurbishment of each floor of the building along with strategic office relocations.

Lakehouse originally tendered for the £2.5m refurbishment of Riverside House East but the project expanded to encompass a much wider refurbishment valued at £7m.

The refurbishment of 5 upper floors and ground floor included the upgrading of lifts, electrical mains and external works.

The works comprised a full internal fit-out including partitioning, suspended ceilings, new carpets, internal decorations, refurbishment of toilets, lift refurbishment, roofing works, installation of air-conditioning throughout

and complete mechanical and electrical works including CCTV, access control systems, local door control systems, audio and security systems.

A new public service reception has been created including facilities to provide revenue and benefits counter services and high-security cash offices facilities, with bullet proof screens, safes, ballistic doors and CCTV.

New offices and meeting rooms were installed to a new designed layout and a new link extension, reception area and communications office was also created.

The refurbishment involved partial occupation of all floors, at different stages of the project with full decant and relocation of office staff on other floors. Minimising disruption and loss of productivity to the business function during the refurbishment was of utmost importance to Lakehouse, therefore a decant strategy was effected and carefully managed by the Lakehouse project team and client.



Regular logistical programme meetings were held with the client, in order to co-ordinate the decanting of the staff and to ensure no loss of service..

Key to the successful relocation was liaison with the project manager, as movement represents significant upheaval for staff. We worked closely with both staff and the client's project manager to ensure complete satisfaction with the move process.

During the refurbishment, temporary walkways for pedestrian access (including disabled access) were constructed at the entrance of the building to ensure that disruption was minimised.

Secure hoardings, signage and services isolation were put in place to ensure full segregation between the building users and site staff. We ensured fire exits and escape routes were kept clear at all times.

There were a total of three lifts servicing the building which had to remain operational throughout the works. A lift refurbishment programme was developed with regular liaison between the project manager and building users. Lakehouse ensured that whilst one lift was being refurbished, the second lift was in use for the building users and office deliveries only and the third lift was in use for the site staff and delivery of materials.

A new server room was built with complete IT infrastructure being distributed throughout the building. The works included containment of existing IT services, with temporary electrical supplies and re-wiring.

Most of the relocation works were undertaken during the weekends to minimise the disruption to the building's working activities.