



PROJECT
CLIENT
VALUE
CONSULTANT

FRAMEWORK - INVESTING IN CAMDEN'S HOMES
LONDON BOROUGH OF CAMDEN
£413M
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In July 2008 Lakehouse was one of only two contractors to be awarded the £413M 'Investing in Camden's Homes' framework, making thousands of Camden residents a step closer to having vital repairs and improvements for their homes.

The contract was initially set up to run for a period of five years with an option to extend for an additional five years, and work commenced in Autumn 2008. Lakehouse is responsible for electrical work and Decent Homes in the south of the borough, covering everything from fitting new windows, kitchens and bathrooms, to upgrading wiring.

To fit with the Council's sustainability policy, wood timber frames are being used rather than UPVC and single glazed windows are being replaced with double glazed wherever possible.



The framework was awarded in July 2008, following a rigorous, two year tendering process and an extensive consultation with tenants and leaseholders on the choice of partners.

Cllr. Chris Naylor, Executive Member for Homes and Housing Strategy, said: *"This is a great step forward in improving the lives of thousands of residents by getting their homes up to a decent standard. Working with these major contractors means we can get on with the job more quickly and our long term relationship will give accountability to residents and help drive the quality of work we expect."*



OVERCOMING CHALLENGES

To increase efficiency and speed up the delivery and installation of kitchen units Lakehouse has sourced an alternative supplier, with a dedicated contracts manager who works full-time solely on the Camden project. The contracts manager is responsible for overseeing the surveying, planning, quotes and delivery of up to 100 kitchens a week, ensuring both parties are satisfied with progress.

The original three week lead time has been cut to just five working days, and we have managed to reduce delivery time for remedial goods from one week to just one day.

Previously, bulk deliveries were made to a central London location on an articulated lorry. Not every kitchen was required immediately, resulting in unnecessary storage costs as well as an increased risk of damage.

To combat these two issues, smaller delivery vehicles are being utilised, which also reduces the congestion around the capital, operating a just-in-time delivery process. This ensures that each kitchen is delivered when it is needed, remaining at the storage site in central London for less than 24 hours.

CELEBRATING MILESTONES

150 residents gathered at the Tybalds Estate to celebrate the end of the first year of the Decent Homes project with a community fun day.

The first year of the project was completed with 2,400 homes having been brought up to the Government's Decent Homes standard. 1,900 bathrooms and 1,600 kitchens were refurbished or replaced by that time.

A range of fun activities to promote health and wellbeing were on offer at the fun day organised by Lakehouse. Residents took part in cycle-powered smoothie making, burnt up some energy on the bouncy castle and then refuelled at the free fruit stall. Also on offer were face painting, an arts and craft stall, and a football competition.

Councillor Chris Naylor, Executive Member for Homes and Housing Strategy, Camden Council, said: *“Lakehouse spend a lot of time in and around residents’ homes while they carry out these essential improvement works. This is a great opportunity for them to get to know each other better. I’m thrilled that we have now completed the first year of works to invest in our residents’ homes - and what better way to celebrate than by having a community fun day?”*



NATIONAL SKILLS ACADEMY STATUS

On Wednesday 16 November 2011 an event was held to celebrate the second anniversary of the award of National Skills Academy (NSA) status to the Investing in Camden's Homes framework. Over the last two years people from across Camden have been given the chance to learn construction related skills first hand by working on-site. The project has so far trained nearly 30 local apprentices and has helped provide real knowledge and experience to young people through working with local schools and colleges.

The National Skills Academy for Construction model enables training at all levels to be delivered on a local basis, around major construction projects like this in Camden, rather than being delivered off-site in a pre-established training course.

At the event Steve Geary, Skills Strategy Director, CITB-ConstructionSkills, provided an overview of the National Skills Academy for Construction *"We are here today to recognise some remarkable partnership working between Lakehouse and its supply chain, Camden Council, the local community, training providers and ConstructionSkills. In an age when the media can be a bit cynical or questioning of the motives of businesses or local authorities, what we have here is a project that is improving the lives of local people that live and work in this part of London. Tenants and lease holders are having their homes upgraded, and,*

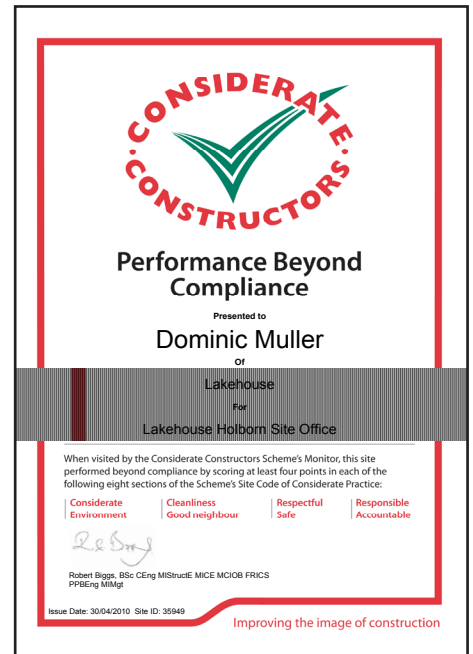
through the work of Fusnara, the Project Skills Co-ordinator and Claire Williams, the Project Manager, we are seeing education, training and employment opportunities created through Lakehouse and its supply chain."

BRINGING VULNERABLE PROPERTIES BACK TO LIFE

Camden is one of many London boroughs that has seen squatting numbers soar. The council already uses live-in 'guardians' – young professionals who pay limited rent to live in 'high risk' properties on a temporary basis until they are rented.

Lakehouse has been helping to refurbish some of these vulnerable properties, with a guaranteed speedy turnaround, to enable the council to fulfill its promises to local people who are in desperate need of somewhere to live. The team rose to the challenge when they were approached to fully renovate 244 Grays Inn Road, a one bedroom flat, together with 8 Gilbert Street (6 x one bedroom flats) in a mere six weeks. Work included new kitchens, structural changes, full rewires, full heating replacements, external repairs and full decorations.

As a result of their successful completion Lakehouse managed to secure a high profile restoration project at 9 Calthorpe Street, and a conversion project at 147-151 Grays Inn Road.



CAMDEN SITES RECOGNISED BY CCS

Two of Lakehouse's Camden sites – Holborn and Brunswick – have been awarded a Considerate Constructors Scheme (CCS) certificate for 'Performance Beyond Compliance'. Sites that register with the national initiative are monitored against a Code of Considerate Practice, designed to encourage best practice beyond statutory requirements. The main areas of concern fall into three categories: the general public, the workforce and the environment.

Registered sites are monitored by independent auditors through an eight point checklist that has been developed to encourage open conversation with site managers in order to ascertain performance levels.

To achieve higher scores, monitors look for initiatives and activities that go far beyond the basic expectations of the Code and, for the very highest scoring sites, initiatives that are considered exceptional and unique.

COMMUNITY SPIRIT

In December 2010 community spirit was the order of the day in Camden. Lakehouse volunteers and apprentices from the King's Cross Construction Centre took up shovels and brooms to help clear the snow and ice from some of the more vulnerable side roads and pavements in the borough.

In 2011 we're prepared for the bad weather, and Lakehouse volunteers are already on standby to help clear roads and pavements in Camden. Our delivery teams have forged close relationships with the local community and we're happy to join in to make it safer for local people to get out and about in the bad weather.