



PROJECT
CLIENT
VALUE
CONSULTANT

INTERNAL IMPROVEMENT FRAMEWORK
SUTTON HOUSING PARTNERSHIP
£5M PER ANNUM
BAILY GARNER, PELLINGS LLP



Lakehouse is carrying out Decent Homes work that falls into Sutton Housing Partnership's programme, fitting new kitchens to houses throughout Sutton, including Crown Road, where our regional office is based. The four year framework was awarded in December 2009.

Sutton Housing Partnership is currently planning for Year 3 of the programme, and surveyors are providing an independent assessment of the standard of those properties affected, so that Sutton Housing Partnership and Lakehouse can continue to improve homes for local people.

Resident feedback has been very positive; Mr and Mrs Major of Peterborough Road have recently had a new kitchen installed:

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Lakehouse will complete £4.5m worth of Decent Homes work to around 750 properties throughout Sutton by the end of March 2012, together with some DDA works including the installation of hoists and stair lifts, and alterations to form wet rooms.

BATHROOM POD INSTALLATIONS

Around £2m worth of bathroom pod installations are expected to be completed by the end of March 2012. The pods are replaced, connected and reusable the same day, with external cladding fitted and finished over the following two days, ready for snagging on day four.

RESIDENTS TAKE UP APPRENTICESHIPS

Lakehouse has been creating training and employment opportunities for Sutton residents. There has been a huge response for the roles of Customer Care Officer, Quantity Surveyor and Office Administrator.

Resident Jamie Lee is sixteen, and has recently left school. She has been successful in gaining one of around 50 apprenticeships that Lakehouse is offering, and is working at Lakehouse's Sutton office, based at Crownbourne Court. Getting a first step on the job ladder job has been a challenge

for local youngster Jack Kelly, who has learning difficulties. Jack has managed to get himself an apprenticeship, working with long term supply chain partner, Spicers, on the Decent Homes Framework. He is undertaking an NVQ level 2 in Maintenance Operations at East Surrey College.

LAKEHOUSE HELPS HOUSING HERO

Craig Ryan, a sheltered housing officer, was hailed a hero after acting to rescue a resident from a fire in her flat in September 2011. He quickly responded after noticing black smoke coming from the flat on St. Nicholas Way.

All 40 flats at Crownbourne Court had to be evacuated after a fire alarm sounded, with Craig calling on the Lakehouse team to help get people out of their homes safely and quickly.

Speaking about the incident, Craig said: *"There were several carers visiting residents at the time, as well as staff from Lakehouse, who helped to evacuate our residents. Everyone remained calm and we got everyone moved downstairs into the communal lounge quickly and safely."*