



PROJECT
CLIENT
VALUE
CONSULTANT

INTERNAL MODERNISATION FRAMEWORK
 NEWHAM HOMES
 £5.5M PER ANNUM
 NEWHAM HOMES, APM (LONDON) LIMITED



This four year framework was awarded in 2007, and covered approximately 1,500 homes; a mix of houses, flats and bungalows. Works varied from property to property, including internal modernisation and improvements, such as kitchen and bathroom replacements, and the maintenance, repair or replacement of components of the external elements. Some properties also required alteration to internal layouts or the construction of extensions.

In the first year, works focused on homes in Brentwood, Essex, a rural community with a large number of elderly tenants and/or tenants with disabilities. Kitchens were designed to accommodate a variety of needs, including the provision of anti-slip flooring for the infirm.

High levels of resident satisfaction were achieved, largely as a result of the excellent work of our Resident Liaison Officers and their attention to the individual needs of residents.

“We are totally thrilled with the outcome of the works carried out. Your workforce came into our home, and did so with complete care, and moved all our kitchen appliances without fuss. They were all very polite, hard working and professional.”

Residents Mr and Mrs Parsons, Northern Road, Plaistow





ANNUAL FUN DAY

As part of our commitment to the wider community, Lakehouse takes part in a variety of community fun days. One of these is Newham's Youth & Active Citizenship Safety event, which is held at the Priory Park Centre, East Ham, each year.

The event is organised by Newham Homes in partnership with Newceys (Newham Community Education and Youth Service) and the Boleyn Safer Neighbourhoods Team. It is designed to engage the community and encourage the involvement of local young people, by bringing Newham Homes' services out of the office to the doorstep of its residents and promoting safer, more secure communities.

One year the Lakehouse stall was used to provide healthy juice drinks free of charge for all visitors, whilst promoting local apprenticeship opportunities and advice on careers within the construction industry.

As well as providing prizes for the free draw, including a hi-spec bicycle and £100 worth of vouchers, Lakehouse organised an exciting football competition, challenging everyone to score as many goals out of a possible ten. The worthy winner was rewarded with prize vouchers.

BOSS DAYS WITH NEWHAM EBP

Lakehouse volunteers have worked with Newham Education Business Partnership to support its BOSS Days, which are aimed at improving 14-16 year old students' knowledge of the job application process.

Through a series of exercises that fit into 3 one-hour seminars, the programme concentrates on first impressions, personal skills/qualities, how to complete an application form/CV, and interview techniques.

Lakehouse has set up mock interviews to provide students with a unique chance to practice their job application and interview skills. The interviews are held at one of Lakehouse's offices or at the students' own school. Students are expected to complete an application form and apply for one of a number of job opportunities, based on standard job descriptions.

After the interview, the students are provided with verbal feedback on their performance, and written evaluations are provided to the school. Students benefit from gaining valuable experience of an interview in a 'real' setting. Around 13 secondary schools across Newham have a BOSS Day every academic year.