



<b>PROJECT</b>	EXTERNAL REFURBISHMENT OF FOUR STOREY BLOCKS OF FLATS, WALTHAM CROSS
<b>CLIENT</b>	BROXBOURNE HOUSING ASSOCIATION
<b>VALUE</b>	£3.2M
<b>PARTNERS</b>	ROBINSON LOW FRANCIS



## Broxbourne Housing Association

Better homes, better communities

Broxbourne Housing Association is the largest provider of social housing within the Borough of Broxbourne, having purchased properties formerly owned by the local authority, following a tenant ballot.

It owns and manages over 3,400 homes for rent, including houses and flats for families, couples and single people, and 12 schemes for older and more vulnerable people.

### PLANNED MAINTENANCE FRAMEWORK

Fishers Close is one of two estate projects secured by Lakehouse through Broxbourne's Planned Maintenance Framework. The £3.2 million project which involved the external refurbishment of four blocks, all four storey in height, was completed in August 2011.

The services are part of a high quality estate regeneration programme to approximately 3,000 properties, which also include a £4 million estate regeneration project at Coopers Walk, Cheshunt.

### SCOPE OF WORKS

- New UPVC windows
- New Sto insulated render system
- New gutters and down pipes
- New fascia and soffits
- Extension of the width of all upper level walkways
- New roof structure and roof coverings to upper level walkways
- New asphalt coatings to upper walkways
- Cladding system to walkway walls and ceilings
- Creation of upper level Juliet balconies
- Complete new electrical system, including communal lighting
- Complete refurbishment of six existing stair towers, including new roof structure, roof coverings, cladding system, windows, doors, floor coverings, new layout, decorations, handrails, plastering, doors, ironmongery.
- New bin stores with canopies
- New entrances with security fencing, gates and door entry systems.
- New paths, fencing, railings, soft landscaping, turfing and planting



### **PROGRAMMING WORKS TO MINIMISE DISRUPTION**

Works were phased at each of the four blocks. Each block is served by a pair of stair towers, and one of each pair remained in operation at all times to maintain access for residents and visitors.

At the end of each working day the site team ensured that all the stair towers were operational. Throughout the project, even those that were closed for general use, remained available for emergency use.

On the upper walkways, work was carried out in sections to ensure that only a handful of residents were inconvenienced at any one time. Residents were made to feel welcome in the respite area, which they were encouraged to use whilst work was undertaken in areas nearby their homes.

Phasing of the external works ensured that access was maintained at all times. This was achieved by setting up a

number of temporary pathways, and ensuring that only the front or rear entrances were closed at any one time.

### **IMPROVING ENERGY EFFICIENCY**

A Sto insulated render system was installed to all blocks. Expanded polystyrene particle foam board is fixed to the external fabric of the building, and a coloured render coat, which is self cleaning in the rain, is then applied. There are numerous benefits to using this type of insulation board - it is relatively inexpensive, lightweight, and can be rasped and shaped to fit around curves.

Together with the replacement of the windows and doors this has helped to increase the U-value of the buildings (a measurement of how much heat a building retains).

It's good news for residents, since this will help to reduce their fuel bills.

***“Our major investment in the improvements at Fishers Close has transformed these homes in terms of their appearance; energy efficiency and security. We could not have completed this work without the help and support of our residents who have been involved from start to finish.”***

**Ken Goodsell, Deputy Chief Executive of BHA**



## OVERCOMING CHALLENGES

The main challenges throughout this project revolved around keeping residents, visitors and the general public safe during the refurbishment works.

All the flats were occupied, and an element of high risk demolition work, including asbestos removal, was required. Much of the work around the upper walkways involved closing specific sections off, whilst providing a respite area for residents who were affected.

The site team liaised closely with Lakehouse's Resident Liaison Officers daily, to ensure that residents were kept fully aware of plans and progress.

## VALUE FOR MONEY

The works were carried out under the NEC 3 contract Option 3. Cost savings made by Lakehouse were shared equally with Broxbourne Housing Association.

## A HERO AT FISHERS CLOSE

On 6 July 2011 residents made the most of the lovely weather, and arranged a barbeque for the Lakehouse site team at Fishers Close.

A resident of neighbouring River Close came along to the barbeque with her three children. When her two year old, Hayden, started fitting and choking on his food, she called upon Site Manager Kim Christie for help. Kim arrived to find the baby still and not breathing.

A neighbour called for an ambulance while Kim performed first aid – removing the food from Hayden's mouth and placing him in the recovery position, before lifting his arms to try and open Hayden's airway. Kim splashed the baby's head with cold water to try and bring his temperature down. Hayden then started to breathe and cry.

Kim stayed with the resident and her son, both of whom were suffering from shock, to try to keep them calm until the ambulance arrived. The paramedics said that if Kim had not stepped in when he did, Hayden may not have survived. Thankfully Hayden made a full recovery.

## CELEBRATION OF REGENERATION

On 24 August 2011 over 150 Waltham Cross residents had fun celebrating the transformation of their homes in Fishers Close, thanks to the successful completion of the contract.

The Mayor of Broxbourne Councillor Eddy Rowland, and his wife, came along to see the work for themselves and meet residents who were delighted with the dramatic changes they have seen on their estate.

Lakehouse has insulated the walls and fitted new double glazing to help lower residents' heating bills. Home security has been increased with new front doors, fences, lighting and video door entry; walkways through the estate have been widened and additional paths created, as well as new bin stores to encourage recycling.