

Ian Williams on
behalf of
Housing 21:
Carlton Crescent



Project: Carlton Crescent



Task: Internal redecoration

Products used:

- Dulux diamond matt brilliant white
- Dulux diamond matt nutmeg white
- Dulux diamond matt 90BG42106
- Dulux diamond matt 12GY39101
- Dulux diamond matt 16GY66/078
- Dulux diamond matt 17GY27098
- Dulux sapphire salute matt
- Dulux waxed wood

Client: Housing 21

Background

Housing 21, is a not-for-profit organisation which strives to implement innovative ideas and excellent service into providing quality homes for its residents.

Housing 21 manages approximately 20,000 retirement and extra care living properties, operating in nearly 200 areas across the country. They dedicate 38,000 hours weekly to support residents with social care requirements.

Project Details:

Carlton Crescent offers 27 affordable retirement apartments. Located in central Stockport, residents are within walking distance of a plethora of local amenities.

Ian Williams undertook redecoration works to communal areas in Carlton Crescent. The project was delivered by two of our multi-trade operatives and two painters, including one apprentice; this was supported by subcontractors All Trades Electrical and Muraspec. Working alongside Housing 21's designer provided the optimal fusion of technical skill to create an attractive and inviting living area for residents.

The response to our work was outstanding and a significant difference was made to the wellbeing of the residents. We have an incredible relationship with the client and take pride in continuing to grow this.

"Operatives on site are excellent. Not only do they deliver works to a high standard, they liaise well with residents and staff, and leave the work area clean and tidy at the end of the day."

David Johnson - Senior Building Surveyor



The Challenges...

Key challenges in this project included:

- **Working in operational residential areas:** mindfulness and respect towards residents' needs and comfort was a key aspect of this project. All areas of work were in regular use and therefore additional consideration for minimising disruption and barricading areas of work had to be taken during programming stages. Fundamental areas, such as the kitchen, were completed first to restore the daily living requirements of residents; this provoked a challenge in itself due to the labour demands associated with installing and redecorating a kitchen within restricted timescales. Despite this, with the residents' needs at the forefront, we completed to specification and programme.

Due to the occupied status of the building, communication throughout the project was essential. Prior to commencement, residents were notified of works by letter, outlining our programme. Our contract manager ensured regular engagement, progress updates were maintained throughout between Ian Williams, the client and residents. This included hosting coffee mornings (outside or inside, subject to COVID restrictions), allowing residents to meet our team, making them feel included and comfortable approaching us.

- **COVID-19:** works were undertaken during the COVID pandemic. The safety of residents and operatives was critical and therefore special precautions were taken to maintain this, including: daily COVID tests, sanitisation stations and mandatory face masks. Our standard way of working had to be adapted; separate vehicles and lone working were implemented, access to indoor welfare facilities restricted and a separate entrance utilised for our operatives to minimise contact with residents. Effective coordination had to be maintained during periods of limited contact between operatives, whilst ensuring that appropriate precautions were being consistently enforced.

- **Materials storage:** limited storage space was available on site due to the residential nature of the building. Wherever materials were required to remain on site, these were securely barriered off to prevent access to residents. A further solution was the utilisation of a storage container in the car park, significantly minimising the volume of materials on site.



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