

Project case study



Customer Name
Plymouth Community Homes

Contract
Supply and Installation of Kitchens and Bathrooms and Necessary Associated Works

Project features

- Kitchens and bathroom installations and associated works
- 5 year contract
- Houses, flats, bungalows and bedsits
- Approximately 480 properties a year
- Structural works
- Adaptation works

Advantages/benefits

- Experience of working in occupied properties
- Dedicated Resident Liaison Officer
- Direct employed, local labour who had knowledge of the local area
- 10 properties completed per week
- Experience of working with vulnerable residents



Contract details

Plymouth Community Homes is an established not-for-profit housing association based in Plymouth. The association was created to take over the ownership and management of Council homes in Plymouth

Ian Williams provided kitchen and bathroom installations to residential properties in Plymouth. Properties included houses, flats and bungalows of varying sizes. The project was programmed in geographical areas to minimise the Operatives' travel time.

The works included tiling, decorations, flooring, plastering, gas works and some electrical works including ring mains and fans. Ian Williams also had to undertake structural works to some properties to adhere to the client's requirements. We sought advice from structural engineers to enable us to undertake demolition works.

We worked closely with PCH's Occupational Therapist throughout to ensure Residents received the product and service they required. Many of the properties required adaptation works, including the installation of wet rooms or lifetime bathrooms.

To ensure we provided a sustainable service our materials were delivered directly to site and 'just in time'. We employed a dedicated person to collect waste from site to ensure that all materials were recycled appropriately.

'Ian Williams have done a brilliant job. I love it! (IW) can be trusted and get the job done'

Jackie Palmer
PCH resident