

## Case Study:

# Internal Refurbishment, Sheltered Housing, Sale

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### Introduction:

Townscroft Lodge Independent Living is a sheltered residential development located in Ashton-on-Mersey in Sale, Cheshire. Owned and managed by the independent housing company, Trafford Housing Trust, it comprises 52 properties, all supported by a 24 hour response team. All the apartments are designed to enable independent living and, accordingly, they boast their won bathrooms and kitchens.

Set in a leafy residential area, the properties themselves include one-bedroom flats in the main two and three-storey buildings, plus a number of two-storey flats in some of the outlying buildings. All the properties are built around a central area that features private gardens and parking.

In 2016, the Trust commissioned Sustainable Building Services (UK) Ltd to carry out a full extension.

### The Project:

The new extension project called for new front doors, which were to be linked to a WiFi-enabled access control and the construction of new community areas. This would help to improve the existing communal facilities, which included a large lounge and dining area, a laundry and a commercial kitchen.

SBS delivered all the building services necessary to complete the project, which also included the fitting of new lighting, heating systems and high performance flooring. Further works included asbestos removal, electrical upgrades, ramped access, the creation of new suspended ceilings, and the installation of CCTV and fire alarm systems.

The flats were scheduled to remain occupied while works were being undertaken, so the SBS team developed an effective communications plan based on long experience of working in occupied properties. It produced suitable literature to explain the project to residents, and worked closely with Trust staff to ensure that any vulnerable residents were properly supported and informed.

The work itself then progressed very much to plan. In addition to managing the extension, SBS also carried out landscaping work in the central garden and parking area.

### Year:

2016

### Approx Value:

£464,457

### Client:

Trafford Housing Trust





**Results:**

The work was delivered on time and on budget. Resident feedback was very positive, and the team met all its key performance indicators for quality, environmental management and customer satisfaction.

Describing the results, Colin Savage, Director of BTP Architects said: “Sustainable Building Services have completed high quality alteration and refurbishment works on behalf of Trafford Housing Trust, on several occupied sheltered accommodation complexes in Manchester involving elderly and frail residents. Works were carried out in challenging conditions due to the vulnerable nature of these residents... The team have demonstrated high levels of professionalism throughout, showing courtesy and respect to those affected by the works. Workmanship was also delivered to a high standard and well supervised. I believe Sustainable are a competent, capable and flexible contractor and I would have no hesitation in recommending them for future projects.”

Over the course of 2016, SBS and Trafford Housing Trust developed a strong relationship that also saw a major refurbishment project at Victoria Court in Stretford, Greater Manchester. (This is detailed in a separate case study.)

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