

CONNAUGHT
PARTNERSHIPS
& SOUTH
ESSEX HOMES



Anglian Building Products were delighted when both Connaught Partnerships and Southend-on-Sea based ALMO South Essex Homes asked them to undertake PVCu window and door replacements as part of their Decent Homes project .

Working as part of an integrated team, Anglian works alongside other contractors to deliver a complete modernisation programme to a housing stock in excess of 6000 properties. These works include replacement bathrooms, kitchens, central heating, electrical re-wires, windows, doors and roofs.

Now approaching year three of the programme Anglian have completed works to over 600 properties. The decent homes project also received a huge boost in February 09, when the Audit Commission confirmed that the Arms Length Management Organisation was delivering a 'Good, Two Star, service, with Promising Prospects to improve further'. This award provides access to an additional £58m of funding for the project which will complete in 2012/13.

Anglian continues to provide a range of service options to suit the projects needs including resident liaison support, fenestration survey, drawings for planning applications, product manufacture and installation.

Resident engagement is a key part of successful project delivery and Anglian has developed a bespoke Resident Information Handbooks, Door Choice Forms and a dedicated Care and Maintenance guide for this programme.

' We are very pleased with Anglian's professional approach throughout the contract. Working together as part of our integrated team, we have delivered on programme with excellent levels of customer satisfaction'.

Pete Porpora, Contract Manager for Connaught Partnerships





Maureen Gregg, Contract Manager for Anglian says 'Anglian are delighted to be working jointly with Connaught and South Essex Homes and we look forward to another successful year together as we approach the third year of this refurbishment programme'.

Paul Longman, Asset Manager for South Essex Homes says 'We have been very impressed with Anglian Windows performance and commitment to Resident Satisfaction over the past 2 years and look forward to continued success together in the future'.

Anglian appointed their first female Project Manager Maureen Gregg to manage the project for South Essex Homes, Maureen had gained a valuable experience in her previous roles which include Resident Liaison and Project Administration. Her promotion has been supported by a bespoke NVQ based training plan, clearly demonstrating Anglian's commitment to equal opportunities, training and development.

Anglian's high performance standards have also been demonstrated during this programme as 97 per cent of residents surveyed were satisfied with the overall performance of Anglian, and all residents also felt that little or no disruption was caused to them during the installation of their new windows and doors.

Anglian supports the annual Southend Tenants and Residents Federation community 'Tie-in-day' alongside the other partners, with the project team on hand to provide product demonstrations, varying needs options and answer any questions posed.

CONTRACT DETAILS (windows and doors)

Date	2007 (Four Year programme)
Main contractor	Connaught Partnerships
End Client	South Essex Homes
Contract	Decent Homes Refurbishment Programme
Project value	£2m+
Product specification	70mm PVCu Casement Windows and Doors

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