

# Holden Point Housing Disabled Adaptations

Job

for life

Client

for life

CARMELCREST

Sector: Local Authority & Healthcare  
Client: The London Borough of Newham  
Value: £150,000  
Duration: 14 Weeks



**Holden Point and Centenary House are Council owned Housing Support Facilities for the physically disabled. In light of Carmelcrest's and the LB of Newham's shared objective; to improve the lives of disabled clients living in the borough, Carmelcrest were awarded this contract at competitive tender.**

In strict conformance with DDA (Disability Discrimination Act) regulations, the following services were delivered:

- Installation of external concrete access ramps;
- Internal disabled wet room adaptations for wheelchair users;
- Disabled adaptations to showers to create low level access;
- Refurbishment of toilet washroom facilities, adapted for the disabled;
- General Internal refurbishment works including Mechanical and Electrical installations (Plumbing, lighting, Air-conditioning etc.);
- Automatic door operator systems for assisted access.

## Special Measures

The facility was occupied while works took place. We were very sensitive towards the concerns of the residents, having worked within these types of delicate occupied environments for over 33 years. We appointed a dedicated RLO (Resident Liaison officer) to facilitate the users requirements.

Our DBS (Disclosure and Barring Service) cleared in-house operatives received site specific customer service training before works commenced. While, in close partnership with the council, our friendly Resident Liaison Officer conducted weekly visits to the site, ensuring all occupants were happy and undisturbed. In line with a high-quality delivery, our main priority was the safety and wellbeing of the occupying residents.

## Outcome

To an extremely high-quality, the project was completed on time and within budget. Zero complaints were received.

