

CLIENT OF THE YEAR



London & Quadrant Housing Trust

Faithorn Farrell Timms

Putting the client at the heart of the decision-making process proved a winning formula for London & Quadrant Housing Trust, which has successfully refurbished thousands of homes in Lewisham.

It has received 97 per cent resident satisfaction since 3,600 homes in the borough were transferred from the council to the housing trust as part of the Lewisham Stock Transfer Project.

The trust worked with Faithorn Farrell Timms and Martin Arnold Associates to engage with residents before implementing a five-year £69 million programme of major repairs and environmental improvements to 3,600 homes in the borough.

Residents have not only enjoyed new fixtures and fittings but also a greater choice over colour and finish, giving them a greater sense of ownership. Satisfaction levels have been high, with many selecting optional extras and taking more pride in their homes, contributing to a general uplift in the neighbourhood.

At the start of the project, a 100-day environmental improvement programme was mobilised and following that 1,850 properties were refurbished to “decent homes plus” standard, with newly-fitted and decorated bathrooms and kitchens, in just 15 months.

www.effefftee.co.uk



JUDGES' COMMENTS

“The applicant demonstrated a clear vision and mission statement and made genuine efforts from day one to deliver more than their residents had come to expect. The residents bought in to the project and embraced the improvements that were made to the benefit of the scheme as a whole.”

FINALISTS

Royal Mail Group Property
Watson Batty Architects Ltd

Oxford University Hospitals
NHS Trust Coaction Management

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