

## Case Study

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**Client...** Cheshire West and Chester Council

**Properties..** Various across the borough from Hi-rise to bungalows

**Description...** Kitchen and Bathroom Adaptations



### Scope of Works

Over a two year period the planned programme of over 200 adaptations to kitchens, bathrooms and properties (internal and external) across a selection of premises owned by Ellesmere Port and Neston Council.

During the scheme the residents were subject to a change in name of their landlord due to a redefining of council boundaries.

The Cheshire Consortium of Council properties was divided into two distinct areas – Cheshire West & Chester and Cheshire East.

In 2009 Ellesmere Port and Neston became Cheshire West and Chester Council.

## Tenant Consultation

With such a major scheme involving vulnerable people it was crucial that tenants were informed of what will happen, why it will happen and when it will happen.

To this end the Integral Project Manager visited each property before commencement of the work to walk the tenant through each stage of the installation.

Once work was completed a satisfaction survey was carried out of all properties in an attempt to collate a consensus of opinion that we could review with the client and use to improve our service.



## A Planned Approach

To ensure an integrated and efficient delivery of services it was essential at the onset to plan and programme the work and workforce to suit the requirements of the project.

As each property required a different set of skills it was soon evident that the majority of the workforce would need to be multi-skilled.

The assembled team included:

- Plumbers
- Plasterers
- Joiners
- Floor layers
- Electricians
- Multi skilled Supervisors

External operations included the construction of a ramp and handrails for wheel chair access and external lighting operated by sensors.



## Specification

The specification of materials included a number of specialist products from a variety of manufacturers.

After visiting site with the client's representatives to determine the range of products required for each property the Project Manager would then plan for delivery of materials to 4 - 5 properties a week.

With such a diverse selection of products and a varied plan of works for each property this became an important part of the operation and made the organisation of suppliers a crucial element to the success of the project.

Specialist products included:

- Clos-O-Mat automatic WC's
- Monks bench adaptations
- Remote controlled shower toilets
- Toilet lifts
- Altro Marine 20/T20 flooring
- Low level baths
- Sealed steam proof lighting units
- Drop down rails

A focussed approach to the organisation of labour was essential to ensure minimum disruption to the residents and as such on site supervision by multiskilled operatives was overseen by the Project Manager.



## Kitchens

In most cases the kitchen installations were the most labour intensive as the amount of structural alteration to the property meant that the whole size, shape and layout of the room had to be changed.

This involved removing pantry areas which would increase the floor area and allow for a larger more spacious living area, this often involved installing new lighting, extractor fans, cooker points and electrical power points



## Bathrooms

To enable a full refit existing bathrooms had to be removed and all walls and surfaces refloored and retiled. The installation of specialist equipment required careful planning and liaison to ensure that resident's requirements were understood and met.

Every property was inspected during and after the works to ensure the installation had been completed to the resident's satisfaction.



*'Integral came to replace my bathroom and I was so impressed with the standard of work. It looks fantastic and has made a real difference to my home'*

Mrs Swinney – Ellesmere Port resident

## Completed Bathrooms

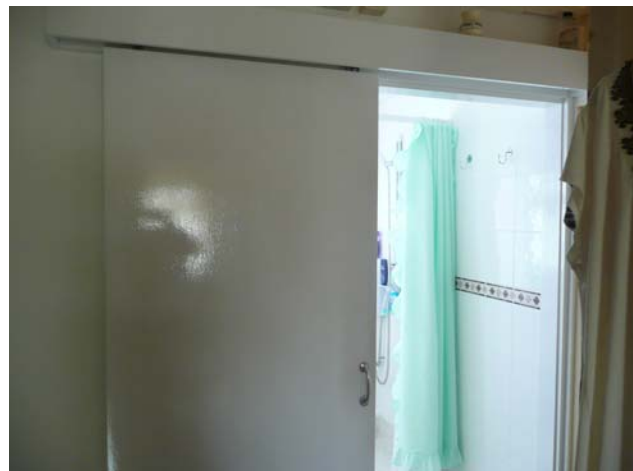
From the installation of sliding bathroom doors, to the complex Clos-O-Matic system the variation of adaptations to tenants bathrooms can be seen in the pictures below.



The Clos-O-Matic shower toilet with a remote control lift (left) and a thermostatically controlled care shower with handrails (above)

A sliding door installed to assist ease of access to wetroom (right)

Laid to fall wetroom floor with Harmer/Mc Alpine gulley with trap (below)



As all adaptations were from bathroom to wetroom any existing cubicles were replaced with shower rails and curtains, all walls were tiled and boxing in was completed in UPVC.