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*Improving the Safety  
and Comfort of  
Gateway Housing  
Residents.*

## CLIENT

Gateway Housing Association

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## CONSULTANT

Ridge & Partners LLP

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## PROJECT

Replacement of timber windows and doors, external upgrade works

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## LOCATION

Tower Hamlets, London

## MEET THE CLIENT

Gateway Housing is a community based Housing Association with 3,000 properties primarily in Tower Hamlets.

## THE CONSULTANT TEAM

Ridge is a renowned build environment consultancy with multidisciplinary expertise in the residential and housing sectors. They provide tailored solutions for every RIBA stage, from site appraisals to construction and handling projects from social housing to prime estates.

## A SPECIALIST WORKS PACKAGE ACROSS HUNDREDS OF PROPERTIES

The Manufacture and Installation of Replacement windows and doors across over two hundred social housing properties.



CONSULTANCY



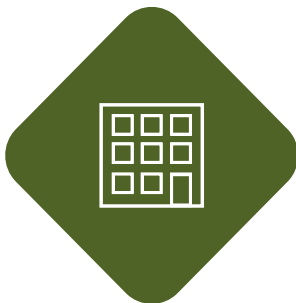
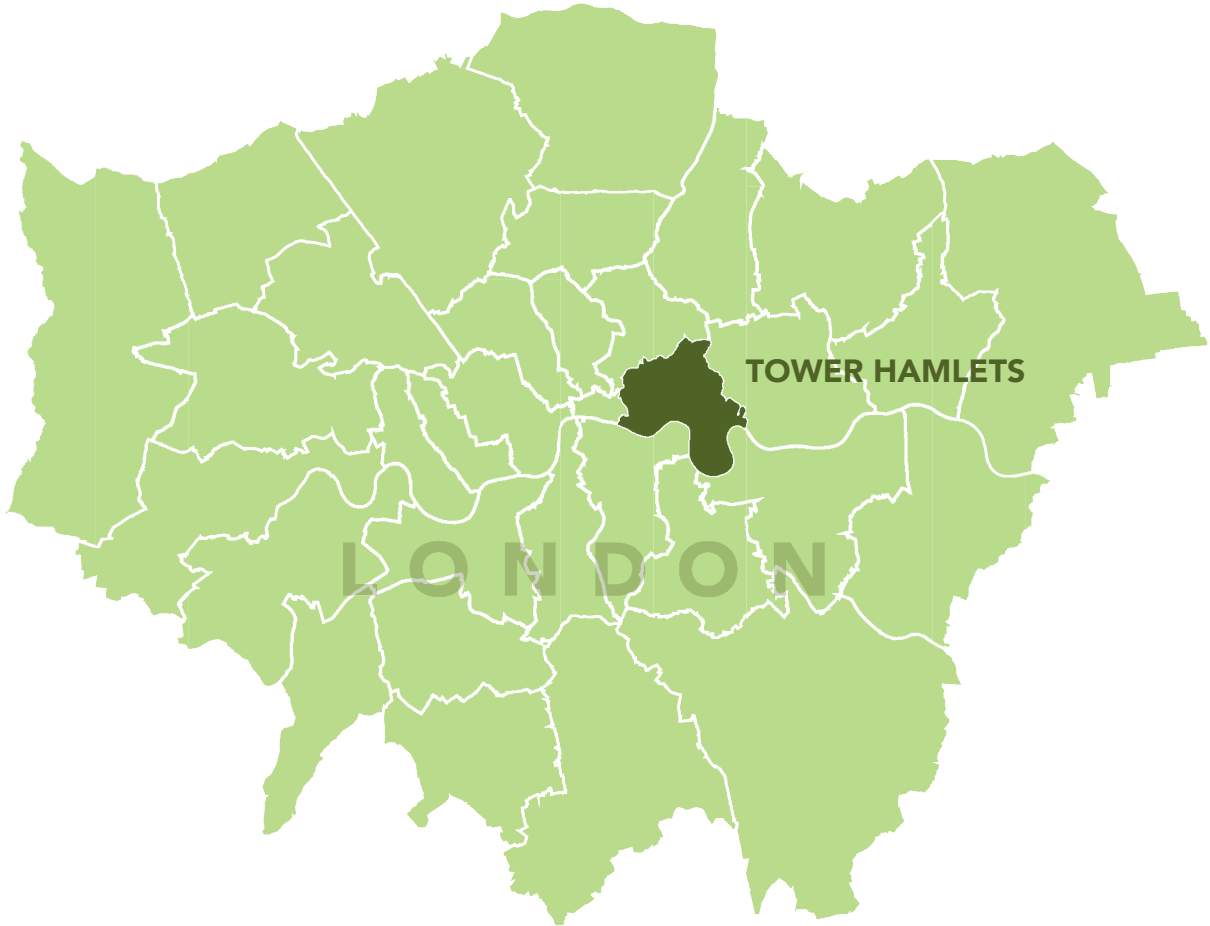
REPORTING



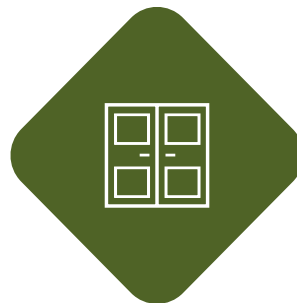
MANUFACTURE



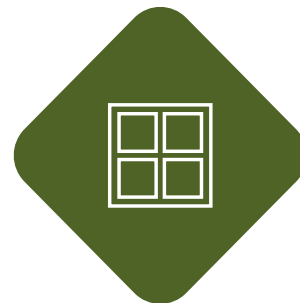
INSTALLATION



**200+**  
Social Housing  
Properties



**300**  
Timber  
Doors



**1,300**  
Timber Framed  
Windows

## Managing a specialist works package for a client with hundreds of properties can be a real challenge.

With vulnerable residents, tight deadlines and strict compliance requirements, finding contractors you can trust is crucial.

You need a partner who understands the challenge firsthand and has a plan in place for smooth delivery first time: a partner with excellent credentials, industry-leading products, and an up-to-date knowledge of all compliance and conservation requirements.

For Mike Osborne, a leading contract administrator and quantity surveyor for built environment consultancy Ridge, Heron Joinery is that partner.

### THE CHALLENGE: IMPROVING SAFETY AND COMFORT FOR RESIDENTS

Gateway Housing Association is one of the largest providers of sheltered housing and care in Tower Hamlets in the East End of London, with a significant property portfolio and a thriving residential community. Regular maintenance of the properties is essential to maintain excellent living standards for its residents.

Mike's team at Ridge was engaged to create and implement a large-scale package of works which included replacing old and poorly-conditioned windows and doors, to make them safer, more efficient and more secure. The work needed to meet both Gateway's specific project requirements, and stringent compliance standards, and be designed to work sensitively with residents.



### EXPERT PLANNING, FIRST TIME SUCCESS

The quality of Heron Joinery’s reputation preceded even their first contact, according to Mike: “I’d become aware of Heron Joinery products on another scheme, and knew them to be robust, solid, compliant, and well installed.”

At the initial progress meeting, it was clear to Mike that Heron Joinery shared his exacting standards in program delivery:

“I was impressed with them from that very first meeting. The program they shared displayed real depth and experience. The plans even included areas of ‘float’ that could be used to move work around and mitigate any delays to suit the needs of the residents. From day one, there was a flexible approach focused on the resident.”

In a phased package of work spanning three years, Heron Joinery has worked closely with the delivery team to fit, manufacture, and install almost 1,300 timber windows and 300 doors in over 200 properties. The success of the work has led Gateway to extend the contract by two more years.

### RESOLVING PROBLEMS

Heron Joinery’s commitment to getting things right the first time pays dividends in customer satisfaction. With meticulous planning and effective communication, issues can be sidestepped before they arise.

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*Heron Joinery delivered the most comprehensive valuation documents I’ve ever seen. I can look at each property and see exactly how many windows went in, and how much each element cost when it was installed.*

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*We’ve only ever had a single complaint, which Heron Joinery quickly and smoothly handled. Given the number of properties we’ve worked on, that works out at just 0.5% complaint record, which is unheard of.*

## A ONE STOP SHOP FOR CONSTRUCTION SUPPORT


Expert planning and robust, compliant products aren't all that Heron Joinery has delivered. Heron Joinery's wide range of specialist services have helped Mike and the team at Gateway make critical decisions in other areas.

From initial condition surveys to drawings and planning to installation and maintenance, Heron Joinery's consultative approach offers a 'one-stop-shop'.


## A PARTNERSHIP BUILT FOR SUCCESS

Building control, planning permissions and conservation approvals adds uncertainty to a project, but Heron Joinery's reliability and professionalism provide much-needed stability.

With respect, professionalism, and a commitment to improving the comfort and security of residents, Ridge, Heron Joinery and Gateway are working smoothly as a team.



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*Our goal is to deliver as one unit. We all share the same goal. And that's the difference between a lot of contractors and Heron Joinery.*



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*When Heron Joinery say they are going to deliver, I know they will, and that they will communicate at every step of the process.*