



# Quality of Delivery

Modester Anucha – Director of Housing, Hounslow Council



# Why it Matters

- We are building for multiple and diverse range of users with individual needs.
  - Tenants
  - Leaseholders / shared owners
- And the properties have to be managed !



# Think

Accessibility

Day to day  
management issues

Compliance  
arrangements

Value for money /  
affordability

Outdoor / Open  
spaces

# Accessibility

Common problems :

Baths as opposed to level access showers in disabled units

Lack of door automation in flats, often several communal doors for a disabled person to navigate.

Electric showers that do not have antiscald settings

Lack of adequate turning circles( developers relying on building regs)

Lift sizes only comply with minimum standards therefore wheel-chair user can only go down or up on their own

One lift in building

Kitchens that do not flow i.e. position of hob, sink and oven need to be in close proximity.

# Management

Lack of storage cupboards

Complex heating systems that residents cannot use

Inappropriate flooring that is difficult to clean

Paint that washes off when you try to clean

Bin shelters in wrong places encouraging fly tipping

Open electrical sockets in communal areas which allows residents to access landlord's electricity leading to complaints by other tenants

Gaps between staircases and walls allowing for litter, liquids( including urine) to go down the walls on all floors

Slats on communal areas which are difficult to clean and collect dust

Barks or stones in flower beds which gets strewn all over communal pathways.

# Compliance



# Value for Money /Affordability



Complex buildings require complex management arrangements and attract high service charges



Return on Investment – cost of development considerably higher than sales value .



# Outdoor/ Open Spaces



ALLEYWAYS NEXT TO NEW  
DEVELOPMENT IS A BAD IDEA-  
PUT THE FENCES.



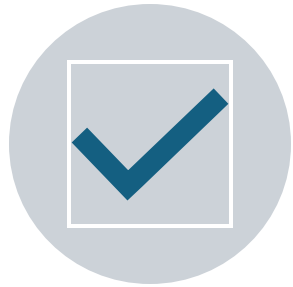
TREES PLANTED CLOSE TO  
COMMUNAL PATHWAYS



TYPE OF TREES – NOT ONES THAT  
ARE LIKELY TO GROW TOO MUCH  
IN THE FUTURE



# Our solution



Working towards a  
Hounslow Specification



Developed a new protocol  
–early engagement with  
all stakeholders



Regular reviews through  
out the lifecycle of the  
development



Lessons learnt from  
schemes