

Sector footprint for:

## Working In Occupied Homes



**Our approach to working in occupied homes has been developed to ensure resident comfort, safety and security throughout the process minimising the affect on their daily lives.**

### Ensuring your customers satisfaction

Our fully trained Resident Liaison Officers are at the heart of every refurbishment and improvement programme, working closely with residents, keeping them fully involved and informed every step of the way.

All our teams work to a specifically designed Code of Conduct and Customer Charter. These instil respect and consideration into the heart of what we do and support excellent levels of customer satisfaction throughout the process, achieving an average of 89% in 2012

### Communication and engagement with the wider community

Through our frontline teams and our Community Projects Manager, we frequently get involved in community life by supporting local events, schools and groups, working closely with Tenants and Residents Associations.

Our approach to communication and engagement throughout the process is support by our membership to the Considerate Constructors Scheme and Business in the Community

### Ensuring quality is right first time

We recognise our people as our single biggest asset which is why Seddon employees are amongst the most highly skilled and trained in their relevant job areas. Our large, locally based, direct workforce undertakes the vast majority of housing improvement works, which provides our customers with continuity in quality standards.

We train for the industry and currently employ over 83 trainees and apprentices, which represents 11% of our workforce. Our on-site quality management systems, including close liaison with each client's team, ensures all work is inspected and signed off before commencement of the next task.

### Supporting the local economy

In addition to our direct workforce we develop a niche local supply chain for each project to ensure quality of product and service boosting the local economy and leaving a legacy of strong vibrant businesses. We develop Small Medium Enterprises (SME's) and social enterprises to ensure that they have the skills and support to undertake the works and continue to thrive beyond the programme of works.

To protect customer's belongings, we always use Corex protection on flooring and dustsheets over furniture. Dustsheets are, however, quite cumbersome and do not generally come in made-to-measure sizes.

Through our partnership with Liverpool Mutual Homes, we approached a local seamstress (Romance and Design), who had started her own business to enquire as to whether she could make up bespoke dustsheets to cover specific items, ie. white goods, sinks, toilets, etc. She now provides us with made-to-measure items for each customer's possessions, ensuring complete protection without the danger of the dustsheets slipping or becoming a trip hazard.

***“Strong Community Investment is at the heart of what we do”***

**Maggie Heap**  
**Community Projects Manager**

- 18% of the Company's Operating Profit invested in CSR initiatives
- £77k monies raised/donated to charitable causes
- £7.23 value created for every £1 spent on CSR initiatives
- 18 charity events organised
- 45 community events
- 12 CSR awards presented
- 33 communities benefitted by Seddon involvement
- 90 units of blood donated
- 97% waste recycled nationwide
- 13,000Kg CO2 emissions saved





## Seddon are one of the first major contractors to achieve PAS 20130 accreditation and Green Deal Installer status.

Working with a wide range of Registered Providers, Local Authorities and Arms Length Management Organisations, we provide a fully-planned, preventative and refurbishment services for individual homes.

Our experience spans low, medium and high-rise properties, as well as communal upgrades and environmental improvements. We undertake lifecycle replacements, upgrade programmes and adaptations. We refurbish around 4000 homes per year – from retro-fitting a 1960s tower block to large and small scale investment programmes involving the replacement of kitchens, bathrooms, upgrading heating systems, replacing windows, doors and roofs.

We have made homes warmer, more comfortable and economical to run. In the last five years, we have delivered energy-saving measures to more than 5,000 homes, and are one of the first major contractors to achieve PAS 20130 accreditation and Green Deal Installer status.

## We are improving over 4,000 homes per year undertaking the following services:

- CERT, CESP and future ECO funded works to qualifying non-traditional properties and high-rise dwellings
- Provision of retro-fit and micro renewable technologies
- Kitchen and bathroom replacements
- Central heating and boiler installations
- Window and door replacements
- General building works
- Pre-decorating repairs and painting
- Electrical rewires and upgrades
- Soffit, fascia and rainwater goods renewal
- Roofing repairs and replacement
- External improvement packages
- Environmental works
- Disabled adaptations



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SeddonTV

BUILDING



PAINTING



MAINTENANCE



For more information about our services please visit our website at:

[www.seddon.co.uk](http://www.seddon.co.uk)

**Seddon**

SOLUTIONS FROM A SINGLE SOURCE