

APPENDIX 1

1 EXAMPLES OF PROJECTS FROM 21/22 PROGRAMME

Throughout 2021/22, officers and contractors have worked hard to deliver substantial investment works which will help transform customers lives. Below are examples of some of the type of work carried out in the last 12 months.

2 **Kitchens & Bathrooms (K&B):** The delivery of K&B's has progressed well within the 2021/22 programme. Prior to the contract, SHG procured a new Kitchen supplier (Moore's Furniture Group), due to substantial cost increases from Magnet. SHG and Three Sixty have worked hard with Moore's to minimise delays and supply chain issues, due to Covid 19. The works include the installation of new kitchens, bathrooms, separate WC's and level-access showers. These works include plastering, tiling, electrical upgrades, vinyl flooring as well as the installations of new modern, stylish kitchen and bathrooms suites.

- Contract Value - £523k
- Contractor – Three Sixty
- Number of units completed – 10 Kitchens, 17 Bathrooms, 6 WC's and 5 Level Access Showers

The K&B programme will continue to run into 2022, with new properties, added to complete the full allocation for 2022/23.



Pictures Above: Examples of new Kitchen Installs at 167 Garners Lane

3 Re-Roofing and Wall Finish: Starting in June 2021, the Roofing and Wall Finish programme continued to deliver works throughout the year, achieving practical completion in April 2022.

Delivered by Three Sixty the works completed during this period included, 98 new roofs, 7 roofline replacements, 78 primary and secondary wall finish improvements and 9 responsive roof replacements.

The team have continued to work through the ongoing challenges of Covid 19, such as mandatory isolation periods, increasing case numbers due to new variants and increasing material delays and cost increases.

- Contract Value - £1.9m
- Contractor – Three Sixty
- Number of units completed – 98 new roofs, 7 roofline replacements, 78 primary and secondary wall finish improvements and 9 responsive roof replacements.



Picture Above: Roof covering replacement at Ambleside Road, Reddish.

4 Offerton Masterplan: The Offerton Masterplan has been a four-year project with 2021/22 seeing the final phase and its completion in April 2022. This project is a great example of 'Big Impact'; gaining economies of scale that leaves a lasting legacy within a community. The works include estate regeneration with thermally efficient facelifts to the exterior walls, new roofs and rooflines, enhanced landscaping and new fencing works with new build development also taking place. Whilst these works were predominately carried out by Three Sixty, B4Box also carried out elements of fencing works to enhance the overall scheme.

- Contract Value - £1.26m, £1.1m (Three Sixty) and £141k, (B4Box fencing works)
- Contractor – Three Sixty & B4Box
- Number of units completed (2021/22) – Roofing & EWI - 66, Roofing Only – 5, New Fencing – 61 and New Outhouse Roofs – 7



Picture Above: Examples of New Roofing, Cladding, Brick Slips, and GRP Outhouse Roofs.



Picture Above: Examples of New Fencing/Gates. (Solar panels removed & refitted)

5 Fire Sprinklers: In 2019, following extensive consultation it was concluded that SHG would install fire suppression sprinklers across all the 22 high-rise tower blocks. These works commenced in 2019/20 and concluded in April 2022. During the 2021/22 programme 20 high rise blocks have now been completed and commissioned, with the remaining 2 blocks following over the coming months.

The team have installed 1579 sprinkler systems, out of a total 1718 required. The remaining 139 properties are a mixture of no access and refusals. The team are now working on a 10-year strategy to complete the remaining properties.

- Contract Value - £8.2m over 3 years
- Contractor – Protect24
- Number of units completed – 7 tower blocks (4 remaining blocks completed and awaiting commissioning)

6 Flat Entrance Doors: As part of the wider SHG fire strategy, significant investment has been made in the improvement of fire safety to individual flats and communal areas. During 2021/22, the team have fitted 119 fire rated, flat entrance door sets to tower blocks at Heaton and Norris. In partnership with Three Sixty and EDSI (Door-set supplier) the new doors ensure SHG provide our customers with a tested, 30-minute front door which will keep them safe in the event of a fire.

- Contract Value - £388k
- Contractor – Three Sixty
- Number of units completed – 119 flat entrance doors



Picture Above: New Fire Rated Flat Entrance Door

- 7 Cross Corridor Doors:** Continuing with SHG's commitment to fire safety, Three Sixty have installed 141 fire rated cross corridor doors to high rise blocks at Radnor, Beaver, Voewood, Heaton and Norris.

13 door-sets are to be carried into the 2022/22 programme, due to additional compartmentation works being required to ceilings in the communal areas. Works to the remaining blocks will be completed by June 2022.

- Contract Value - £504k
- Contractor – Three Sixty
- Number of units completed – 141 fire rated cross corridor doors



Picture Above: Examples of New Fire Rated Cross Corridor Door and Screen

- 8 Hollywood Towers:** The project at Hollywood Towers was commissioned to address ongoing ASB issues at the block and to give a much-needed face-lift to the external envelope and internal communal areas. In consultation with the neighbourhood teams and local councillors, the scheme was designed by DASH Architects to include a new secure front entrance lobby to reduce tailgating into the block by non-residents. The installation of new vinyl flooring and decorations have been completed to provide a new bright, open space.

Works to the external envelope include new boundary fencing and gates, creating a restricted car park area. Other works include new external paving to the curtilage and boundary treatments, block signage and brick slips to the ground floor elevations.

Three Sixty are continuing with the remaining external cladding works, during May and June 2022. These works have been delayed due to the availability of raw materials and sub-contractor labour.

- Contract Value - £537k
- Contractor – Three Sixty
- Works completed – External Envelope and Internal Decorations, including in Curtilage Boundary Treatments



Pictures Above: (Top) New Front Entrance Lobby (Bottom) New External Paving

9 **Planned and Reactive Heating:** In September 2021, Three Sixty took over both the gas servicing and planned / reactive heating works from Dodd's. Three Sixty have worked hard to ensure this transition has been seamless, although there have been significant challenges with the supply chain, especially around the availability of boilers and the global shortage of semi-conductors. Despite this, they have continued to ensure customers have not been without heating and hot water during the colder months. SharePoint has been extensively used to aid delivery of this workstream and Three-Sixty have been proactive in embracing the benefits this brings.

- Contract Value - £320k
- Contractor – Three Sixty
- Number of units completed – 110 Boiler & Heating Systems

10 Electricity North West (ENWL) Upgrades: SHG, Electricity North West and their delivery partner Quartzelec, continue work to upgrade the electrical infrastructure across the high-rise tower blocks. Following on from the 7 Brinnington blocks completed in 2020/21, 4 no. further blocks (Beaver, Voewood, Heaton and Norris) containing a total of 272 flats are now nearing completion. This work has been carefully co-ordinated around other investment works which have been taking place in these blocks. The delivery team have worked collaboratively to access every flat to manage planned power outages, affecting both the landlords supply and the flats themselves.

- Contract Value - £30k
- Contractor – Quartzelec
- Number of units completed – 272 flats

11 CCTV Upgrades: Following a comprehensive survey undertaken in 2021, it was highlighted that the CCTV at Lancashire Hill was in need of being upgraded, as the existing system was not fit for purpose. SHG have invested around £300K to bring Lancashire Hill up to the same standard as other high-rise tower blocks within the stock. Works were jointly carried out by OpenView and Reflex. All existing external and internal analogue cameras were replaced with Dallmeier digital cameras, which provide clearer and higher definition images. Additional cameras were installed externally to monitor ASB hot-spots and internally within bin rooms to tackle fly-tipping. The above was augmented with a significant increase in recording capacity. These works have been carefully managed to ensure they won't be affected by future refurbishment works and will benefit the 501 customers living there.

Also upgraded in 2021/22 was the external CCTV at First House in Brinnington. This involved replacing the existing cameras with Dallmeier digital cameras, providing a wireless link so the cameras could be monitored 24/7 by SHG's Concierge Team at Cornerstone.

- Contract Value - £300k
- Contractor – OpenView and Reflex
- Works completed – CCTV Upgrades to Lancashire Hill and First House

- 12 Birch Court Sheltered Scheme:** During 2021, SHG and Three Sixty undertook external envelope works and window upgrades to Birch Court, sheltered accommodation in Marple. The works included the upgrading of the existing window units, which had reached the end of their life. The replacement of these units not only provides increased thermal efficiency for the residents, but also negates the need for ongoing maintenance costs and problems with discontinued parts.

In addition to the windows, the scheme included new rendered walls providing a bright, feature façade. To complement the windows and render, complementary coloured infill panels have been installed beneath the windows.

- Contact Value - £233k
- Contractor – Three Sixty
- Number of installs – 126 Windows & 4 Doors



Picture Above: New windows and rendered façade at Birch Court, Marple

- 13 Electric Vehicle Charge Points: 2021/22 is the second year of a** three-year project, installing Electric Vehicle Charging infrastructure at various locations across SHG managed sites. This very exciting project is designed to support SHG's operational fleets transition to electric vehicles over the coming years, by increasing the charging points available to them. These installs will help SHG achieve targets of reducing carbon emissions, as well as specific targets around the electrification of the operational fleet. Charge points such as the ones shown below, will also be available for use by SHG's customers, giving them the opportunity to reduce their carbon emissions by switching to electric or plug in hybrid vehicles.

- Contact Value- £146,000 (over three years)
- Contractor – Three Sixty
- Number of installs- 5 locations- 7 EV Sockets (2021/22)



Picture Above: New EV charge point and parking bays at Heaton and Norris Towers

- 14 Heat Interface Unit Installations (HIU):** Heat interface units, associated pipework and radiators are currently being fitted to blocks at Lancashire Hill. The purpose of these works is to upgrade the heating and hot water installations with a more efficient solution, which will also eliminate any legionella risk and associated management regime that exists with the current systems. The works involve the stripping out of hot water cylinders, radiators and pipework to approximately 300 low rise properties on Lancashire Hill estate, and the installation of new radiators, pipework and Heat interface units to those properties.

Although delays have been experienced, due to issues around Covid and material / labour shortages, nearly 50% of the properties have had a new heating system fitted in this financial year, which gives the customers a much more interactive heating system, allowing them to control the specific room temperatures and when the heating is on or off. In addition to this, the customers will shortly be moved over to a billing platform, that will mean they only pay for the energy they use. Cost saving to the average customer will be approximately 15% per year, based on similar heating upgrade projects previously completed.

- Contact Value- £2.5m over 3 years
- HNES Grant- £305k
- Contractor – Dodds
- Number of installs- 146 (out of 305)

15 Ground and Air Source Heat Pumps: During 2021/22, the Investment Team have worked closely with their delivery partner Procure Plus, to deliver energy efficiency and carbon reduction projects to SHG stock.

Air Source heat pumps have been installed at Long Grain Place in Offerton, replacing the old water storage tanks and electric storage heaters.

Energy efficiency works have been delivered to 101 properties. Elements of work include, new Ground and Air Source Heat Pumps, External Wall insulation, Photovoltaic Panels, Battery Back Up and New Roofs.

During this project, the Investment Team have worked closely with the Environmental and Energy Team to provide customers with help and support, which is crucial during these challenging times and the increase in fuel poverty.

- Expenditure in 2021/22 - £1,032m
- EDRF Grant Income - £528k
- Contractor – Rothwell Group (Air Source), Kenza (Ground Source) & Jackson & Jacksons (EWI, Roofing & PV)
- Number of installs - Works to 101 properties



Picture Above: New Ground Source Heat Pump Installation at The Cloisters

- 16 Communal Upgrades:** Communal Upgrade works have been completed to 3 high rise tower blocks in Brinnington. Works included the decoration of all walls and ceilings. In addition to this, existing flat entrance and communal cross corridor doors were decorated to match the overall theme.

The floors to the communal areas have been upgraded with new, vinyl sheet flooring, providing a hard-wearing surface, which is easy to clean.

To complete the refurbishment, new carpet has been laid in the entrance and lift lobby areas to the ground floor, which give the blocks a new, bright, modern look.

Due to the success of this project, SHG are rolling the works out to other blocks in the area, which are to be completed as part of the upcoming 2022/23 Investment Programme.

- Contact Value- £640k
- Contractor – B4Box
- Number of installs- 3 Blocks - Brecon, Conway and Ludlow Towers in Brinnington



Pictures Above: Communal Upgrade works to Brecon Towers, Brinnington

- 17 Conclusion:** Throughout this most challenging of years SHG has still managed to deliver substantial high-quality works which have addressed key areas of building and fire safety, carbon reduction, estate and property regeneration and maintained a high level of customer satisfaction.