

Client: One Housing Group (Riverside)
Value: £7.5 million
Location: Essex
Completion: 2023



Building safety

Charrington Court



Innovative cladding project supported by strong resident engagement

In 2020, an EWS1 inspection of the facade at Charrington Court was carried out after the Grenfell Tower tragedy to ascertain its fire safety performance.

Following the discovery of combustible cladding and insulation, One Housing Group (now part of Riverside) chose United Living Property Services to deliver this challenging remediation project involving removing and replacing all external cladding and insulation on a high-rise mixed-use building.

Providing solutions to key challenges

All sizeable urban development projects have challenges, and Charrington Court was no exception. Our project team implemented a bespoke and highly flexible work system to ensure minimal impact on residents while maintaining the highest operational standards.

With a restricted footprint and limited space for storing materials, including the cladding panels,

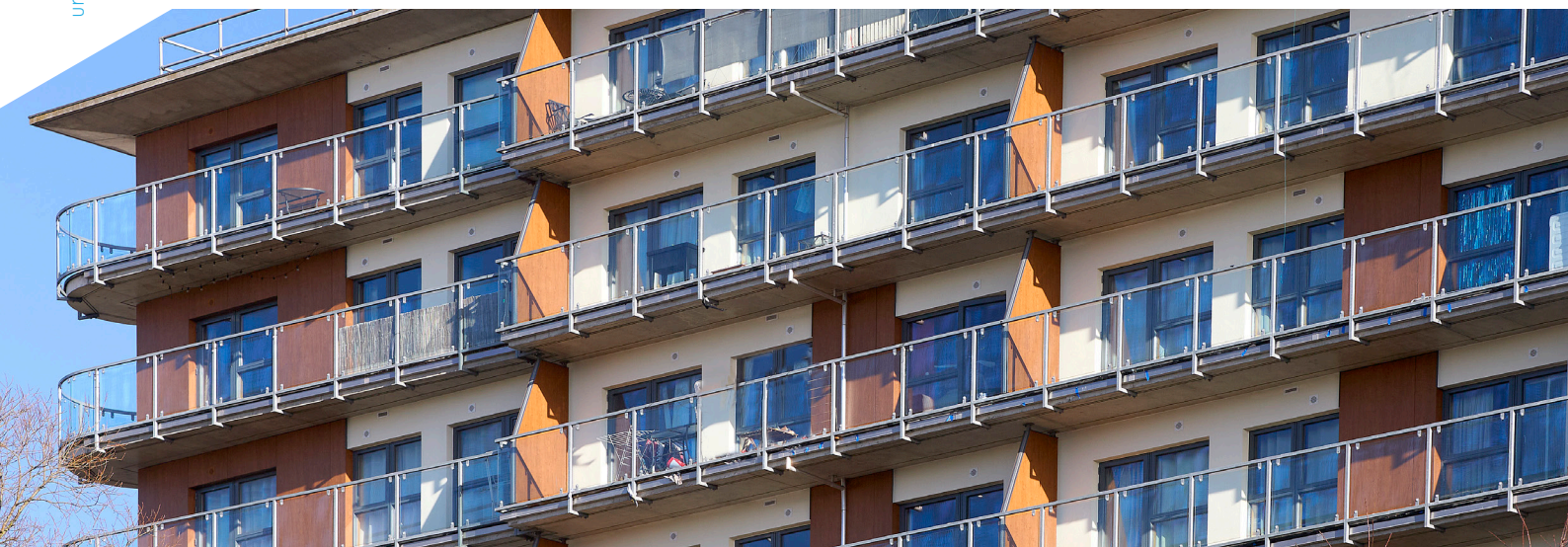
we adopted an innovative approach to material movement and an on-time delivery programme. This reduced the need for storage and negated the time spent sorting panels on-site.

The site also includes several public facilities and retail units with adjacent small businesses, and our interface with all of these has been crucial to the project's successful delivery.

Ensuring resident wellbeing

Ongoing and effective communication has been critical to the success of this project, with resident liaison a key priority.

We operated an open-door site office, so residents with queries could access staff anytime. The entire programme of works was posted in all communal areas, and our dedicated Resident Liaison Officer engaged closely with residents before work was carried out and supported them throughout to avoid uncertainty and disruption.



Collaborative approach

Collaboration and partnership working are essential in our sector, and the Charrington Court project is an example of how true partnership can deliver excellent results.

Working closely with the client and partners, the project team meticulously planned and executed the design and programme, adopting a collaborative two-stage procurement process – planning and managing complex site requirements, mitigating risks & managing relationships with critical third parties.

‘Golden Thread’ of information

The Building Safety Act outlines clear recommendations for better data keeping and documentation about works carried out on buildings. Our high standards and approach to fire safety are clearly defined. We work closely with the client and partners in the design and construction stages through to how we record and evidence, ensuring a ‘Golden Thread’ of information.

Forming part of an all-encompassing asset management strategy, our team adopted best practices in tracking and managing assets

throughout the project’s lifecycle. Using our innovative Aconex system, we have ensured a Golden Thread of information, linking each segment of the works with critical information such as certification, compliance documents and warranties.

The complete documentation provided by the Aconex system exemplifies how this project is ahead of the curve, providing the property owner with accurate asset data to inform future installations and maintenance programmes while reassuring residents.



Our long-standing relationship with United Living, bringing together our combined strengths and expertise, has ensured that we have delivered excellent results on this multimillion-pound project to ensure that residents remain safe and warm in their homes. When it comes to their work on the ground, their workmanship is top-class, and the liaison between the United Living staff and our residents is first-rate. United Living are a great partner to work with.

Michael Gallagher, Mobilisation Manager (Cladding), One Housing Group (Riverside)



Together we achieve more



For further information on how
United Living can help please contact:

Francesca Redican-Clarke

Marketing Executive

E : francesca.redican-clarke@unitedliving.co.uk

T : 07739087230

United Living, Media House,
Azalea Drive, Swanley Kent,
BR8 8HU

Switchboard: 01322 665522

unitedliving.co.uk