

Scheme: Little Hulton External Improvements

Client: City West Housing Trust

Value: £375,500

Duration: 15 weeks, completing July 2010

Works: External improvement works to 85 dwellings, including occupied homes and shops in Little Hulton, West Salford.

Works included:

- Replace fascias, Soffits and Rainwater Goods (UPVC)
- Roof repairs
- Clean brickwork
- Install new windows and doors
- Service existing UPVC windows
- Pre-paint repairs to external woodwork
- Paint external woodwork
- Painting metal fencing and railings
- Replace flooring to walkways in District Centre

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"I had a lovely day out... more than I expected and I loved it!"

Lillian, Little Hulton

Getting customers involved in the delivery of improvement works can often be limited to simply offering a choice of finishes for new kitchens and tiles. But getting customers to actually engage in the process of designing and delivering the services provided by their landlord can take many forms, and is often much more difficult to achieve.

City West have invested their time and their energy in to getting their customers to work with them in delivering their ambitious investment programme. From selecting the contractors who will deliver the works to deciding on the high quality product ranges that their customers will be offered - their customers have played a major role.

Emanuel Whittakers have helped to take that involvement a step further by taking a number of residents from the Little Hulton Area to the annual Institute of Housing Conference (CIH), held at Harrogate.

The CIH housing conference and exhibition is the single biggest event in the housing calendar, bringing together an array of organisations from social housing providers, to private contractors and voluntary bodies.

The government is promising a central role for tenants in shaping the services they receive, whilst making major cuts in public sector spending. So what better time could there be for tenants to take part in this important event in the housing calendar?

Attending the conference provided a terrific opportunity for City West customers to learn more about the products and services available in the sector, to network with other tenants and to find out how they can play a greater role in shaping their landlord's services.





City West partners, Savills, were happy to talk to residents on their stand.

There was a lot to see and do at the exhibition, but that didn't stop the day from being fun!



Who said housing conferences were boring?



"What a fantastic day we had, thanks to all!"

Mr & Mrs Piper, Little Hulton

On a beautiful sunny day in June, nine local residents from Little Hulton were accompanied by Adam Berry, (who had arranged the trip) together with Garry Holt and Rukhsana Nabi from Emanuel Whittakers and Nicola Bott and Andrew Duckworth from City West Housing Trust to the CIH conference at Harrogate.

Having been chauffeured to the event by Swinton based 'Transport Management Company', the group toured the exhibition, collecting information, talking to exhibitors and discussing new technologies available to the industry.

On the way home, a stop off at Harry Ramsdens famous fish and chip restaurant gave the group an opportunity to share their experiences.

