



Touchstone Developments & Investments

6 Bedroom Disabled-Access Property for 5 Tenants

Croydon



History

Croydon County Council approached us as they required several properties that could be adapted to suitably meet the needs of tenants with higher support requirements.

Given our trusted and reliable history with the local authority in providing complex, specially adapted properties, we entered into a trilateral memorandum of understanding agreement that was supported and approved by the cabinet to create the framework necessary for delivery of the pipeline required. We did this to ensure that the local authority, the housing provider, and our investment partners, had confidence and assurance that there was a buy-in for these projects across the board.

Current provision was unsuitable and significantly impacted on future tenants' ability to receive the appropriate care and support they required, which had previously reduced their ability to live and enjoy life as independently as possible.

Methodology & Insight Gathering

We set about gathering all relevant information from key stakeholders to ensure we could deliver the right property, in the right environment, with the right configuration that would create a home for life and simultaneously address the key needs of the local authority and the tenants, so that they could receive the right level of support whilst living in a home that was appropriate for their needs.

During the consultation period, we were informed that several at finding appropriate homes for tenants had consistently failed due to the high cost of properties in the area, especially when these properties were required for single-users or for multiple-users, which required significant bespoke and often costly, but necessary adaptations. The location was important in order to maintain local connections and family ties, that are essential for ensuring people with high support-needs have, where possible, a full family picture. In addition, tenants can be provided with the right level of support and care by specialist support-providers whom they have chosen and whom they are familiar with.

These properties, once delivered, consistently show that tenant's experience increased stability and independence and consistently continue to receive the right level of care and support.

Approach & Considerations of Design

During the design process, careful attention was given to sustainable design principles, integrating energy-efficient technologies and sourcing premium, eco-friendly and durable materials. Each development is designed to provide a spacious, light-filled interior. This is largely achieved by our unique approach alongside bespoke finishes to each development. We integrate this with cutting-edge smart home features to cater to the needs of modern-day urban living.

The end result is a remarkable transformation - property that now stands as a beacon of quality and exclusivity in the supported and specialised housing market. The development has been met with tremendous enthusiasm, further solidifying our reputation for delivering exceptional properties tailored to the demands of vulnerable people, the NHS, Integrated Commissioning Boards (ICBs) and local authority commissioners.

Before



After



Bathrooms & Wet Rooms

Where requested, the bathroom or wet rooms are fitted with anti-ligature furnishings, and where required, with the shower head fitted flush into the ceiling.

All fittings are tamper-proof.

All venting and extraction have significant noise-reduction but superior extraction capability to reduce any distress this may cause to the tenants, where necessary.

Where requested, the controls to the shower, toilet and sink are located independently by remote settings which are stored in care staff spaces or in specifically allocated area of the property. This is done to limit triggers, disruption and to prevent harm that the tenant may cause to themselves or to the property.



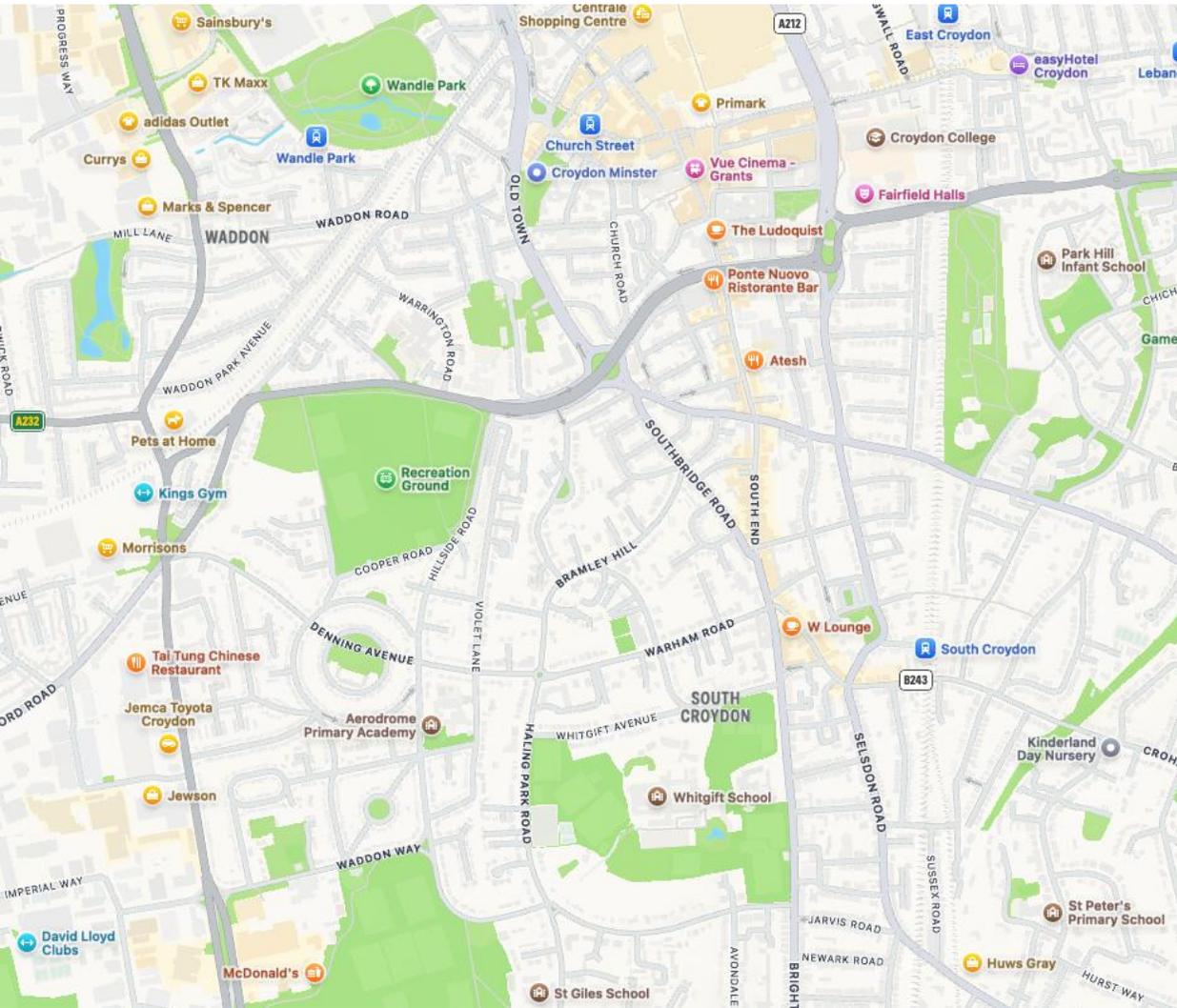
Kitchen

All kitchen cabinets are handleless and are all locked with a magnetic opening system.

The kitchen door itself is always locked, when not in use, with a key entry system.

There are two entrances/exits for the kitchen, where requested.





Local Amenities

The property is close to lots of local amenities, including:

- Large supermarkets like Co-op, Sainsbury's, Asda and Morrisons
- Parks and green spaces
- Local shops such as the post office and convenience stores
- Pharmacies & dental clinics
- Transport connections to local bus and train routes
- GPs, Pharmacies & Dental Clinics

Health & Safety

During the development stage, multiple reports and surveys are carried out and any works identified are also completed. The aim is to increase the lifespan of the property, reduce maintenance visits and provide additional comfort against future property management and maintenance risks for the housing provider and head landlord. These health & safety measures are property specific, any additional measures required for the tenants are bespoke to each tenant's specific needs.

Health & Safety reports include, but are not limited to:

- CCTV Drain Survey (repairs, modifications and remedial works)
- Roof Survey (repairs, modifications and remedial works)
- Damp Survey (repairs, modifications and remedial works)
- Full Building Survey (repairs, modifications and any planning or building regulation amendments including remedial works)
- Asbestos Survey and Management Plan (repairs, modifications and remedial works)
- Legionella Risk Assessment and Management Plan (repairs, modifications and remedial works)
- Pre-EPC Survey to ensure a minimum of a C can be achieved during the EPC survey
- Fire Risk Assessment (post and pre-occupation)

General Works Specification Included In All Properties Delivered By Touchstone

- Each property has the EPC improved to a minimum of a C or above.
- Each property is fully rewired and brought up to current installations and regulation requirements in force at the time.
- All properties have brand-new boiler(s) and where necessary mega-flow systems.
- All radiators are replaced and either have safety covers or Low Surface Temperature (LST) radiators.
- All hot water sources have Thermostatic Mixing Valves (TMV's) in order to avoid scolding risk.
- All properties have brand new fire doors and where required have anti-slam fire door closers.
- All properties have brand new flooring, new insulation fitted above and below each floor level, compliant with the new fire safety ratings and insulation values.
- All structural defects, if any, are remedied in full.
- All double glazing, including doors, excluding new installations, are either replaced or brought up to as-new standard.
- All doors have thumb-turnkey latches as appropriate.
- All lighting is Low Energy High Output LCD.
- All properties are fully re-plastered, have new woodworking and architraves throughout.
- All properties are fully repainted.
- All properties are externally re-rendered and/or patched and repainted.
- All gutters and fascias and soffits are repaired or replaced, as necessary.
- All external entrances and garden areas are designed to be low maintenance and easily accessible with external automatic safety lighting.
- All kitchens are brand new, unless only modifications are required.
- All bathrooms/wet rooms are brand new, unless only modifications are required.
- All necessary control and security features are included as standard in the design.
- This excludes any bespoke property adaptations which would be provided in addition to the general works specifications listed above.



Touchstone Developments & Investments

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