

CREATING SPACES THAT MAKE A DIFFERENCE




QUALITY OF LIFE SERVICES

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Sodexo provide a grounds maintenance service to 6,000 properties.



Waterloo Housing Group provides social housing and affordable homes across the Midlands and Lincolnshire. Sodexo provide a grounds maintenance service to 6,000 properties which includes grass cutting, hedge trimming, weeding, tree and shrub maintenance.

MISSION

“We aim to make a difference”

Our mission is to continually strive to improve services to our customers and communities whilst maximising the provision of affordable homes for the future.

THE CHALLENGE

At Rooks Close, Saxilby, near Lincoln, we look after the grounds maintenance on a site serving 42 properties. At the centre of the development is a courtyard, and we were tasked with “starting again” with the whole area.

The remit was simple: to create a space the residents could meet, use and be proud of.

THE SOLUTION

The tenant’s informed us they look out over the central courtyard and, although maintained, was looking tired and unloved. They enjoyed summer evenings in the area, gathering when the weather was fine, but all felt disappointed with the species, age and condition of the shrubbery, the bare-earth beds and the moss-filled grass.

Under the tenant “DreamScheme” project, we were invited to make suggestions, to be put forward to board members to create an external space the residents so desperately wanted, to improve their daily lives.

THE BENEFITS

We received the go-ahead on 13th February 2014, and was asked to complete the project by the end of March 2014. Knowing how much it meant to the residents, we decided to get to work as soon as possible.

The project took eight days to turnaround from a non-used area to a welcoming place where residents enjoy spending time.

“The team have worked really hard to achieve all this well within schedule; they were polite, always willing to answer residents’ queries, punctual and more to the point, cleaned up the area at the end of each day. This has been much appreciated. The completed scheme is brilliant and has made a huge difference to the appearance of the area - we shall enjoy sitting out there with a drink when the weather gets warmer!” The Residents’ Association.