



Guaranteeing Quality – Origin Housing New Southgate



PROJECT

Station Road, New Southgate

CUSTOMER

Origin Housing

ARCHITECT

Tooley and Foster

DEVELOPMENT

44 Apartments - Affordable Rent; Shared Ownership; Private Sale

Issue

The people, who own, live in and use the homes we design and build need 100% confidence in the quality of our materials, systems and installations. How do we provide that confidence?

Solution

For us, it is critical that we employ competent and experienced designers and supply partners. Past performance and collaborative behaviours are essential pre-requisites.

With the right team in place it is important to establish a culture that lives and breathes compliance.

At New Southgate in London, we are building 44 apartments for Origin Housing. Our Project Manager leads a team that prioritises safety, **quality** and programme – in that order!

The customer focussed design incorporates details and proprietary systems which improve quality outcomes. The easier it is to build the easier it is to deliver quality right first time and every time!

With a quality design in place, the focus switches to quality construction so that we 'do what we say we will do'. Supply partners are selected not only for their skills and competence but also for the availability of key resources. An emphasis is placed on the need for rigorous and comprehensive quality checks, records and audits. We must provide 100% confidence that every element of construction complies with the approved design!

The Inspection and Test Plan (ITP) is our governing compliance document. As-built information is collated in real time using our '**PIM**' **Mobile App** (Project Information Management Application). The App allows quick upload of photos and check records from a mobile device. The result is instant access to a comprehensive electronic compliance

trail which will support future decision making by Origin Housing.

Underpinning compliance is a team culture which expects quality. We set the scene for our supply partners with rigorous logistical planning and excellent housekeeping.

Every person is encouraged to demand the right environment for quality working just as they do the right environment for safe working. That means trades such as painters are provided with areas which are clean and dust free.

Outcome

Delivering on quality requires a multi-faceted approach but we believe planning and the right team mind-set and behaviours plays a central role.

The team at New Southgate are 'doing what they say they will do' and keeping the records to prove it. As a result, Origin Housing will receive a building with quality assured.