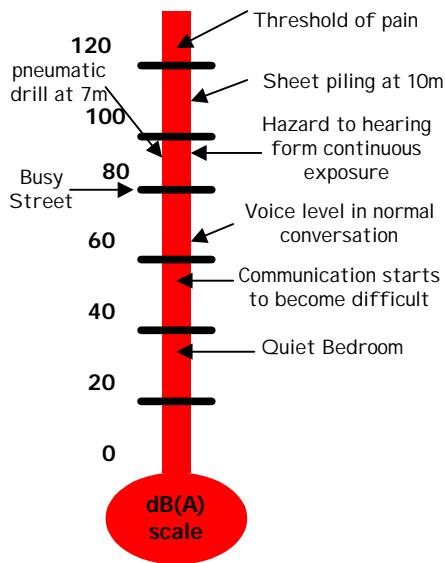


Case Record



Community relations at the Cayenne Court Development

The project involves the design and building of a six-storey block of 172 luxury flats with retail at ground level. The information below outlines the considerations undertaken by Carillion Building to reduce the impacts on local residents.

Location	Southwark, London
Client	Galliard Homes Ltd
Main Contractor	Carillion Building
Contract Value	£180,000,00

Environmental Initiatives

Noise	Site working hours shaped around the needs of local residents.
Community interaction	Based on a mission statement. Involved questionnaires and discussion with residents to respond to needs.
Employee awareness	Environmental inductions and awareness training for all staff.

This project has taken place in an area of high residential density with a busy underground car park adjacent to the site. The carpark has remained in use throughout the development. This has made the entrance to the site a particularly sensitive area for work to take place.

The site responded to these difficulties by shaping their work around the car parks needs. As the car park was used less at the weekend, work which could affect users is carried out on Saturday mornings thus preventing disruption and congestion in the area.

Through consultation and communication a good relationship was built up with the local residents. This was important as the high-density of the area stressed the resident's influence on the way in which they carry out every aspect of their job.

This was set out from the beginning of the project with a clear mission statement. The mission statement included a target to build and maintain relationships with the surrounding residents by ensuring that all works on site were carried out in such a manner as to minimise the inconvenience caused. During the project residents were informed of progress and advance warning was given of any particular element of work, which could affect them. There were also spot checks to benchmark progress in meeting the targets with a questionnaire sent out to residents requesting feedback.

The site felt it was important that all employees on site fully understood the environmental and site safety issues on site. All operatives on site undergo a site induction prior to commencing work. This involves watching a video produced by the site team and explains the site-specific restrictions imposed on all personnel working on the site. The video also clearly references the environmental and safety targets.