

# MONITOR'S REPORT

## REGISTRATION DETAILS

<b>CONTRACTOR</b> Home Republic Ltd	<b>VISIT CONTACT</b> Max Falko (Managing Director)	<b>COMPANY ID</b> 1285	<b>COMPANY RENEWAL DATE</b> 18/06/2025 First registered: 27/04/2015
<b>MONITOR</b> Gareth Epps	<b>VISIT TYPE</b> Site (On-Site)	<b>VISIT DATE</b> 28/05/2024	<b>TURNOVER BANDING</b> £250k to £3.5m

## COMPANY DESCRIPTION, CONTEXT, LOCATION AND RELEVANT CONSTRAINTS

This is a residential refurbishment project located in the exclusive Holland Park area of West London. Project scope includes communications, staircase, lift removal, roof replacement with skylight, underfloor heating, project value approx £400,000, minimal landscaping to a mid terrace late 20th century townhouse. Design and build projects like this are typical of the company's work. The project started in late February and is due to finish in early August. Neighbours are residential with shops opposite and Holland Park LU station nearby. Parking is constrained; there is a rear vehicular access via a narrow mews. Around 6 operatives are onsite at any given time. Working hours are restricted to weekdays. The company has just finished work on an adjacent property and was instructed by the client having seen this. At the time of this visit, internal partitioning is complete; first fix plumbing is the main work while awaiting structural steel to finish the staircase.

### Constraints

No constraints declared.

## SCORING

Respect the <b>Community</b>	Excellent - 14 / 15	<ul style="list-style-type: none"> <li>A score of 9 in a Section or 27 for the Total Report Score reflects a conforming score for the Code of Considerate Practice</li> <li>For more information on the Monitor Checklist, scoring descriptors, the Scheme's definition of innovation and report writing standards, visit <a href="http://www.ccscheme.org.uk">www.ccscheme.org.uk</a>.</li> </ul>
Care for the <b>Environment</b>	Excellent - 14 / 15	
Value their <b>Workforce</b>	Very Good - 12 / 15	
<b>Total Report Score</b>	Excellent - 40 / 45	

## EXECUTIVE SUMMARY

The project has been able to organise itself sufficiently well to minimise its impact in a challenging location. Good practice from the office visit has been noted in place on site. A culture of being seen to do the right thing is clearly evident. The benefits of using the Scheme's self assessment portal were noted at the visit. Community relations in a potentially sensitive location are being handled well; the company were chosen for the project due to their good work nearby, indeed. Potential sources of disturbance have been well addressed. It is important to put in place a feedback log, not least to record complaints, and while the location and site surroundings are challenging for the purposes of identifying social value projects, there may be merit in exploring ways of developing the company's policies in this area. Environmental performance is excellent with proactive information to bring carbon reduction commitments to life - proving that smaller companies can do this too. The improvement opportunities in this section are minor. Discussion in the Workforce session centred around ensuring site welfare facilities were flexible and inclusive, and could cater for a more diverse workforce if need be. There were some notable initiatives, in particular the provision of dental checks for operatives. There is clearly a close knit ethos to the team who were friendly and committed to the values of the Scheme. A very positive visit.

## RESPECT THE COMMUNITY

EXCELLENT 14 / 15

There is high level of conformance achieved in this section with effective community relations in place. Proactive use of WhatsApp is made in a constrained and sensitive area. Deliveries are encouraged via smaller vehicles for reasons of maneuverability; there may be some merit in checking procedures from time to time against requirements of the CLOCS checklist. Some relatively minor suggestions for improvement are made, appropriate to the scale of the project.

Good practice observed

**1.1.1 How has the Registered Activity engaged with the impacted community to understand and address concerns prior to the start of site activity?**

- Following standard company prestart procedures, personal calls were made to neighbours.

**1.1.2 How does the Registered Activity ensure that impacts on the community from construction activity are minimised?**

- WhatsApp used for chat with the immediate neighbours.
- Notice board displayed for information.
- Induction refers to workforce behaviour.

**1.2.1 How is the Registered Activity keeping the perimeter safe and secure, and surrounding areas clean, tidy, and free of litter, mud, and dust; to protect the community and passers-by?**

- Site secured and hoarded with branded Monarflex.

**1.2.2 How is the Registered Activity ensuring that it maintains organised, clean, and tidy operations, including storage of materials and management of waste?**

- Dress code in place with corporate branded clothing.
- Smoking advice to operatives, including to take PPE off.
- Site management has undergone Scheme e-learning.

**1.2.3 How is the Registered Activity identifying and reducing the effects of nuisance, disturbance, and intrusion on potentially impacted communities?**

- Goodwill gestures made to nearby residents.

**1.3.3 How is the Registered Activity supporting positive impact within the local community?**

- The company has a CSR policy in place.
- Goodwill gestures carried out for local neighbours and local to the site charity shops are supported.

### Improvement opportunities

**1.1.3 How are compliments, comments and complaints sought, recorded, and proactively managed?**

- While issues haven't been raised to date, the Registered Activity was reminded of the importance of capturing and logging feedback as required by the Scheme.

**1.2.3 How is the Registered Activity identifying and reducing the effects of nuisance, disturbance, and intrusion on potentially impacted communities?**

- Vehicle checks in accordance with CLOCS requirements could be considered.

### Not applicable

**1.3.2 How is the Registered Activity promoting construction positively within the local community, including promoting local employment?**

- Scale of this project (however, it would be beneficial to relate the company social value plan to working areas).

## CARE FOR THE ENVIRONMENT

EXCELLENT 14 / 15

Robust environmental management procedures are mirrored by carbon reduction measures that are admirably strong for a company of this size. Ecological impacts are relatively minor. Good onsite carbon footprint information was on display.

### Good practice observed

**2.1.2 How is the Registered Activity communicating environmental plans, controls and performance to the workforce, community, and public?**

- The workforce are informed of relevant environmental issues.
- Environmental information displayed on notice boards internally and externally.

**2.1.3 How is the Registered Activity protecting the landscape and watercourses?**

- Waste management reports are now being received and are displayed.

**2.2.1 How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance**

- Company has a Net Zero declaration together with a carbon reduction policy/plan.
- Surplus furniture is donated to charity shops or reused.

**2.2.3 How is the Registered Activity ensuring supply chain involvement in the reduction of carbon?**

- Discussions with the supply chain regarding carbon reduction take place.
- Steel, staircases and other items of furniture are prefabricated off site.

**2.3.1 How is the Registered Activity identifying, assessing, and planning to maintain or improve the natural environment locally?**

- Hard landscaping features such as bat boxes in the build.

### Improvement opportunities

**2.2.2 How is the Registered Activity optimising the use of resources?**

- Consideration could be given to rainwater harvesting and other energy saving measures, although scope is limited during the current construction phase.

### Not applicable

**2.3.2 How is the Registered Activity delivering its plans relating to the natural environment?**

- Environmental activities relate to private dwellings.

**2.3.3 How is the Registered Activity proactively promoting improvements realised for the natural environment?**

- Nature of the project.

The project provides a supportive and inclusive environment that is safe. Free dental checks are a nice additional touch in supporting operative health. Welfare facilities are basic and consideration should be given to catering for having male and female operatives onsite, and to potential other enhancements.

### Good practice observed

#### 3.1.1 How is the Registered Activity ensuring the competency and legitimacy of the workforce?

- Modern slavery indicators covered in toolbox talks.

#### 3.1.2 How is the Registered Activity planning and delivering learning and development to encourage construction as a career choice, improving representation from poorly represented groups?

- The company has an appropriate training regime in place and a workforce recognition programme.  
 - Employees are taken through apprenticeships and vocational qualifications.  
 - Effective recognition processes.

#### 3.1.3 How is the Registered Activity ensuring the workforce is treated fairly and with respect?

- A 'family' approach is taken and involves all included in the projects.  
 - Russian is spoken as a lingua franca, with site staff speaking a number of languages.

#### 3.2.1 How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing?

- Site management undertaking mental health first aider training.  
 - Free dental checks offered for site staff.

#### 3.2.2 How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?

- Risk assessments in place and approved prior to works commencing.  
 - First aiders on site - A&E and MIU facilities identified for each site [Defibrillators available on larger company sites].  
 - Toolbox talks and task briefings given.

#### 3.2.3 How is the Registered Activity embedding a culture of continuous improvement in health and safety performance?

- Independent consultant engaged for safety audits and will provide advice to the Project Manager.

#### 3.3.3 How has the Registered Activity supported other workforce needs?

- Flexible working by arrangement.  
 - Wi-Fi facility available together with magazines and newspapers.

### Improvement opportunities

#### 3.1.3 How is the Registered Activity ensuring the workforce is treated fairly and with respect?

- Separate facilities for women operatives need consideration.

#### 3.2.2 How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?

- Displaying the nearest defibrillator location.

#### 3.3.1 How is the Registered Activity ensuring suitable, hygienic and well-maintained welfare facilities are provided?

- Welfare facilities are basic, partly due to the nature of the project; consideration should be given as to how these could be enhanced as numbers grow on the project,

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