

CLIENT: London Borough of Tower Hamlets
LOCATION: London
DURATION: 18 Weeks

BACKGROUND

Working in partnership with Saltash, ABP supported the London Borough of Tower Hamlets in delivering a programme of external improvements across residential properties across the borough.

The project formed part of a wider investment programme aimed at improving the safety, security, energy efficiency and long-term performance of residents' homes. The scope included the survey, manufacture and installation of replacement windows and doors, alongside wider refurbishment works across multiple property types.

COLLABORATIVE DELIVERY

Working alongside the Saltash delivery and resident liaison teams, our surveying and operational teams coordinated access arrangements, developed installation programmes and maintained regular communication with stakeholders throughout the project. This collaborative approach ensured residents remained informed at every stage, while allowing works to be delivered safely and efficiently within occupied homes.

Technical queries were addressed through early design reviews and collaborative planning, enabling the project team to confirm specifications, maintain compliance and keep the programme on track.

QUALITY AND COMPLIANCE

The programme involved the replacement of ageing windows and doors with modern, high-performance PVC-U solutions designed to improve thermal efficiency, security and resident comfort. Products were manufactured and installed in accordance with current British Standards and Building Regulations, incorporating features such as enhanced security, fire safety considerations, energy-efficient glazing and ventilation improvements.

Our teams undertook detailed internal and external surveys, identifying site-specific requirements, access constraints and resident needs before manufacture commenced. This enabled a smooth installation process and ensured every product was bespoke manufactured for its intended location.

Installed products incorporated:

- Energy-efficient glazing with U-values as low as 1.4 W/m²K
- PAS 24 accredited security systems meeting Secured by Design standards
- Argon-filled glazing units with warm-edge spacer technology
- Fire egress and safety glazing solutions where required
- Part M compliant low-threshold door systems to improve accessibility
- Trickle ventilation systems to support healthy indoor environments





KEY OUTCOMES

ABP helped Saltash and the London Borough of Tower Hamlets improve the safety, security and energy performance of residents' homes. The completed works also delivered a range of long-term benefits, including:

- Improved thermal efficiency through the installation of modern, energy-efficient glazing systems
- Extended asset lifespan through the installation of durable, low-maintenance products
- Full compliance with current Building Regulations and industry standards



CUSTOMER SATISFACTION

We achieved 100% customer satisfaction through our internal NPS system, including:

- 10/10 rating for conduct & attitude of our installation team.
- 10/10 rating for punctuality of our installation team.

KEY LESSONS LEARNED

- Early engagement between all project stakeholders supports faster mobilisation and more effective programme planning.
- Open communication and transparent technical reviews help identify and resolve potential issues before they impact delivery.
- Strong resident liaison and access management are essential to successful delivery within occupied homes.
- Collaborative working between client, principal contractor and specialist subcontractor creates better outcomes for residents and project stakeholders.