



Anglian commenced their first PVCu window and composite door installation contract with St Albans City and District Council in 2011, which was then subsequently followed with an award of a second contract in 2013.

Each contract was secured following rigorous OJEU compliant procurement processes including assessments by residents and leaseholder representatives.

A dedicated Resident Liaison Officer was appointed by Anglian to ensure that disruption to residents was kept to an absolute minimum. Residents were provided with a bespoke project information pack including an Information Handbook and an Operating, Care and Maintenance Guide.

An apprentice was recruited specifically from the local area to join the project team. Their training programme included valuable on-the-job training in all aspects of installation and customer care culminating in the award of an NVQ2 in Fenestration Installation, Technical Certificate and Functional Skills in English and Maths.

Anglian worked in phases replacing over 11,000 windows and 2,500 doors to approximately 1,500 council-owned homes working from a dedicated local depot.

The works formed part of a wider refurbishment programme which involved other specialist contractors delivering electrical, flooring, heating, roofing, insulation and decoration works.

“We have developed an excellent client relationship with St Albans, resident satisfaction has remained consistently high at over 95% for every phase we have undertaken.”

Nigel Wardle, Operations Director for Anglian Building Products

CONTRACT DETAILS

Client	St Albans City and District Council
Contract	Decent Homes refurbishment programme
Total Value	£3.5m (combined value of all contracts)

