

CASE STUDY

Window and Door Replacement

Cladding and Roofline



“Anglian is a well organised company with excellent customer service who have integrated very well with Bromford. Now in year three of a partnering contract, Anglian continues to be one of our highest scoring contractors in terms of KPI performance and customer satisfaction.”

NICK WOOLDRIDGE
SENIOR CONTRACTS MANAGER
BROMFORD HOUSING GROUP



BROMFORD HOUSING GROUP



SOCIAL HOUSING

The Bromford Housing Group is one of the top Housing Associations having grown from initially managing 2,300 homes to over 27,000 spread across 58 local authority areas in Central England.



The five year window and door contract was secured through a multi-stage OJEU compliant tender process with active involvement from resident representatives.

Works were undertaken with residents in occupation, a bespoke information handbook was developed and individual door design and glazing choices were provided.

The project management team included a Site Supervisor who was recruited through the Bromford Opportunities for Employment (O4E) scheme for the long term unemployed.

THE PROJECT

Client	Bromford Housing Group
Project Details	Supply and Installation of PVCu Windows, Composite Doors, Cladding and Roofline Products
Project Value	£1-2m pa



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A comprehensive suite of KPI's (key performance indicators) were used to help drive continuous improvement:

- Customer Satisfaction
- Time to Complete
- Health and Safety
- Zero Defects
- Environmental Sustainability
- Collaborative Working Relationship
- Construction Costs

Residents at a sheltered housing scheme in Wolverhampton are enjoying cosier homes since their new woodgrain effect windows and doors were installed. Anglian's project team worked closely with The Haven's warden throughout the duration of the contract to minimise disruption to the residents.

As a token of appreciation for the excellent standard of work Mrs Peggy Harrison penned a poem on behalf of her fellow residents at the Haven.

Windows and Doors

*Double glazing are two panes put together
To keep out cold whatever the weather
Remove old panes never a mess
Replacement windows, now I digress
Men come they are such a helpful lot
To take out old windows their plot
Discard the old window, leave just the sill
Now they have just an empty space
So with a new double glazed window they do replace
The next job will be to change and fit a new door
Which stands outside ready for,
Quickly new door put in, old one taken out
With a spyhole to see who's about,
The homes much warmer not a waft
Thank You! Thank you! For taking away the draught.*

Please contact Anglian Building Products
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