



COLCHESTER

VALUE: £350,000 - £525,000 PA
LOCATION: South & East of England
DURATION: 4 year measured term



FULL
VERTICAL
INTEGRATION

55 + YEARS
EXPERIENCE



OVERVIEW

Anolian Building Products were awarded a 4 year measured term contract for the supply and installation of PVC-u windows and doors to occupied social housing across Colchester Borough Homes properties in the South and East of England.

SITUATION

The scope of works included resident liaison, site survey, design, manufacture, installation, FENSA building control notification and after sales support.

CHALLENGE

Anolian Building Products were asked to improve occupied social housing properties on behalf of Colchester Borough Homes. With residents being present in most of the properties, planning, resident liaison and communication were among the most critical components for delivering this project. We were advised that there were a number of residents who did not speak English as their first language.





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COMPREHENSIVE
**RESIDENT
LIASON**
SERVICE

SOLUTION

Upon contract award, Anglian Building Products held a formal pre-contract meeting with Colchester Borough Homes to understand the primary objectives for the project and agree the project goals and KPI's for delivery. Anglian quickly provided a dedicated Project Co-ordinator to ensure the programme remained on track ensuring the works were completed on time and in full.

A comprehensive resident liaison service was provided by Anglian to engage and consult with Colchester Homes' residents ensuring identification of any vulnerable residents who required additional care were supported. Each resident was provided a bespoke information pack detailing information about how to identify ABP personnel, codes of conduct, the installation process and contact details. All printed information was produced in the language of their choice. During our survey process we were able to utilise our LanguageLine doorstep translation service to clearly and effectively communicate with all residents.

THE FUTURE

Anglian Building Products are committed to creating and developing strong links with the communities within which we operate, providing a legacy of social, economic, and environmental benefits. As part of this project Anglian offered Colchester Homes a comprehensive package of training for their personnel tailored to their specific requirements. This was delivered through a combination of classroom sessions, practical workshops and site visits. We carried out product demonstrations, with explanations of relevant Building regulations, standards and codes of practice. We also carried out fenestration surveying, window and door removal, installation and making good, re-glazing and adaptations for varying needs.

