



CARDIFF CITY COUNCIL



VALUE: £2,500,000
LOCATION: Cardiff
DURATION: 24 months

FULL
VERTICAL
INTEGRATION

55 + YEARS
EXPERIENCE



OVERVIEW

The installations were carried out to low rise flats for Cardiff City Council a registered social landlord. Works included the supply and install of timber, FD30 and FD60 fire related doors to occupied social housing across Cardiff.

SITUATION

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

FIRAS third-party certification for fire doors, the scheme is operated by Warrington certification and is UKAS accredited and includes FIRAS certified door sets.

CHALLENGE

With residents speaking a mixture of Welsh and English as their primary language, good communication would be needed to ensure appointments were kept and installations would cause residents minimal disruption.





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"Absolutely brilliant.
Thank you"

CARDIFF CITY COUNCIL RESIDENT

SOLUTION

Residents were provided with a choice of Welsh or English communication while other languages were supported by Languageline. We developed a bespoke handbook for this project for Cardiff City Council in both English and Welsh. Flexible appointments were offered as we understood residents had differing commitments, giving them a range of times and dates. Residents were always consulted on when we could work, for instance discussing, school drop off/pickups, medical appointments, religious requirements and shift patterns. To minimise disruption, we applied a Resident Liason Service, appointing a Residents Champion, the point of contact for residents before, during and after the work.

THE RESULT

By identifying the residents preferred method of communication, appointments were organised quickly and efficiently with minimum disruption caused.

