



# DUMFRIES & GALLOWAY

VALUE: £5,800.000  
LOCATION: Scotland  
DURATION: 36 months



BBA  
CERTIFICATION  
35+ YEARS  
DURABILITY



## OVERVIEW

The contract with Dumfries and Galloway Housing Partnership (DGHP) was for the supply and installation of PVC-u and timber windows, PVC-u and composite doors to multiple locations in Dumfries and Galloway.

## SITUATION

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

we coordinated the new window installation with any required building work, plastering and redecoration.

## CHALLENGE

Anglian Building Products were asked to improve 2,000 occupied social housing properties across multiple locations on behalf of Dumfries and Galloway Housing Partnership. With residents being present in most of the properties planning, resident liaison and delivery were among the most critical components for delivering this project.





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FULL  
VERTICAL  
INTEGRATION



55 + YEARS  
EXPERIENCE

"They've made such a difference and it's good to see the properties being invested in."

DGHP RESIDENT

## SOLUTION

Due to the requirement to service multiple locations on the contract, we invested in our central warehouse in Dumfries and used multiple hub locations to minimise requirement for excessive travel between properties to source our products. A dedicated Resident Liaison Officer (RLO) was provided to ensure customer satisfaction, being on site daily for face-to-face enquiries by residents.

## THE RESULT

The new high-performance PVC-u windows and doors have helped improve energy efficiency, reduce fuel bills and require less maintenance than the previously installed units for the DGHP Residents. The contract was completed on-time (KPI result of 99%) and within the allotted budget (KPI result of 100%). Overall customer satisfaction achieved a 98% KPI score.

