



SWINDON BOROUGH COUNCIL

VALUE: £3,800,000
LOCATION: Swindon
DURATION: 5 Years



FULL
VERTICAL
INTEGRATION

55 + YEARS
EXPERIENCE



OVERVIEW

We were appointed to undertake two consecutive programmes of work to supply and install PVC-u windows and doors including composite doors, to occupied social housing properties, within the Wiltshire area.

SCOPE OF WORKS

During our pre-contract mobilisation meeting, we provided samples of the products that we were proposing to supply, and undertook a pilot installation.

The scheme was noted as including sheltered housing units, so confirming a specification and delivery method was crucial for success.

CHALLENGE

A number of the properties set to be refurbished were occupied by vulnerable and elderly residents, and there was a concern that access rates may be lower given the extent of the work we were able to carry out.





SWINDON BOROUGH COUNCIL

VALUE: £3,800,000
LOCATION: Swindon
DURATION: 5 Years



OVER
99%
ACCESS
RATE

SOLUTION

On this project, we provided additional resident liaison support to vulnerable people living in sheltered housing schemes including the provision of chaperones to support residents throughout the installation. To ensure effective access arrangements, we used flexible pre-arranged appointments and insisted that all our site staff adhered to our doorstep standard code of conduct. Follow up visits provided extra support and residents could always contact our after sales support team via our freephone number. Our dedicated project coordinators developed and maintained a detailed programme of works which were continually updated, with additional sources mobilised in order to best support the residents.

THE RESULT

As a result, we were able to achieve access rates of 99% over the term of the contract.

"Great service very friendly and polite young man made me feel at ease and comfortable"

**SWINDON BOROUGH COUNCIL
RESIDENT**

