

CASE STUDY

ACCENT GROUP

MAJOR PROPERTY REFURBISHMENTS



Scope

- Major refurbishment contract comprising property alterations and remodelling, incorporating structural alterations where necessary. Electrical rewires and upgrades, central heating design, boiler installation and replacements, acoustic flooring, internal wall insulation, kitchen and bathroom replacements, plaster finishes and redecoration works.
- c. 300 comprising flats, maisonettes, houses and sheltered housing schemes
- Pre-priced commercial model with minimal re-measure
- Engaging effectively with multicultural community groups, residents and leaseholders
- Establishing effective supply chain relationships with a series of client nominated suppliers

Key Outputs

- Zero accidents/incidents
- Completion and handover of 12 properties per week
- On programme
- Below budget
- 97% satisfaction ratings

Delivery Targets

- Requirement of complete internal refurbishment works to c. 300
- 12 day property completion targets
- Defect free property handovers
- Customer satisfaction targets of 95%

Key Challenges

- Minimal lead-in time and mobilisation
- Early customer involvement, production of project briefs, choice selection and consultation
- Planning and delivering a rolling programme of internal refurbishments to occupied properties in stringent timescales and completion targets
- Continual communications to customers and project stakeholders requiring detailed knowledge of customer care issues and practices
- Coordination of various trades and material supply chain partners
- Works undertaken in the homes of vulnerable customer groups

Key information:

Location:

Various locations throughout West Yorkshire and Humberside

Form of contract:

JCT Intermediate Contract with amendments

Contract value:

c. £2.5m

Number of properties:

c. 300

