

CASE STUDY

LEEDS FEDERATED HOUSING ASSOCIATION

WINDOWS, DOORS AND GLAZING WORKS



Scope

- Window and door replacement works in properties comprising multiple archetypes. Including maisonettes, traditional semi-detached and terraced houses, many of which comprise Victorian back to back constructions
- Effective supply chain management ensuring right first time profile matches for asset specific profiles in metal, aluminium, timber (hardwood and softwood) and uPVC finishes

Key Challenges

- Principle contractor, with responsibility for planning, programming and ensuring full compliance with local planning and conservation constraints, Building Regulations and FENSA registration
- City wide work scope on a variety of high and low rise archetypes
- Co-ordinating customer appointments for upfront liaison and survey, planning, manufacturing and on site delivery
- Integrated approach to project liaison and planning involving architectural designers, structural engineers and client management teams
- Choice based surveys for window designs, types of openings and door designs/choices to be arranged and completed 21 days in advance of works commencing. Lead times for installation are confirmed to each customer/building user 14 days and again 7 days in advance of works commencing.
- Rapid response to queries and the resolution of problems
- Rigorous coordination of directly employed trades
- Operation of a 24/7 service, with operatives trained to identify and act upon emergency situations
- Close project control, works planning and delivery often within environments impacted by vulnerable groups
- Engaging effectively with multicultural community groups, residents and leaseholders

Key Outputs

- Zero accident/incidents
- On programme whilst satisfying all budgetary constraints
- Installation works are undertaken by directly employed installers operating as teams of two supported by a full time site manager, surveyor and resident liaison officer
- Customer satisfaction with the manner and helpfulness of our site staff and the quality of work provided have achieved ratings of 95%

Key information:

Location:

Various locations situated throughout Leeds, Harrogate, Ripon and Wakefield

Role:

Principal Contractor

Contract value:

c. £2.5m

