



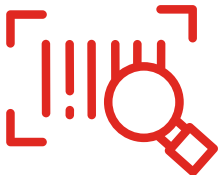


Trafford Housing Trust

CASE STUDY

Fire Protection Works

Trafford Housing Trust is a profit-for-purpose housing association in Trafford with a mission to make society fairer for everyone, they manage circa 9,000 homes for rent alongside their portfolio of sheltered schemes.

Following a review of fire risk assessments Neo won the contract to carry out works across the group's portfolio of high, medium and low rise occupied housing blocks.

Job Details	Location	Contract Value
 <p>Complete fire compartmentation works</p>	 <p>Multiple locations situated throughout the Borough of Trafford</p>	 <p>Approximate value of the works: £2.5m</p>



Neo Property Solutions, Neo Court, Knowsthorpe Lane,
Cross Green Industrial Estate, Leeds, LS9 0PF

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commencing in April 2019, the contract requires Neo to survey, plan, schedule and coordinate rectification works. Works include the rectification of breaches to fire compartmentation lines comprising voids and service penetrations between risers, walls, floors and fire doors located throughout the property portfolio.

Working against challenging timescales, the fire protection programme requires close programme control to guarantee that certification milestones and cashflow projections are adhered to.

Working closely with the Client at the Mobilisation stage, our planning team ensured that agreed appointment structures and access protocols were followed. Our Resident Liaison Officer (RLO) meets with many residents individually to provide high levels of customer care and significantly improve the level of disruption that residents experience.

Supplementary projects, such as the commissioning of new alarms and decommissioning of existing alarms simultaneously, were added to the initial programme of works. In addition, our Technical Services Manager, Andrew Tunnicliffe, delivered a half day training programme via Zoom to staff at THT highlighting fire hazards, the importance of properly fitted and certified fire doors and how passive fire protection can keep their buildings safe.



Neo are always flexible, innovative, supportive, and professional and are completing works to an excellent standard and to budget. Customer satisfaction has been remarkably high and feedback from those staff within the Trust managing the programmes has been excellent. Their reputation throughout the Trust is that they are clearly a professional contractor that can be trusted and relied upon.

Andrew Adderley, Head of Property Services



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