

Case Study:

Pre-paint Repairs and External Redecoration, North West

Introduction:

Sustainable Building Services has been working on Wythenshawe Community Housing Group's pre-paint repairs and external painting framework for over 8 years. The housing stock in question is fully occupied, so a key challenge with respect to delivering the work on schedule and has always been to maintain good communication with residents and excellent community relations.

Approx Value:

£350,000 p.a.

Client:

Wythenshawe Community Housing Group (WCHG)

The Project:

Sustainable Building Services began by establishing a clear, systematic programme of resident communications involving periodic letters, leaflets, reminder cards and materials produced in special formats such as Braille and foreign languages, where necessary. It also appointed Resident Liaison Officers from the local community whose role is to keep residents well informed of the works. These and other measures have played a vital role in keeping property access problems to a minimum.

To ensure the least possible disruption to residents, materials are ordered and delivered on a just-in-time basis, so sites are never used for overnight storage. Flexible working practices have also helped to ensure timely progress despite potential challenges such as poor weather.

Value engineering has also been an important part of the relationship. Sustainable Building Services has always worked closely with WCHG to meet or exceed all its targets.

Another important part of the framework relates to training and apprenticeships. Sustainable Building Services therefore works with the client's Futures Academy, which is responsible for managing a variety of training and employment initiatives.



Results:

All work has been delivered on time and on budget. Both the client and residents are very satisfied with the work, with overall customer satisfaction KPIs averaging at 94%.

Through the collaboration with the Futures Academy, Sustainable Building Services has helped to deliver a number of apprenticeships and work placements.

The basis of this initiative is that for every million pound spent on the scheme, SBS commits to:

- Employ a minimum of one apprentice working to NVQ level 3
- A six month placement opportunity for a unemployed local person
- Six week unpaid work placement supporting local training providers

All vacancies are filled from the client's Talent Pool. Candidates are pre-trained, pre-screened and vetted by the Futures Academy and SBS actively participates in the interview process.

One of the apprentices that took part in this scheme has since been fully trained and recruited by SBS. He is now a formally accredited Site Manager who manages the framework on SBS's behalf.

Testimonial:

"Sustainable Building Services has consistently demonstrated its ability to deliver works within time scales and to the required specification standards. Feedback from our residents has been consistently positive and this reinforces the contractor's "can do" attitude."

Graham Morley (Project Manager), WCHG

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