



Project brief

The brief entailed:

- External repairs to the fabric of the properties
- External decoration of all the properties
- Internal decorating of communal areas

ABC Building & Maintenance Contractors Ltd (ABC) have extensive experience of working with Local Authorities and Housing Associations, whose requirements are for quality work delivered on time and to budget.

Westway Housing Association (HA) based in West London commissioned ABC to carry out work on 20 of its residential properties.

A scaffolding licence had to be obtained from councils for some of the properties.

When obtained scaffolding was then erected around the buildings so that ABC could inspect the



properties under the guidance of the contract administrator, to identify defects that needed to be rectified. Specialist paint providing Class O fire rating was requested by the client and sourced by ABC.

A joint damage limitation survey was carried out with the residents and photographs was obtained in case of disputes during and after the work was completed.

Whilst the work was being completed

During the refurbishment ABC's liaison officers functioned as co-ordinators between the company and the residents, providing a consistent and personal on-site presence. The liaison officers involved the residents in all aspects of the project and established good working relationships with them.



This was particularly important when windows and doors were due to be replaced or painted. Mutually agreed time slots needed to be worked out for residents to be present for the work to take place.

Challenges to be overcome



- Part of the project produced dust and noise. The inconvenience was kept to a minimum by close supervision of work by ABC's contract manager and resident liaison officers
- Arrangements had to be made for access through the buildings to erect scaffolding to the rear of properties. This entailed providing protection for residents' possessions and fittings. Where access was not available through the property a scaffold bridge was built over the roof to enable scaffolding to be lowered down the back and built from the ground up
- Where there were instances of tenants being upset or worried, ABC's liaison officer would visit to discuss their concerns and anxieties and make sure they were fully informed of all aspects of the work being carried out
- In some cases there was lack of agreement on colour choices for carpeting and paint finishes. This was addressed by holding a meeting with all residents to choose from an available colour range. Once the decision was made residents were informed in writing of the final choice

A successful project

The job was completed on time, within budget and met the client's expectations. As a result of their consistent and reliable approach ABC has had ongoing work from Westway for a number of years.

ABC's teamwork and the consistent and effective lines of communication between residents and the company played an important part in ensuring the project's success.

Client feedback

"ABC have carried out the works to meet the specification and completed works to a very satisfactory standard and more importantly within the budgets set out. They are fully aware of and comply with all health & safety requirements.

I found ABC to be supportive and very reliable and they carried out the works professionally. I would recommend ABC contractors for any future projects."

Isaac Daromola, Building Surveyor

Westway Housing Association

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