



#### Project brief

##### The brief entailed:

- Build a single storey side extension for a bedroom and adjoining bathroom
- Fit out the bedroom and bathroom with bespoke disabled facilities
- Appoint specialist contractors to supply and fit a hoist system between bedroom to bathroom
- Supply and install a close-o-mat Shower Toilet and correctly fitted to meet requirements for 5 year maintenance service guarantee
- Install an electrically operated rise and fall wash hand basin

ABC Building & Maintenance Contractors (ABC) was appointed to carry out disabled living adaptation works on behalf of Staying Put Services (SPS), a part of Shepherds Bush Housing Group (SBHG). SPS assists people living on low incomes to remain in their own homes by repairing and improving unfit or unsuitable properties and providing appropriate aids and adaptations.

The customer in this case were tenants of SBHG. Their property was to be adapted for the disabled husband's needs by building a ground floor bedroom and bathroom extension and outfitting it with disabled living aids.

### Challenges encountered

A number of challenges were encountered during the course of the work, some planned, some unforeseen.

- While carrying out the ground work old concrete footings were found. A specialist breaker had to be employed to remove them
- A tree that was too close to the extension was removed, as tree roots had been encountered within the footing area
- As protection from excess ground water, clay lite panels were supplied and fitted to the sides of the concrete footings
- The work specification required a specialist roofing system (ICOPAL) to be used. Two inspections were required to ensure compliance with the warranty for the manufacturer's 20 year guarantee
- A one cubic metre soak-away chamber had to be constructed for ground water drainage



## A satisfactory conclusion

In spite of the challenges encountered during the job, the works were completed within time and budget and exceeded the expectations of both the client (the Housing Association) and the customer (the tenant). Installation of the disabled living aids went well with no problems and the tenants were delighted with the final result as demonstrated by the tenant's letter below.



### Customer feedback

*"I am writing to express how utterly delighted the whole family are with our new beautiful extension. When I innocently mentioned to a group of friends a little while ago that we were having building work I was met with some pretty grim faces "it'll be awful" one of them said. I can honestly say with my hand on my heart that the opposite was true, it was a thoroughly enjoyable experience, from the moment the guys arrived, to the moment they left they were without exception respectful, cheerful, communicative, reliable and a joy to have around. They worked extremely hard and diligently staying late to finish phases of the job, always mindful of the fact that they were in our home. They were thoughtful and involved us fully in choices and decision making, they arrived each morning and if were running late to pick up materials they would phone to let us know.*

*They were endlessly patient with my children's bottomless supply of questions and had a truly wonderful sense of humour. The disturbance to our household was kept to a minimum and it was clear from the way they worked that they had thought through the possible inconveniences to us and aimed to minimise them. It was very obvious that the end result really mattered to them and their consistently high standard of work reflected that.*

*My husband is a full time wheelchair user and has been astonished by how caring and considerate the builders were to his particular environmental needs, their exceptional work has generated for him a quality of life we all as a family are genuinely grateful for. We now have a home which caters fully for his care and looks "GREAT" we are so pleased.*

*I believe sir, you have an exceptional work force one that does you credit and I am writing on behalf of the whole family to say very simply "thank you" we feel that the work ABC has completed was done to an extraordinary standard and we wouldn't hesitate to recommend you to anyone.*

*Best wishes for the future."*

*Helen Cox, Shepherd Bush, London*

### Contact Us

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