



Customer Name

Cheltenham Borough Homes (CBH)

Contract

Cyclical Repairs and Painting Contract

Project features

- External and Internal decorations to residential and leasehold properties
- 5,000 properties
- Prior to paint repairs and general repairs including fencing
- Fire Retardant Coatings

Advantages/benefits

- 90% of our directly employed team reside in Cheltenham
- Community events with partners Akzo Nobel using colour as a sensory aid on sheltered schemes
- Resident consultation on colour choices
- Added value by driving down costs on various areas including specification, cost models, minimising seasonal disruption.

Contract details

Cheltenham Borough Homes (CBH) is a not for profit company and an Arms Length Management Organisation (ALMO), with responsibility for the management and maintenance of Cheltenham Borough Council's (CBC) housing stock. They have a tenanted Board of Directors and currently manage and maintain around 5,000 council-owned and leasehold properties and are based in Cheltenham.

Ian Williams carried out a long term partnership delivering cyclical repairs and decorations to residential properties, including sheltered schemes. Properties were located throughout Tewkesbury, Gloucester and Cheltenham.

Works include pre-paint repairs, external and internal redecorations including communal areas and specialist fire retardant coatings.

We have added value to the programme by driving down costs including:

- Changing works to remove certain elements that did not protection of properties (e.g washing down UPVC windows) saving 18% of the works cost.
- Changing the specification of some of the paint products to ensure that the cost of the paint, its useful life and CBH's paint cycle (7 years) were all aligned.
- Creating a new cost model based on a fixed cost per property against 5 archetypes and 3 possible specifications.
- Reduced cost by a further 7% by minimising seasonal disruption and optimising overheads by lengthening and shortening programmes.

We are committed to direct, local delivery and over 90% of our team come from CBH's operational area. This consistent site team have on average 10 years service. One of our apprentices on the contract was a CBH resident, sourced through a recruitment drive in CBH's in house magazine.

We also carry out a range of community activities on this programme including collaborating with the Dulux Trade Transforming Communities Project which used colour as a sensory aid on CBH sheltered schemes.

"I felt really proud that the blocks looked so fresh - this is transformational change in my books and impacts on the STAR survey results for tenants being happy with their neighbourhood."

*Paul Stephenson
CEO CBH*