



Ian Williams
on behalf of
Origin Housing:
Dulverton Mansions



Project: Dulverton Mansions



Task: Window Decorations and Repairs

Products used:

Dulux Weathershield

Repair Care International Dry Flex
and Dry Fix

Client: Origin Housing

Background

Origin Housing is a registered social landlord and manages over 6500 homes and customers across North London and Hertfordshire. Their property portfolio includes Dulverton Mansions; a seven storey Edwardian block sandwiched between the West End and the City in the heart of London.



Project Details:

As part of our long-term Framework with Origin Housing, Ian Williams undertook external repairs and decorations to all timber windows of Dulverton Mansions.

The start of this project was postponed from April to October due to a delayed project being undertaken by another contractor in an adjacent block which shared the only communal outdoor space. Consequently we not only had to undertake external works during the winter months but also manage residents who had already experienced high-levels of disruptions. The majority of which were Origin Leaseholders living in flats valued at over £500,000

Resident liaison was therefore key for the success of this project. To ensure resident and leaseholder satisfaction, we carried out full notification of works which included explaining the long-term benefits of this project to residents.

Although the windows had undergone many previous decoration cycles, they were of a considerable age and required a high level of painting preparation works including Repair Care conservation works to ensure the paint could be applied correctly and specification could be achieved.

The level of repairs and preparation needed careful planning and programming to minimise resident disruption. Our site manager carried out regular resident liaison to co-ordinate access to residents' flats which minimised the number of visits required. Our commitment to direct delivery also ensured a consistent team on site; maximising project understanding, customer satisfaction and security.



Key Challenges...

Key challenges in this project included:

- **Restrictive site in busy location:** required careful planning and programming to minimise disruption and ensure the safety of residents and members of the public
- **Storage/Deliveries:** storage options were so limited that daily material deliveries were required
- **Waste:** due to the restrictive nature of the site, our Site Manager had to take all waste to another Ian Williams site on his way home where full waste facilities were available
- **Red Route Location:** Dulverton Mansions are also located on a very busy Red Route with strict guidance for vehicle access, parking and delivery drop-offs. This required extensive planning and co-ordinating throughout the project

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