

Ian Williams
on behalf of
Pembroke
Mansions
Management
Company
Limited:
**Pembroke
Mansions,
Bristol**



ian williams
Looking after Buildings

Project: Pembroke Mansions, Oakfield Road, Bristol



Task: External decorations and repairs

Products used:

- **AkzoNobel**
 - Maximum Exposure Smooth Masonry
 - Weathershield Exterior Undercoat and Gloss
 - Metalshield Gloss
 - Weathershield Anti-fungal Wash
- **Coo-var** Anti-slip floor paint
- **Repair Care**
 - Dryfix Uni
 - Dry Fix 1 and 4 hour

Client: Pembroke Mansions Management Company Limited

Background

Situated in Clifton Down, one of Bristol's most prestigious and affluent areas, Pembroke Mansions is a Grade II, 4-storey detached Victorian Villa. The building has been converted into 9 self-contained leaseholder flats valued in excess of £350,000 each, some of which are owner-occupied and others which are privately rented.

Project Details:

We delivered a 6-week external decorations and repairs project including anti-fungicidal washdowns, sash window repairs and decorations, minor render repairs and decorations to previously painted external surfaces including walls, railings and some flooring.

Prior to commencement, we held a socially distanced pre-start meeting with residents to discuss the project and understand requirements and expectations; an important aspect which enabled us to explain works, how we were maximising lifecycle value and also manage leaseholder expectations.

Working with Northgate, our local specialist scaffolding partner, we designed a bespoke fixed scaffold which considered residents' balconies, basement flats and a pedestrian pathway whilst minimising potential damage to the listed building's façade and original features. At the same time, we worked with AkzoNobel's local specifier to develop a bespoke specification in keeping with original features.

We forged excellent relationships with the management company which included on-site leaseholders, enabling us to communicate effectively with all residents. Furthermore, our experienced Foreperson was always on site to undertake further liaison to drive customer centric delivery.

It was vital the project was completed on time to enable joint handovers before the scaffolding 6-week hire period. This ensured we provided full customer satisfaction prior to demobilising to avoid any further disruption or costs.



The Challenges...



Key challenges in this project included:

- **Existing Building Condition:** whilst the building still looked in good condition, closer inspection revealed a large number of smaller repairs and areas of discolouration. Our commitment to detailed pre-surveys ensured these were considered within our tender to minimise additional costs for leaseholders
- **Limited Parking:** a Victorian area with small roads, Clifton is notorious for limited parking and numerous residential permit zones. Whilst we used on-site parking for vans, we located a welfare unit in a parking bay adjacent to the building. This required a permit from Bristol City Council and close liaison with neighbouring properties and other local residents. We also had to carefully plan for a lorry to ensure enough space to safe unload/load scaffolding
- **Home Working:** due to the COVID-19 pandemic, many residents were working at home, requiring us to limit noise. We forged close relationships during the pre-start meeting and provided full contact details which enabled us to provide a flexible approach around residents' needs; particularly when erecting/dismantling scaffold
- **Individual Leaseholder Costs:** as leaseholders had to pay for works to their own windows, we needed to carefully establish who owned which windows. We asked residents to display numbers in their windows which reduced the need for social contact during COVID-19 and enabled us to allocate costs correctly



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