

LOCATION: Darlington

VALUE: £4.8m

DURATION: 2021 - 2024



SCOPE

Replacement of external composite doors for council-owned properties.

PROJECT

From the outset, ABP established clear communication channels and reporting procedures to enhance project clarity and efficiency. This approach facilitated interaction with residents, ensuring their needs and concerns were addressed promptly, which was important in maintaining high customer satisfaction levels.

NVQ Level 2-certified installation teams, overseen by on-site supervisors, ensured compliance with Building Regulations, CDM 2015, and council specifications.

ABP conducted a targeted training programme at our Washington Depot for Darlington engineers in maintenance skills and emergency procedures, including:

- Maintenance skills and safe drilling through fire doors.
- Hands-on sessions in window refitting and lock changing.
- Factory visits to enhance understanding of product quality.

Conducted once weekly over four weeks, this training minimised disruption while ensuring high standards of workmanship and safety through practical, detailed instruction.

POSITIVE OUTCOMES

- The project was completed on time, meeting or exceeding quality benchmarks. ABP's performance secured additional contracts, including installing windows and fire doors.
- Following exemplary performance and adherence to high standards, Darlington has awarded ABP further contracts and broadened the scope of existing agreements to include the installation of windows and fire doors, all completed within the stipulated timeframe.

Resident feedback reflected the positive impact of ABP's approach:

"The installers were brilliant, both on the work and how polite they were. I can't fault anything, the whole process went as well as I could have wanted."