



DELIVERING HIGH QUALITY WINDOW AND DOOR REPLACEMENT ACROSS THE SOUTH WEST

VALUE: £800k per annum

LiveWest
A home for everyone

OVERVIEW

ABP has been in a long-standing partnership with LiveWest, delivering the supply and installation of PVC-U windows, doors, and composite doors across occupied social housing properties throughout the Southwest.

Over the course of the partnership, ABP has successfully installed over 12,000 windows and doors for LiveWest customers. This scale of delivery reflects both the strength and longevity of the relationship and a shared commitment to improving the quality, safety and energy efficiency of LiveWest's housing stock.

All works were delivered in occupied homes, requiring careful planning, strong customer communication and a consistently high standard of craft.

KEY CHALLENGES

At the start of the 2024/25 financial year, the programme experienced slower mobilisation than planned, leading to backlogs beginning to accumulate.

In response, ABP worked proactively with LiveWest to address the challenges and strengthen operational delivery.

Key actions included:

- Introducing a more experienced contract management team
- Enhancing survey and installation processes
- Improving coordination and communication between operational teams

- These improvements led to significant learning and programme refinement. As a result, during 2025/26, LiveWest provided addresses in advance of the new financial year, allowing ABP to complete surveys and manufacturing early, and mobilise at pace from April. This proactive approach enabled the programme not only to recover but also to complete ahead of schedule and to accommodate additional budget later in the year.

PERFORMANCE & KPIS

ABP's strengthened operational approach delivered strong and measurable performance throughout the 2025/26 financial year:

- Handover performance improved by 45%, with 237 completed properties against a forecast of 163.
- Right First-Time performance remained consistently high at 95–100%, with any isolated issues resolved swiftly.
- Priority repairs completed within 24 hours achieved 99–100% compliance across the year.
- Customer satisfaction averaged 92%.
- Over delivery of £174,000 achieved by year-end.
- These results demonstrate improved workforce efficiency, stronger scheduling and effective mobilisation aligned to LiveWest's annual programme.



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SPECIALIST & SENSITIVE SCHEMES

LiveWest also appointed ABP to deliver essential installation works at a specialist refuge providing supported accommodation for single homeless women aged 22+, including women fleeing domestic abuse, survivors with complex needs and those arriving through asylum pathways.

KEY ACHIEVEMENTS

Zero safeguarding incidents, supported by robust risk management and enhanced supervision

- High levels of resident and staff satisfaction
- Positive feedback on the team's respectful and unobtrusive approach
- The project demonstrated ABP's ability to deliver safely and compassionately in complex supported housing environments, while maintaining strong working partnership with LiveWest.

SOCIAL VALUE & COMMUNITY IMPACT

- In April 2026, ABP and LiveWest colleagues came together for a wildflower planting day at Cranbrook Country Park in Exeter, planting over 1,000 wildflowers to enhance local green spaces and support biodiversity close to LiveWest communities.
- This initiative is a strong example of collaborative working to deliver meaningful environmental and social impact, creating long term benefits for customers and the wider community.

KEY OUTCOMES

- Long term, trusted partnership delivering at scale
- Improved operational performance and programme efficiency
- High customer satisfaction across occupied homes
- Successful delivery in sensitive and specialist environments
- Tangible social and environmental value for local communities

RESIDENT FEEDBACK

"Very pleased with the installation of my windows – very efficient service. Very pleased with all windows and the front door. Thank you very much."

"The installer was very professional and respectful of my property. He explained all about the doors and windows and offered advice to get the best from them."

"The man who came out was lovely, he explained everything to me. I am over the moon with his work."

"Work conducted in a clean and timely manner, both installers polite and tidy workers."