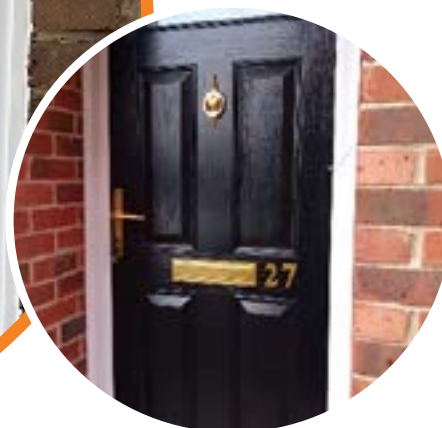




LOCATION: Raven Housing Trust

VALUE: £2m

DURATION: 2020 - 2025



SCOPE

Supply and installation of external doors to Raven Housing Trust properties.

PROJECT

ABP was awarded a five-year contract to supply and install external doors across Raven Housing Trust's properties, a programme that focused on enhancing property security standards while minimising disruption to residents through efficient project delivery.

The works commenced in September 2020, with ABP deploying two dedicated two-person installation teams to deliver the programme. Each team is trained to install door sets in compliance with current regulations, ensuring that all installations meet the rigorous requirements of the Building Regulations.

ABP's phased approach enabled the smooth delivery of works across Raven's housing stock. Detailed surveys were conducted prior to installation using ABP's proprietary Caliburn Survey App, ensuring precise measurements and seamless manufacturing integration. Products were manufactured in-house under ISO 9001 standards, guaranteeing quality and compliance.

Resident engagement was a critical element of the programme's success. ABP's Resident Liaison Officers worked closely with Raven Housing to provide clear and timely communication, including tailored consultation for vulnerable residents. A Resident Information Pack

was provided to every household, outlining the scope of works, benefits of the upgrades, and safety guidance for door use. The use of two-person installation teams ensured minimal disruption to tenants, with works completed efficiently and with care.

SUSTAINABILITY

ABP is committed to sustainable practices and recycles all removed materials through its recycling facilities in Norwich. This aligned with Raven Housing Trust's environmental goals and contributed to waste reduction across the programme.

POSITIVE OUTCOMES

- The project delivered measurable outcomes, including improved property safety and security through high-specification door installations. Feedback from residents highlights the professionalism and efficiency of ABP's teams, with tenants expressing satisfaction with the quality of work and the care taken during installations.
- A strong partnership was built between ABP and Raven Housing Trust and demonstrated ABP's ability to deliver complex, high-value contracts while prioritising tenant engagement, safety, and sustainability.

"10/10. Amazing people to deal with, installers were polite, friendly, fast, efficient, and even hoovered up after completion. Highly recommended."