



LOCATION: London

VALUE: £3.5m per annum

DURATION: 2021 - Ongoing



SCOPE

Supply and install PVC-U windows, composite doors, and fire doors across Hyde Housing's occupied social housing properties. This Lot was delivered across multiple London Boroughs.

PROJECT DELIVERY

As part of our ongoing partnership with Hyde Housing, ABP was contracted to supply and install PVC-U windows, composite doors, and fire doors across their occupied social housing properties in multiple London Boroughs. The project aimed to enhance energy efficiency, improve safety, and ensure high-quality finishes while prioritising tenant engagement and satisfaction.

ABP implemented a phased delivery programme to ensure minimal disruption to residents. Communication with tenants was managed by a dedicated Resident Liaison Officer, who provided regular updates and tailored support to meet the specific needs of residents, particularly those requiring additional assistance. Adjusted schedules and personalised consultations were offered to ensure inclusivity for vulnerable residents. Site surveys were conducted using ABP's Survey App, capturing precise measurements to support bespoke manufacturing of products tailored to each property's requirements.

Products were manufactured in-house at ABP's facility under ISO 9001 standards, ensuring compliance with current Building Regulations and delivering durability and energy efficiency. As part of Hyde's

Quality Standard initiative, residents were given the opportunity to personalise their homes. ABP collaborated with Hyde to produce a bespoke booklet and form that detailed various options for colours, designs, and glazing finishes. Residents could choose either a complimentary standard upgrade or opt for paid enhancements. This initiative empowered residents by offering greater choice and control over their home improvements, fostering a sense of pride and ownership.

Installations were carried out by NVQ Level 2 certified operatives, with site supervisors ensuring FENSA compliance and maintaining quality. Protective measures, such as dust sheets, safeguarded homes, and work areas ensuring they were clean post-installation. Old windows and doors were recycled through ABP's Norwich facility, reducing landfill waste and aligning with Hyde's sustainability goals.

POSTIVE OUTCOMES

The project's success led to a contract extension, reflecting Hyde's confidence in ABP's delivery.

Resident feedback praised the professionalism and efficiency of ABP's teams:

"The gentlemen were very polite and professional —they're a credit to your company."

"Absolutely brilliant—the lads were lovely, and my windows are amazing."