

Project sheet | Pendeen Court Refurbishment

Key information

Client | Slough Borough Council

Value | £700k

Duration | October 2018 to February 2019



Project Overview

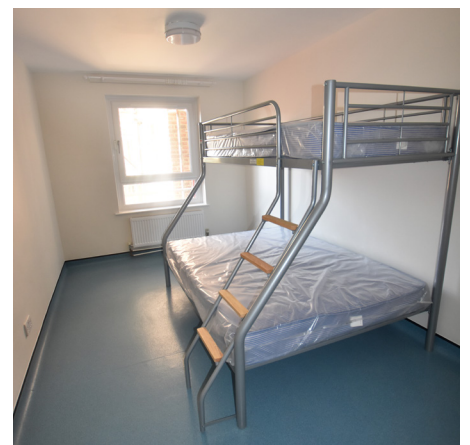
Following a competitive tender process R. Benson was awarded the contract for the complete refurbishment of Pendeen Court for Slough Borough Council. Pendeen Court is a temporary accommodation unit comprising 29 flats and communal areas. Within the block there is 1 studio apartment, 27 one bedroom flats and 1 two bedroom flat, a laundry, communal space and various storage areas.

The two- storey building is approximately 30 years old and had received minimal refurbishment since it was built. The flats were in a poor state of repair and required complete refurbishment to bring them into line with current decent homes standards.

R. Benson were instructed to carry out the following works across the development:

- Kitchen and bathroom replacements
- Electrical rewires
- Complete re-decoration to flats including installation of cap and cove flooring throughout
- Joinery work including new doors and frames to flats
- New fire rated flat entrance doors
- Installation of new fire rated external doors to communal area
- Replaced all windows with white UPVC frames
- Roof clean and isolated tile replacement, new fascia's, soffits and rainwater goods
- Landscaping works including installation of artificial grass and refurbishment of playground area
- Replacement of flooring to lobby area, decoration and installation of individual post boxes.
- Installation of new curved glass entrance atrium
- Installation of key fob entrance door system
- Installation of new CCTV system
- Removal of graffiti from the walls
- Refurbishment of launderette area and installation of new machines
- Conversion of communal room into studio flat
- Gifted three new Pendeen Court signs
- External decoration to existing balustrade

During the 22 week programme all 29 flats were completely refurbished, a disused communal room was converted into a studio flat and all external and communal areas were upgraded.



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Achieving milestones

Pendeen Court is used by Slough Borough Council for temporary emergency accommodation. Throughout the delivery of works at Pendeen Court families were continually moving in and out of the flats. As each flat became vacant work commenced, work was completed within four week period and often handed back earlier where possible to maximise the available accommodation and minimise the amount of rent loss to the Council. Work was carried out on up to six flats at one time. Our team on site regularly assisted residents moving in and out of properties to continue the momentum of the programme. The project was delivered ahead of programme and to agreed costs.

Service Delivery

Pendeen Court remained occupied throughout the delivery of both internal and external works. The development has a large central courtyard area with children's play equipment. Ensuring the safety of all residents was extremely important, especially the resident children who often play in communal areas. Additional measures were taken to ensure the works were carefully segregated from residents at all times.

We undertake our own weekly Health & Safety inspections and Slough Borough Council employ an independent consultant to carry out inspections. During each of the independent audits the assessor found the site to be run to a very high standard in accordance with our accredited business management system.

The project was successful delivered with no complaints from residents, we believe this was due to the high level of communication the delivery team maintained with residents for the duration of the project. Our site manager and resident liaison officer operated an 'open door' policy enabling residents to discuss and potential issues as they arose. Alongside ensuring our own housekeeping was maintained to high standards our site welfare labourer did a litter pick at the end of each day to help keep all the communal areas clean and clear.

"R. Benson's have delivered the contract at Pendeen Court to a very high standard of workmanship ahead of programme and to agreed costs. The site has been well organised and managed throughout by the site manager, scoring very highly on the monthly independent Health and Safety audits and regular communication with the residents throughout the works resulting in Zero Complaints."

The Internal and External refurbishment has made a huge improvement to the look of Pendeen Court due to the hard work by R. Benson's and I would certainly look forward to working with them again should they be successful in winning any future contracts with SBC/JEH."

Graham Mitchell M.C.I.O.B, Project Manager, Slough Borough Council

