



## Redecoration and repairs

Gravesham Borough Council, Kent

### Highlights

Gravesham Council awarded Axis a Painting and Decorating contract, won through our membership on the SEC's Internal & External Building Works framework.

The planned improvements works were carried out on their mixed stock of blocks of flats, semi-detached houses, bungalows, terraced houses and a number of care homes throughout Gravesham, Kent.

Works included: internal and external decorating and repairs (including works to communal areas); roof strengthening works and renewals to walkways, balconies and ground floor access areas; asbestos removal (AIB and Chrysotile); fascias, soffit and gutter and canopy replacements and brick wall repair to deteriorating or unsafe areas.

### Specifications

- Internal and external redecoration
- Roof strengthening works
- Walkways, balconies and communal area renewal
- Asbestos removal
- Fascia, soffit, gutter, canopy replacements
- Brick wall repair
- 3600 properties

£800,000 value

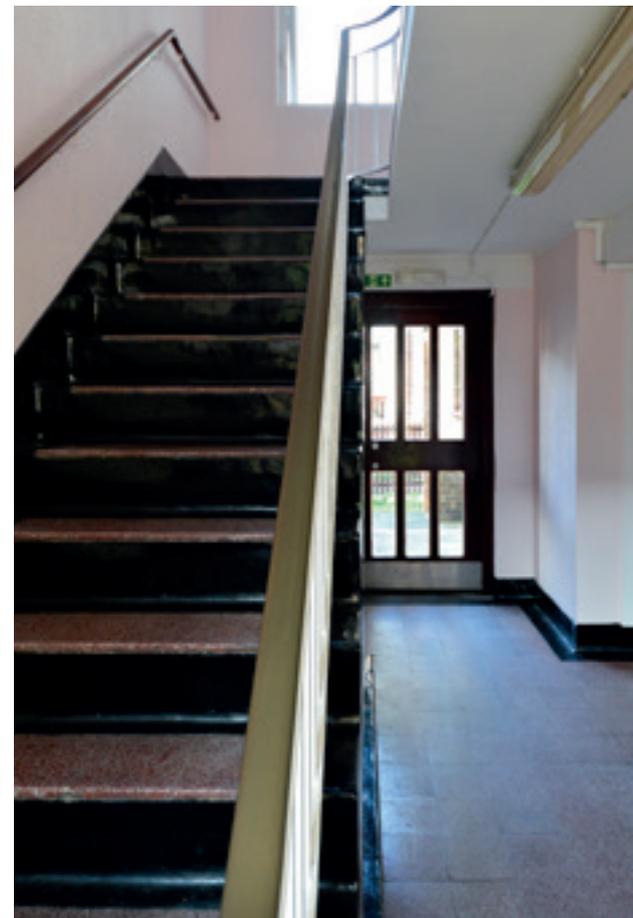
4 years duration



We took a proactive approach when in the planning stages. Internal fire upgrading and painting works were undertaken during the winter months and external works were programmed from April to September. In this way we made use of the clement weather in summer months to ensure works were carried out efficiently and to a higher standard.

Working closely with the Council and our supply chain allowed us to implement the following efficiencies: re-specifying products to enhance the maintenance life cycle (such as using the masonry paint '365 Sandtex') and using cherry pickers instead of scaffolding to increase efficiency, reduce obtrusiveness and drive down costs.

Weekly KPI meetings (rather than monthly) were introduced to support continuous improvement, monitor defect-free handover, customer satisfaction and budget compliance. As a result our resident satisfaction rose to 99.7% against 95% target.



#### Client testimonial:

*Very good service delivery and good response to changes in programme. Management of works is very good and prompt response to issues.*

John Humphreys  
Gravesham Borough Council

#### Contact

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