

Client	Location	Duration
PA Housing	The Midlands & Surrey	12 months (of a 10 year programme)

PROJECT OVERVIEW

We are delivering PA Housing's long-term roofing programme across the Midlands and South, covering flat and pitched roof renewals to occupied homes and residential blocks. Currently in Year 3 of the Midlands programme and Year 1 of the South, works include roof renewals, structural repairs, chimney removals, insulation upgrades, rainwater goods and fire safety improvements across a wide geographical area from Northamptonshire to South West London.

This year, we are delivering approximately £2.5m of roofing works, including properties within KT8, KT13 and SW14 postcodes. Since commencement, we have completed 45 projects, including occupied homes, listed buildings and conservation properties.

A key achievement was completing over 70% of the annual programme before the end of September 2025 against PA Housing's April 2025 – March 2026 target. PA Housing confirmed we were the only contractor on the framework to achieve this milestone, resulting in additional properties being awarded during the programme year.

RESIDENT ENGAGEMENT

Resident engagement is central to delivery within occupied and sensitive environments. Dedicated Resident Liaison Officers provide advance communication on scaffolding, access arrangements and programme updates, supported by QR-coded site noticeboards and resident feedback channels.

Our approach is tailored to each scheme. At a women's refuge, enhanced safeguarding measures included DBS-checked operatives, restricted working hours and behavioural controls. For listed and conservation properties, phased scaffold management minimised disruption while protecting historic features.

This approach has achieved 100% resident and client satisfaction across the programme.

DELIVERY OUTCOMES

- Approximately £2.5m annual roofing works
- 45 projects completed to date
- 70%+ of programme completed before end of September
- Additional properties awarded due to strong performance
- 0 reportable accidents
- 100% resident satisfaction
- 100% client satisfaction
- 100% defect-free handovers
- 98% health and safety audit performance

We have also committed 0.5% of annual contract value (£7,000 in 2025) towards community initiatives and resident wellbeing projects delivered in partnership with PA Housing.

