

Client	Location	Duration
Stevenage Borough Council	SG	12 months (of a 5 year programme)

We have successfully completed Year 1 of the window and door replacements programme across 70 occupied properties throughout Stevenage. Building on this strong foundation, Year 2 is expected to see a significant increase in delivery, with approximately 400 properties scheduled for completion.

Key challenges during the programme included:

- Maintaining resident access and communication throughout works.
- Delivering within a tight programme timescale.
- Minimising disruption to occupied homes.
- Managing weather conditions during external works.
- Addressing existing frame and structural variations discovered on site.

Additional labour resources were introduced where required to maintain programme deadlines, while collaboration with a local Stevenage-based window company improved efficiency and responsiveness on site.

RESULTS & OUTCOMES

Key outcomes included:

- 70 successful window and door replacements.
- High standards of workmanship and health & safety compliance.
- Strong collaboration between contractors, residents, and the client team.

- Positive resident feedback regarding communication, professionalism, and quality of works.

SOCIAL VALUE & COMMUNITY ENGAGEMENT

- We delivered a range of social value initiatives across the Stevenage community, including:
 - 148 hours of DWP employment support sessions delivered through our Careers in Construction programme, leading to 4 employment opportunities.
 - 46 hours of Careers Information, Advice and Guidance sessions, engaging 295 students across local events and schools.
 - Over 15 careers in construction sessions for Thomas Alleyne Academy, with 66 construction related course applications and 25 places secured
 - Advertising and filling 3 full-time roles during the first year of the contract.

“We are delighted with the success of the programme’s first year and the positive outcomes achieved for Stevenage residents. With approximately 400 properties scheduled for Year 2, we look forward to building on this momentum by continuing to deliver high-quality workmanship, exceptional customer service, and lasting value for the community.”

Brad Smith, Director at Chas Berger

