

## Carroll Build, Liverpool

Oriel Road, Window, Door & Roofline Works, Bootle, Liverpool

### OVERVIEW

Frank Rogers continue to develop a thriving relationship with the Sovini Group following appointment to deliver circa £50K improvements works at Oriel Road, replacing window, doors and roofline components.

### COLLABORATIVE WORKING

Working with Carroll's customer service team we established resident profiles across the scheme mitigated no-access through liaising with extended family members. Combining site surveys; door measurement, asbestos, design and colour choices reduced number of appointments necessary and further disruption for the customer.

### RISK MANAGEMENT

Building upon our knowledge of health & safety CDM we supported Carroll Build deliver works acting as Main Contractor, providing documentation including; RAMS, COSHH sheets, codes of conduct, safeguarding procedures, site constraint, waste management and logistic plans (reflecting best working practice).

### COVID-19

Due the current pandemic works were interrupted for 2 months between late March and May 2020.

Prior to suspending works we completed thorough inspection across each roof ensuring weather tightness in addition to weekly site inspections ensuring scaffolding and compound areas remained safe and secure. Our customer liaison officer continued telephone contact with residents settling any ongoing work related concerns throughout lockdown.

### SATISFACTION

Despite an 8 week project delay imposed by Covid lockdown resident attitude towards the works remained positive with several residents thanking us for the continued support throughout an uncertain and difficult time. Overall customer satisfaction score 95%.

