



## ForViva, Manchester

### The Lymes, London Road, Northwich – Refurbishment Works

#### OVERVIEW

Frank Rogers continue building strong working relationships with long term Client ForViva securing an exciting contract win seeing the full refurbishment of The Lymes supported housing accommodation in Northwich.

The refurbishment works comprised of external modernisation to windows, doors, roof covering and roofline rainwater goods securing the building from the elements. Further internal refurbishment included new kitchens, bathrooms, heating upgrade and full redecoration ensuring a safe, secure, and warm environment.

#### COLLABORATIVE WORKING

We introduced a dedicated Customer Liaison Officer to the project supporting scheme managers profiling residents establishing safe working procedures while working within occupied properties with vulnerable people. Our CLO provided daily informative programme works updates to scheme managers and residents remaining the go to person immediately resolving any concerns.

#### SATISFACTION

Working with scheme managers we tailored product specification opting for more robust bathroom and kitchen fixtures and fittings providing a finished product suitable for the next 30 years.

We received appreciation from residents who acknowledge that while their stay within the scheme was short, we consulted and supported them daily throughout the works.

