

REDUCING OUR IMPACT WITHIN THE COMMUNITIES WE OPERATE

Client A2 Dominion Group Contract length 4 years Value £7.4 million per annum



“ DW Support Services are a long term partner of A2Dominion. They are an extremely proactive customer focused organisation, willing to go the extra mile in terms of service improvement. Their innovative approach to minimising the impact of their site set ups has certainly lifted the bar in terms of reducing the impact within our communities whilst major works are undertaken.”

Charles Gildersleve
Assistant Director of Property Services, A2Dominion



SUMMARY

The four-year contract with A2 Dominion comprises five separate batches of cyclical redecoration work divided by geographic location in Acton, Staines, Oxfordshire Buckinghamshire, Bromley and Winchester, and covered all planned components of pre-paint repair and decoration. We also carried out additional extensive planned refurbishment works to include kitchens, bathrooms, doors and windows. In addition to the areas covered above, we delivered a number of packaged works which included the refurbishment of student accommodation blocks (internal and external) in the Bristol area.

- Cyclical and planned work estate regeneration
- Occupied homes
- Cyclical redecoration, window renewals and pre-paint repairs
- Working in partnership

PROCESS

We recognise that reducing our impact during major works contracts is a significant issue for our clients and we are committed to playing our role in addressing it to enhance the experience and satisfaction our customers enjoy. Our customers' need for sustainable solutions continues to grow, and we seek to deliver both lower impact paints and also innovative coatings with positive environmental and/or well-being benefits.

Advances in technology, operations and alternative methods of service delivery are all helping us to reduce our community impact. As an accredited 9001, 18001 and 14001 service provider we are not only committed to reducing our emissions from our own buildings and vehicles, but also from our temporary site setups proactively reducing the dust, noise and visual impact of our sites and operational activities.

INNOVATIVE THINKING/VALUE ADDED

DW's Business Improvement team has recently implemented a review of our site set up arrangements. Working with our stakeholders we have made a number of positive improvements including reducing vehicle movements on site, using Groundhog Mobile Fusion welfare units which have the latest concept in 12 volt technology - delivering cost effective and environmentally efficient, robust and easy to use anti-vandal, site accommodation. This gives savings through reduced fuel usage, fewer breakdowns and massively reduced noise pollution.

The units are suitable for accommodating six persons, which provides pleasant and safe working environments, ideal for long term external works contracts. Additionally, sites now benefit from the innovative bespoke screening that surrounds our sites so local residents and passers by don't have to look onto an unsightly array of temporary site welfare units and stores some of which are required by law to be located on site for the duration of the contract.

THE OUTCOME

- Massively reduced visual impact within the communities we are operating;
- Increased resident satisfaction;
- Enhanced employee satisfaction;
- Reduced environmental impact;
- Reducing risks associated with traffic movement;
- Efficiency savings through enhance site setups;
- Brand enhancement;
- We conduct resident communication workshops and seek feedback on our service to enable 360° review and continuous service improvement.

To find out more, please call us on 01844 399 110
dwsupportservices.co.uk