



# North Tyneside Council

**Clients** Galliford Try/Gordon Durham/Surgo

**Contract Value** £4.2 Million

## The Brief

Installing Central Heating in large volumes of North Tyneside Council properties in an efficient, cost effective and safe manner.

The Decent Home Scheme is to upgrade inefficient band D and E boilers with new energy efficient Band A condensing combination boilers.

Particular attention is required to safe working practices and to engineer behaviour in occupied properties.

## The Solution

Working in conjunction with our Main Contractor partners the John N Dunn Group is responsible for managing the process from the initial stages of liaising with tenants to co-ordinating asbestos surveys to arranging heating/electrical surveys and installation dates.

We ensure that we deliver a top class service and meet our programme deadlines, in doing so we allow 3 days to complete and handover each property;

Day 1 – Single Day Central Heating Upgrade undertaken by our Gas Safe Registered engineers.

Day 2 – Associated Buildings Works carried out by our dedicated Buildings Works team.

Day 3 – Post works inspections carried out by our Supervisor to ensure a high quality of work has been met and the property is ready to be handed back to the tenant.

Highest standards of Health and Safety are met and constantly monitored by our in house Health and Safety manager to ensure safety of tenants and operatives in a demanding, quick paced environment.

The work we carry out in North Tyneside Council properties have a one year warranty. This warranty work is dealt with by our dedicated maintenance division, which means we confidently resolve any issue or problem that may arise as efficiently as possible

With the high turn around of central heating upgrades we realise the importance of having constant communication with the Contractor Partners so we hold weekly update meetings allowing us to report on the overall progress of the project. This reporting structure is supported by our up to date IT systems that provide on time information relating to the project.

## The Result

John N Dunn Group have now worked on 5 phases of the North Tyneside Decent Home Scheme. We have successfully installed Central Heating in over 4000 properties to date all of which have been with the latest energy efficient condensing boilers, benefiting all tenants by increasing comfort, reducing energy bills and lowering their carbon footprints.

