

Case Study

Liverpool City Council Property Flood Resilience

Following severe flooding, the survey, supply & installation of 32 properties installing passive measures including Flood Doors, automatic airbricks and brick sealant



Client:

Liverpool City Council

Scheme:

Woodlands Estate
Property Flood
Resilience

Value:

£180,000

The company fully engage with the customers not only prior to the start of the work when they attended an evening drop in session but throughout the works working closely with customers and the Woodlands Resident Association. The calibre of their work and engagement with residents has in my experience been excellent..."

Paul Byrne, Liverpool City Council



We were appointed to undertake the survey, supply & installation of PFR measures to 32 properties located on the Netherley Brook in Liverpool.

Developing collaborative relationships with Liverpool City Council in pre-start meetings, we were able to offer a 'one stop shop' Design & Build solution, covering initial survey, supply & installation of PFR measures. Working closely with residents and the Woodlands Resident Association, we engaged in community events to demonstrate PFR, explain the process and answer any questions the local residents had. Resulting in the formation of a local Flood Group, our customer focused approach was commended by the Resident Association, alongside Shadow Environment Minister Maria Eagle and local councillors saying we 'have been good friends to local people'.

Managing resident's expectations in the community engagement events resulted in the most appropriate solution realised for each resident. Specific considerations such as their ability to deploy measures were taken into account, with many passive flood resilience measures installed. Manufacturing our Flood Doors in-house, that hold PAS 1188:2014 accreditation, coupled with our tried and trusted supply chain, bespoke measures were provided for each property achieving best value solutions and complete resident satisfaction.

Reviewing and monitoring programme and costs throughout delivery, our Contracts Manager ensured programme was met and costs did not exceed those agreed with Liverpool City Council. Programming works to enable multiple survey and installation appointments on the same day ensured minimal disruption, whilst maintaining agreed programme and providing best value for Liverpool City Council and all residents.

Directly employing our entire workforce, all of whom have high levels of technical experience and knowledge resulted in 'right first time, every time' delivery in a safe, efficient manner to a high-quality standard.