

VIVO Defence Services Major Refurbishment & Energy Efficiency Improvements



PROJECT DETAILS

CLIENT Vivo Defence Services Association

PROJECT Browning / Carlton / Keats / Rutland

LOCATION Paulsgrove, Portsmouth & Rutland Terrace, Aldershot

RTM Invitation to Tender – Restricted Procedure

CONTRACT VIVO Long Form Subcontract V2

VALUE £4,185,753 (combined)

ROLE Direct Contractor

END DATE March 2024

PROJECT SUMMARY

HISTORY

VIVO Defence is a facilities manager for the UK Defence FM & Housing Maintenance Framework where 20,000 buildings and 27,000 MOD family homes are managed and maintained.

McConnell is an experienced approved contractor within military industry. We have a long history of operating on MOD Estates, RAF & Maritime bases, and current DIO Frameworks as Principal Contractor.

PROJECT DELIVERY

McConnell was selected for the delivery of major external refurbishment and energy efficiency improvements for 106 traditionally built, non-insulated cavity, houses via a fabric-first approach in Browning, Carlton & Keats estates in Paulsgrove, Portsmouth, and Rutland Estate in Aldershot.

Each site location benefited from a dedicated Site Manager and a Family Liaison Officer who delivered Site Management and Customer Care services that were highly communicative, empathic and sensitive to individual and collective needs.

The scope of the contract enabled us to create four new local jobs where our commitment to learning, training, and development, enabled one of the new entrants to be promoted to Site Manager.

The works were delivered in accordance with an overarching ventilation and air-tightness strategy, focussed on eradicating dampness and mould growth, and increasing energy efficiency.

A small number of houses were reconfigured and converted into larger family-sized homes. Where this occurred, we took full responsibility for Demolition and Building Warrant Applications & Approvals along with responsibility for all other regulatory designs applications and approvals.

Working with challenging site topography and relying upon scaffolding to complete the works at height, our Temporary Works Engineer and our Scaffold Designer had important collaborative roles to play in small-scale shifting, excavations, field drainage installations and the creation of load-bearing platforms for secure scaffold erections, all in compliance with current NASC SG4:22 Regulations and independent, third-party CAT III certification for Scaffold Designs.

McConnell participated in, and successfully passed, VIVO's 'Construction Site Audit Hazard Identification Risk Assessment'.

During the project the Met Office declared 10 Major Storm Events and issued frequent amber and red alerts. We worked with VIVO to mitigate the impact of the adverse weather conditions on the project period, deploying additional management & labour resources, and extending site working hours.

The dedicated Family Liaison Officer initiated daily engagement with the service personnel and their families, building trust and ensuring that their priorities were fully considered and incorporated in our rescheduling and strategy.

Ultimately, we delivered the project on-time and within budget, successfully raising homes from Energy Performance Certificate Band D/E to Energy Performance Certificate C in compliance with approved energy efficiency standards and benchmarks.

AT A GLANCE:

- ▶ Major external refurbishment and energy efficiency improvements for 106 traditionally built houses
- ▶ Challenging site topography
- ▶ 10 Major Storm Alerts issued by MET office
- ▶ Daily engagement with families
- ▶ Project delivered on-time and within budget

VIVO Defence Services

Major Refurbishment & Energy Efficiency Improvements



SCOPE OF WORKS

- ▶ Refurbishment, ecological, disruption, condition, demolition, and asbestos surveys
- ▶ Building warrant applications
- ▶ Temporary works designs and permit applications
- ▶ New insulated roofs and eaves and verge extensions to accommodate increased wall thickness
- ▶ Insulated render system to external walls
- ▶ Replacement upvc double glazed windows and doors
- ▶ Chimney demolitions and new brick, vent and flue liner installations
- ▶ Gas flue extensions and gas meter box relocations
- ▶ Concrete canopy removals and new GRP canopy installations
- ▶ General builders work
- ▶ Environmental improvements

CRITICAL SUCCESS FACTOR

- ▶ Understanding VIVO's commercial and operational priorities and the mandatory constraints associated with operating on Ministry of Defence sites.
- ▶ Previous experience of working on MOD / DIO operational sites and the ability to accelerate strict on-boarding and vetting processes.
- ▶ Advanced enquiries with local suppliers and subcontractors who delivered 85% of the contract works
- ▶ Adding our own approved Structural Engineers, Scaffold Designers, Asbestos, Electrical & Mechanical Specialists and Ecological Consultants to the VIVO Design Team enabled full compliance with all applicable Statutory, Governance & Regulatory standards.
- ▶ Continuous collaboration and re-programming, re-sequencing and re-deployment of resources in mitigation of severe weather disruption
- ▶ The appointment of a Family Liaison Officer and the every-day development and delivery of a Customer Care Approach that was highly communicative and sensitive to local, particular, individual, collective and community needs.
- ▶ Practical local problem solving including provision of temporary drying spaces for residents, additional protection for residents' garden equipment, temporary car parking solutions, and sensitive traffic management plans
- ▶ Compliance with our ISO 9001, 14001 and 45001 management systems and safe operating procedures saw us deliver high quality installations with zero accidents on site and the highest regard for environmental protection and waste management with more than 98% of waste being segregated, recycled and diverted from landfill.