

Wellington Close Estate, *Walton-On-Thames*

**CONTRACT VALUE**  
£9.66m

**BUILDINGS**  
3 ten-storey high-rise blocks with adjoining two-storey low-rise blocks  
132 occupied flats

**PROJECT DURATION**  
90 weeks (complete 2020)

**CLIENT**  
GCS Estate Management  
**Greg Smyth**, Director.

*"d+b facades are experts in their field, professional in their approach and very busy making a complex process look simple"*



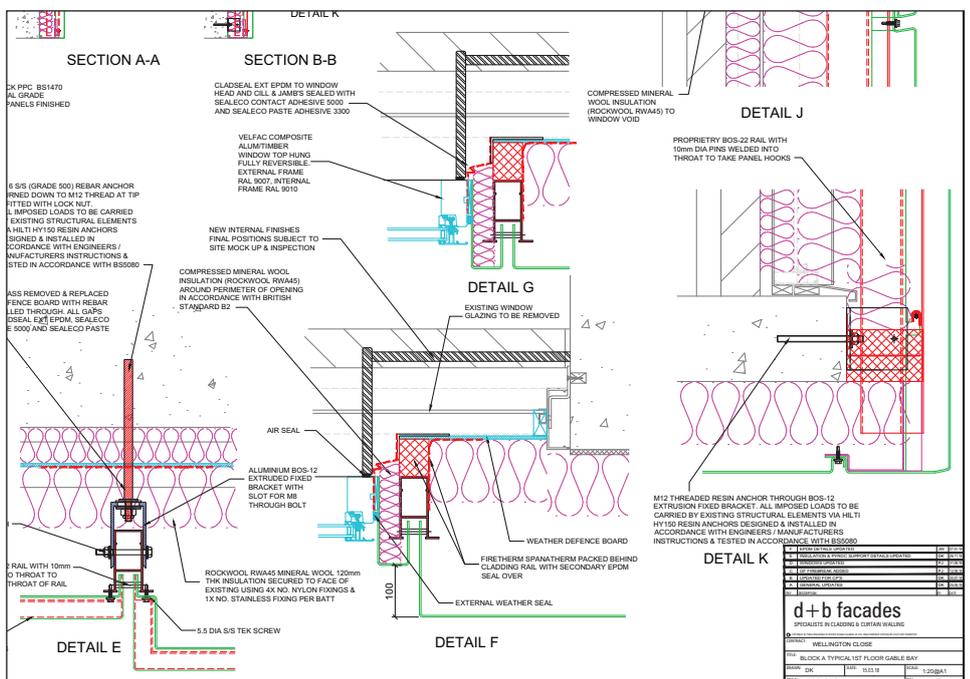
## PROJECT SCOPE

Originally built in the 1960's the three comparable blocks at Walton-On-Thames each consist of a ten-storey high-rise with adjoining two-storey low-rise. The towers are freehold with a total of 132 flats providing affordable living within Walton-On-Thames.

The scope of works comprised the design and build of complete new envelopes to all tower and spur blocks using d+b facades' A2 - s1, d0 non-combustible cladding, a system proven for more than 30 years with zero failures or PI claims, new windows, repairs, brickwork, new roof.



Extract from a General Arrangement drawing for the system as installed.



## Background

From the outset, these 1960's council buildings were beset with problems. The concrete cladding and old fashioned glazing made them prone to condensation and damp.

When the buildings were sold off to a private company, the new owners realised the flats were becoming increasingly sub-standard.

Residents suffered large energy bills as a result of poor insulation.

Maintenance costs rose due to the age of the buildings and rental incomes fell as people moved away.

The management company, fearing the buildings were approaching the end of their useful life, had 3 options:

- leave as they were
- demolish and rebuild
- refurbish.

The first two options were too expensive, so the decision was taken to refurbish the tower blocks.

The elevations were overclad with d+b facades' A2 - s1, d0 non-combustible aluminium cladding system including non-combustible insulation, full-fill compartmentation fire barriers and include new integrated high-performance timber-aluminium composite windows. The aluminium panels and the stainless steel fixings are inert and will not corrode providing a maintenance-free life expectancy of more than 60 years.

The new building envelope was installed whilst the flats were fully occupied and with minimal disruption.



work in progress

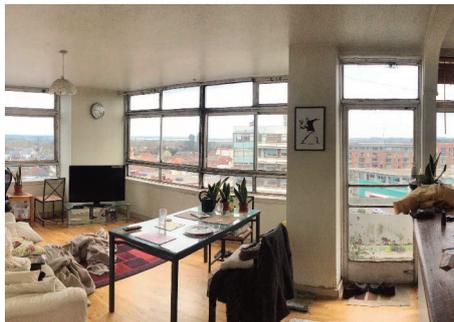
*"d+b's crew were very good in making sure the residents weren't disturbed too much, always polite and tidied up after them."*

**Robin Richardson, Resident**

In communal areas the buildings were also refurbished to a high standard.

The balconies were replaced with new glass balustrading and waterproof surfacing.

The whole system is fully recyclable, the in-built water management system prevents pattern-staining preserving the as-new appearance for the building's extended life.



Improved insulation reduces heating energy consumption by up to 70% whilst also keeping residents cool in summer.

d+b facades provided an as-new warranty on the buildings which helped the leaseholders with insurance and resale potential. A sustainable 21st century building fit for generations to come.

*"work was done very efficiently and with a minimal impact on local businesses."*

**Andrew Harting**

Chief Executive,  
Local Aston Martin Dealership

## Keeping the residents informed

As with all our residential projects, d+b facades provides an experienced Tenant Liaison Officer (TLO) who is tasked primarily with establishing excellent working relationships with the residents and the Client Team.



For residents, this was undertaken initially with a welcome letter to introduce the TLO to the residents with a brief outline of their role, contact details and the project objectives. A door-knocking exercise was undertaken as a face-to-face means of introduction which aided building personal relationships and trust. Invitation to coffee mornings and drop-in

sessions was extended to all, encouraging resident engagement, participation and providing residents with opportunities to ask any questions they had about the project, raise any concerns, inspect samples of materials to be used and be taken through the delivery programme in detail. This process proved invaluable in ensuring that residents felt listened-to and allowed the TLO the opportunity to address and allay any concerns from the outset ahead of commencement of works.

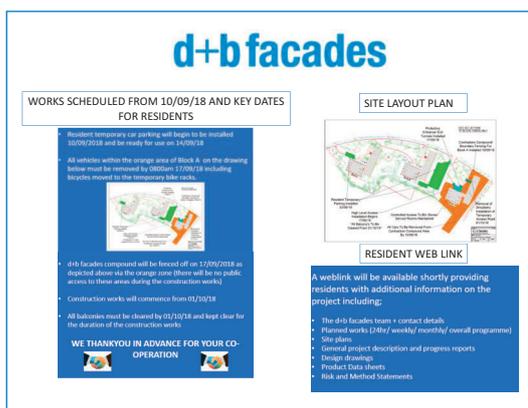
The TLO and Site Team was introduced to the Client Team along with external agencies, establishing relationships and building mutual trust and respect which was maintained throughout with meeting attendance as-required and client-run surgeries.



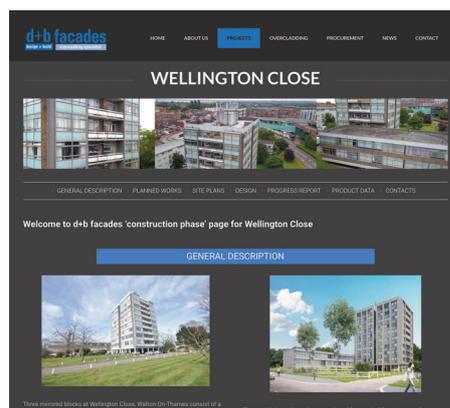
A highly detailed delivery programme ensured that works were undertaken and completed with minimal disruption to the residents. The TLO provided a notice board at an agreed location advising residents of works to be carried out each week. The notice board was updated at least once a week. A newsletter was sent out monthly providing residents with a progress report on individual towers advising of future works. Where works were carried out consecutively, blocks with no current works taking place had the notice board updated with an overview of works across the entire project.

Where internal access was required, for example in preparation for window removal, the TLO contacted each resident either by telephone, email or in person, co-ordinating access around residents' schedules and availability. In the very rare event that residents missed numerous appointments to arrange access, the TLO liaised with the Client for assistance to gain access.

### Information boards in communal areas



### Residents' information web page



## KEY OUTCOMES

Building life extended

Heating energy consumption reduced by up to 70%

Once a difficult site, it is something very exciting for the management company to manage

Sub-standard accommodation now transformed

Asset value increased for leaseholders

Delivered on time, on budget, with minimal disruption

*“when d+b came in it was like a breath of fresh air, we felt that they were involved, they wanted the project to work, it wasn't just a job they were doing.”*

**Verna Nizzola, Leaseholder**

View the Wellington Close video here:

<http://www.dbfacades.com/wellington-close-2020-video/>

Wellington Close Estate, Walton-On-Thames

**d+b facades**  
design + build overcladding specialist