

# Case Study



## Onward Homes- External Fencing

Starting out in 1899 as painting and decorating contractors, George Jones have since diversified their work streams and modernised with the times. One such avenue they have successfully ventured into is fencing. Onward Homes (formerly Liverpool Housing Trust), have entrusted George Jones with the large scale replacement of fencing surrounding and dividing their properties, throughout the Merseyside area.

Following an extensive site survey George Jones' qualified and experienced operatives have encountered issues with land and their surroundings, then set about removing all existing fencing, posts and debris in the process. Our dedicated quality, teams have ensured a minimum fuss and maximum output due to their extensive experience on fencing contracts over the last 10 years.

Liaising with tenants throughout the process, our teams ensured all fencing has been removed and replaced on estates spanning the length and breadth of Merseyside. Organisation has been key, George Jones' management team maintaining a constant level of clarity between contractor and customer via an online integrated portal, email, phone, on-site visits & progress meetings.

All gated alley areas have been removed and replaced as well as dividing front garden fencing (as pictured), back garden dividing fencing and perimeter fencing. Providing a secure and modern update. To accompany Onward Homes' modernised housing stock, also maintained by George Jones' painting and decorating team.

The results as shown are nothing short of impressive, with resident satisfaction surveys indicating the same and scores of 98% and only achieved because of our motivated team. Get in touch to see how George Jones can provide a friendly, qualified and professional team capable of replacing, maintaining or extending any fencing in and around your housing stock.

### Key Aspects

- ✓ **Trusted** to replace or repair any type of fencing and gated alley areas with minimal fuss.
- ✓ **Accommodating** to residents, providing a friendly point of contact and maintaining a clean site throughout.
- ✓ **Health and Safety** assured at all times with extensive surveys and in-house inspections/audits carried out on a regular basis.
- ✓ **Continuously** dedicated teams of directly-employed, local operatives, deployed to complete the works.
- ✓ **Flexible** reactive maintenance team on-hand to cover additional work streams where required.



**Client:** Onward Homes

**Value:** £700k p.a (approx.)

**Specification:** As per client

**Contract Period:** 3 years

