

# CASE STUDY

## TOGETHER HOUSING GROUP

### PASSIVE FIRE PROTECTION WORKS



fire solutions

#### Scope

Interpretation of the clients Fire Risk assessments to ensure rectification of breaches to fire compartmentation including voids and service penetrations between risers, walls, floors and fire doors situated throughout multiple high and low rise occupied housing blocks.

Working in close conjunction with a team of internal Fire Risk Assessors, Neo schedule and coordinate the works to meet challenging timescales and ensure best value for money was achieved for the client.

Using the extensive experience of the Neo team working within residential properties a clear emphasis was set on meeting predetermined appointment structures. Through detailed planning and flexible working Neo was able to carry out the works to suite the tenants requirements.

When planning and co-ordinating the works, strict access protocols were maintained and documented ensuring on completion, block level compliance standards are met and FIRAS certification standards satisfied.

#### Key Challenges

- Co-ordinating works to complete inside a predetermined AM / PM appointment structures
- Completing a range of high volume low value rectification works against risk assessed completion timescales
- Performing works within the homes of diverse resident groups
- Planning works with full consideration for resident vulnerabilities, ethnic and cultural diversity

#### Key Outputs

- Achieving stringent compliance with FIRAS certification standards
- Managing the continuous flow of data between internal works management systems, site based engineers, residents and client management teams
- Zero accidents / incidents
- Customer Satisfaction Ratings of 98.9%
- Appointments met 100%
- Access rates 97%
- Completion within target 100%

#### Key information:

##### Contract value:

c. £350,000

