

Welwyn Hatfield Borough Council

Replacement Windows and Doors



Contract Value: £2m per annum

Contract Dates: July 2025 – to date

Description:

This project forms part of a four-year window and door replacement framework which commenced in July 2025. The programme involves the installation of new UPVC energy-efficient units across the Council's housing stock to enhance thermal performance, reduce heat loss, and modernise the overall appearance of the properties. Approximately 400 homes will be upgraded each year. Works are carefully phased and coordinated in close collaboration with residents, supported by our full-time Resident Liaison Officer (RLO), to minimise disruption and ensure clear, consistent communication throughout the programme.

Scope of Works:

- Site survey and measurement of all existing openings.
- Careful removal and disposal of old windows and doors in accordance with waste regulations.
- Preparation of openings, including repair of reveals, sealing, and checking for damp or structural issues.
- Installation of new UPVC double-glazed windows and doors to manufacturer's specification.
- Application of appropriate trims, sealants, and finishing details to ensure airtightness and weather protection.
- Final inspection, cleaning, and handover to client with maintenance guidance provided.

Key Challenges & Lessons Learned:

Access and Resident Coordination: Working in occupied homes requires careful planning and clear communication, as residents may have limited availability or specific needs, such as elderly or vulnerable occupants, or pets. It's essential to ensure safe access and minimal disruption while maintaining security throughout the installation process. To uphold quality standards, protection measures and flexible scheduling are often necessary.

Asbestos or Hazardous Materials: Before any work can begin, R&D surveys are undertaken to ensure compliance and protect both workers and residents.

Waste Disposal: Waste disposal posed a challenge, especially with the removal of old glass, frames, and fixings. All windows removed are being wholly recycled – frames and glass with 100% recycle rate.

Lessons Learned

- Our Resident Liaison Officer (RLO) conducts visits to residents the day prior to their scheduled installation to provide a reminder, address any queries, and confirm that all preparations are in place. This structured, proactive approach has proven highly effective in maintaining clear communication, ensuring resident satisfaction, and supporting the smooth delivery of works across the programme.
- Coordinating deliveries was crucial to minimising disruption for residents. Materials were delivered and collected daily using a just-in-time approach aligned with each resident's agreed installation date. Accurate measurements and meticulous planning were essential to ensure smooth operations and avoid any need for rework.

Programme Success:

To date we have successfully replaced UPVC doors and windows across the residential scheme, meeting all milestones on time. Strong planning, resident engagement, and supplier coordination ensured smooth delivery. Quality control and daily reporting helped minimise disruption, with positive feedback and fewer post-completion issues.

Residents consistently described CWG as a friendly and efficient team. This is reflected in our resident satisfaction KPI score of 99%, demonstrating our commitment to delivering high-quality service and positive community engagement.