



Customer Stories

How we helped the UK's leading provider of personal injury services complete a large dilapidations project in just five weeks – National Accident Helpline



Who's the customer?

National Accident Helpline is the UK's leading provider of personal injury services. Based in Kettering, and with 25 years experience, all their advisors are legally trained so every customer can rest assured that the people they speak to have the skills to understand their situation, and provide the help they need.

Working alongside their Head Office team is a carefully selected network of specialist "no win, no fee" personal injury solicitors, who are paired with every customer who decides to pursue their claim.

What was the brief?

The client was moving to new premises and needed to hand back their original premises, consisting of three separate buildings, to the landlord. With just two months to go before their lease ended they realised that their landlord was not going to supply a dilapidations report, and the decision was made to appoint their own surveyor. The surveyor completed a dilapidations report in line with the client's lease contract and National Accident Helpline asked a selected list of contractors to quote for the work. Cubex Contracts won the contract and a timeframe was agreed to ensure the works would be completed within just five weeks. The project being somewhat urgent, with no wiggle room on the completion date deadline.



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This customer's project needed completion within an urgent deadline



About the project

Appointed as the Principle Contractor, Cubex Contracts assigned a dedicated Project Manager to the project whose first task was to set up a site compound with welfare facilities that included a canteen, washing sinks and toilet. We also made sure processes were put in place from the beginning in line with COVID-19 guidelines to protect our contractors and any visiting persons to the site.

Other tasks that were required in preparation to the works start date included all necessary paperwork such as submitting a F10 CDM to the Health and Safety Executive (HSE), setting up a health and safety site file, construction phase plan, and arranging for skips and materials to arrive in good time for the project to start. All three buildings on the site needed to be taken back to how they were before National Accident Helpline had taken over the lease agreement. This work included:

Across all three buildings-

- Partitioning removed
- All walls, door frames and radiators to be painted in white
- New carpet fitted

Additional works-

- Kitchens from two buildings to be removed, including all pipework
- Fitting of a new suspended ceiling in one building
- Removal of painted "N" marker on eighty parking spaces

We also arranged for a specialist cleaning contractor to come in at the end of the works to clean through all buildings, which included twelve toilets.

The skips that were pre-ordered for the project were put to good use with ten loads in total being needed. This included three skips for plasterboard and seven general waste skips

The project was completed on November 30th, 2020, and took 5 weeks (31 days, excluding weekends) from the agreement of the quote to client handover. A team of highly skilled contractors including electricians, decorators, partition fitters, plumbers, carpet fitters, ceiling fitters, a surface medic and a general builder were co-ordinated by one of our expert Project Managers, who was supported by our in-house administration team.

The customer was very happy with the smooth handling of the project and complemented our Project Manager in particular, for his expert knowledge and caring, helpful approach. From the very beginning our team worked hard to ensure that the project delivered an "as new" building back to the client, was brought in on time (even with extra works added), and under the agreed budget, something that we know was very much appreciated by our client. We were very pleased to receive full marks in our feedback survey.



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Customer said:

"We are delighted with the work done by Cubex Contracts to complete our dilapidations project in what was a very tight timeframe, with a deadline date that could not be extended for any reason. Kris, the Project Manager appointed to look after our project, was really knowledgeable, particularly pleasant and very easy to deal with. He was also really passionate, cared about all aspects of the project and was always so helpful, which we really appreciated.

I would definitely work with Cubex Contracts again (in fact we have already contracted them to work on a second project!), and that's very much down to the professionalism and expertise demonstrated by Kris. I would have no hesitation recommending them to anyone looking to appoint a contracts team for a large scale dilapidations project."

Marcus Hennessey, IT Operations Manager
National Accident Helpline



Before



After



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Before



Before



Before



After



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