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**PROJECT NAME:**

Lark Hill

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**CLIENT:**

ExtraCare Charitable Trust

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**LOCATION:**

Lark Hill, Nottingham

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**VALUE:**

£202,000

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In the Spring / Summer of 2023 Dodd Group Painting was awarded an External Painting project to the Resident Balconies and Associated Steels at Lark Hill Village in Nottingham. Lark Hill is one of the largest retirement villages in Europe, housing over 400 residents.

All metal work surfaces were prepared and repainted utilising the Dulux Trade Metalshield paint system – Dodd Group has been accepted for Dulux Trade Connect Membership

Delivery utilised two different size MEWPS maximising flexibility without compromising safety or impeding access for residents or staff

We promoted a customer centric approach to service delivery via:

- Pre-work Engagement Meetings delivered collaboratively with the ExtraCare Cluster Contract Manager. Showcasing the programme, specifications, colour scheme and answering questions.
- Maintaining up to date posters with relevant information and progress reports in resident communication zones.
- A personal appointment system managed by the Dodd Group Site Foreman, supported by our Resident Liaison Officer.
- Weekly FAQ sessions held throughout with the Head of Painting to answer any queries or address any concerns.
- Supporting residents with balcony furniture relocation during works

*"The work quality exceeded our expectations, and the completed phases look fantastic. The Dodd Group team only offer completed works once they are satisfied it meets exceptional standards of workmanship. I would also note the behaviour of the team members has been fantastic, and we have never had anything but positive feedback from the Lark Hill team and residents. Overall, they have been a pleasure to work with and we look forward to our continued professional relationship and future projects."*

**Adam Martin, Cluster Contracts Manager**

