



# High Rise Refurbishment & Cladding Replacement

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Client: **Accent Housing**

Measures: **EWI and Cladding Replacement, Window  
and Door Replacement, Roofing Works and Lightning  
Conduction System Installation**

Location: **Aldershot, Hampshire**

Date: **April 2022 to August 2023**

Value: **£2.9m**

**CORNERSTONE**







## The Challenge

Cornerstone secured this complex high rise refurbishment project with social landlord Accent Housing in early 2022 via competitive tender. The contract focused on the predominantly external upgrade of two tower blocks – Stafford House and Alexander House.

The scope of work on both buildings included full scaffolding, the installation of a new lightning conduction system, the installation of a flat roof system and window and door upgrade or replacement.

In addition, Stafford House undertook external redecoration of the whole buildings and the replacement of gable end cladding with brick slips.

Alexander House also required replacement of the existing external wall insulation (EWI) with a mineral wool system including a brick slip finish to the front elevation, the installation of fire doors on top floor flats and the addition of fencing and balcony dividers.



Particular challenges on this scheme included the installation of EWI in challenging weather conditions, delays caused by a tenant refusal and the discovery of historic roofing leaks that required us to extend the original roofing programme.

**Facts & Figures** A Considerate Constructors Scheme score of 26 out of 30 across three inspections saw us maintain an 'Excellent' score throughout the project.

## Our Solution

Cornerstone worked with a wide range of technical experts and specialist manufacturers to design a safe and compliant solution for both blocks. The works were carefully programmed and resourced with a combination of our own direct resources (including all supervisory and managerial positions) and a range of vetted specialist installers. At its peak, we had a total of 25 people working on site.

This included a dedicated Resident Liaison Officer who was a resident of one of the blocks. He was able to draw on sound customer service skills as well as direct first-hand knowledge of the site, to ensure residents

were kept well-informed and that satisfaction levels remained high. This included resolving an issue with a tenant who initially refused the works, which had the potential to cause significant delays to the programme. Such was the skill of the RLO that they have remained with us, supporting other projects, since the works for Accent Housing concluded.

The project was inspected three times under the Considerate Constructors Scheme and achieved an 'Excellent' score in all three categories, which include Respect the Community, Care for the Environment and Value their Workforce.





**“Throughout the project, Cornerstone were excellent to work with and were proactive in their communication and rectification of changes to the scope of the project as it progressed. Their site team and management were helpful, and solution focussed, and they would always consider the customer impact in all of the work they completed. The work has been completed to an excellent standard and I would happily recommend Cornerstone to others undertaking similar projects.”**

Alex Liburd, Director of Assets and Compliance at Accent Housing

## The Result

The works were delivered to a high standard in compliance with our programme of works and to the complete satisfaction of our client. The visual transformation of both blocks was matched with improvements in both safety and energy efficiency, improving the environment and comfort levels of residents.

A resident of Alexander House commented: “Cornerstone played a pivotal role in the success of the recladding project. Their expertise, attention to detail, commitment to safety, effective communication, adaptability, and dedication to quality were instrumental in ensuring that the recladding process proceeded smoothly and yielded outstanding results. Their contributions to the contract have enhanced the functionality and aesthetics of the building beyond our expectations.”

