

# RE:GEN GROUP

Case Study:  
Minor Works 2020-21



**karbon**  
homes  
**believe**  
housing



## Overview:

Responsive repairs and maintenance from a £1k to £40k covering a wider range of work including flat and pitched roof replacements, hard and soft landscaping and disabled adaptations. Focused around compliance, whether it be Health & Safety and / or fire, we are quickly becoming the 'go to' provider for a first class quick response.

## Key Facts & Figures:

- Various reactive projects across the North East for key clients including Believe Housing and Karbon Homes
- Flat and pitched roof replacements, Hard and Soft Landscaping, Brickwork & Concrete Repairs, Disabled Adaptions
- c£400k pa
- Delivered in house through skilled accredited workforce



Before



After

## Our Approach:

Our dedicated Minor Works Supervisor, Lee Henry, worked closely with client representatives to plan, communicate and deliver a first class product.



Lee Henry, RE:GEN Group

Lee has a team of 10 directly employed operatives who cover a range of trades accredited with the Firestone product installation and along with business accreditations for CHAS Premium Plus, Constructionline Gold and Street Works we were able to deliver these projects in house and keep the cost as low as possible for our clients.

A key requirement of this type of project is customer interaction and we are proud to say our team regularly receive exceptional feedback from residents and clients on our attitude, respect, conduct and quality of our service.

While the work is very reactive and can be fast paced we always ensure that Health & Safety is our number one focus. Dynamic Risk Assessments and Method Statements allow us to be agile and responsive without compromising our standards.

# RE:GEN

GROUP

## Customer Satisfaction:

*"The lads were fantastic especially Lee. They went over and above to help and nothing was too much trouble".*

- Mrs Edwina Carter, 16 Holgate Moor Green, Darlington

