



Factotum

CASE STUDY

Emergency Refurbishment

Customer: Gousto

Location: Warrington, UK

Core Service: Warehousing Fit-Outs & Refurbishments

Sector: Transport & Logistics





Project Details

Client Overview

Our client offers customer service which demands that it operates a fast paced and busy office space, with various areas supporting critical daily activities. A sudden water leak caused significant damage to several key spaces, including restrooms, meeting rooms, offices, and hallways. They needed a quick and thorough refurbishment to restore the functionality and aesthetics of the affected areas while ensuring minimal disruption to their ongoing operations.



Project Overview

The refurbishment project aimed to **repair water-damaged areas** and return the office spaces to optimal condition. The damaged areas included four bathroom facilities, a front-of-house reception area, a large office with a kitchen, a control room, three meeting rooms, and connecting hallways.

Given the extensive damage, the repairs needed to be undertaken efficiently, with minimal disruption to the live working spaces.



Challenges

Sensitivity to Time:

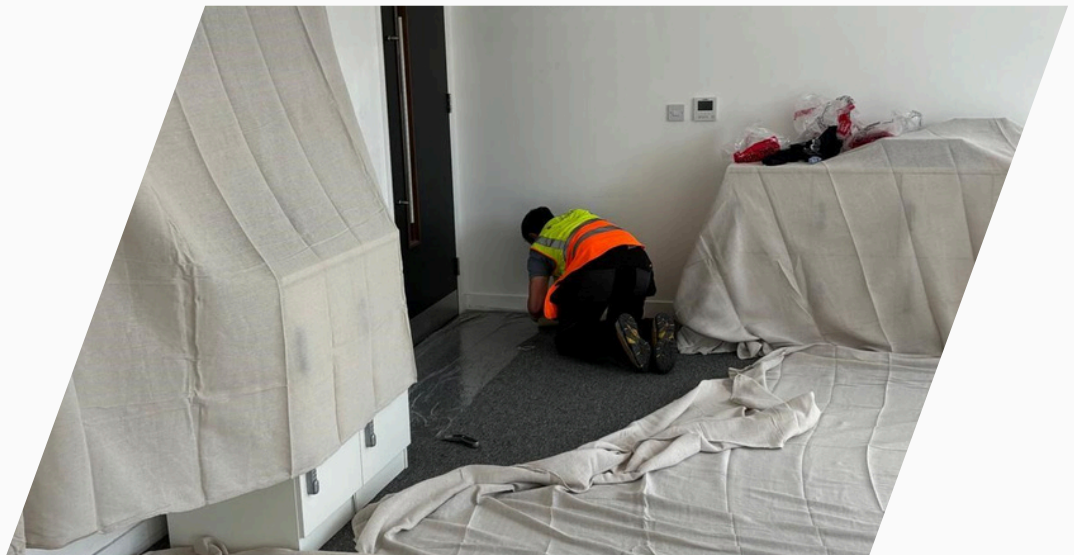
The repairs required swift completion to avoid significant downtime for the client's operations.

Management of Space:

Multiple affected areas comprehensively tested our dedicated collaborative project management skills to ensure minimal operational interference.

Assurance of Quality:

We ensured the refurbishments were completed to a high standard of functionality and appearance.





Approach

Thorough Assessment of Damaged Areas

We undertook a detailed assessment of all impacted areas. Our team thoroughly inspected the damage in each space, prioritising areas that needed immediate attention. This step ensured we understood the full extent of the damage and identify any underlying issues that enabled us to provide solutions to prevent future problems.

Removal of Damaged Materials

Once the assessment was complete, our next step was to remove the compromised plasterboards, studs, and fixings from the affected spaces. This step was crucial for eliminating materials that could harbour moisture, mould, or other issues. We took care to only remove what was necessary to ensure the integrity of the rest of the building.

Installation of New Materials

After clearing the damaged materials, we replaced them with fresh plasterboards and plaster. This step ensured the restoration of the integrity of the walls and ceilings. Our team used high-quality materials to ensure the repairs were long lasting.

Painting and Finishing Touches

Once the new materials were in place, the final step was painting and finishing the surfaces. The spaces got a fresh, clean, and refreshed look, helping to enhance both the aesthetic appeal and functionality of the affected areas.



Results

We completed this refurbishment project successfully within the agreed-upon timeframe and budget. The newly renovated spaces were fully restored to the optimal conditions, ready to support day-to-day activities.

On-Time Completion:

The project was completed within the tight deadline, allowing the client to resume normal operations without significant delays.

Within Budget:

The work was delivered within the initial budget, demonstrating efficient project management and resource allocation.

Minimal Disruption:

Our team worked closely with the client to ensure no operational were experienced during refurbishment.

High-Quality Work:

All areas were fully restored with new plasterboards, plaster, and paint, resulting in clean, functional spaces that were visually appealing and ready for use.





Client Satisfaction:

The client expressed great satisfaction with the completed project. They praised our team for the efficient and thorough approach to the refurbishment, noting that the quality of work exceeded their expectations. Additionally, the client appreciated our ability to maintain operations while completing the repairs.

“Thanks to the dedication and professionalism of the team, we were able to get back to business without any delays. The spaces look great, and we’re very happy with the results.”



Conclusion

This project exemplifies the importance of timely and efficient refurbishment following water damage. By focusing on the client's demands and needs, that prioritised quality, speed, and minimal disruption, we restored the client's office spaces, allowing them to continue their daily activities without interruption.

Our team's dedication and attention to detail were key to delivering a successful outcome that met the client's needs and expectations.





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