

FLOOD MITIGATION MEASURES FRAMEWORK



“

...the two guys who attended were extremely polite and a pleasure to have around the house and over the moon with the doors...”

Mrs Clough, Resident



NORTHUMBRIAN
WATER *living water*

£1.5m per annum

5 year Framework

Client

Value

Duration

We worked closely with Northumbrian Water Ltd (NWL) as sole supplier of Property Level Flood Resilience across their operating area.

Over the framework, Whitehouse protected over 1000 properties for NWL; supplying measures including Flood Doors, Flood Gates, Automatic Airbricks, Service Entry Sealants, Brick Sealants, NRV's and Sump and Pumps.

We delivered a 'one stop shop solution'; covering all elements of work from initial survey and design through to supply and installation.

We worked with NWL since initial PLR Pilot scheme through to the five year Framework. We

established a base within Durham run by our Framework Manager, with several members of our team working from this office and NWL's offices directly.

Surveys were undertaken at each property before a bespoke solution was designed and signed off by NWL teams and homeowners. Our expert teams then installed each range of measures and provided each homeowner with in-depth training for each product.

Our 'one stop shop solution' is customer focused and has led us to win both the 'Team of the Year' award and the 'Customer Focus' annual award for our delivery and attention to detail with our Customer Care.