

## Express Property Services Case Study



## Andrews

### About Andrews

Andrews are leading property specialists operating throughout the south of England, providing a range of property services including estate agency, letting management and mortgage and protection services. Established in 1946 and uniquely owned by two charitable trusts that still influences how the company operates to this day through a strong sense of social philanthropy. Andrews are headed by CEO David Westgate with 700 employees and over 50 locations.



### Refurbishing Andrews offices in Bristol and Bath

Following from Andrews recent re-branding, a company-wide full refurbishment to all offices including redecoration commenced.

Express Property Services have been working with Andrews for over three years and won the tender to manage and execute part of the project. Express covered eight of Andrews offices in Bath, Keynsham, Longwell Green, Yate, Westbury on Trym and Harbourside. The brief was to prepare and decorate all walls, woodwork and ceilings in preparation for the new signage to be erected in each office.

As the project covered many neighbouring Andrews offices the main requirement was to ensure that business was not disrupted during the project. This was linked to two key deliverable elements:

- 1. The project had to be delivered quickly and within the agreed schedule**
- 2. The work needed to be delivered out of working hours**

To ensure these elements were covered the work was scheduled on week nights and weekends and each office was planned in at a specific time ensuring the project was completed within the agreed two month time frame.

Nigel Hodges, who managed the project for Express Property Services, was happy with the smooth communication with Andrews and the good working relations which ensured the project was executed to their complete satisfaction.



## What does the client say?

We spoke to John Williams, Group Premises Manager at **Andrews** to get some feedback on his work with **Express Property Services**;

### • How did you start working with Express Property Services?

At **Andrews** we like to work with a select group of trusted contractors, **Express Property Services** are now firmly on that list after supporting us from a few minor tasks including door and lock issues and has built up from there. We have found **Express** easy to work with and were impressed with their speedy response and enthusiasm to help and support us. When the recent refurbishment project came up and our main contractors did not have the resources to decorate the branches, we turned to **Express** who were able to take on the project and deliver it well and on time.

### • What do you particularly like about their service?

As our working relationship progressed we started asking the team at **Express** to do a variety of tasks and developed a strong relationship with them. Our impression has always been that they were able to supply three elements that are really key to Andrews: quality, response and availability.

### • How are they different to the competition?

**Express** are happy to take on any task within their remit and are quick to respond. They have a good pool of resources available and we have been happy with the team we worked with. In addition, the reporting they provide is comprehensive and accurate. Nigel Hodges is our main contact and his communication and knowledge is superb. We have found him to be very helpful and able to work with our internal team and other suppliers.

### • Would you be happy to recommend Express to your clients and suppliers?

We would certainly recommend **Express Property Services**. The work they have carried out on our behalf has been excellent.

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