

HERON HOUSE



Redevelopment of City Centre building to provide modern, Grade A office space

CLIENT

Manchester City Council

LOCATION

Manchester

CONSTRUCTION VALUE

£13.5m

CONTRACTOR

Kier

START - COMPLETION DATE

January 2018- April 2019

SECTOR

Commercial

FORM OF CONTRACT

JCT

DELIVERY TYPE

Design & Build



Refurbishment of a six-storey, vibrant public building in Manchester City Centre, arranged around an inner courtyard. Home to Manchester City Council's Registry Office, with restaurants, bars and retail outlets at street level remaining fully operational throughout.

The project involved the full refurbishment of office space and communal areas (over three existing floors) to a high-quality, Category A finish, together with the refurbishment of the Registrars' facilities.

Project delivery took place on a constrained live site, logistically challenged in a city centre location. Surrounding outlets had to remain open for public use and the Registry Office continued to conduct wedding ceremonies throughout the construction period.

Logistics- Through close liaison with the businesses and Registrars, the team developed a daily works programme, considerate of opening hours and ceremony timetable. Following drill testing, a noise monitoring system was agreed, allowing works to continue without business disruption.

Tenants were engaged to understand their needs and develop a bespoke scaffolding and hoarding system that created large openings to ensure business as usual and safe public access. The scaffold wrap solution also provided promotional space for businesses to maintain footfall. A small-scale temporary fit-out of another wing was provided for staff use, enabling the full refurbishment and fit-out of the offices above the Ceremony room.

The impact- Despite initial challenges regarding programme, budget and design, through collaborative working between the contract partner, Walker Sime, Manchester City Council and other relevant sub-contractors, the project was delivered on time, to budget and to the highest quality standards, incorporating the needs of multiple end users. Other successful outcomes include:

- Excellent feedback and a post completion client satisfaction score of 92%
- Shortlisted for the North West Regional Construction Award Project of the Year, Sub-Regional Project of the Year and Value Award.
- £5,975,158 of Social Return on Investment generated
- 178 apprentice weeks, 3 work experience placements and 7 new jobs created

KEY KPIs



92%
CLIENT
SATISFACTION



**PROJECT
DELIVERED
ONTIME**



**PROJECT
DELIVERED
TO BUDGET**



**178
APPRENTICE
WEEKS**



**7
JOBS CREATED**



**CCS
SCORE OF
41**



For more information please contact:

NWCH MANAGEMENT TEAM

Web: <http://nwconstructionhub.org>