



## CASE STUDY

**Sector:**

Private Residential

**Project:**

Arawak Walton  
Housing Association

**Client:**

Arawak Walton Housing  
Association

**Installer:**

Countrywide UPVC

**Fabricator:**

Total Glass

**Product:**

Profile 22 Optima  
Casement in White

**Location:**

Rusholme, Manchester

### Replacement windows for social housing in Rusholme

Profile 22 has supplied its Optima Casement solution to 62 social housing properties in Rusholme, Manchester for Arawak Walton Housing Association.

Merseyside based Total Glass, a longstanding member of the Profile 22 Approved Window Contractor scheme, supplied 434 Profile 22 Optima Casement PVC-U windows during refurbishment works on the homes. The Windows were installed by Lancashire based Countrywide UPVC.

**Time for an upgrade**

Ian Heppenstall, Asset Manager at Arawak, said: "At Arawak Walton a certain amount of expenditure on component renewal is planned for our properties as part of a 30 year business plan. For the 62 properties located in Rusholme this fell in 2017.

"The windows had the original timber frames and glazing from when the properties were originally constructed in the 1990's and so we knew that replacing them would greatly enhance the looks and performance of the homes for our tenants.

"We put the contract out to tender for the works in April 2017 and we chose Countrywide UPVC to complete the works."

Paul Campbell, Director of Countrywide UPVC, said: "We have a long standing relationship with Profile 22, in fact we only install their products because we believe that the quality and customer support is second to none. We also regularly use their free specification support services which really assist us with the tendering process.

"In this case Profile 22's Specification Manager completed the designs for all 62 of the properties for us, which was critical to us winning the contract for the works."

**The Profile 22 Optima Range – versatility & enhanced performance**

Paul said: "We installed Profile 22's Optima Range in all 62 properties. We really like working with this product because it's easy to install, offers excellent performance and the finished result looks good on a wide range of properties. We also know that by using Optima, stock will always be immediately available, which is a big help to both us and the client."



The award winning Profile 22 Optima range offers three options: a sculptured system, a chamfered system and a flush casement system, making it an extremely versatile range.

The versatility is enhanced in the ancillaries available. The range is the widest on the market and includes cills, baypoles, accessories and packers. The system also fully integrates with other products from the Epwin Group stable such as the commercial Flush Tilt -Turn window which is especially suited to medium to high rise buildings to provide a complete and coherent solution.

Optima has a six-chambered outerframe and a five-chambered sash, which can also be used with RCM thermal inserts to increase the number of insulating chambers. With the option of additional center seals to the outerframe and sash to give outstanding insulation and weather protection. Combined with intelligent glazing innovations it means that Optima double glazed units are capable of achieving a U-value of 1.2 W/m<sup>2</sup>K. And with triple glazing filled with Argon gas, U-values as low as 0.8 W/m<sup>2</sup>K can be achieved.

Optima combines a host of features to maximise security and strength. A central Eurogroove gives the sashes greater rigidity. The secure bead system passes security tests without glazing clips and is ready for proposed enhancements to PAS24.

To assist with ease of installation the Optima window system incorporates a deeper drainage channel and features strategic local wall thickening for better screw and hardware retention.

The dedicated floating mullion on the French doors and windows is self-holding on the first fix, so it can be easily clipped in, making the installation a fast and simple process.

#### **A job well done**

Paul from Countrywide said: "The installation process went really smoothly and we were able to complete the works on time, in budget and with minimal disruption to tenants.

"After we've completed a job we always ask the tenants to fill in a customer satisfaction survey, and in this case 98% were happy with the way the works were carried out and with the finished result.

"The new windows should increase heat retention by up to a third, reducing energy bills for tenants and making the properties a nicer place to live especially during the winter months."

Ian from Arawak Walton concluded: "The completed window replacements not only improve the stock aesthetically, but they also ensure the properties are wind and watertight, greatly improving energy performance, and offering improved security for our tenants and their homes."

Ian concluded: "Countrywide performed very well on this project ensuring minimal disruption to tenants, I wouldn't hesitate to work with them again. Furthermore, the tenants were pleased with how the refurbishment works were carried out and are very happy with the way the new windows look and perform, and importantly they should see a reduction in their heating bills long-term."

**For more information on the Profile 22 Optima Range, please visit [www.profile22.co.uk](http://www.profile22.co.uk) or call 01952 290910.**



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