

# 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*

£1,500,000 per annum

5 year framework

Client

Value

Duration

Whitehouse work closely with Northumbrian Water Ltd (NWL) as sole supplier of Property Level Protection to homes affected by sewer surcharge flooding across their operating area in the North East of England, including Middlesbrough, Durham, Sunderland, Gateshead, Newcastle and Morpeth.

To date, Whitehouse have 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.

Whitehouse are the sole provider within a five year Framework Agreement, supplying bespoke flood defence products. We deliver this 'one stop shop solution'; covering all elements of work from initial survey and design through to supply and installation.

Whitehouse have worked with NWL since initial PLP Pilot scheme through to their current five year Framework. We have an established base within Durham run by our Framework Manager, with several members of our team working from this office and NWL's offices directly.

Surveys are undertaken at each property before a bespoke solution is designed and signed off by NWL teams and homeowners. Our expert teams will then install each range of measures and will provide each homeowner with in-depth training for each product.

Our 'one stop shop solution' is customer focused and has led Whitehouse 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.