



CASE STUDY

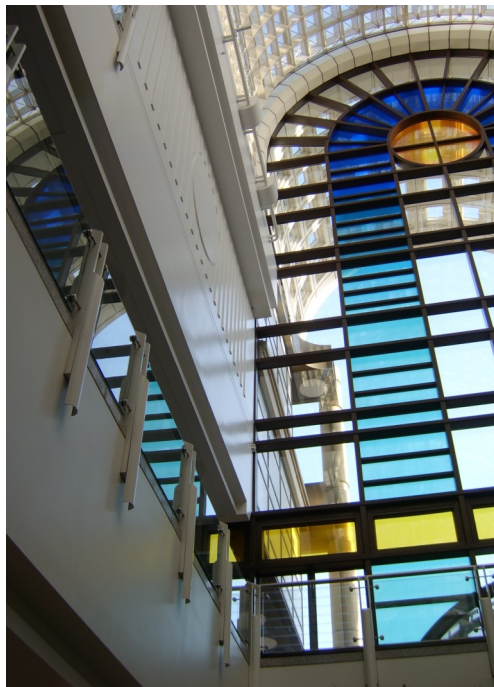


RETAIL THERAPY FROM CROWN TRADE AND HANKINSON

When The Bentall Centre in Kingston Upon Thames was due for redecoration, the job called for a team with stamina, specialist training....and most important of all... a head for heights.



The four storey shopping centre features a vast open gallery covered with a glazed barrel vault. At its centre is a spectacular atrium, large enough to accommodate the nave of Westminster Abbey or the dome of St Paul's. The lofty, airy architecture is stunning to look at by day, and more so by night, when an award winning lighting scheme takes over from natural daylight. But as Michael Spencer, Operations Manager knows only too well, the palatial centre is not the easiest of buildings to redecorate.

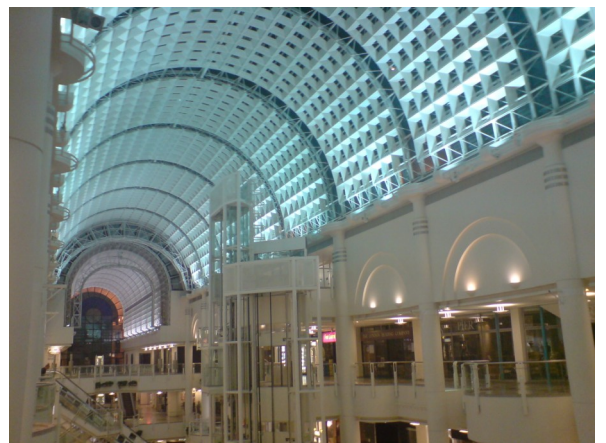


"We needed tradesmen fully trained in the use of specialist access equipment, and to make things even more challenging, all work had to be carried out at night to keep customers blissfully of what was happening. We weren't prepared to tolerate wet paint, lingering paint odours or any sign of work going on while the centre was open. And, no matter what equipment had to be rigged up for the contractors to work at heights throughout the night, it was to be completely derigged at daybreak and cleared away before we reopened our doors to the public each morning."

Through a single stage competitive tendering process the Commercial Painting Division of Roy Hankinson (West Midlands) Ltd secured the painting contract to redecorate all the plaster walls, columns, soffits and suspended ceilings throughout the centre.

White Acrylic Eggshell was specified as Michael Spencer explained: "I wanted a really low odour paint that wouldn't alert the shoppers to the work going on. We obviously wanted it to be quick drying so we could be sure surfaces would be touch dry each morning. We've also found Eggshell durable and easy to keep clean in the past."

The atmospheric lighting system also dictated the paint finish required. "We've won awards for the way we illuminate the centre," said Michael, "With our intricate system of suspended ceiling lights, 'wall wash' lights and 2000 fibre optic 'stars' in the roof, the reflectivity and brilliance of the painted surfaces clearly has a direct impact on the ambience."



CROWN TRADE ACRYLIC EGGSHELL



CASE STUDY

continued



Matt Hickman, Operations Manager of Roy Hankinson (West Midlands) Ltd opted to use Crown Trade Acrylic Eggshell on the project. "We use Crown Trade coatings all the time because we know them to be completely dependable and because we get excellent customer service and technical help from the sales team and the Crown Decorating Centres," he said.



"Given the difficulties with access and the restricted hours of working it was particularly important that we used a totally reliable product that would give us the opacity and the coverage we needed. We had to be able to obliterate all previous paintwork with just two coats of fresh white paint and get the job done as quickly as possible. Virtually solvent free, Crown Trade Acrylic Eggshell is also very low odour and the ideal solution to everyone's needs."

Directly employed Hankinson operatives fully trained in the use of mobile elevated plant redecorated the centre. Existing fixed gantries proved invaluable for many of the hard to reach areas and elevated work platforms and scissor lifts were hired to provide safe and stable access where the floor layout allowed the equipment to be used. Suspended access experts Cradlecraft supplied high-level cradles and provided on the job training for the Hankinson team so they could reach the highest elevations.

Even with all this equipment, there remained sections of the building beyond reach and

a team of specialist industrial abseilers was drafted in to help in the most inaccessible areas.

Six weeks later the redecoration was complete. Some 1190 litres of Crown Trade Acrylic Eggshell had been applied by brush and roller to every last inch of previously painted wall, soffit and ceiling and The Bentall Centre was once again looking in pristine condition.

Michael Spencer was very impressed by the way Hankinson had tackled the project and by the results achieved with their choice of coating. "The team did a superb job and were extremely flexible to meet the needs of the centre, working very unsociable hours and fitting round all our demands.

"Crown Trade Acrylic Eggshell was a superb choice – it proved to be very quick drying and there were no tell tale paint odours. It has completely refreshed the building and the sheen level is absolutely perfect to show off our lighting system to the very best effect. We're very pleased with the finished results."



For further information please click [here](#) to contact the Crown Trade Customer Relations Team or call 0845 389 9583