

Queensgate Shopping Centre, Peterborough

Mall refurbishment crowns Queensgate's regal reputation

£7.5m

/ Project value

February 2017

/ The build commenced

December 2017

/ The duration

Enhancing the customer experience, while blending sustainability and high-quality design features were the focus of our modern mall refurbishment project at Queensgate Shopping Centre. The contemporary upgrade of the 35-year-old retail outlet, which attracts over 16m visitors per annum, was completed over 11 months and included new lighting, redesigned doors and cladding, and significant ceilings and internal finishes. Following on time, on budget handover, the £7.5m project has delivered a welcoming and engaging retail offering for Peterborough's city centre.

The Brief

Lendlease, which manages the centre on behalf of Invesco Real Estate, envisaged a major refurbishment project that would rejuvenate the aging, 35-year-old centre to meet the needs, and expectations, of modern consumers.



“The works will further boost Queensgate Shopping Centre’s green credentials, while creating a welcoming and engaging retail offering”

Guy Thomas, Head of Retail Asset Management
Lendlease

“We are proud of our refurbishment project at Queensgate Shopping Centre, which is another example of our capacity to modernise premier retail locations in close collaboration with individual clients”

Mark Gibson, Managing Director,
GRAHAM Interior Fit-Out

The Challenges

Hosting over 100 shops, with 2300 parking spaces, the Queensgate Shopping Centre represents the principal retail destination for Peterborough and its surrounds. Given this prominence, all of our planned works took place overnight when the centre was closed to ensure visitors and retailers were unaffected by the refurbishment. As a sign of our positive engagement with the client, all working areas were comprehensively cleaned and subsequently checked by the centre’s management each morning prior to opening.

GRAHAM’s added value solution

Opened by Queen Beatrix of the Netherlands in 1982, and voted by the International Council of Shopping Centre’s as the best shopping centre in Europe (1983), Queensgate Shopping Centre enjoyed a celebrated start to life. However, over the preceding decades it became tired and unloved. Rekindling its former glory, an overall £38m investment scheme, beginning in 2017, heralded a new era of shopping for the centre. Our £7.5m mall refurbishment project signalled the start of this revamp. Works, which were phased in a timely manner and split into four sections, included the replacement of the existing ceiling finishes, doors, cladding, seating areas, new graphics and enhanced lighting. Alterations to entrances, decoration and M&E works were also part of our programme, which were all pre-planned to ensure there were no surprises for building users. Sustainability was considered throughout the 11-month scheme and featured the introduction of LED lighting to reduce energy consumption plus the utilisation of low-maintenance materials.

Outputs & Benefits

- Premier Reputation:** The Queensgate Shopping Centre is Peterborough’s premier retail, leisure and cultural destination and our work reflected this prestigious reputation
- Client Engagement:** We provided weekly look-ahead newsletters and programmes
- Sparkle Cleans:** All working areas were cleaned and checked by the Centre’s management each morning prior to opening
- Customer Engagement:** Our refurbishment project was phased in a timely manner, all work was pre-planned and temporary signage was installed
- No Disruption:** All planned works took place overnight to minimise disruption.



For more information on how we’re delivering lasting impact:

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