

The Bentall Centre – Project Fresh Eyes

A 'Fresh' look for The Bentall Centre

£4.6m

/ Project value

October 2018

/ The project commenced

December 2019

/ The project was completed

Commissioned as part of The Bentall Centre's wider "Fresh Eyes" investment project, we delivered a complex £4.6m modernisation programme that has considerably improved the "retail shopping experience" for its visitors and tenants. Our range of works included the redesign of projection bays and structural improvements, including the prefabrication and installation of two new foot bridges. Significantly, the revamp has expanded the centre's floor space so that it can accommodate 20% more footfall. Delivered to plan, on time and to budget, we were praised by the client for being "very approachable, courteous and friendly".

The brief

The Bentall Centre, the largest shopping centre in Kingston upon Thames, required a "fresh and modern look". To realise this "new vision", we were appointed to enhance the centre's interiors and entrance statements through the installation of "improved lighting" and extended link bridges to "improve circulation space".



"I have found GRAHAM to be very approachable, courteous and friendly. GRAHAM is quick to respond, and deals with complaints swiftly and effectively."

The Bentall Centre management

“GRAHAM focuses on minimising disruption to the centre’s day to day operations, and demonstrates a willingness to work alongside centre management.”

The Bentall Centre management

The challenges

With a weekly footfall of 250k and home to a “best-in-class line up of retailers”, The Bentall Centre is the dominant retail destination in Kingston. In order to protect its valued reputation, we scheduled our work programme to take place at night (Monday to Sunday) throughout the duration of the project. This meant that the centre’s visitors and retailers were unaffected by the refurbishment. Notably, no tenants were subjected to “downtime” over the course of the 14-month scheme. Demonstrating our collaborative approach with Bentall’s management, we ensured that all working areas were comprehensively cleaned, audited and approved each morning prior to opening.

The solution

Innovative design and value engineering were key features of our operational programme. In particular, we revised the initial design concept for the two link bridges, adopting an off-site manufacturing solution as opposed to a traditional construction methodology. As a result, core sections of the bridges, that link the car parks to the main body of the centre, were efficiently fitted into place “Just in Time”. Importantly, the application of this Modern Methods of Construction approach removed the need for scaffolding, view lines and hoardings. From the client’s perspective, it was also hugely beneficial as the solution resulted in no “downtime” during retail hours, and therefore avoided any potential rent reduction for tenants who may have been adversely affected if the initial plan had been adhered to. We also implemented a phased resolution to the redesign of the projection bays. By sectioning off areas of flooring for tiling and sequencing their completion, we ensured that the mall remained open at all times.

Outputs & Benefits

- / **Delivery as planned:** The project was completed on time and to budget
- / **Lasting impact:** Floor selling space has increased by 20%
- / **Innovation:** We revised the design concept for the construction of the link bridges. Our adoption of off-site manufacturing significantly reduced any potential disruption to tenants and customers
- / **Collaboration:** We ensured that all working areas were comprehensively cleaned and subsequently approved by Bentall management each morning prior to opening
- / **Mitigating disruption:** Our works programme was undertaken at night, seven days per week. Throughout the duration of the project, no tenants were subjected to closure or “downtime”



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

+44 (0) 28 9268 9500

info@graham.co.uk

graham.co.uk

GRAHAM