

10/11/09

## **PORTAKABIN DELIVERS 99% OF BUILDINGS ON TIME AND ON BUDGET – WELL EXCEEDING CONSTRUCTION INDUSTRY AVERAGES**

**Research carried out by *Portakabin*, the UK's leading modular building specialist, has shown that it has successfully delivered 99.6 per cent of buildings on time and on budget over the past four years.**

This is in dramatic contrast to new Government statistics for building industry performance that show just 46 per cent of construction projects were completed on cost and only 59 per cent on time over the past year (source: *Construction Statistics Annual 2009*, Office of Public Sector Information\*).

Construction performance in the UK has actually declined since 2005, when 48 per cent of building projects were delivered on budget and 62 per cent on programme\*.

Time and cost overruns in both the public and private sectors are still a key concern among construction clients. In response to these issues, *Portakabin* has launched a ground-breaking Customer Charter, giving a clear commitment to customer service excellence which is unprecedented in the industry.

### **Ground-breaking Customer Commitments**

The new Charter provides an assurance that *Portakabin* will deliver *every* building on time and on budget – and if this is not achieved, a week's free hire will be provided for every day a project is delayed\*\*.

The Charter also includes commitments to:

- Meet the most challenging timescales – *Portakabin* delivers 80 per cent of its buildings for hire within 14 days and some within just 24 hours
- Deliver every building safely – the accident incident rate for *Portakabin* is just two thirds of the construction industry average
- Provide a fast, responsive and local service – with the largest network of hire centres in the UK, spanning more than 50 locations
- Provide cost certainty – accurate project quotations with no hidden cost variations
- Visit every hire customer within 24 hours of initial contact
- Provide a 24-hour service, 7 days a week.

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All *Portakabin* buildings for hire also have the reassurance of extensive independent accreditations, which now include Buying Solutions – the Government procurement scheme; Zurich, BBA, and LABC approvals, as well as ISO 9001 for quality assurance and ISO 14001 for environmental performance.

**For further information about buildings for hire and the new Customer Charter, visit [www.portanews.co.uk](http://www.portanews.co.uk), email [information@portakabin.co.uk](mailto:information@portakabin.co.uk) or call 0845 401 0010.**

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For further **PRESS** information, please contact:

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#### Editor's Notes

1. \*Construction industry statistics source – *Construction Statistics Annual 2009*, published by the Office of Public Sector Information. © Crown Copyright 2009. Reproduced under the terms of a Public Sector Information License.
2. \*\*The free hire period is subject to contract terms.
3. *Portakabin* modular buildings offer a range of advantages over site-based construction, including:
  - Programme times reduced by up to 50 per cent
  - Highly flexible and innovative accommodation solutions, such as *Ultima Vision* – a fully glazed modular building available for hire, and *Titan* – the largest single modular building in Europe
  - Enhanced quality and a robust steel-framed construction
  - A sustainable alternative to site-based building methods – less waste, improved building performance and fewer vehicle movements
  - The provision of buildings with significantly less disruption
  - A wide variety of aesthetic and fitting out options to reduce procurement time.
4. *Portakabin* is a registered trademark.
5. If you wish to publish a telephone number for further information, the number for *Portakabin* is **0845 401 0010**. Please do not print the agency's number.