KENSITE

CASE STUDY:

The Personal Touch.
Nationwide Reach.
North West Heart.



KENSITE

BASED IN ATHERTON, WORKING NATIONWIDE



Kensite supplies site welfare units to contractors across the UK. It does it from Atherton, Lancashire, with a team that visits, calls back and turns up when something goes wrong.

Most people will tell you a site cabin is a commodity. A unit is a unit, and the cheapest one wins.

Kensite has spent 38 years showing that isn't true. This is how a North West business competes with the national hire firms on the one thing they find hardest to copy: being properly interested in the customer.

Kensite started in Atherton, Lancashire, and is still there. It supplies contractors across the UK, from Tier 1 down to the smallest builder.

The difference is how the business is built. A national is built around a system. Kensite is built around people.

When a contractor rings, they get someone who knows the site, the units and the programme. They don't get a ticket number and a queue.

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SMALLER SITES, SAME ATTENTION





Not every site is a three-stack compound. A few units can still make a Kensite site.

12FT MOBILE WELFARE UNIT ECO HYBRID

Specifications

Dimensions

H: 2398mm

L: 3650mm

W: 2300mm

Net weight
1675kgs

Features

- Up to 7 person canteen complete with hot water sink, kettle and microwave
- Fresh water micro-flush toilet. Cleaner, with fewer services needed
- Drying area with heating and coat hooks

Electrical

- 7kva back up generator
- AGM batteries
- 12v LED lighting
- 12v USB power outlets
- 230v low power sockets

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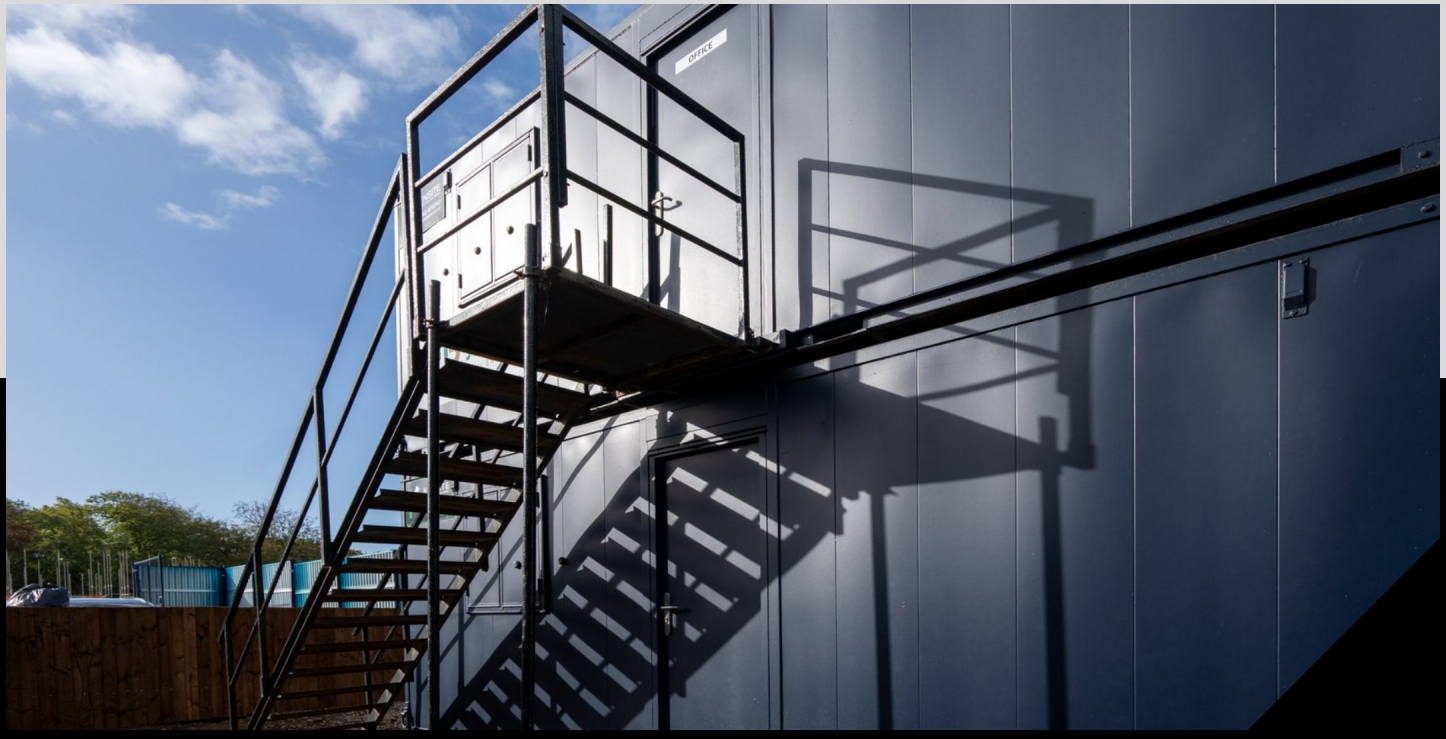
COMMUNICATION THAT DOESN'T STOP AT DELIVERY



For Kensite, delivery is where the relationship starts, not where it ends.

The hire desk gets out to site. The team walks the compound with the contractor, sees the units as the site team sees them, and checks they are doing the job they were hired for.

Phone calls get returned. Questions get answered by someone who knows the answer.

Those in-person check-ins matter most in winter, when programmes are tight and the weather tests every cabin on site.

A problem spotted on a walk-round is a five-minute fix. The same problem found a week later is a complaint.

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WALKING THE COMPOUND



"I'd rather be on site than on the end of a phone. When you walk the compound with a customer you see what they see, and you can put things right before they turn into problems. They know my name and I know theirs. **That's the job.**"

Jake Ainsworth,
Hire Desk Manager at Kensite

KENSITE

THE YARD: EXACTLY THE PRODUCT YOU ORDERED



The care doesn't start on site. It starts in the yard.

A contractor who wants units in its own brand colours gets them. Units are spray painted to specification. Signage goes on the side exactly as agreed. Doors are labelled so nobody on site has to ask where the canteen is.

The aim is simple. What leaves the yard should be what the customer asked for, ready to work on day one, with nothing left for the site team to sort out.

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READY TO WORK ON DAY ONE





Spray painted cabin in the yard, freshly done.

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EVERY UNIT GOES OUT AS ORDERED



"If a customer wants their colours on the units, that's what leaves the yard. The paint, the signage, the finish, we get it right here so nobody has to fix it on site. **Every unit goes out the way it was ordered.**"

Chris Murdoch,
Yard Manager at Kensite

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WHEN SOMETHING GOES WRONG, YOU'RE NOT ON YOUR OWN





Every contractor has had the call that goes nowhere. A fault on site, a unit that isn't right, and a supplier who points you to a helpline.

Kensite sends customer care out to you. Technical support engineers travel to site, and they do it in electric vehicles.

The person who turns up is part of the same team that supplied the unit, so there is no passing the problem on.

That is what Kensite means by being there in an emergency. Contractors are never left out on a limb.

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WHAT IT MEANS FOR CONTRACTORS



A national can offer scale. Kensite offers scale and attention, from a team based in the North West that wants your site to run well.

Hiring from Kensite means:

– One team that knows your site and your programme

– Units in your colours, with your signage, ready to work

– Regular visits and a phone that gets answered

– Someone on site fast if something goes wrong

About Kensite

Kensite has been supplying site welfare for 38 years from Atherton, Lancashire, and serves contractors nationwide.

www.kensite.co.uk

KENSITE

NORTH WEST, AND PROUD OF IT



"We're a North West business and we're proud of it. We supply sites right across the UK, but we've never wanted to be a faceless national. Our customers get people who care how their site runs, and who turn up when there's a problem. **You're not on your own with Kensite, and you're never just a number.**"

Chloe Ainscough,
Managing Director at Kensite

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