

MARKS & SPENCER FORT KINNAIRD



Marks & Spencer Fort Kinnaird

This project was undertaken on behalf of Marks & Spencer, a leading British multinational retailer headquartered in London. The company operates over 950 stores across the UK, offering a wide range of clothing, beauty, home, and food products. At their Fort Kinnaird store, the client required urgent refurbishment works to address a number of facilities issues that were impacting both brand image and customer experience.

DELIVERY

The store was experiencing damaged floor tiles, persistent blockages within the female customer WC, and an overall deteriorated toilet area. To address these challenges, SOLIS carried out a detailed site survey and implemented a comprehensive repair and refurbishment programme.

Works included:

- Replacement of all visibly damaged and brand-detracting floor tiles
- CCTV drainage survey to identify and rectify defects causing blockages
- Excavation and replacement of damaged pipework followed by backfilling
- Renewal of all silicone joints within the customer toilets
- Replacement of push plates, kick plates, toilet roll holders, and seats
- Installation of AM-CLAD hygienic wall cladding to the adjacent kitchen door
- Repair and redecoration of all damaged door facings and finishes

IMPACT

On completion, the store now benefits from a clean, uniform floor finish and a fully functional, refreshed customer toilet area. Drainage issues have been resolved, reducing the likelihood of future blockages and associated maintenance costs. The refurbished space is now brighter, more hygienic, and aesthetically consistent, enhancing both customer experience and alignment with the M&S brand standards.