



CASE STUDY

RETAIL PARK
REFURBISHMENT

CLIENT:
Private Commercial Landlord

LOCATION:
Tunbridge Wells

SECTOR:
Commercial (Retail)

KEEN TO KNOW MORE?
enquiries@booth-fm.com
0330 133 8284
www.booth-fm.com



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Booth FM’s commitment to quality workmanship is evident in every project they undertake. Safety protocols are followed rigorously, and the result is work completed to the highest standards. Jules personally ensures all work is carried out safely and efficiently.”

– Senior Project Manager



This project involved the refurbishment of durable high contrast step markings. The worn and faded markings were increasingly becoming a trip hazard as well as making the retail park look tired.

Background and Objectives

This project involved the refurbishment of durable high contrast step markings. The worn and faded markings were increasingly becoming a trip hazard as well as making the retail park look tired. The client was therefore looking for a quick, low disruption installation with completion of the works outside trading hours, keeping the tenants happy and the customers safe.

Scope of Work

The project included:

- Preparation and application of high visibility line markings to designated step edges within the retail park to improve pedestrian safety, accessibility, and compliance with relevant guidance
- Mechanically clean and prepare surfaces to ensure proper adhesion (e.g., sweeping, degreasing, abrading where required)
- Removal of loose, flaking, or failed existing markings
- Masking and applying new high visibility anti slip line markings to step nosings using durable external grade materials
- Ensuring consistent width, alignment, and contrast across all steps
- Allowing appropriate curing time and protect the area during drying

Execution and Management

- A short programme of works was developed to ensure timely execution
- A risk assessment and schedule of tradespeople was provided to the landlord
- Works were carried out during agreed out-of-hours periods to minimise disruption
- Barriers and signage were installed to safely divert pedestrians

Outcome

Clear, high visibility step markings instantly improved customer safety while giving the entire site a cleaner, more professional appearance.