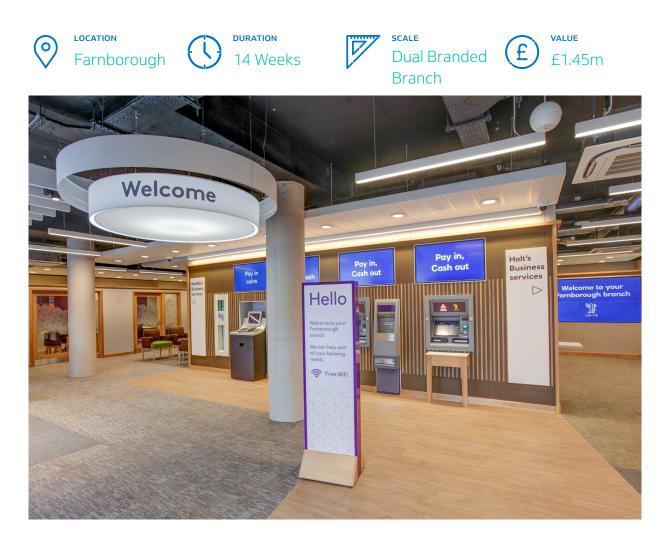
Holt's & Natwest Farnborough Branch Refurbishment

morris & spottiswood



We carried out a complex refurbishment of a Holt's Military Bank branch to form an innovative dual-branded NatWest and Holt's bank.

This delivered a significantly improved customer experience for both Holts and NatWest customers. The project involved extensive initial landlord negotiations and significant remodelling and improvements to retail and back-office areas. We also undertook significant structural improvements to strengthen the building. In addition, our team had to undertake major asbestos removal works.

THE CHALLENGE OF DUAL BRANDS

Bringing the two brands together required multi-brand signage solutions to be implemented both internally and externally. Holt's Military Banking history was celebrated within the bank using heritage wall displays. All of this work was done in-line with the client's brand guidelines.

One of the other key aspects of the project was changing a traditional teller-led transactional branch into a digital branch. The existing IT equipment was outdated which added to the complexity of this work. Other major M&E upgrades were made to heating and lighting systems. LED lighting and other technology solutions were used to reduce running costs, enhance environmental credentials and provide a more interactive customer experience.







