



Client: Croydon Council

Services: Fire & Electrical safety repairs and maintenance

Value: £36m



PROJECT OVERVIEW

AJS has successfully worked in partnership with Croydon Council for over 8 years, improving asset condition and electrical safety of the council's varied property portfolio. Through open dialogue, digital innovation and keen collaboration, AJS and Croydon built a delivery model that supported accountability, drove continuous improvement and delivered genuine value.

SCOPE OF WORKS

This £36m contract involved delivering a comprehensive range of fire and electrical services across a variety of property types, including care homes, community centres, boiler rooms and communal areas within resident-occupied buildings. Planned Preventative Maintenance, including establishing effective cyclical compliance processes, coupled with Capital Works was designed to improve asset condition, as well as increase fire and electrical safety.

Far beyond an employed contractor, AJS took a partnership approach, enabling us to become an extension of Croydon Council's team. This level of commitment meant greater accountability and responsibility for the people and property that our works protect. It also ensured a greater sense of comradery with Croydon Council representatives and residents that we regularly worked with. As a result, we gained insight into shared working practices and ways to achieve greater efficiencies and provide an excellent service for residents.



"Together, AJS and Croydon built a service that improves resident experience and enhances the safety and reliability of Croydon's homes and buildings. We've developed a delivery model built on transparency, shared accountability and a proactive approach to problem-solving to the great benefit of our residents."

xxx, Croydon Council

KEY ACHIEVEMENTS

Through open dialogue, digital innovation and a shared focus on outcomes, AJS and Croydon built a delivery model that supported accountability, drove improvement and delivered genuine value for residents. Monthly Core Group meetings allowed us to review performance together and agree continuous improvement strategies. Issues were addressed proactively and learnings were used to shape service delivery going forward.

We mutually agreed access arrangements and key report structures to aid transparency. We also jointly agreed to self-certify variations up to a certain value. This was adjusted when we later identified that self-authorisation limits were too low and were causing delays to essential works. Our proven track record and clear audit trail meant that Croydon felt able to trust us with a higher self-variation limit.

To improve communication, we committed to embedding technology into the service model, providing automated appointment reminder letters and enabling residents to track operatives in real time. This led to a significant uplift in customer satisfaction. However, gaining access to hard-to-reach properties for EICR Compliance was still challenging. So, we worked collaboratively with Croydon, creating a specialist access team; developing a bespoke, out-of-hour Call Centre facility and partnering closely with Housing Officers, tailoring communication approaches to individual households. This helped us to secure a 4% improvement in access and 100% EICR compliance.