



Client: Raven Housing Trust

Services: Fire safety upgrades

Value: £350k per year

PROJECT OVERVIEW

Working with Raven Housing Trust (RHT) to upgrade Fire Alarm systems within sheltered housing, AJS combined prescriptive technical standards with partnership-led innovation and smart system integration, delivered with sensitivity to the needs of the vulnerable residents and ultimately ensuring that RHT could continue providing safe, high-quality and affordable homes.

SCOPE OF WORKS

The project's core scope of works comprised the upgrade of existing Part 6 domestic fire alarm systems to a fully compliant LD1 Grade D1 configuration, in accordance with BS 5839-6 and in association with UK legislation. The upgraded systems, selected specifically to meet the client's needs, were to provide full coverage fire detection within each dwelling, ensuring early warning and coordinated alarm activation.

A structured resident engagement strategy was to support delivery and provide peace of mind for clients and residents. It included a dedicated customer liaison contact and fully inclusive 1:1 pre-installation engagement, which would help AJS to understand and meet residents' specific needs. For example, providing special access arrangements, bespoke RAMS, and additional pre-installation training for staff, enabling them to treat residents with dignity and respect through training and upskilling to become Alzheimer's Society Dementia Friends.



"We have worked with AJS for a while now and they have earned themselves a reputation as a trusted, capable service provider. By awarding this contract to AJS, we can be confident that works will be compliant and delivered in a considerate way. We look forward to continuing to work with AJS over the coming years."

Christian Hirschfield, RHT Electrical Manager

KEY ACHIEVEMENTS

Pre-commencement liaison identified specific resident needs. For example, we sourced tailored solutions for residents with hearing impairments, installing technologies such as vibrating pillow pads and strobe light alarms where specified audible alarms would not be suitable.

Pre-installation "cause and effect" surveys identified that the new systems would be at odds with historical "stay put" safety strategies. An activated alarm would now mean a flat was on fire and the resident would need to evacuate. So, we provided communal fire alarm system works beyond the scope of the original contract to meet the exposed future safety need. We also delivered these communal works at the same time as installing systems within flats, reducing potential disruption for residents and lowering costs for RHT through efficiency.

Our highly qualified staff were trained to identify and sensitively report issues outside of contract scope. Training included Safeguarding elements such as hidden characteristics, Hoarding, Damp and Mould, resulting in improved resident wellbeing and greater insight for RHT.

By integrating the newly installed fire alarm systems with existing warden call systems, resident safety has been greatly improved. The call centre is now immediately informed of any incident and RHT is provided with details of the nature of the incident enabling them to respond swiftly and appropriately.