



Client: Havering Council

Services: Electrical & Security repairs and maintenance

Value: £1.1m per annum



PROJECT OVERVIEW

This rolling contract with Havering Council has run for over 9 years. The long-term partnership involves AJS providing comprehensive security access and electrical repairs and periodic testing across 12,000 properties, including low- to high-rise buildings, communal areas, sheltered accommodation, hostels, events halls and offices. We recently re-secured the electrical contract through competitive tender.

SCOPE OF WORKS

This contract involves routine and responsive repairs and maintenance services across lighting, automated doors, gates and barriers, emergency lighting, EICRs with minor repairs, portable appliance testing, lightning conductor testing to hi-rise properties, edge protection/man safe systems and Solar PV Servicing. As part of our work for Havering, we also regularly undertake individual projects. A typical example includes a 2-month £72k Emergency Lighting installation undertaken to a Sheltered Housing Unit.

AJS has met and, in some cases, exceeded all KPIs set by the client, which cover customer care, defect work and time management across major works, responsive maintenance and kept appointments. To help with this, we utilise an integrated IT system enabling AJS staff to jointly access all work applications with Havering and to work as an extension of the Havering team. This partnership is also reflected through our joint branding.



"I'm pleased to see the new contract with AJS underway, strengthening the long-standing partnership between Havering Council and AJS. We look forward to seeing the benefits delivered for our communities over the coming years."

Cllr Paul McGeary, Cabinet Member for Housing Property

KEY ACHIEVEMENTS

Our partnership approach involves highly qualified operatives, carefully sourced materials (from local suppliers where possible) and shared IT systems and resources. The AJS call centre provides works and financial advice to Havering's Leaseholder Team. Plus, we developed a comprehensive asset list allowing Havering to focus on high asset reliability and future planned programmes of works, reducing the need for reactive works.

Early into the contract, we streamlined the lighting installation approach by using retrofitted gear trays, which allowed us to leave casings in place and install directly into them, replacing existing fluorescent bulbs with more efficient models. Also, since there was no service provider for communal laundry facilities within sheltered housing and high-rise blocks, AJS undertook these reactive repairs, which proved so successful we were asked to produce a service programme for future repairs and maintenance.

Working as a team, the Havering Compliance Officer regularly updates our Contracts Manager with the latest asbestos register. This is then shared with the operatives, ensuring they can always act with the utmost health and safety. As a team, we also delivered meaningful Social Value, including funding kits for a local Youth Football Team and participating in local employment seminars.

The quality of our work and strength of partnership has seen AJS re-secure the electrical contract with Havering.