



Client: London Borough of Hounslow

Services: Electrical testing

Value: £3.77m per year



PROJECT OVERVIEW

This electrical inspection and testing contract was predominantly focused on occupied domestic dwellings, including street level properties and tower blocks, across the London Borough of Hounslow. AJS worked across approximately 13,000 units, as well as communal areas. In addition, we serviced emergency and communal lighting, lightning-conductors and solar PV systems.

SCOPE OF WORKS

The contract included several elements, including programmed domestic electrical inspection and testing with C1/C2 remedials; delivery and audit of remedial works to achieve satisfactory certification; CCU upgrades and changeovers where required; complete or partial electrical installation renewals; PAT testing; programmed inspection, testing and maintenance of emergency and communal lighting; lightning-conductor maintenance; and servicing and maintenance of solar PV systems.

Our engineers used a specialist certifying software, allowing them to efficiently complete certificates while on site using handheld smart devices. Once complete, the certificate could then be uploaded onto a centralised works management system and made available to the client to view at any time. In addition, our in-house admin team provided appointment booking and Helpdesk services for residents during the working day, with an additional out-of-hours team ensuring 24/7 support.



"We've worked with AJS for several years. Their delivery, quality of staff, knowledge and experience have improved our compliance levels to almost 100% across the board. Plus, the team are always professional, ensuring minimal disruption for residents."

Ian Williams, London Borough of Hounslow, Electrical Services Manager

KEY ACHIEVEMENTS

AJS continuously met and exceeded KPIs on this contract. We achieved outstanding Resident Satisfaction results by consistently providing solution-focused assistance when needed, particularly when supporting more vulnerable residents, such as the elderly or those with special needs, young children or language barriers.

Gaining access to certain areas proved challenging at times. Success relied heavily on flexible appointment systems that could accommodate residents' schedules, preferences and comfort. Taking a proactive, multi-faceted approach to appointment-booking systems, with a range of communication methods, including letters, coffee mornings, texts and social media, significantly improved access and reduced missed appointments.

By implementing new integrated IT systems, as well as automating certain elements, we reduced manual handling; ensured parties gained real-time access to job status, spending trends, and KPI tracking; supported smarter, faster decision-making; and ultimately saved time and improved reporting accuracy.

In addition, having an advance resource plan, ensuring adequate resources in particular during mobilisation and peak holiday or staff absence periods, was crucial. Using a Resource Matrix, cross-training staff, and setting out contingency plans (local recruitment, subcontractor pools) guaranteed that service levels were maintained even during holiday periods or unexpected absences.