



Client: London Borough of Hammersmith & Fulham

Services: Electrical Services & Fire Safety Assessments

Value: £4m per year

PROJECT OVERVIEW

AJS has been working in partnership with the London Borough of Hammersmith & Fulham (LBHF) since August 2020, delivering a range of electrical maintenance and fire risk assessment services across over 12,000 units. The 5-year contract, which came with 2 possible consecutive years of extension, covers both communal areas and residential homes.

SCOPE OF WORKS

AJS was employed by LBHF to deliver a domestic and communal EICR programme across approximately 3,000 properties per annum, including C1/C2 remedials, CCU upgrades, rewires and PAT testing. In addition, our team was tasked with providing planned preventative maintenance and responsive repairs to more than 1,700 door entry and access control systems, including automatic barriers and gates.

The contract also included Security-related services, such as installation of door entry and access control, as well as servicing and repair of intruder detection systems and CCTV. Plus, we installed fire safety systems and provided servicing and maintenance across fire alarm systems, fire extinguishers, emergency lighting, AOVs and more. The diverse services and greater than predicted number of repairs required made this a challenging contract from the outset.



"AJS has consistently delivered to our requirements and are clearly driven to provide the level of service we require for our customers. They work well with our team to our common goal of the safety of our residents."

Mike Cullen, Head of Electrical for LBHF

KEY ACHIEVEMENTS

To effectively resource this complex and high demand contract, we TUPE'd over two engineers and recruited two others. We also transferred an experienced supervisor from an existing AJS contract to ensure all staff received training and mentoring, supported by AJS accreditations, to work to our exacting standards.

Our services were crucial to delivering safety and compliance for the client and their residents so carried a level of pressure. Equally, the TV aerial tasks could bring high levels of resident dissatisfaction if failures occurred. By placing a separate manager in charge of each area, we carefully managed our services and achieved 98% resident satisfaction, as well as 100 % compliance.

We took a joint approach to problem-solving and developing processes tailored to the needs of each service area. This helped to streamline services and led to clarity around sticking points, which were resolved more quickly. For example, we identified delays with door entry jobs due to a complex approval system, which was truncated and resolved, improving resident satisfaction. We took an equally collaborative approach with the various client stakeholders, meeting monthly with the LBHF employment and skills team, community team, environmental and communications teams. We also set up a Social Value Group with these stakeholders and other LBHF contractors to maximise impact.

