



Client: L&Q

Services: Electrical testing and remedial works

Value: £2.5m per annum



PROJECT OVERVIEW

This substantial contract saw AJS deliver Electrical Inspection Condition Reports (EICRs) within occupied domestic homes and communal areas. Works included testing and remedial improvements across distribution boards and wiring. The yearly programme covered 4,500 domestic and 500 communals per year and additionally involved installation of smoke detection systems.

SCOPE OF WORKS

A highly experienced team and comprehensive communication strategies have been central to the timely and effective delivery of this contract's objectives. A dedicated Contracts Manager ensured structured procedures were in place to support delivery, with all aspects of work self-audited to guarantee consistently high levels of service. They also ensured accurate and detailed remedials cost information, enabling forward planning and budget forecasting on a quarterly basis.

Regular progress meetings ensured transparency, including daily communication around access, asbestos and other core elements. AJS and L&Q staff jointly used Teams File Share as a live communication platform, supporting the daily transfer of reports and instructions. Engineers used a client portal to access asbestos reports along with the 1st Touch app to complete EICR certificates. Allocated admin support liaised with residents daily, arranging appointments and reporting on KPIs, while providing technical support.



"AJS has worked closely with us to ensure our properties are tested to schedule with swift remedial works carried out to bring them into compliance where necessary. Their standard of work, solid delivery team and clear communications have meant that we had no hesitation in awarding the additional year of works."

Sarah Evans, L&Q Contracts Manager

KEY ACHIEVEMENTS

AJS has achieved 99% compliance rate across both domestic and communal properties on this contract, exceeding expected outcomes. Our consistently excellent service has seen us awarded an additional year of work as a result. Open discussions with L&Q around challenges and working collaboratively to effectively and quickly resolve issues have been central to this. In addition, a robust Inspections Programme was implemented by the assigned Supervisor, which significantly reduced defects on completion.

By working closely with L&Q housing officers, we dramatically enhanced engagement and access on the contract, enabling the programme of works to continue in line with the agreed programme. Firstly, AJS employed an additional admin support to help manage the number of appointments. However, when access figures started to drop, we liaised with L&Q to discuss our concerns. It came the main cause was a known "difficult to reach" group of properties, that hadn't been accessed for years. So, we worked alongside the L&Q housing officers to make every effort to re-engage the residents, including through telephone calls and one to one visits. We were successful in re-engaging many of the residents, gaining access to their properties as a result.

We continue to make progress in this area, with access numbers now exceeding our target figures. To further help with this, our admin teams meet with L&Q's housing officers every Monday morning.