



Client: Notting Hill Genesis

Services: Security – Door Entry works

Value: £1.3m per annum

PROJECT OVERVIEW

AJS has been working with Notting Hill Genesis (NHG) to deliver responsive repairs, installation, inspection, testing, maintenance and certification of door entry security systems and equipment. During the contract, we also supported NHG with the implementation and rollout of a new digital maintenance platform, improving operational efficiency and customer experience.

SCOPE OF WORKS

This 2-year contract saw AJS deliver planned preventative and responsive maintenance services across a range of door entry and security systems. Our main objective was to maximise system availability, while ensuring ongoing safety and compliance. To safeguard residents and building users while works took place, AJS staff undertook a bespoke contract induction and a suite of HSE training, including vulnerability identification and dementia awareness.

Pre-commencement, AJS liaised with building wardens and managers to understand each property's unique safety protocols, codes of practice and access routes. In addition, our admin team provided appointment booking and helpdesk support. Also, during NHG's implementation and roll out of a new digital platform, our Contracts Manager collaborated with the client to ensure accurate data capture, full legal and statutory compliance, improved stock condition, operational efficiency, and a better customer experience.



"AJS provided an excellent service, particularly while we changed over our new digital maintenance platform. Their expertise and considerate approach ensured a consistently reliable service for residents. Recently securing a place on our Electrical Works Framework is further testament to AJS' good work."

xxx, Notting Hill Genesis

KEY ACHIEVEMENTS

AJS consistently met and exceeded KPIs on this contract, including achieving 100% compliance. Most notably, we helped NHG improve resident satisfaction by 12%, through tailoring approaches across housing stock and delivering to agreed timescales and standards.

As the client rolled out a new digital platform, we manually raised jobs when the auto-generation facility failed; provided detailed reports so that NHG had full visibility of compliance and performance; worked with NHG to correct miscategorised job priorities; and proactively engaged with residents to improve processes, receiving numerous five-star reviews as testament to our service.

AJS also co-developed a decision matrix with NHG, aligning risk level with the correct priority code when responsive repairs were miscategorised. Together, we reviewed typical fault types across door access, intercoms and alarm systems. The final matrix was subsequently embedded into the client's workflows, improving both KPI accuracy and resident safety.

For vehicle barriers and automatic doors or gates, AJS worked with NHG's building managers to co-develop a standardised access and lockout protocol, reducing repeat visits and improving first-time fix rates. AJS also helped address early system failures in job logging, ensuring continuity of service during a critical implementation period, while shared monthly audits led us to resolve testing and certification scheduling clashes.