



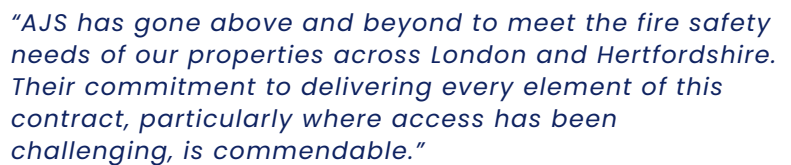
Services: Fire safety works

Value: £2.4m per year



Sovereign Network Group (SNG) is one of the largest housing providers in the UK, with over 85,000 homes across the South of England.

AJS has been working with SNG to deliver a fire safety contract that covers everything from fire alarms and extinguishers to water mist systems and Dry/Wet Risers.



XXXX, Sovereign Network Group

SCOPE OF WORKS

This substantial contract involved AJS carrying out planned maintenance, remedial works, reactive repairs and minor project works across a range of fire safety equipment.

Properties were widely spread across London and Hertfordshire. So, from the outset, strategic planning and effective communications were considered vital to successfully delivering the requirements of this contract.

Among other works, the project involved establishing a schedule of regular fire safety assessments, ranging from monthly to 6-monthly and annual inspections. Equipment covered included sprinklers, AOVs, fire alarms, dry/wet risers, fire extinguishers, water mist systems and more.

Ultimately, ensuring residents and their properties were being kept safe from the risk of fire through a carefully planned and efficiently delivered programme of works has been key.

KEY ACHIEVEMENTS

Access to communal areas and residents' homes to carry out planned repairs and maintenance has been challenging. Residents would often overlook official letter-based communications, which would make accessing individual homes and communal areas difficult.

AJS overcame this by widening communication channels to include calls and texts. Our Administrative Team also adapted their work hours in order to contact tenants outside of their working day. This flexible approach saw access rates increase by 25%.

The contract was highly complex. It involved numerous fire safety systems, spread across London and Hertfordshire. So, to most effectively meet the diverse contract needs, we employed operatives local to the properties across the wide geographical area, rather than choosing to use our Head Office or another single location as a base. We also arranged just-in-time delivery of supplies through local partners to better meet the needs of the contract.

For further efficiencies, we trained our engineers to service a wide range of safety systems. This enabled our team to be more versatile, with one engineer covering numerous systems at once. The result was less inconvenience and disruption for residents, as well as cost-savings for the client.