



Client: Tower Hamlets

Services: Fire & Electrical
Safety Works

Value: £1m per annum

PROJECT OVERVIEW

AJS has been working in partnership with Tower Hamlets London Borough Council for several years. This ongoing contract involves delivering Electrical Installation Condition Reports (EICRs) and remedial works alongside testing and replacing smoke detectors and carbon monoxide detectors. Tailoring practices to meet residents' specific needs has been key to meeting 100% compliance.

SCOPE OF WORKS

AJS secured this contract for Tower Hamlets via Fusion21's Building Safety & Compliance Framework. The programme of works focuses on undertaking EICRs, as well as any C1, C2 and approval-related C3 safety remedial requirements. The substantial contract has seen us deliver 2,451 EICRs in 2025 alone. Our team is also handling the testing and replacement of smoke detectors and carbon monoxide detectors with LD2 Standard smoke and heart detectors.

The electrical testing protocol includes a thorough visual inspection of electrical installations, including consumer units, wiring systems, earthing and bonding arrangements, socket outlets, switches and light fittings. Defects or potential safety hazards are remedied and documented with certification provided on completion. We upload EICR certificates and weekly reports to the Tower Hamlets "Box" digital platform enabling complete transparency for the client.



"AJS has consistently delivered on our requirements, going out of their way to ensure 100% compliance across our portfolio of properties. Their reliability, professionalism and competency give us the peace of mind that our residents' homes are safe from electrical defect or risk of fire."

xxx, Tower Hamlets

KEY ACHIEVEMENTS

We have a designated, highly experienced team running this contract, supported by a resource matrix that we developed and regularly review to ensure we consistently meet contractual commitments. While our operatives always keep their vans well-stocked with a view to achieving first time fix, we also have arrangements with several suppliers local to Tower Hamlets residents in the event of an emergency call out.

AJS operates a digital works system known as AccuServ, which supports quality management control and enables us to monitor deliverables against our contract service levels and targeted KPI's. The system allows us to gather contract related information, effectively manage the information and provide detailed reporting and E-Certs. It also supports us in everything from managing orders, job history, job status and comprehensive asset registers through to financial management processes and more.

The logistics of communicating with a wide range of residents and booking in works to fit with their availability is no small feat. In order to deliver 100% compliance for Tower Hamlets, our Administration team developed a bespoke out-of-hour call centre service purely for this contract to ensure that we could meet the demands of the work and the evolving resident needs.

In order to offer further transparency and a collaborative approach, we hold weekly client meetings.

