



# Axis Complete Compliance

One supplier. One managed  
property compliance solution.

We protect your residents,  
properties and business.



# Property Compliance. It's not just important, it's statutory.

We recognise that social landlords are under increasing pressure to ensure their properties are fully compliant with the ever-changing regulations and audit standards, while also demonstrating value for money.

“

Compliance is about more than simply ticking legal boxes to protect your business; it is primarily about protecting people - residents and staff. We want to make that as straight forward as possible and believe our Complete Compliance service offers the answer.”

Tim Hayes, Axis Managing Director



## A managed solution

The Axis Complete Compliance solution is a fully integrated property compliance service. It combines our 30 years of property maintenance experience with our compliance expertise in one single, fully integrated end-to-end asset management service.

Our approach to property compliance improves service standards and drives value for money. Crucially, it also allows social landlords to confidently protect their residents, their business, and also their reputation.

Our survey of social housing landlords revealed the most common hurdles to maintaining property compliance are; managing multiple contractors, not having a dedicated compliance function, and struggling with analogue systems for updating stock information and programming cyclical works. This is compounded by high volumes of property stock, which makes proactive compliance extremely difficult and resource-hungry.

We provide landlords with a single point of contact for their asset compliance needs, stripping out overlap and inefficiency, while also improving resident safety and satisfaction. Beyond simply delivering the servicing, testing and certification across the appliances and systems in your properties we can also; programme the works, schedule appointments, undertake rectification works and update your stock information. All this is done in a way that suits your business.

Our leading asset management software can interface with most landlords' systems and offers a total view over stock compliance status. This is updated in real time, with data from our teams of skilled operatives on the ground, using mobile handheld devices. By integrating compliance management into everyday repairs and maintenance works, landlords are better able to swiftly identify and mitigate risks.

### Benefits:

- Service continuity
- Value for money
- Simpler management
- Standardised reporting
- Integrated stock management data
- Less chance of regulatory downgrades

# Complete compliance

Axis has over 100 accredited engineers and a compliance management team that allows us to deliver a truly scalable end-to-end asset management service. We are uniquely placed to meet landlords' full range of compliance needs. These include:



## Gas Servicing and Testing

We can undertake the annual Gas Safe certified inspections of gas fired central heating systems and appliances, including communal systems.

**COMPLIANCE:** The Gas Safety (Installation and Use) Regulations 1998.



## Electrical Testing

Landlords are obligated to test the electrics of their properties every five years and their communal areas every three years.

Axis is an NICIEC approved company and our engineers are City and Guilds accredited to ensure you comply.

**COMPLIANCE:** Part P of Building Regulations; the IET Wiring Regulations (17th Edition BS7671).



## Fire Risk Assessment

Axis carry out works identified through the Fire Risk Assessments commissioned or undertaken by our clients. Directly or with our supply chain we offer 'Passive' works such as fire containment alterations and 'Active' works such as fire detection and suppression systems.

**COMPLIANCE:** Smoke and Carbon Monoxide Alarm regulations, the Regulatory Reform (Fire Safety) Order 2005, Building Regulations 2010 Part B, the Housing Health and Safety Rating System (HHSRS).



## Energy Performance Certificates (EPCs)

Axis can assess the energy performance of landlords' housing stock and issue EPCs, as required when a property is built, sold or rented. We also retrofit energy improvement measures.

**COMPLIANCE:** Building Regulations Part L.



## Water Testing and Legionella

We can test the temperature of water and also test for Legionella disease. Our suppliers can carry out these tests and any required rectification works.

**COMPLIANCE:** The Management of Health and Safety at Work Regulations 1999; L8 Approved Code of Practice.



## Asbestos Testing

We can organise and manage surveys, such as the refurbishment survey for any asset management works and a management survey. Axis is able to manage and deliver survey and treatment works through our supply chain.

**COMPLIANCE:** Controlling Risk Regulations 2012 enforced by the Health and Safety Executive.



## Lift Testing and Maintenance

Our specialist inspectors can carry out the testing and maintenance of lifts. We have exclusive third party contracts that are structured to minimise call outs and maximise value for money for landlords.

**COMPLIANCE:** Lift maintenance is regulated by the The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).



CASE STUDY

# Swan Housing

## Total Asset Management

A good example of how our integrated service works in practice, is our £12m asset management contract with 11,000-home Swan Housing Group. Under this contract, Axis manages everything from Swan's statutory compliance to both planned and responsive repairs. Our single service model brings all services into one place.

The partnership has developed operational efficiencies that has allowed for a smaller, more agile asset management team than was in place under previous contracts.

It has also been able to improve value for money on a day-to-day basis, while lifting resident satisfaction and consistently delivering industry beating levels of compliance.

An integrated approach gives Swan a single point of contact and minimises duplication of call-out because Axis operatives can carry out repairs and maintenance works in real time, as and when problems are identified.

An example of this is if a compliance check discovered faulty lighting.

Under a conventional compliance contract, this would need to be registered as a 'failure' and reported to the client to take up with its repairs contractor. The landlord would be non-compliant until the lighting was replaced. Under the Axis integrated model, the same fittings failures would not be treated as a compliance issue. Instead they would be logged as a repairs issue and rectified by our service operative where possible at the same visit, therefore increasing the likelihood of getting it "right first time". Swan receives full transparency over all costs and peace of mind, minus the layer of administration usually required to schedule minor repairs.

By working in this way and accessing the Axis supply chain, Swan and Axis have been able to generate considerable efficiency savings. For example, a contract Axis has with a firm of lift specialists led to the dramatic drop in volume of call outs and expenditure from the straight repairs contract that was previously in place. This was because all major breakdowns and maintenance were covered, meaning all parties' interests were aligned to ensure the work was done to the highest standard in order to minimise call out.

“Our long term partnership has delivered value for money and increased performance, which has been achieved by integrating the supply chain and asset management processes with our single partner Axis”

Nicholas Kyprianou,  
Head of Partnership Compliance



CASE STUDY

## Walsall Housing Group

Total Asset Management

WHG is one of the West Midlands largest housing associations, with 20,000 homes under management. Axis is working with WHG to manage integrated compliance solutions across a £1m a year repairs and maintenance contract. These compliance works span across 130 communal blocks and 72 void properties a year. They include; Fire Risk Assessments (FRAs) - 1,500 fire doors and fire stopping in roof spaces - asbestos testing and removal, smoke alarm and carbon monoxide alarm testing and replacement and also gas safety testing.

WHG has benefited from Axis' contract managers to oversee the work and a dedicated contract administrator to ensure the compliance works are recorded in line with a wider programme management. As part of our collaborative approach, WHG receives weekly records and bi-weekly full contractor updates. Running compliance throughout all the works, has enabled WHG to maximise supervision and control, while maintaining full visibility of the status of each compliance work. By doing this, we have already quickly delivered value for the money savings. For example, in the first year WHG has already saved around 36% on the cost of fire door replacements - which equates to a saving of £240,000. Furthermore, we have been able to use our direct

operatives to reduce overlap and increase productivity elsewhere on the contract, creating efficiency throughout.

For instance, our structured use of Resident Liaison Officers (RLOs) has allowed us to hugely increase access to residents' homes. Before Axis took on the WHG contract, the installation rate of fire doors, fire rated closers and frames was 61% and has increased to 99%.

Another notable benefit of our integrated management approach has been a massive improvement in resident satisfaction levels. We are now able to fix prospective compliance failings in real time, and join them up with repairs and maintenance services. This means residents have been able to establish relationships with Axis operatives and get quick results. When we took over the contract WHG wanted KPI improvements and we have been able to increase resident satisfaction to 98.9%.

Ammo Singh, Commercial Manager: "The integrated management approach adopted by Axis has really paid dividends for us. Full transparency over works has demonstrated value for money savings and provided peace of mind that we are on top of our compliance. But, crucially for us, we have been able to deliver better services to our residents."

“

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Ammo Singh,  
Commercial manager

## Axis experience

As a trusted partner, Axis takes the pain out of managing compliance. This means landlords are free to dedicate resources to their core business, confident in the knowledge that residents and staff are in safe hands.

Axis has been delivering professional property repairs and maintenance services to the UK's largest social landlords for the last 30 years. Over that time we have continued to be relationship focused and service driven. We offer a broad range

of services - from responsive repairs and planned maintenance through to specialist risk assessments and full asset management contracts - that can be scaled and adapted to meet the needs of our clients.

Each year we deliver...



400,000

Property Repairs



27,930

Gas Servicing Appointments



12,329

Electrical Testing Appointments



2,423

FRA & Fire Stopping Installations

## A Trusted Property Partner

We deliver our compliance services, from a singular focused gas contract to the complete compliance cover, for these well known registered social landlords.



# Your property and people in safe hands

At the heart of this promise is our people. Axis' highly skilled operatives, engineers and managers are fully certified by industry bodies including Gas Safe, OFTEC, HETAS, MCS and NICEIC to carry out certified compliance testing and also rectification works.

Their expertise is matched with leading edge technology and the agility to mitigate risks as they find them. Delivering repairs and maintenance works to homes with tenants in situ, our teams understand the importance of building relationships with residents as well as landlords. This is the key to our track record for lifting services and delivering high levels of compliance.



Our integrated service means clients avoid problems associated with managing a multitude of different contractors, you'll have one Axis Compliance contact who will control all the work wherever your stock is located.

From our facilities throughout London, the South East and Midlands, we also provide Repairs & Maintenance, Planned Improvement, Painting & Decorating, Full Asset Management, Gas Servicing & Repair, Compliance and M&E services.

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