



Integrated compliance solution

Walsall Housing Group, West Midlands

Highlights

Managing 20,000 homes, WHG (Walsall Housing Group) is one of the West Midlands' largest housing associations. Axis is working with WHG to provide an integrated compliance solution across a £1m per year Repairs and Maintenance contract.

The compliance works span 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.

Running compliance throughout all the works helps our client WHG in many ways:

Axis' contract managers oversee the work while a dedicated contract administrator ensures the compliance works are recorded in line with the wider programme management.

Weekly records and bi-weekly full contractor updates are sent to WHG.

Specifications

- Fire Risk Assessments – 1,500 fire doors and fire stopping in roof space
- Asbestos testing and removal
- Smoke alarm testing and replacement
- Carbon monoxide alarm testing and replacement
- Gas safety testing

5 years contract



WHG has full supervision and control, while maintaining full visibility of the status of each compliance work.

Considerable savings are made for WHG: one example shows that in the first year WHG saved around 36% on the cost of fire door replacements – approximately £240,000.

Plus, Axis' direct operatives reduce overlap and increase productivity elsewhere on the contract, creating efficiency throughout. For example: our Resident Liaison Officers (RLOs) increased our access to residents' homes. Before Axis took on the WHG contract, the installation rate of fire doors, fire rated closers and frames was 61%. We have increased this to 99%.

Another notable benefit of our integrated management approach for WHG is increased resident satisfaction levels which now stand at 98%. Residents establish relationships with Axis operatives and RLOs and get quick results: we fix prospective compliance failings in real time, and join them up with repairs and maintenance services.



Client testimonial:

"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."

Ammo Singh, Commercial Manager, WHG

Contact

leanne.ball@axiseurope.com
0203 597 260
axiseurope.com