

Overview

The Wrekin Housing Group is a socially minded organisation that prides itself on making a difference to people's lives by providing over 13,000 homes for affordable rent and low cost home ownership across Shropshire, Staffordshire and Telford & Wrekin.

Their values align with Churches Fire & Security's company philosophy and the way that we like to work.

These core values ensure that Churches Fire & Security deliver a compliant and safe environment for tenants, visitors and Wrekin Housing employees.

Services include:



DRY RISER



EMERGENCY LIGHTING



FIRE ALARMS



FIRE EXTINGUISHERS



SPRINKLERS



Our Approach and Solution

Our 10-year contract delivering fire maintenance services to Wrekin Housing Group was won in 2011. The properties we service cover 290 sites, comprising high-rise flats, residential blocks, warden-managed homes, shops and offices.

As part of our service to Wrekin Housing, we maintain fire alarms, emergency lighting, dry risers, smoke vents, fire extinguishers and fire sprinklers. At the outset of this project, we worked flexibly with Wrekin Housing to develop a bespoke set of interval servicing requirements, including weekly testing of fire alarms at 11 sites and emergency lighting at 36 sites. We also provide the assurance that emergency call outs for the Group are attended within two hours.

Our years of experience mean that we are familiar with the challenges of maintaining social housing. Therefore, flexibility, combined with responsive communication is key

to ensuring that properties remain compliant. Our dedicated account handler manages the relationship with Wrekin and provides the personal interface and 'reliable friend', particularly in times of crisis or emergency. Alongside this, our technicians provide direct telephone support on a daily basis.

Wrekin Housing raise individual purchase orders for planned maintenance, which are released electronically to our technicians on a weekly basis. The technicians then make the appointments to attend and confirm by telephone the day before. For remedial works that are noted at the service visit, more than 90% of additional work is completed at the time of the visit, providing a highly-efficient and cost-effective service.

The Benefits of Working with Churches Fire & Security

The importance of protecting the Group's buildings and tenants is paramount to their work. Our solutions deliver:

- ✓ Technology-enabled communications
- ✓ Monthly customer meetings
- ✓ Transparency and visibility through our customer portal
- ✓ Swift rectification of issues
- ✓ A responsive, caring account handler
- ✓ Compliancy assurance

Churches Fire & Security deliver a very good level of service across our housing stock. Whether it's servicing, maintenance or emergency call outs, the technicians are always polite, presentable and represent Churches Fire in a positive manner. They're experts in their field and provide a high level of service in what can be a very challenging sector.

Stewart Holloway, Facilities Co-Ordinator

