



PTSG and Longhurst Homes



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Premier Technical Services Group Ltd (PTSG), via constituent company Electrical Compliance and Safety Ltd (ECS), has been working nationwide in the social housing sector for over 15 years. Its team has delivered over 200,000 Electrical Installation Condition Reports (EICRs) to date at social housing dwellings in throughout the UK.

We understand the numerous legislative and compliance objectives our customers in social housing must adhere to and it is our objective to de-risk them. Our electrical engineers pride themselves on communicating with tenants before, during and after the EICR is carried out.

Longhurst Homes

Longhurst Homes Ltd (LH) is one of the largest housing groups in the Midlands and East of England, providing over 23,000 homes and delivering a wide range of care and support services. It operates in 50 local authority areas with 10 office locations and over 80 care and support locations.

On completion of work at these properties, LH were so impressed with our work processes, contract management and standard of engineering that they awarded us a much larger contract.

PTSG was awarded this contract via the EEM Framework, initially completing EICRs at 50 properties. On completion of work at these properties, LH were so impressed with our work processes, contract management and standard of engineering that they awarded us a much larger contract. We have successfully reduced the number of overdue EICRs in individual properties and communal areas. We now complete 3,000 EICRs every year.

The scope of works includes:

- * 24/7/365 out of hours response
- * Investigating, tracing, and rectifying electrical faults Isolating and making safe dangerous wiring & accessories
- * Fault finding
- * Replacing components and damaged accessories
- * Rewiring circuits as required Installations & upgrades
- * Heat specification
- * Installation of mains smoke alarms in halls and landings, plus a heat sensor alarm in the kitchen
- * Key performance indicators PTSG is currently achieving on this contract:
- * No defects found after client inspection = 99.9%
- * Adherence to EICR process = 100%
- * Properties with EICR = 99%
- * Delivery of certificates = 100%
- * Complaints = 0.05%

PTSG has eight electrical engineers working on this contract, each of whom is qualified to a minimum of: Electrical Installation C&G 236 Part 1&2 (or equivalent), C&G 2391, Electrical Qualification to a minimum of BS 7671 18th Edition, Domestic Electrical Testing Experience, plus experience of completing NICEIC Certificates and Asbestos Awareness Training.

Contract Management

PTSG staff at all levels are proactive in their approach to communication, ensuring all parties are informed of progress so that customers know when to expect engineers. We are committed to ensuring a safety-first culture in every interaction with LH and their customers.

Daily Communications to manage the day-to-day tasks and requirements are conducted over the direct line, mobile phone and by email. Email updates are sent providing updates on the previous days engineers appointments, highlighting access rates.

Monthly Formal Contract Team Meetings are held with LH to discuss compliance figures, project process and to share information on any properties that we have been unable to access, or properties that the LH contract team are having tenancy issues with.

Toolbox Talks – scheduled in advance with the agenda/content developed by the Contract Manager, these are used to discuss the current contract performance and any changes to policies/procedures highlighting areas to improve service and share best practice.

Reporting Procedures

The production of satisfactory EICRs is completed via operatives' iPads at the time of visit, meaning certification is immediately available for LH via our bespoke ArchHub software.

PTSG completes all reporting via ArchHub. ArchHub allows us to manage all aspects of the contract in one place. LH has access to a client dashboard, giving full transparency of real time reporting for everything from jobs booked vs jobs completed, budget adherence and KPI adherence etc. Reports are provided within the agreed timeframes as requested by LH.

Our internal IT team has tailored LH's client dashboard to their exact requirements. This provides the following:

- * Number of EICR tests mastered
- * Repairs completed
- * Access issues
- * Number of properties carded where no access.

Further back-office support is provided by:

- * Finance
- * Fleet
- * Health and Safety
- * IT