



**mhs**  
homes group



## Contract Overview

### **Client: mhs homes group**

Apex Lifts are pleased to have held a comprehensive servicing, maintenance and reactive repair contract with Kent's largest independent landlord and social housing association, mhs homes group, for over four years.

With 94 lift units across mhs homes group sites, Apex Lifts maintain, service and test a diverse range of passenger lifts, hoists, bed hoists, through-floor lifts and stair lifts.

Apex strive to deliver the comprehensive contract in-line with safeguarding customer service requirements, providing excellent customer care and optimum health & safety - ensuring operational reliability for all end users.

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a CAPITAL success

## mhs homes group

Prepared by Apex Lift & Escalator Engineers Limited

**Managing Director:** Warren Jenchner  
**Service & Repair Director:** Steve Thomas  
**Contract Manager:** Tom McLeay  
**Service Sales Consultant:** Brian Maginnis

## Scope of Works

- > Proactive delivery of a planned preventative maintenance, rapid response emergency call-out and reactive repair service - with a first-fix approach.
- > Provision of a dedicated Contract Manager, Service Coordinator and Senior Escalation team - available 24/7/365 offering technical expertise, working in partnership with mhs homes' lift consultant.
- > Resourced locally based, cross-skilled and domestic equipment engineer providing consistent planned preventative maintenance works.
- > Working in partnership with mhs homes group to fully comply with resident privacy, confidentiality and GDPR.
- > Delivery of daily, weekly & monthly Key Performance Indicator reports with IT integration to mhs homes groups' Filezilla software.
- > Provision of LOLER and quoted works tracker with seamless integration and accurate monthly reporting through SFTP (Secure File Transfer Protocol).



One of mhs homes' properties in Kent