



CAMDEN COUNCIL PLANNED MAINTENANCE AND REACTIVE REPAIR WORKS

THE LOCATION

Renowned for exemplary service and with 46 years of expertise in the lift industry, Apex Lifts are delighted to have been awarded the repair and maintenance contract for Camden Council, which began on the 1st April 2016. We are tasked with providing lift repair and maintenance services to 33,000 homes across Camden.

THE BRIEF

Apex are providing a quality assured service to residents in and around the council as part of our five-year contract. We provide planned maintenance and reactive repair works of all contracted lifts across Camden's diverse residential portfolio.

THE SOLUTION

Apex Lifts' contract with Camden Council covers in excess of 515 lifts and includes an emergency call out service, 365 days a year, 24/7. Also covered are routine health and safety inspections and regular maintenance and scheduled parts replacements, including the manufacturing of parts that are no longer stock items.

Apex Lifts operate an in-house manufacturing facility, based in Sidcup,

which delivers a round-the-clock accessible service to the council and supports our aim to deliver the contract with minimum lift downtime, excellent first time fix rates and optimum service reliability. Our engineers are also given twenty-four hour access to two locations within the area where critical spares are kept, enabling them to retrieve and change parts and consumables with ease. By maintaining open communication and sustaining a trusted relationship with Camden Council, we have kept many parts at these locations, ready for use on some of the older assets.

We pride ourselves in delivering excellence and our entire field staff regularly liaise and engage with residents when carrying out their duties. Their primary role is ensuring that we continue to provide effective management and excellent customer care, with a focus on client partnering and accurate reporting to guarantee service satisfaction. We use all

forms of feedback to further improve on our outstanding service.

Our service includes providing Camden Council with secure and up to date portfolio information via our in-house Apex CALM system. Delivering real time updates, proactive reporting and data transfer/information sharing of lift service, maintenance and repairs and updates throughout the maintenance period. or more information about Apex Lifts' CALM System, [click here](#).

Apex Lifts has acquired the Transfer of Undertakings of Employment (TUPE) from the previous incumbent company and consequently, existing employees work alongside Apex staff to complete works within the agreement.

