



a CAPITAL success

## Chelsea Harbour, London

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



### Contract Overview

#### Client: Chelsea Harbour, London

Apex Lifts are delighted to have resecured a lift servicing, maintenance and reactive repair contract with Chelsea Harbour. Apex were awarded the contract as preferred supplier following a legacy of successful performance on site.

*"I am absolutely delighted to have Apex Lifts back on our development, with an ageing stock that requires knowledge of 35 year old technology, I have been amazed that it is not just one member of their team that has knowledge, but the entire engineering team that attend our development. Already, I have seen an improvement in repair times that has removed a very continuous and unwelcome level of attention. Well done Apex and I am looking forward to a long term partnership."*

- Jason Grieve, Development Manager,  
Chelsea Harbour.

### Scope of Works

- > Ensure the lift units across Chelsea Harbour's luxury, mixed-use residential development remain safe, reliable and fully operational for all end users.
- > Proactive delivery of a planned preventative maintenance, rapid response emergency call-out and reactive repair service; reducing lift downtime.
- > Work in partnership with Chelsea Harbour to attune a bespoke contract, provide tailored KPI reports, maximise first-fixes and deliver customer service excellence - enhancing quality and performance across the 26 lift units on portfolio.
- > Provision of a dedicated Contract Manager, Service Coordinator, Senior Escalation team and Service Helpdesk - available 24/7/365 offering cross-skilled technical expertise.
- > Provide a comprehensive knowledge of Chelsea Harbour's ageing equipment, supply chain and stock of spare parts, stored at our in-house manufacturing facility.

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Chelsea Harbour, mixed-use development