



a CAPITAL success

Hackney Council

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Contract Overview

Client: Hackney London Borough Council

Apex Lifts were recently awarded a servicing and maintenance contract with the Hackney London Borough Council via the South East Consortium (SEC) Lift Framework as a direct call-off award.

With a large and diverse portfolio consisting of over 600 passenger lift units across the London Borough of Hackney's residential sites, Apex provides a quality assured and proactive service delivery to residents, service users and the community.

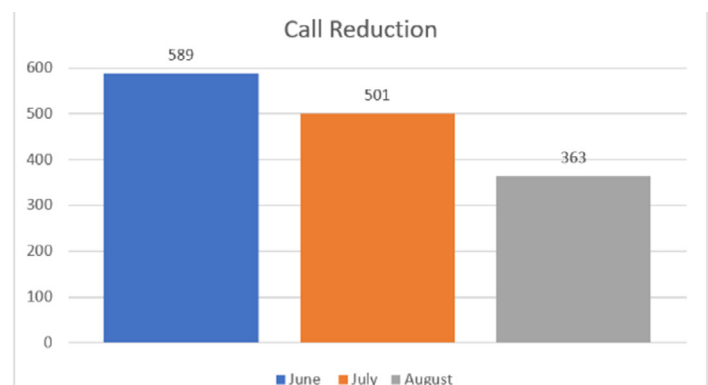
Apex have been working alongside the Council to highlight any need for repairs from pre-existing lift faults and redundant components – this process has seen a significant improvement to lift performance; as a result, the number of call-outs for lift breakdowns has decreased since contract commencement by over 200 calls.

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Scope of Works

- > Proactive and robust mobilisation period with regular fortnightly team meetings prior to contract commencement date, utilising a comprehensive checklist plan in partnership with the Council.
- > A successful and seamless TUPE process overseen by Apex Lifts, delivered under tight time constraints.
- > Provision of a dedicated Contract Manager, Service Coordinator and Senior Escalation team - offering diverse technical expertise 24/7/365 and single points of contact.
- > Allocation of locally based, cross-skilled engineers and technical team providing consistent planned and preventative maintenance and reactive works.
- > Provide a comprehensive knowledge and stock of tailored spare parts and equipment, stored on site and within our in-house manufacturing facility.
- > Monthly operational meetings, daily contract reporting and contract monitoring via KPI performance, in partnership with the Hackney Council contract team.



Call-out reduction within the first three months of contract commencement