



## Contract Overview

### **Client: Wandle Housing Association**

Apex Lifts were originally awarded a servicing and maintenance contract with Wandle Housing Association via the South East Consortium (SEC) Lifts Framework as a direct call-off contract in 2017.

With 103 domestic units across Wandle Housing Association sites, Apex Lifts maintain, service and test a range of hoists, bed hoists, through-floor lifts and stair lifts. Apex Lifts have recently been awarded a contract renewal for domestic equipment across Wandle sites.

Apex Lifts strive to deliver the contract in-line with safeguarding customer service requirements, providing excellent customer care and following safeguarding procedures- ensuring safe delivery of the contract to all end users.

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a CAPITAL success

## Wandle Housing Association

Prepared by Apex Lift & Escalator Engineers Limited

**Managing Director:** Warren Jenchner  
**Service & Repair Director:** Steve Thomas  
**Contract Manager:** George Stone  
**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.
- > In partnership with Wandle, Apex prioritise the health, safety and safeguarding of vulnerable residents - highlighting bespoke access requirements and adhering to GDPR and confidentiality compliance.
- > Allocation of a locally based, cross-skilled and domestic equipment engineer providing consistent planned preventative maintenance works.
- > Provision of a dedicated Contract Manager, Service Coordinator and Senior Escalation team - available daily for service updates and a 24/7/365 customer helpdesk offering cross-skilled technical expertise.
- > Delivery of a dedicated LOLER Insurance Coordinator, streamlining the insurance process for Wandle Housing Association and improving overall lift performance.
- > Provide a comprehensive knowledge and stock of spare parts and equipment, stored within our in-house manufacturing facility.



An example of a through-floor mobility lift