



DELIVERING INTEGRATED, CUSTOMER - FOCUSED MAINTENANCE SERVICES TO THE LONDON BOROUGH OF CAMDEN

The London Borough of Camden reaches from Holborn and Bloomsbury in the south to Hampstead Heath in the north with an ethnically diverse population of more than 240,000 people. It is one of the most bustling and diverse London boroughs and home to such iconic locations as Hampstead, Bloomsbury, Kentish Town and Primrose Hill.

The Challenge

As part of Camden's procurement strategy, the council undertook a fully compliant OJEU procurement process for a General Electrical Systems Maintenance contact. This included planned and responsive maintenance to support over 34,000 council-owned residential properties across the borough. The housing stock includes pre and post war low and high rise estates, terraced, detached and semi-detached converted street housing, associated resident halls and services with a mix of tenure including periodic tenancy, residential and commercial leasehold and 'freehold on estate'.

The Solution

The five-year contract was awarded to the Openview Group which provided the most economically advantageous tender in terms of price, technical criteria and quality. The company was also able to demonstrate that it understood that the council was trying to achieve as well as demonstrating a successful track record with other similar contracts.

To help deliver a responsive level of support, OpenView established a new office location in the borough as a local base for its team of directly employed specialist field service engineers. Non-emergency repairs are carried out within five days of a works order request between 08:00 and 18:00 during weekdays. Outside these hours, a same day emergency service is delivered with a two-hour response if there is an immediate danger to residents.

According to a spokesperson from the London Borough of Camden: "Working in partnership with OpenView is enabling us to improve services throughout Camden and demonstrating our commitment to putting the safety and welfare of residents at the top of our list of priorities."



Maintenance, testing and repair services are now being delivered for a wide range of electrical and safety systems including lateral mains and risers, estate lighting, lightning conductors and mechanical ventilation. OpenView provides the same services for all fire protection systems from sprinklers, alarms extinguishers and dry risers through to emergency lighting and hose reels.

The majority of responsive and ad hoc repairs are carried out by OpenView on receipt of electronic instructions issued through Camden's repairs ordering management system. From time to time, this is supplemented with verbal instructions. The council's ICT systems are also used to schedule and manage the servicing throughout the repairs lifecycle, from commissioning to managing and invoicing, and including full certification for works carried out.

According to Andy Ward, Sales Director of OpenView Group: "OpenView is clearly focused on working closely in partnership with the London Borough of Camden to deliver an integrated, customer-focused repair and maintenance service to all tenants and leaseholders. This is achieved by ensuring that repairs are carried out at a time to suit the customers and completed during a single visit to minimise disruption and maintain their ongoing safety. Engineers are equipped with all necessary tools and spare parts and all systems are serviced and repaired in accordance with manufacturer guidelines."

OpenView ensures that all practicable steps are taken to enable engineers to conduct their duties in compliance with best practice and all statutory obligations including Health and Safety legislation. The company also provides the London Borough of Camden with detailed and frequent reports to demonstrate the attainment of agreed performance levels.