



Radian Housing Association

Project Reference: Lift Maintenance
and Repairs

- > Multi-manufacturer lift maintenance
- > Dedicated local engineers
- > 24/7 Emergency call-out



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Temple Lifts' directly employed friendly local engineers help to give residents easy access to their apartments

Background

Radian Group is a housing provider of 21,000 affordable homes across Berkshire, Buckinghamshire, Dorset, Hampshire, Isle of Wight, Surrey, Sussex, and Wiltshire. The Association develops and manages a wide variety of properties, including affordable rental, shared ownership, Help to Buy and properties specifically for the over 60's. Radian Homes, part of the Radian Group, provides equity loans via the Government's equity scheme and is one of the largest registered providers in this category in the south of England, employing over 800 staff.

The requirement

With such a wide range and variety of homes in Radian Group's portfolio, the Association requires the lift service and maintenance providers to efficiently manage the multiple lifts of varying ages and technologies. This must be done whilst maintaining a focused approach to value for money, one of the key attributes across the Radian Group. During 2016, Temple Lifts was asked to tender for a large proportion of out-of-warranty passenger lifts, covering a wide range of ages, types and technologies. With such a wide range and variety of homes in Radian Group's portfolio, the Association requires their chosen lift service and maintenance companies to efficiently manage the passenger lifts in their properties.

As part of our tender preparation, we surveyed a selection of the lifts pertaining to the tender request and discussed the specific requirements for this contract with Cook & Associates, Radian Group's lift consultants.

As with other customers in this sector, Temple Lifts has gained a reputation for competitive pricing without any compromise to quality or reliability. We are also well-known for our friendly interaction with residents, particularly those who are living in affordable housing, including retirement properties.

Following on from our sample surveys and various conversations with Radian Group and Cook & Associates, we submitted a competitive tender for lift maintenance for Radian Group.

The result

Subsequent to the 2016 lift maintenance tender being submitted, Temple Lifts was awarded the multiple lift contract. Today, Radian Group and their residents are

receiving the levels of service that were key to our 2016 award from our friendly teams of local engineers who ensure that their lifts continue to perform reliably and safely.