

Case Study Citizen





BACKGROUND

Total Environmental Compliance Ltd (TEC) were awarded the Legionella Risk Assessment/Monitoring and Inspection contract in 2017 when Citizen was previously known as WM Housing Group.

One of the UK's most trusted social housing providers, Citizen owns and manages 30,000 homes for diverse communities across the West Midlands, from urban tower blocks to rural villages and towns.

Citizen takes pride in being one of the leading regeneration specialists in the UK. They take social responsibility seriously with a mission to provide more than just a home, they want to provide a foundation for life too.



THE CHALLENGE

With a portfolio of more than 30,000 homes, one of the biggest challenges Citizen faces is access. For such a large housing association, this can be for a number of reasons such as locks being changed without clear communication of that happening, colleagues leaving the organisation or the buildings asset status changes.

When TEC first started work on this contract, one of the main challenges was gathering all of the codes and contact numbers for the sites to allow TEC access.

Not all records from the previous incumbent were up to date.





THE SOLUTION

TEC approached this contract with clear communication, attention to detail, a very well organised mobilisation plan, a responsive team and the implementation of simPRO software (jobs management system).

TEC worked with Citizen to ensure that all access information was up to date and recorded in simPRO ready to be accessed/updated by both parties. The legionella monitoring control scheme now delivered at Citizen includes weekly and monthly flushing, monthly temperature readings from hot and cold-water outlets, shower head cleaning and disinfection, annual legionella sampling, tank inspections, TMV inspections and servicing, contract review meetings, legionella risk assessments and legionella awareness training.

Mike Darby, TEC Account Manager has worked closely with the team at Citizen, often providing 1-2-1 training to ensure that there is tighter control and a better understanding of recommendations, failures and asset collation across all Citizen properties.



THE OUTCOME

TEC have worked with Citizen to implement a remedial tracker process for all recommendations and defects; this is discussed at least once a month to keep on top of issues arriving following site visits and risk assessments.

“TEC have provided an excellent service during the time they have been our appointed contractors. Their knowledge of water hygiene is outstanding, and they provide guidance and assistance to all our colleagues across the business, not just the legionella section. The way TEC work and provide their services to our social housing properties is flawless. They maintain their own records of our stock and access arrangements to all our properties so that the water monitoring programme flows with very few issues. Very few contractors do this to such a high standard”, stated Harriet Ginn, Statutory Compliance Officer (Asbestos & Legionella), Citizen.



We would always recommend
TEC. They are efficient,
professional and extremely
good at what they do. They
provide an impeccable and
reliable service to Citizen.



YOUR PARTNER

Total Environmental Compliance – a PTSG Company – is a leading UK based consultancy providing water treatment, water hygiene and remedial services.

Find out how we can become your trusted partner, delivering water safety, protection from Legionella and compliance that you can rely on.



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