

Case Study

bpha Properties





BACKGROUND

Total Environmental Compliance Ltd (TEC) was appointed in 2022 to deliver a comprehensive programme of water hygiene compliance services, Legionella risk assessments and remedial works across 115 bpha properties.

Managing 20,000 homes, bpha is a housing association with a strong presence in Bedford, but also operating in Oxfordshire and Cambridgeshire. Its mission is to provide high-quality, sustainable and affordable housing while fostering community connections.



THE CHALLENGE

To uphold water hygiene standards and ensure Legionella compliance, bpha sought a specialist contractor via the CHIC Risk Assessments Framework. When undertaking the contract, bpha's key priorities included improving service levels, increasing property access rates and securing a cost-effective solution. Additionally, the contract required swift mobilisation within three weeks.





THE SOLUTION

TEC deployed a structured and thorough mobilisation plan to ensure a smooth transition within the three-week timeframe. A dedicated Contract Manager and support team were appointed to oversee the process.

The team collected and reviewed asset information, site contacts and existing Legionella risk assessments to gain a clear understanding of the scope of work. Resource and scheduling discussions were held to optimise contract delivery and ensure all tasks were efficiently planned.

To streamline operations, job tasks and visit schedules were integrated into simPRO, a field service management software. TEC also completed training on bpha's CAFM system, Asprey, to align workflows seamlessly. Before the contract commencement, TEC prepared all necessary risk assessments and method statements, ensuring full compliance with safety regulations.

Communication with tenants and staff was a key priority. bpha issued introductory letters to staff and tenants, while TEC generated visit notifications.



THE OUTCOME

The collaboration between bpha and TEC has led to significant improvements in Legionella compliance and water hygiene services. By enhancing communication, streamlining property access and implementing rigorous safeguarding policies, TEC has met bpha's requirements effectively.

The contract's success has reinforced the strength of TEC's partnership with bpha, leading to its renewal for a further two years, demonstrating the high-quality service delivered.

TEC continues to provide additional social value by funding Christmas food hampers for vulnerable residents and offering Legionella awareness training to bpha caretakers and site managers. bpha employees also gain access to TEC's Online Training Portal for a Basic Legionella Management course.



We have been working with Total Environmental Compliance since 2022. After a successful two-year contract, we are delighted to extend our partnership for another two years. Their professionalism and exceptional customer service in water hygiene testing have been exemplary. Our primary contact, is knowledgeable, transparent, and consistently professional. We have established an excellent line of communication with the team at Total Environmental Compliance, which ensures that our day-to-day operations run smoothly.

Robyn Harvey, Projects Officer at bpha



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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