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k-lec Case Study - RSL WORK

Housing Upgrades – What is Good Value?

As a Registered Social Landlord you need to get good value. Your procurement department has struck a multi-year framework agreement and got a significant percentage reduction on the schedule of rates. But does that represent good value?

This is the case of a major RSL whose Asset Management Team employed k-lec Ltd to determine whether they were achieving good value.

The schedule of rates was exceptionally tight for the Contractor (in fact k-lec went as far as to say it was too low, and therefore unsustainable, as the results proved in the end.) The initial survey was done by k-lec Ltd to make sure only the required remedial works were ordered to meet BS7671:2008, decent homes standards, and the Clients commitment to quality homes and services. The fittings and components were all specified to ensure the Clients quality commitments were met. The Contractor was then employed to carry out the works.

Results

At this point, please bear in mind that the **Contractor is fully aware of k-lec's involvement** and that the properties would be checked after they had finished the work.

Incredibly the amount of works missed off, from simple light switch replacements and socket conversions through to extract fans, and cheaper products installed instead of those agreed, created **savings** that amounted on average to **£339.54 per property!** Along with this k-lec were able to spot other short cuts that had been employed that left the Client and Resident with a sub-standard property compared to the original specification. The Residents also appreciated the peace of mind that came with having the work checked and attention to detail provided. Small things like light switches were corrected and put the right way up – it can be the little things that make all the difference when it comes to customer satisfaction.

Conclusions:

So what is **good value?** Good value is not necessarily the lowest price. In our experience for many RSL's and other organisations, the lower the price the more the Contractor charges for 'extras'. The tighter they are screwed down on scheduled prices the more creative and expensive they become on 'fault finding' or other additional works. While employing a Contractor to determine what works your properties require, and what to fit leaves the system open to abuse by someone with a vested interest.

Good value therefore is in **employing a Consultant** that understands your requirements, the law, contracting, quality components and technical specifications, and in this case, **saved some £339.54 per property!!!**

