



As a company that believes in family values, social housing has become a key sector across the country for our maintenance, repairs and installation teams. As a result, our customer portfolio includes some of the largest and best-known national and regional brands in the sector. One of these is a not-for-profit West of England Housing Association that owns 13,000 properties, from starter homes to Grade I Listed Buildings.

Jackson have been providing a lift maintenance and call-out service to this very well-respected housing association since 2016, their range of properties spans multiple locations from rural villages to city centres such as Bristol & Bath. Our initial activity included a lift life cycle cost exercise for five of their older properties.

With this exercise undertaken, Jackson provided a detailed cost analysis and subsequently won a tender for the modernisation of the lifts at 11 of the association's properties to span a five-year period. The final two modernisation projects were completed in 2021, and on completion, we were asked to undertake a second phase of works on a further suite of buildings that will form a secondary phased project for the next four to five years.

Our local Sales Engineers, operating from our Bristol offices, undertook the required lift surveys for the second phase and submitted a detailed fixed price tender which we subsequently won.