



Lift Maintenance Social Housing, Greater London

Across the UK, Jackson have developed an enviable reputation for maintaining, repairing, and modernising passenger lifts of all kinds in the social housing sector. This sector provides housing for diverse communities, including those in minority and ethnic groups.

In 2025, Jackson was awarded a lift maintenance contract by the UK's largest BME (Black and Minority Ethnic) registered social housing provider, Karibu Community Homes. The association is a not-for-profit provider of social housing and manages over 1,900 properties in West London and the surrounding areas.

As is typical for not-for-profit housing associations, the award came as a result of a competitive tendering process that adhered to the 2024 Procurement Act requirements. The contract for passenger lift services falls under a framework agreement managed by the London-based National Framework Partnership.

Although the framework agreement and contract were clearly oriented around competitive pricing, our experience in social housing and having friendly, local engineers nearby helped Jackson to win this contract. We are very proud of this lift maintenance award, which covers a range of OEM and non-OEM, hydraulic and traction lifts of varying ages. These are installed in both refurbished and modern low-rise residential housing blocks.

A key requirement of this contract, and a principal feature of Jackson Lift Maintenance, is to ensure that the lifts in each building are safe for everyone, irrespective of disability. Importantly, they must always be fully in service for both residents and visitors alike.