



Golden Lane Housing

working in partnership with 



To protect people and property with pride, professionalism and integrity

CASE STUDY

## Consolidating services saves time and money for Golden Lane Housing

0845 402 3045

[www.assured-ltd.co.uk](http://www.assured-ltd.co.uk)

**Golden Lane Housing, an independent registered charity established by Mencap, provides tailored housing for people with a learning disability.**

Everyone has different wants and needs when it comes to their home. Golden Lane Housing was set up to help tackle the challenges many people with a learning disability face when finding a home. Investing over £83m since 1998, the charity has helped to transform the lives of over 1,300 people with a learning disability in more than 600 properties across England and Wales.

As part of their housing management service, Golden Lane Housing ensures their expanding property portfolio is compliant with fire and safety legislation, and has the required protection needed in the event of an emergency. Assured Fire & Security provides that level of safety by ensuring all fire alarm systems and emergency lights installed are maintained to British standards and regulations.

Working together since 2003, we now maintain the fire alarm and emergency lighting systems in over 450 of Golden Lane Housing's properties. And with an expansion plan to secure over 150 new tenancies in the next 12 months, we are ready to install and maintain suitable systems for new properties acquired into the portfolio.

Matt Lilley, National Accounts Manager at Assured, says "We have been working with Golden Lane Housing for over 10 years now and have established a close working relationship which enables us to respond to their needs quickly. Our first time fix rate is 93%, which we are proud of, and by using multi-skilled engineers we are able to consolidate our maintenance visits and provide a more streamlined service, saving both time and money for the client."

Mark Felton: Maintenance and Compliance Manager at Golden Lane Housing comments, "We have been working with Assured Fire and Security for 10 years and it pleases me to know that our fire detection and prevention equipment is maintained to a high standard. Assured Fire and Security staff are always helpful and have a similar customer focus



"Assured Fire and Security staff are always helpful and have a similar customer focus philosophy as ourselves. We are looking forward to the future working alongside Assured in developing our business further. "

**Mark Felton**  
**Maintenance & Compliance**  
**Manager**



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Simon Stokes, Managing Director at Assured says "We have many multiple site customers like Golden Lane Housing where we consolidate their services across the whole estate portfolio. We install and service fire alarm systems, fire extinguishers, CCTV, fire suppression systems as well as nurse and warden call systems and lone worker protection. By consolidating services and using multi-skilled engineers we are able to reduce costs without compromising quality and compliance." With engineers covering the whole of the UK, Simon continues "As well as our multiple site customers we also look after over 40 independent care homes around the country. From The Alzheimer's Society to Retired Mariners homes, we are proud to provide the same quality and level of service across the whole of the care sector."



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**Matt Lilley**  
National Account Manager

### Benefits of using Assured

**ALWAYS THERE** 365/24/7 – our constant availability means you will always be able to contact us in an emergency.

**NATIONWIDE COVER** - Our nationwide base of engineers ensures a consistent and professional service wherever you are in the country.

**MULTI-SKILLED ENGINEERS** - Allows us to send just one engineer for all your systems, saving you time and money.

**LATEST TECHNOLOGY** - Our electronic documentation process ensures you are emailed all your documentation within seconds of the engineer's work being completed.

**FAST FIX** - Our first time fix policy ensures your problem is solved quickly and efficiently. Our engineers are targeted and monitored on their ability to fix a fault on the first visit.

**FREE AUDIT** - Arranging a free fire safety and security audit will enable us to evaluate your company's risk against fire and crime. We provide you with a full report on where you are at risk or are non-compliant.

**GREAT SERVICE** - The customer comes first! With great customer service at the core of our values, we ensure you will never have to change supplier again.

## Contact Us

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**W: [www.assured-ltd.co.uk](http://www.assured-ltd.co.uk)**

Accreditations



Access Control Systems

CCTV Systems

Intruder Alarm Systems

