Multiple sites compliant with legislation and maintenance kept up to date.

Rotherham Metropolitan Borough Council (RMBC) is the local authority for the borough of Rotherham, created in 1972 by the Local Government Act. The council owns and runs over 125 sites in the Rotherham area including care homes, leisure centres, libraries and parks.

With such a large number of sites, the council had trouble finding a fire and security company who were able to coordinate the ongoing maintenance requirements of the various properties across the borough, as well as providing comprehensive account management.

Stuart Carr of RMBC says: “We had a few criteria in place to select a new supplier. We needed a company who were both large enough to support our maintenance requirements but also able to offer that personalised service. Our previous suppliers haven’t been able to offer us that close level of account management so this is something that was important to us. We also wanted just one company to look after both fire and security systems. Dealing with many different companies is both time consuming, and can increase the risk on non-compliance so finding Assured was another tick on our list.”

With this in mind, Assured Fire & Security were approached to tender for the ongoing maintenance of all fire and security systems across their portfolio, and were subsequently chosen by RMBC.

Mick Wood, Operations Director of Assured Fire & Security says: “Our personalised service separates us from the crowd. RMBC, as well as other multi-site clients we look after, are given a dedicated account manager. This means each site within a portfolio has just one direct contact at Assured, so we can give a prompt and efficient service.”
This on-going account management is supported by regular meetings and the production of a Monthly Performance Report (MPR). The MPR allows an overview of costs, maintenance visits and outstanding correctives works, and is tailored to suit each individual client’s specific reporting requirements.

Richard says: “The reporting and regular meetings we get makes managing multiple sites and systems far easier. It gives us control and peace of mind on what is happening across our estate.”

Richard continues: “We really value the high level of personalised customer service and quick response that we get from Assured. We know our sites are all kept compliant with the regulations, which means we have peace of mind with a company we trust to do the right thing. The monthly reporting allows us a good oversight of what’s happening on our sites and this makes a real difference to us.”

Mick Wood concludes: “We’re extremely pleased to win this tender with RMBC. Public sector clients form a key part of our customer portfolio, and consolidating fire and security services allows us to be more efficient, provide a better service to our customers and save our customers money.”

**Benefits of Switching to Assured Fire & Security**

- **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.
- **REMOTE SERVICE** – Our remote service saves you time and money by enabling us to reset, interrogate and program your system without the need for an engineer visit.

**Contact Us**

T: 0845 402 3045  
E: sales@assured-ltd.co.uk