

Water Risk Assessments & Legionella Consultancy

Grosvenor Estates

Carrying out risk management and compliance assessments across Grosvenor's London portfolio.

Frankham Risk Management Services are appointed as a Service Partner to Grosvenor Estates to carry out risk management and compliance assessments across its London portfolio. Grosvenor Estates are a Private Sector Landlord with a prestigious and high-profile estate in the centre of London and they maintain meticulously high standards for their compliance requirements.

Frankham RMS currently provides a 'suite' of compliance based services for Grosvenor Estates, including:

- Accessibility Audits
- Air Conditioning Surveys
- Compliance Consultancy
- Covid-19 Infection Control / Return to Work Assessments
- EPC Surveys
- Fire Risk Management
- Health & Safety Management
- Water Risk Management

We work to a consistently high standard ensuring that the Water Risk Assessment for Grosvenor's building portfolio is carried out in advance of their renewal dates, can be prioritised where required, and have made our consultants available to provide a compliance advisor role for Grosvenor, its residents and staff and contractors. We communicate continuously to prioritise Grosvenor's customer's interests, minimise inconvenience and respect customers spaces at all times.

For our appointment to deliver Water Risk Management services to Grosvenor, we undertake water hygiene risk assessments across their varied property portfolio which includes commercial property, private residences and communal areas of multi-let commercial buildings and residential blocks.

As part of the control regime, we undertake temperature monitoring, bacteriological sampling and auditing of water maintenance procedures to monitor the effectiveness of any control measures implemented in order to reduce the risks. We also audit the remedial and maintenance works carried out across the estate provided by other Service Partners in line with ACOP recommendations.

Frankham RMS are also appointed to provide ad-hoc L8 Consultancy and Training to staff on the Grosvenor Estate and advise on all necessary policy and procedural updates. Our team engages regularly with the Building Managers responsible for the portfolio to ensure any areas of risk are identified and suitably mitigated or managed with a control scheme at the earliest opportunity.

Progress through the contract is performance managed and reviewed quarterly at senior level and feedback provided to the Account Team, so any updates or process changes are incorporated promptly and effectively, allowing the project to continue to deliver effective risk management and maintain property compliance.

Since our initial 5 year appointment in 2014 as a compliance Service Partner to Grosvenor Estates, we have received a Service Partner Award for exceptional service delivery and have been also awarded a further 5 year extension on our Compliance Risk Management contract through to 2024.

The relationship that our Team has worked so hard to build with the client, is reflective of our recent contract extension, and although 2020 was a challenging year for delivery due to Covid-19 disruption, we continued to work to programme, utilising the expertise of our multi-skilled team members, adhering to the Government Guidance and for filling our contract to keep Grosvenor Estates informed and compliant.

As a Service Partner to the Grosvenor Estates, Frankham RMS are able to add value to the contract through consistency and efficiency. Many of our Team are cross trained in multiple compliance areas, which enables us to carry out various risk assessments at the same site during a single visit, reducing the number of site visits and the impact on Grosvenor's residents and Building Managers, whilst maximising the tight timeframe constraints that some of the sites on the portfolio require.

This approach has enabled us to deliver on both the client's planned and reactive works, to maintain compliance.



FRANKHAM RMS

Client:
Grosvenor Estates

Sectors:
**Housing
Commercial**

Services:
**Water Risk Assessments
Legionella Consultancy**