

National Service and Maintenance for Fire and TECs

CASE STUDY

Churchill Estates Management

The Client:

Churchill Estates Management (CEM) is the property management arm of Churchill Retirement Living, a family run company that develops and operates purpose-built retirement apartments. With over 220 independent retirement buildings spread across the UK CEM, like many other retirement property management companies are aware that they may need to carry out upgrade works to their warden call systems and fire alarm auto dialers so that they continue to work past the 2025 digital upgrade (the NOWIP Switchover) – but also have to obtain good value for money for their leaseholders.

The Challenge:

CEM were keen to ensure their expanding National portfolio of lodges received the highest level of service. Over recent years, it has become more challenging for housing providers to secure national service delivery across fire detection, TECs and allied systems spanning legacy anologue systems to digital and IoT capability. A consistently high level of service delivery was therefore paramount for CEM to ensure residents safety and to uphold their strong reputation.

What We Did:

We completed detailed condition surveys for all lodges throughout the UK – in-depth reports were then presented to CEM including digital photos and their RAG status. We worked closely with CEM to ensure that all outstanding planned maintenance and reactive calls were resolved in line with jointly agreed priorities.

The Solution:

We have delivered a consistently high level of science delivery for CEM nationally and leveraged our technical training capability to reduce costs, improve first fix rates anbd system up time. Our high performance against SLAs now include many new lodges throughout the UK in line with Churchill's rapid build programme. We also created an online customer portal so that CEM can view our precise performance metrics against life safety compliance and reactive fault calls in real time and around the clock.

Churchill Estates Management

"We are very please with the excellent service and maintenance support that we receive from Sentinel across our National portfolio. Our residents' safety os of paramount importance to us, we therefore need to engage with a provider who can ensure high standards of safety for all of our warden call, fire detection and door entry needs. We have worked with Sentinel for many years and continue to benefot from their technical expertise and service delivery."

James Knight -
Head of Commercial



SENTINEL