



## Key Results

# 100%

Fire Door Compliance

# 40%

Reduction on Tenant  
Complaints on Disrepair

# 96%

Property Compliance  
Rate

# 60%

Reduction in Electrical  
System Failures



## LJR Group's Offering

- Fire Door Installation & Compliance
- Electrical Installation & Upgrades
- Fire Alarm & Early Detection Systems
- Carpentry & Joinery Solutions
- Disrepair Management & Property Maintenance



## Customer Background

L&Q Group is one of the largest housing associations and property developers in the UK, managing over 105,000 properties. L&Q is dedicated to providing high-quality, affordable homes, focusing on sustainability and community-driven development.

L&Q seeks reliable construction partners who align with their vision of quality, safety, and sustainability. LJR Group was selected as a trusted contractor due to our expertise, efficiency, and proven track record in construction and compliance services.



## Challenges Faced

During their partnership with L&Q Group, LJR Group encountered several challenges, including:

### 1. Compliance & Safety Regulations

Many properties did not meet fire safety and electrical compliance standards, requiring urgent upgrades.

Ensuring 100% compliance with British Standards (BS 476, BS EN 1634, and BS 7671) was a priority.

### 2. Aging Infrastructure & Disrepair

L&Q had older properties with outdated fire doors, electrical wiring, and fire alarm systems.

Structural disrepair led to tenant complaints and increased maintenance costs.

### 3. Energy Efficiency & Sustainability Goals

L&Q aimed to improve energy efficiency while minimising costs.

Existing electrical systems and lighting solutions were inefficient, requiring modernisation.

### 4. Tenant Satisfaction & Safety Concerns

Reports of frequent electrical failures and fire safety risks raised concerns among tenants.

Delayed response times for repairs affected tenant satisfaction ratings.

### 5. Project Scale & Coordination

Managing upgrades across multiple properties while minimising tenant disruption was complex.

LJR Group had to ensure timely execution while maintaining high-quality standards.



"LJR Group has been instrumental in upgrading our fire safety and electrical systems. Their expertise ensured our properties met full compliance, significantly enhancing tenant safety and satisfaction."

– Senior Compliance Manager, L&Q Group



LJR Group

"Thanks to LJR Group's efficient project execution, we've seen a dramatic reduction in maintenance issues and tenant complaints. Their commitment to quality and safety makes them a trusted long-term partner."

– Head of Property Services, L&Q Group

## The Solution

### Compliance & Safety Upgrades Solution:

- Conducted thorough property assessments to identify non-compliant fire doors, electrical systems, and alarms.
- Installed certified fire doors meeting BS 476 & BS EN 1634 standards.
- Upgraded electrical wiring and safety systems, ensuring compliance with BS 7671.
- Implemented regular maintenance audits to sustain compliance levels.

#### **Result:**

- 100% fire door compliance achieved.
- Safer properties with 98% fire alarm coverage.

### Infrastructure Modernisation & Repairs Solution:

- Replaced outdated fire alarm systems with BS 5839-compliant solutions.
- Upgraded electrical panels and wiring to meet BS 7671 safety regulations and reduce failures.
- Conducted urgent structural repairs, reducing tenant complaints by 40%.
- Implemented a preventative maintenance plan to reduce long-term costs.

#### **Result:**

- Electrical failures reduced by 60%.
- Improved property condition ratings across L&Q housing stock.

### Energy Efficiency & Sustainability Improvements Solution:

- Installed energy-efficient lighting and smart electrical solutions, reducing power wastage.
- Integrated sustainable materials in repairs and refurbishments.
- Upgraded HVAC & electrical systems, improving energy performance.

#### **Result:**

- 23% improvement in energy efficiency across properties.
- Lower operational costs and reduced environmental impact.

### Enhancing Tenant Safety & Satisfaction Solution:

- Strengthened fire safety measures, reducing tenant concerns about fire hazards.
- Deployed faster response teams for maintenance and repairs.
- Provided educational resources on fire safety & emergency procedures.

#### **Result:**

- 40% decrease in tenant complaints related to disrepair and safety concerns.
- Higher tenant satisfaction and improved community trust.

### Efficient Project Execution & Coordination Solution:

- Developed a phased upgrade plan to minimise tenant disruptions.
- Assigned dedicated project managers to streamline coordination.
- Ensured on-time and within-budget project completion.

#### **Result:**

- Seamless execution of upgrades across multiple properties.
- Maintained high construction and safety standards throughout.

## Final Impact

**LJR Group successfully transformed L&Q's properties by enhancing safety, efficiency, and tenant satisfaction while ensuring full regulatory compliance. Their proactive approach and expertise established them as a trusted long-term partner for L&Q Group.**