

Member Spotlight

April 2021

Aaron Services





Aaron Services Limited

Aaron Services are a specialist provider of domestic and commercial heating services, maintaining over 120,000 properties per annum across the East of England and the Midlands. Their 24/7/365 workforce comprises of installation, maintenance and service engineers qualified in all fuel types, including gas, oil, solid fuel, and renewable technologies; complemented by a team of electricians and multi-skilled tradespeople. They provide whole-service solutions tailored to individual client requirements.

We asked Kirstie Payne, Head of Bids and Marketing to share what Aaron Services are up to.

If you'd like to contact Aaron Services about any of the below click [here](#).

Give us a little-known fact about your organisation.

We came from humble beginnings, trading with just one van from the family home in 1985. Our Managing Director David Lummis continues that family legacy to this day.

We've nurtured a dedicated team who have grown with us, for example our Commercial Director Jon Posey joined us as an Operational Supervisor (following a TUPE transfer from Boston Mayflower in 2003) and our Finance Director Rosie Prior has been with us since the company started.

We're part of a much larger PLC nowadays, but our family values and ethos remain at the heart of our business.

Here's a picture of our first van from 1985:





Tell us about a time that engagement has made a difference to your services or communities?

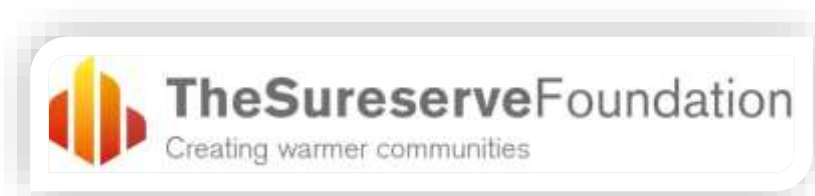
Analysing feedback from our engagement activities always teaches us so much. Working within the heating sector one story we're repeatedly struck with, and saddened by, during engagement activities is residents that are struggling with fuel poverty. As a direct result our Group created 'The Sureserve Foundation', a registered charity that offers energy and debt advice as well as grant funding, working alongside partners National Energy Action and Energy Savings Trust.

This initiative has improved our services whereby our trained staff are now able to provide industry recognised energy/debt advice. In addition, grant funding has provided meaningful support to the communities we serve including:

- Providing 937 COVID-19 Emergency Fuel Vouchers to residents who otherwise wouldn't have been able to heat their homes this winter. The donation equated to £38,744 of funding which benefitted over 684 households.
- Identification of 108 inefficient boilers/heating systems for Irwell Homes. Grant funding enabled our operatives to fit a heating additive (Endotherm), helping to make their heating systems more efficient and reducing residents fuel bills ≤15%.

Find 'The Sureserve Foundation' here:

<https://www.thesureservefoundation.org/>



What are you currently working on when it comes to engagement?

COVID-19 brought prompt changes to our engagement model. We were quick to adapt our engagement techniques, investing in new technologies and working methods to ensure continued good service throughout the pandemic. Currently our engagement working groups are spending time reviewing lessons learnt to drive our continuous improvement. Some of the initiatives being scrutinised include:

- **Resident Screening Provided Reassurance, Enhancing Access:** 24/7/365 helpdesk agents calling residents before/during appointment (confirming health/isolation status and providing safety advice and information).



- **eLearning Ensured Staff Competency, Enhanced the Residents Experience:** All staff received training in respect of handling remote communications, and specific COVID-19 modules.
- **Remote Repairs Diagnosis Reduced Callouts, Enhancing Resident Satisfaction:** 24/7/365 helpdesk triaged calls (supported by qualified operatives) who applied easy to understand instructions and video technology, to provide soft fixes to repairs calls whilst residents remain on the phone.

Engagement activities are continually used to shape our service delivery.



Why did you decide to join Tpas?

We take our responsibilities working within occupied social housing very seriously, so joining Tpas was an easy decision for us.

We acknowledge Tpas are market leaders at resident engagement. Our membership has enabled us to enhance our resident-focussed delivery, benefitting from their expertise, best practice support, networking opportunities, events, resource hub and many e-learning training courses. (Thank you Tpas!)

What is your top engagement tip?

Open and honest communication that generates clear and meaningful outputs. We regularly apply the 'S.M.A.R.T' acronym to provide a structured pathway for our engagement activities – it's wider principles have really helped to our engagement working groups, providing them with tools to drive improvement.

Here's what 'S.M.A.R.T' means to us:

If you have any questions regarding this document or if we can help in any other way, call us on **0161 868 3500** or email **info@tpas.org.uk**



What's the one thing you are really proud of when it comes to engagement?

I think the proudest moment for all of us at Aaron Services, is when our engagement activities not only improve our service, but also leave lasting legacies within the communities we serve. Our set up allows us to quickly share cross contract experiences, allowing all of our clients to benefit by replication of our success stories. To name, just a few:

- An ex-military engagement panel member inspired us to become and Armed Forces Covenant members. We've since been proud to support reservists and veterans into finding work across our business, benefiting from the variety of transferable skills and qualities that the local armed forces communities have been able to bring to our workplace.
- Our long-term contract with the City of Lincoln Council has secured national award recognition for collaboration and engagement at Morgan Lambert Awards 2018, Corgi Awards 2019 and H&V Awards 2020. Of our many successes across this contract we're particularly proud to be Ambassadors for Lincolns Social Responsibility Charter and have contributed over £50,000 local community projects as a direct result of engagement activities.
- Our operative engagement with residents during appointments identified residents struggling economic struggles, heightened by COVID-19. We launched a campaign to donate to the local foodbanks of all our contracts, as a 61% rise in foodbank need was predicted winter 2020-21.

