

QHS





OUR STORY

Since 1995, Quality Heating Services (QHS) has served as a multi-service provider to local authorities, housing associations and major UK energy businesses throughout London and the surrounding areas.

Our mission is to provide quality and trustworthy services that ensures asset compliance and safety, adding value to the lives of our customers. We ensure the highest quality standards and customer care, which is proven and assured by our extensive range of professional memberships and accreditations.

Our 150+ Gas Engineers & Electricians have a wealth of experience across a range of assets and components which includes the installation, servicing (including annual LGSR's), 24/7 repairs, EICRS's and maintenance of domestic and commercial heating systems.

We undertake system replacement programmes, installing high-quality boilers and water heaters for domestic properties and communal systems serving multi-occupancy blocks and estates.

QHS also provides a range of additional electrical services including the design, installation,

commissioning and maintenance of installations to BS7671 - including: the installation of domestic and commercial meters (many of which are dual-fuel smart meters), electrical re-runs and electrical installation condition reports (EICRs).

We are also able to provide safety warning systems testing on carbon monoxide alarms, heat sensors and smoke alarms, as well as water hygiene testing within a single visit, ensuring customer convenience.

QHS offers a range of Green Technologies including electric vehicle (EV) charge points, solar photovoltaic panels (solar PV), air source heat pumps and more...

Our senior and operational management teams consist of several experienced Chartered Engineers, Gas Engineers and Electrical Engineers ensuring technical excellence throughout the organisation.

We define our company values as Quality, Honesty and Safety which represents our commitment to excellence, ownership and accountability, with safety at the heart of everything that we do.



Peter Tillotson

Owner and Managing Director

OUR SERVICES

GAS

Over the course of our history, we have worked with several clients in providing boiler replacements, system/cylinder upgrades, and unvented installations within domestic and commercial properties. Our 24/7 responsive repairs and maintenance service keeps residents warm 365 days per year and we ensure enhanced safety by performing annual gas safety checks (LGSRs) on gas appliances.

ELECTRICAL

Our electrical services division provides a range of electrical services including domestic repairs and rewiring, electrical installation condition reports (EICRs) and electric vehicle (EV) charge point installations.

RENEWABLE TECHNOLOGIES

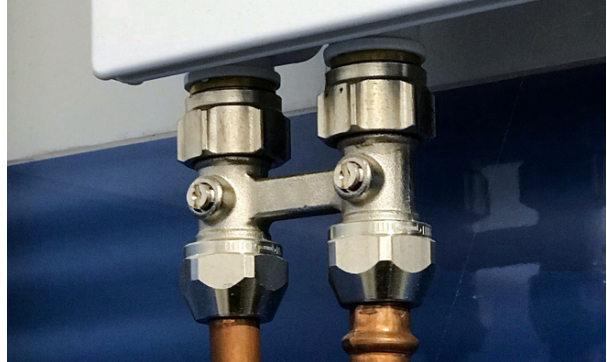
In early 2021 we embarked on our journey into the fast-growing world of renewable technologies, obtaining certification to install, commission, handover and maintain air source heat pumps. Since then we have decided to grow our capabilities to include electric vehicle (EV) charge points and solar photovoltaic (PV) that can be incorporated with battery storage and other smart technologies. QHS are MCS accredited (Installer Registration Number is: NIC600407) to supply and fit Solar Photovoltaic Systems.

NETWORK SERVICES

We provide contract services to major UK energy businesses, specialising in the installation, re-commissioning and maintenance of dual-fuel smart meters and energy exchange programmes.



SCAN FOR MORE INFORMATION





CUSTOMER SAFETY

As a multi-skilled home services provider, we understand the importance of keeping customers and employees safe at all times.

We work to robust processes and procedures that are periodically reviewed by our Compliance & Development Department and our employees respect our company values of Quality, Honesty and Safety, implementing them within everything we do.

Safety is our primary concern at all times and our workforce carry out dynamic risk assessments on every job to protect people, pets and property, with special consideration given to vulnerable and young persons. All QHS employees are provided with appropriate PPE that is utilised in our head-office and the homes that we visit.

Our COVID-19 protocol enabled us to work in homes throughout each lockdown without compromising safety. These are reviewed and updated in line with any changes to government guidelines.

The key to successful health and safety management is an effective policy, implementation and good organisation, which is reflected in our senior management's commitment to the health and safety of anybody that

interacts with the business. Our experts understand the challenges that confront social housing landlords, plus we stay up to date with the latest legislation and work with clients to ensure best-practice is followed.



Our GDPR Policies and our Data Protection Policy ensure that we remain committed to protecting the privacy and security of each customer's personal information at all times. The information we have obtained from our clients and customers is securely protected, plus accessible whenever it may be required.

Under the rules and regulations within the GDPR legislation, we will not share any personal data without prior written content from the data subject.

We communicate what we are able to deliver clearly and honestly and act with efficiency on every occasion.

GREEN CREDENTIALS

Whilst sustainability can be approached in several ways, we believe that actions speak louder than words! Our commitment to sustainability is defined by our culture of prioritising long-term growth through sustainable techniques. As such, we have adopted several innovative green technologies, changed workforce behaviours and worked collaboratively with our supply chain partners, working towards our ongoing efforts to achieve net-zero carbon emissions.

In Autumn 2021 we introduced more flexible operating conditions, utilising remote working to enable an ongoing reduction of 27.2% on our energy usage. Improved job planning has enabled our vehicle fuel usage to reduce by a further 10%.

Hybrid vehicles were introduced to our fleet several years ago with the goal of reducing carbon emissions. The next stage of our journey was met in 2021 when we took delivery of our first 12 fully-electric vehicles. We have since introduced more hybrid vehicles, fuelling our ambitious target of becoming Carbon Neutral by 2025.

QHS are MCS accredited to supply and fit Solar Photovoltaic Systems. QHS's MCS Installer Registration Number is: NIC600407. The scope of this certification is: MIS 3002: Solar PV Installers.

We use virtual reality technology with Artificial Intelligence to remotely diagnose boilers in real-time. This has allowed us to reduce emissions, optimising our workforce's travel and improve customer satisfaction by maximising first time fix rates, getting systems up and running again as quickly as possible.

As a responsible business our commitment to deliver environmental improvements is underpinned by our ISO 14001 accreditation for waste management and recycling, and the fact we established an in-house "Green Team" that meets quarterly to set strict KPI's to ensure QHS continues to reduce it's carbon footprint.

We collaborate with both individuals and organisations that share our goals and values and ensure all suppliers have passed our selection process and work to our published environmental policy.

QHS is an OZEV (Office for Zero Emission Vehicle) approved installer and as such has supplied and fitted EV Charge Points at the homes of all of our Managers who have all-electric vehicles.

"It's important to remember that the easier it is for your employees to recycle, the more likely they are to do it. This is why our office and meeting rooms have clearly labelled recycling bins."

Jim Briscoe

Head of Compliance & Development



Office for
Zero Emission
Vehicles



TESTIMONIALS

QHS promotes a customer and community focused culture and truly believes that our customers and clients deserve a safe and reliable service that they can trust on every occasion. Customer Satisfaction means everything to us and the exemplary feedback we often get is a credit to our team, demonstrating our company values on every occasion.

QUALITY, HONESTY, SAFETY

MJ Mr Jonathan Austin
8 reviews GB

★★★★★ 27 Apr 2022

QHS very came to our aid & rescued the animal to boot!

My wife and I contacted QHS in desperation having got (what turned out to be a large Crow) trapped in our Chimney behind where our gas fire is in our lounge. They sent a senior Manager who took great care making our gas fire safe, before removing it and very carefully with the help of a thick pair of gloves rescuing the stranded Crow and releasing it in the back garden. The Crow promptly flew off and the QHS operative put back the gas fire and tidied up as if he'd never been in our house. Very impressed with the service and also deeply grateful to QHS.

Useful Share



WE MADE 250,000+ VISITS LAST YEAR!

"He was very efficient and gave us a lot of help and advice. He did a lot of things we didn't expect like checking all the radiators as well as the boiler. He answered all the boiler questions we asked him and was very polite in doing so. He did a really good job."

- Mrs R Goddard

"The engineer concerned was particularly helpful as parking was suspended in the region of our flat so he volunteered to come early the next morning to complete the service. I think that's above and beyond the Call of Duty and he did it willingly. I'm extremely grateful to him and really appreciate him."

- Mrs & Mr Ashford

"Your service engineer was excellent. So helpful, friendly and professional. If you could rate more than 10 out of 10, I would personally rate your engineer 11 out of 10. Please pass on my gratitude and my thanks to the wonderful service engineer I had today."

- Mr M Sahir

COMMUNITY SPIRIT

Our community spirit mission is to identify and create enriching opportunities and we fully support the Public Services (Social Value) Act 2012 which aims to further promote new jobs, skills, encourage economic growth and tackle climate change in the UK.

We believe that collaboration is the key to effective social value and refuse to see social value as a tick-box exercise within our social housing and major utility contracts. Our goal is to provide considerable and meaningful change by investing in our communities, improving the lives of the people that we serve within them.



We measure our social value contribution on a quarterly basis as part of our Social Value Plan to review outcomes, long term impacts and priorities to enable the plan to be adjusted through time to meet emerging and changing requirements. We believe this provides full transparency and accountability for the delivery of our Social Value Plan, with flexibility to develop it throughout the period of each contract.

We have built a strong reputation on our ability to support the communities that we serve to help strengthen communities and increase engagement.

Our customer-focused staff proactively organise and participate in fund-raisers for several charities including MacMillan Cancer Support, Dementia UK and the annual 'wear it pink for breast cancer' and 'wear yellow for Cystic Fibrosis' days.

wear it
pink

Cystic
Fibrosis Trust

Generally, we participate in fund-raisers on almost a monthly basis which not only generates financial and moral support for charity, but also builds staff morale and a genuine care for others within our head office.



We engage with clients, customers, schools, colleges and residents associations to prioritise social value initiatives which have a positive impact on people within the community. In addition, we utilise local suppliers and labour, including apprentices, and take part in voluntary community projects. We have sponsored several initiatives including digital inclusion workshops, community tree planting and more.

We believe that a hard day's work deserves a fair day's pay and QHS is proud to be a Living Wage Employer and all of our employed personnel are paid at least the Living Wage.



OUR ACCREDITATIONS & AFFILIATIONS



OUR ACCREDITATIONS

QHS has a very comprehensive range of accreditations and affiliations that are proof of the company's on-going commitment to service delivery at the very highest professional standards in everything it says and does.



Member since 24/02/2022 Valid until 24/02/2023



Head Office: Unit 2, Marlborough Trading Estate, West Wycombe Road, High Wycombe, Buckinghamshire, HP11 2LB

Registered Office: 55 Station Road, Beaconsfield, Buckinghamshire, HP9 1QL

London Office: 85 Great Portland Street, First Floor, London, W1W 7LT

01494 795000

customer.services@qhs.co.uk

www.qhs.co.uk