



Case Study:

Tetra Supports Niche Block Management Company with Health & Safety Compliance



T: 020 8875 0700
E: info@tetraconsulting.co.uk

tetraconsulting.co.uk

Snapshot

Fry & Co is a long-established property management company specialising in managing blocks of flats in prime central London.

The main challenge facing Fry & Co was ensuring all health, safety and compliance matters such as fire risk assessments, asbestos re-inspections, gas safety checks, EICRs and emergency lighting – could be reliably tracked and actioned using a software solution.

After working with Tetra for many years, Fry & Co selected our property risk management solution PRISM to roll out across its portfolio.

Tetra has become Fry & Co's go-to H&S expert and are pleased to report that their adoption of PRISM and Tetra's wider services are helping in their aim to grow their portfolio.



To learn more about Fry & Co click below to visit their website.

<https://www.fry.co.uk>



Introduction

Fry & Co is a long-established property management company specialising in managing blocks of flats in prime central London. It also manages commercial property, assured shorthold tenancies and large mixed-tenure developments. Its client base is predominately RMCs and RTMs, meaning the landlords and end-users are one and the same.

Fry & Co's central pillars revolve around three words: Conservation, Preservation and Heritage. They manage some of the most attractive buildings in London, many of which are Grade II listed and most in conservation areas. The 'Preservation' tag has at its core a focus on protecting life and property, so needless to say, health and safety compliance is fundamental to its offering.

Challenges

Fry & Co's portfolio is prestigious and architecturally mixed. Most buildings are period properties, requiring an extra level of attention to ensure they are maintained to the highest standards. There are also multiple modern blocks in the portfolio, a minority with some fire compartmentation issues and two buildings with combustible cladding. Add commercial offices to the mix and there is a great deal for the agent to manage.

The main challenge facing Fry & Co was ensuring all health, safety and compliance matters such as fire risk assessments, asbestos re-inspections, gas safety checks, EICRs and emergency lighting – could be reliably tracked and actioned using a software solution. Fry wished to manage multiple compliance providers on one platform.

Another challenge for Fry & Co has come from the varying needs of and attitudes towards health and safety amongst its RMC boards of directors. Providing consistently reliable health and safety advice to his customers is what Fry & Co was seeking.



Why Tetra

Fry & Co had used Tetra for many years, appreciating the knowledge and block management experience it had accumulated over decades of property risk management. An analysis of health and safety risk management companies was undertaken and Tetra was selected as its principal provider and advisor for a number of reasons, including its technical expertise, large team of risk assessors, multi-disciplinary set up, nationwide presence, clear reporting, and demonstrably easy-to-use risk management software.



The Solution

Fry & Co realised that software used to track and action compliance matters was essential, so once our PRISM solution was selected, a trial scheme was selected. The site in question comprises over 200 units: apartments, houses, live-work units and offices – truly mixed-tenure. The estate manager at the development thoroughly enjoyed using PRISM and provided the wider team with positive feedback. A demonstration for the office-based property managers followed and Tetra was appointed to replace the current provider. PRISM is now being rolled out across the entire portfolio.

For any buildings or developments that are large and/or complex, Tetra will provide all health, safety and fire risk assessments as a combined offering, with the required actions automatically populating PRISM.

Providing Fry & Co with a fixed pricing matrix for risk assessments helps the property managers to place orders without hesitation. The matrix helps its property managers to budget accurately year after year.

The Results

Whilst instructions for combined health, safety and fire risk assessments, fire strategies, water risk assessments and asbestos surveys are received and actioned, PRISM is being rolled out across the portfolio, providing a much-needed solution ahead of the biggest shake-up in health and safety legislation in decades.

Tetra has become Fry & Co's go-to H&S expert. This ensures consistent advice via a dedicated account manager. Whether it's staff training through our well-attended webinars, or the procurement of type 4 fire risk assessments for their more vulnerable buildings, one port of call means easy access, accuracy and reliability.



Moving Forward

In the coming months, Fry & Co will work with Tetra to integrate their Dwellant software with PRISM, reducing further the property managers' workload. For example, an action from a risk assessment in PRISM will generate a works order in Dwellant for the contractor to proceed. The completion of that action in Dwellant means an auto-completion in PRISM too.

Fry & Co are pleased to report that their adoption of PRISM and Tetra's wider services are helping in their aim to grow their portfolio. We are always delighted to assist with new business pitches, especially for those clients who treat the health, safety and welfare of their residents with the utmost importance.

You're in safe hands

Tetra Consulting provide independent safety risk consultancy and smart solutions to help you protect your most important assets: people, property and brand. Our mission is to support and educate you and your company in safety risk management and compliance by providing solutions informed by our knowledge and client insights.

If you want to learn more about anything in this case study and how we could help your organisation, drop us a quick email at info@tetraconsulting.co.uk





www.tetraconsulting.co.uk
© Tetra Consulting Ltd 2021