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**A Measured, Sensible
Approach to Compliance:
HHL & Vantify**

CASE STUDY



A Measured, Sensible Approach to Compliance: HHL & Vantify

Fire risk assessments should never be a box-ticking exercise. Done poorly, it creates more risk than it mitigates, not just to buildings and residents, but to the managing agents responsible for acting on the findings.

Neil Lussey, Chief Executive Officer of HHL Property Management, knows this firsthand.

Who are HHL Property Management?

HHL Property Management specialises exclusively in the management of communal areas within residential apartment and house developments. HHL holds a strong belief that owners paying a service charge are entitled to a standard of management that reflects that investment.

Their approach is built on direct sector experience. HHL understands the expectations of residents and the responsibilities of managing agents and structures its service around both. Every development is run to a professional standard, at a cost that is transparent and competitive.



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Why did HHL approach Vantify?

Before working with Vantify, HHL relied on a different fire risk assessment provider. However, there were some serious performance issues that impacted day-to-day operations.



We didn't think there was a balanced view being portrayed by the fire risk assessor.

Neil Lussey,
Chief Executive Officer,
HHL Property Management

The result was a flood of over-specified, unnecessary remedial works, all classified as essential. That approach triggered significant problems with the fire service and placed a disproportionate administrative burden on HHL and the developments they manage.



It created significant issues with the fire service. Unnecessary works classified as essential caused HHL to undertake work not required. So, that's why I sought a company that adopted a more logical, sensible approach, as such reduced HHLs workload. This has had a very positive effect.

Neil Lussey,
Chief Executive Officer,
HHL Property Management

When looking for a new consultancy, one of HHL's top priorities was finding someone who could deliver a measured, sensible approach.

Enter Vantify.



What was the impact of working with Vantify?



Throughout the partnership with HHL, Clark Murray, Vantify's Senior Fire Safety Consultant has consistently provided pragmatic, risk-based guidance that balances compliance, safety and practicality. His focus has been on helping clients understand what genuinely requires action, whilst avoiding unnecessary recommendations that add cost without improving resident safety. This measured approach has helped HHL make informed decisions with confidence and demonstrate compliance in a clear and proportionate manner.



The result was improved efficiency for HHL the fire risk assessments were very thorough and provided a measured approach which is what we required.

Neil Lussey,
Chief Executive Officer,
HHL Property Management

The distinction between Vantify and HHL's previous provider was not a question of scope, as both covered the same ground, but the difference was judgement.

The inability to determine what was genuinely essential and what was not created significant problems for HHL. A fire risk assessment that cannot differentiate between genuine risk and theoretical risk is not protecting anyone.

Where the previous assessor operated on a default worst-case setting, treating every finding as an emergency regardless of context, Vantify's approach which has been overseen by Clark Murray is much more clear and correctly risk assessed.



The inspector simply did not fully understand what was essential and what wasn't. Everything was an emergency, so it caused us big problems.

Neil Lussey,
Chief Executive Officer,
HHL Property Management



The outcomes of the FRA are more measured and sensible based on building construction and design rather than a panic mode, default setting.

Neil Lussey,
Chief Executive Officer,
HHL Property Management



How has Vantify driven improvement for HHL?

Three key areas stand out for Neil when he reflects on how HHL have improved their FRAs since working with Vantify.

First, report clarity. The findings are straightforward to read, priorities are sensible, and the logic is visible.



The clarity of the reports are just very simple to read, and the priorities are sensible.

Neil Lussey,
Chief Executive Officer,
HHL Property Management

Second, access to post-report discussion. HHL enjoy having the ability to talk through findings directly with their senior dedicated consultant, rather than simply receive a document without the correct level of support.

Lastly, HHL have noticed a significant reduction in administrative efforts due to Vantify's sensible measured approach. Ultimately, this means less unnecessary back-and-forth, fewer disputed findings, and more efficient management across HHL's portfolio.

The result: time and money saved across the developments that HHL manage.

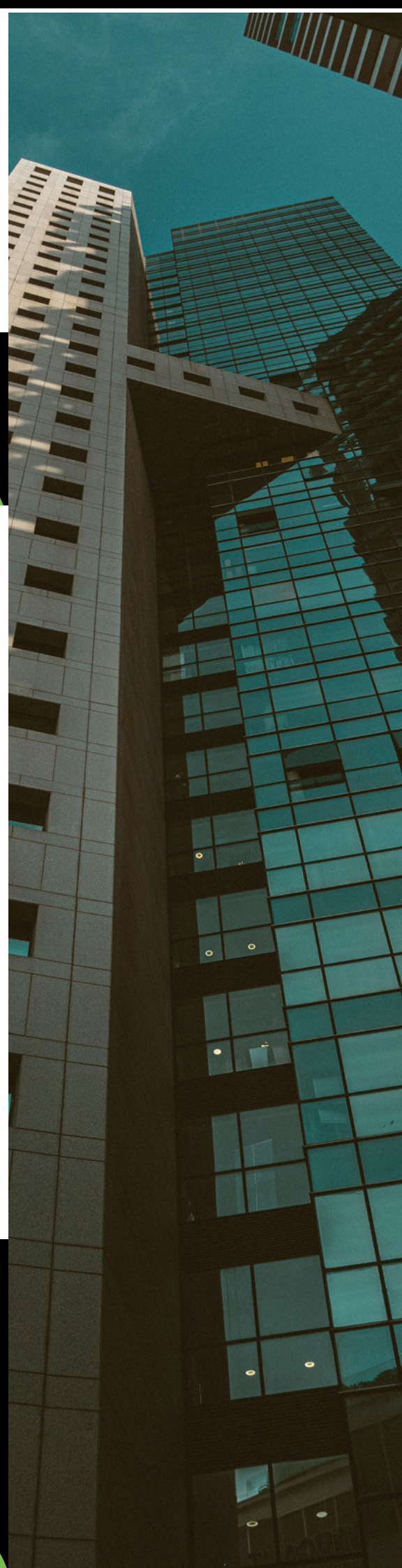
What is the working relationship between HHL and Vantify?

HHL have a good working relationship with Vantify, Neil Lussey even says that they would always recommend our services "100%" because they have helped HHL to demonstrate compliance more confidently.



I would say that Vantify's fire risk assessments are competitively priced and thorough. Again, the most important thing for me is a measured sensible approach which does prioritise safety.

Neil Lussey,
Chief Executive Officer,
HHL Property Management





We are delighted with Vantify, both myself and my colleagues have appreciated the support and guidance provided. Both companies are evolving throughout the process benefitting all parties.

Neil Lussey,
Chief Executive Officer,
HHL Property Management

A fire risk assessment report is not proof of compliance. It is only as defensible as the judgement behind it. That requires assessments built on genuine competence, not overcautious recommendations that substitute volume for accuracy.

It's important to remember that 'possibly compliant' is not good enough. And neither is an assessment that treats every finding as a crisis. HHL needed fire risk assessments that could be read, understood, actioned, and defended. That is what they achieved with Vantify.



**Have you experienced similar challenges to HHL Property Management?
Are you looking for an effective compliance management solution?
Get in touch with us today to start your journey...**

The Vantify Ecosystem



The Vantify Ecosystem spans seven connected products:

Risk Manager - Compliance and risk management software

Supply Chain - Supply chain management and contractor assurance

CAFM - Facilities and asset management with a 24/7 Service Desk

Facilities Services - Managed building maintenance delivery


Consultancy - Specialist health and safety expertise, nationwide


eLearning - Compliance training built to change behaviour, not just tick boxes


Intelligence - Legislation tracking and regulatory guidance

Compliance. Connected.



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