

Libra Utility Services

To whom it may concern,

Having utilised Libra since 2024 I can reliably say that they have gone above and beyond in every way possible and have surpassed my expectations and set a standard that has been hard for other contractors to follow.

Libra overall service standards and quality of work to date:

Libra have not only kept to our agreed Service level agreement but have also offered support and aftercare on many an order that we have sent to them. They have provided clear job cards with understandable detail and imagery that outlines what has been done, as well as offering options to further ensure assets repaired or installations added have the best options for life expectancy or are monitored to a high standard to ensure reaction or monitoring is concise and focused.

Adherence to all statutory compliance, health and safety, and environmental standards

Libra have provided accredited paperwork to confirm and support the fact that they have the right approach to the maintenance and servicing programme they have with us and have also provided confirmation of ongoing refresher training to ensure staff are up to date with latest technology and usage. I have seen confirmation of ISO-14001 and ISO-45001 which are applicable for the industry and post inspection of works completed by Libra has always been satisfactory.

Ongoing professionalism, communication, and reliability of our site and project management teams

Libra staff, from the operatives on site to the admin staff and the project managers I have had the pleasure to work with, have been nothing but exceptional in their professionalism and work ethic. I do not feel unsupported or that there are any communication failures or misunderstandings when dealing with Libra.

When sending over orders the channel of communication has been clear, the questions asked have been work focused and clarity and confirmation has always been sought.

Libra have suggested options that have reduced their fee and have provided aftercare and support that would normally be something arranged with another contractor but because they are so customer focused (from director to operatives) they look at ways to help us help our customers and have regularly contacted, and visited customers to ensure the work they have done has not had an adverse effect on them

Greg Woodroffe

Contract Manager (ALPPS) – Asbestos Legionella Playground Pumps and Sewage.

Asset management & Sustainability

The Hyde Group