

CASE STUDY

REACTIVE AND PLANNED ASSET MAINTENANCE

RESIDENTIAL, COMMERCIAL, RETAIL AND WORKSPACE



A full range of mechanical, electrical and building fabric services throughout the entire county of Yorkshire.

Assets serviced, repaired and maintained include housing of high and low rise construction, workplaces, including offices and factories, buildings of historical, architectural, cultural interest and those required to maintain public amenity.

The Services Provided Include:

- 24/7/365 Help desk
- Electrical, Mechanical and Building Fabric (reactive and planned maintenance and repair)
- Electric circuit testing, emergency lighting inspections and landlord gas safety inspections (cyclical maintenance)
- Integration with Building Manager's CAFM systems
- Statutory and compliance testing
- Empty property maintenance and servicing including reactive landlord dilapidation works

Working closely with our clients to combine the strengths of our in-house teams including technical, administrative and operational resource, we accommodate the unique constraints of every task order by tailoring our working methods and ensuring assets remain safe and operational during our works.

Consistency in service standards is maintained in both city centre locations and those situated in less populated rural environments by our team of mobile response engineers, each of which is strategically placed and equipped with the latest cloud based works management technology.

In addition to our reactive, planned and cyclical maintenance services, a full range of planned maintenance work elements are provided, including:

- Fire risk assessment and fire protection works
- Planned maintenance, renovation and change of use works
- Capital investment and asset modernisation works

Critical Success Factors:

- Enabling business continuity through efficient and responsive working
- Minimising risk to commercial clients
- Satisfying demand for one and four-hour response times
- Tailoring services to meet the specific needs of multiple customer groups
- Aiding site familiarity, access and security arrangements through consistency in the deployment of engineers deployed to each asset
- Use of live workflow data to ensure efficiency of operation and high productivity rates
- Adoption and utilisation of asset specific health and safety management plans
- Programming maintenance and inspection regimes around customer requirements, where necessary avoiding peaks in footfall and / or programming service outside of normal working hours
- Streamlined process used to reduce handoffs and interfaces between trades and end-users
- Achieving high first time fix rates through extensive parts and spares inventories

Key Information:

Location:

Various commercial, retail and work spaces in Yorkshire and the North

Contract value:

£1.6m

KPI's

First time fix rate:

83.5%

Customer

satisfaction: 98%

24hr emergency call out response rate:

100%

