

University of Leeds – The Provision of Building Maintenance Services for Residential Facilities

In residence at the University of Leeds

circa £9m

/ Project value

May 2019

/ The contract commenced

April 2023

/ Scheduled completion

Since May 2019, we have been responsible for the provision of Building Maintenance Services across the University of Leeds's residential estate – one of the “largest university residential portfolios” in the UK. Covering 132 buildings, varying from heritage sites to new builds, our multi-skilled operations team delivers Hard FM Planned Preventative Maintenance (PPM) and Reactive Maintenance Requirements. In addition, we also complete larger minor works projects. Reflecting the scale and scope of this contract, we undertake circa 300k scheduled PPM activities and between 15-18k reactive works on an annual basis – achieving average KPI composite scores of 91%+.

The brief

Established in 1904, and ranked in the top 100 universities in the world (QS World University Rankings 2019), the University of Leeds (UoL) is a prestigious client that expects high-quality building maintenance services within specified response times. In particular, the brief is to maintain a range of assets including electrical, mechanical, energy and environmental, building fabric, man safe systems, and fire and smoke systems.



“We continue to work in partnership with the university to ensure that we are meeting the increasingly high standards expected of its diverse residential population.”

Alan Millar
Regional Contracts Manager

"It is a privilege for us to be supporting one of the UK's foremost universities in the delivery of leading Building Maintenance Services. This is a 'prestige contract' and our expert team continues to add value and innovate so that we can support the university in achieving its strategic aim of being in the 'UK's top ten research universities'."

Alan Millar
Regional Contracts Manager

The challenges

The university's vast residential estate features a broad mix of sites that each present their own unique challenges. As examples, the Henry Price Building is a listed 1960s multi-storey apartment block, the Ellerslie Global Residences are Victorian terraces situated within a conservation area and the Central Village is a high-rise apartment block. Equally, UoL's residential estate is home to a diverse customer base that is made up of under graduates, under 18s, mature students with dependents, international students, staff and conference delegates. To ensure our services effectively meet the needs of this disparate university population, we have developed an enhanced induction training programme for our engineers which is focused on customer care, safeguarding and equality, and diversity.

The solution

Reinforcing the quality of building maintenance services that we deliver, our average composite KPI scores continue to exceed 91%. Our bespoke solution is based on an on-site presence from 8am to 6pm, supplemented by a reactive out of hours call out service (24/7/365) with a dedicated UoL Helpdesk that prioritises reactive task orders and manages the emergency response. Dynamic resource scheduling and tracking ensures that our multi-skilled operations team consistently provides industry leading first fix rates and response times. All assets are identified and maintained (PPM) in accordance with statutory requirements while we respond, contain and complete reactive works in compliance with agreed timeframes. Planned projects, up to the value of £25k+ that are over and above PPM and reactive maintenance requirements, are a further important element of this contract.

Outputs & Benefits

- Meeting expectations:** Our average composite KPI scores continue to exceed 91%, while we complete roughly 300k scheduled PPM activities and between 15-18k reactive works annually
- Technology:** PDAs, contract portals, dashboard reporting etc. provide live work progress and transparency to the UoL Estates Team
- Innovation:** We are piloting improved asset tagging which integrates NFC technology that directly links to our CAFM and BIM 360 accredited systems
- Understanding customer needs:** We undertake annual student accommodation surveys, the results of which fuel changes to the estate/service provision
- Asset Tagging:** We undertook a complete asset validation and asset tagging programme of the residential estate, identifying an additional 30,000+ assets. This has allowed UoL to take its forward maintenance planning to the next level and to focus spend on problem issues



For more information on how we're delivering lasting impact:

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