

Queen's University Belfast (QUB)

Royal approval for GRAHAM at Queen's

£2m p.a. (combined)

/ Contract value

November 2008

/ The contract commenced

Ongoing

/ Scheduled completion

A member of the Russell Group, Queen's University Belfast (QUB) has built its reputation on offering a "world class education" that prepares its students for "leadership and citizenship in a global society". We have been supporting QUB in realising its "student-centred ethos" since 2008, and currently operate two distinct FM contracts. These include the delivery of a Measured Term Contract (MTC) to provide an extensive range of building, mechanical and electrical maintenance services, and a Multi-Discipline Maintenance Services Contract with responsibility for the University's fee generating estate (QUB Student Plus).

The Brief

Under the MTC, we primarily provide self-delivered electrical, mechanical and building fabric services for 350 properties within the QUB estate. In parallel, we deliver 24/7 planned and reactive mechanical, electrical and building fabric maintenance services, plus emergency response, for the Student Plus estate as part of the Multi-Discipline Maintenance Services Contract.



"I have found GRAHAM's performance to be of high quality. Their experience and knowledge, combined with flexibility and ability to react to an environment where the customer expectation is continually changing has to be acknowledged,"

David Bready
QUB Facilities Manager

“GRAHAM provides a good service, tempered with an excellent knowledge of health and safety legislation, coupled with very good customer care. Communication across their company is excellent and GRAHAM has also been successful in being awarded a number of contracts based on quality tenders and the Student Plus Experience,”

Richard Robinson
QUB Operations and Compliance Manager

The challenges

Shaping a “better world since 1845”, QUB is one of the largest owners of listed buildings in Northern Ireland, boasting over 100 properties of special architectural or historical interest. Our team liaises with the Local Authority Conservation Officer regarding work which requires Listed Building Consent. We also operate within state-of-the-art laboratories, and screen off sections when undertaking maintenance work to ensure airborne particles are not transferred into specialist environments which could potentially undermine critical research.

The solution

We have forged a long-term relationship with QUB stretching back to 2008. The MTC demonstrates our “high quality” delivery and is notable for the achievement of a 95%+ KPI score for attending and rectifying PPM/reactive and remedial tasks. With a directly employed maintenance and installation team, coordinated by a 24/7 helpdesk, we have undertaken a range of project works including the refurbishment of the paleoecology lab (£40k) and a full refurbishment of the Clinical A building (£105k). Throughout the contract, we have also installed, designed and continue to maintain a range of energy saving systems that have helped to reduce energy consumption by 68% in certain buildings. The Multi-Discipline Contract provides support for QUB’s vast student accommodation (2339 bed spaces), childcare buildings, SU, and sports facilities. We complete 10,000+ reactive maintenance calls per annum and introduced a “fixed price menu” to deal with recurrent maintenance requests – an initiative that has produced annual savings of £30k.

Outputs & Benefits

- / **Driving Down Cost:** We introduced a “fixed price menu” that reduced the administrative burden of recording and measuring operative time and material costs, saving £30k per annum
- / **Flexibility:** We increase capacity based on QUB’s calendar. At the World Police & Fire Games, hosted by QUB, we ramped up our services to complete refurbishment works prior to commencement and to deal with reactive maintenance requests during the prestigious sporting event
- / **Collaboration:** During the summer months, student accommodation is let as Bed and Breakfast lodging. We collaborate closely with the university to ensure QUB provide an exceptional service to paying customers, tourists and delegates
- / **Specialist Environment:** We manage the HVAC to specialist laboratory facilities, ensuring contamination to critical research is avoided



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

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GRAHAM