



Lift Maintenance at Durham University

Located in the City of Durham, Durham University has an estate covering some 640 acres, which includes eighty-three listed buildings and the historic 11th-century Durham Castle. Additionally, and in partnership with Durham Cathedral, the university also manages the Durham UNESCO World Heritage Site. So, when it comes to reliably maintaining the wide range of lifts required to provide safe passenger transport across the estate, selecting the right lift maintenance provider is essential to the university's Facilities Management Team.

During the autumn of 2024, Jackson was approached by Durham University to provide costs and performance statistics based on similarly sized lift portfolios. These metrics would allow the Facilities Management Team time to review the documentation prior to including Jackson in the tendering process. At the time of the request, Durham University were operating with a mixed portfolio of multiple lifts installed in the various estate locations, many of which are Grade 1 listed buildings.



Female student studying in a university library

Due to the number of lifts within the portfolio, our local sales engineer, operating from the Jackson offices in Newcastle, undertook several site visits to the university to complete the various lift surveys needed to provide an accurate lift maintenance proposal. To accompany this, our Regional Sales Manager collated all the required performance and KPI information required by Durham University.



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DURHAM UNIVERSITY NEWCASTLE

LIFT MAINTENANCE

With the surveys completed and the performance reports formatted, we submitted a detailed tender, along with a mobilisation plan describing how Jackson would prepare and initialise our resources should we win the contract.

Following our submission, and after several weeks, which allowed Durham University time to assess all proposals based on cost, reliability, and response time, Jackson were informed that we had won the contract to provide the lift maintenance and associated services for the university.

Locally based Jackson maintenance engineers living in the Durham area undertake all the routine preventive maintenance visits, emergency entrapment cover, and minor repairs. All major repairs and refurbishments are tendered prior to any commencement of work.

To provide accurate daily and monthly reporting of any lifts out of service the entire lift portfolio has been imported into the Jackson Lift Service database, which is continually updated, allowing performance information to be sent directly to the University's Facilities Management Team.