

A new approach to estates maintenance

Jon Burr, Business Development
Co-ordinator at Sykes & Son, discusses
his company's contract with
Barnet & Southgate College through
LUPC's Estates Maintenance agreement.

Sykes & Son entered a three-year contract for planned and reactive maintenance across three college campuses of Barnet & Southgate College in late 2012.

One challenge has been to transfer the RedCare service to monitor the alarm systems; this has been a difficult transition due to there being numerous contracts in place with different companies. We had to consolidate all of the information together, which then required permissions from the College to instigate the changeover. Working with the Estates team we engaged our specialist contractor to assist them and us in making the transfers as easy as possible.

The contract as a whole is an innovative approach to service delivery; it provides a single point of contact and single invoicing source for the College, saving on time and costs of administration. There have inevitably been crossovers where existing contracts were running at the same time as our contract had started, but we have worked with the Estates team and have mobilised and entered into steady-state with the minimum of issues or fuss.

We have entered into dialogue and built relationships very quickly, and have made our team available to assist wherever possible, especially at Southgate where the Estates Officer was new to the role and from a non-technical background. We assisted her with technical matters and helped her to acclimatise to the job.

Indeed, we always believe in working together and building strong relationships

by focusing on open lines of communication, regular interaction and going above and beyond to ensure client satisfaction. Our Director attended the first contract meeting to demonstrate the commitment of the entire Sykes team in delivering the contract to the highest of standards and regularly attends meetings to keep continuity.

Our philosophy is to build relationships with all of our clients and, in this instance, we were very mindful that the new contract came very quickly after the joining of the two colleges. We have been keen to demonstrate that we are here to work together and deliver a solution that will give the College flexibility and free up staff to concentrate on other

aspects of the College's estate management.

Sykes were established in 1759 and remain London's oldest independent building contractor. We have a number of clients to whom we provide the full scope of works, from routine maintenance and repairs through to major design and build projects. As an approved supplier to the LUPC Estates Maintenance Services agreement - for Lot 1 'Fabric Maintenance' and Lot 6 'Fabric and M&E Maintenance 'One-Stop-Shop' - we have completed projects for clients such as Institute of Education, Trinity Laban Conservatoire of Music & Drama and London School of Hygiene & Tropical Medicine.

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The buyer's view

"This is the first time that Barnet and Southgate College has used a framework maintenance contract across a multi-site. The merged College inherited some legacy contracts which required integrating with the contract award to Sykes & Son. Another challenge was due mainly in part to the non-familiarisation of all the services by new/relocated members of staff.

Going forward, the College envisages appropriate cascading/knowledge transfer of the services on offer by Sykes & Son to appropriate members of staff, thereby enabling maximum benefit to be gained from the LUPC Fabric & M&E maintenance contract."

Karim Meghani, Procurement Manager, Barnet & Southgate College.

LUPC's multi-supplier Estates Maintenance Services agreement includes six lots: Fabric Maintenance; M&E Maintenance; Lift Maintenance; Asbestos Management; Water Management; Fabric and M&E 'One-Stop-Shop'. For more information visit www.lupc.ac.uk or contact Sheena Lanagan, slanagan@lupc.lon.ac.uk; 020 7664 4837.