



a CAPITAL success

Arun District Council

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Contract Overview

Client: Arun District Council

Apex Lifts recently secured a planned preventative lift maintenance contract with Arun District Council via the SEC (South East Consortium).

The Council worked in partnership with the SEC to appoint a lift servicing and maintenance contract (under Lot 1 of SEC's Lift Framework). Due to Apex's first-ranking position on the Framework, the contract was subject to a successful direct call-off award.

The contract extends for the duration of three years, with the potential to extend. It involves the servicing and maintenance of 18 passenger lifts across Arun District Council sites including the Civic Centre, Town Hall, public car park lifts and residential sites.

Scope of Works

- > Proactive and comprehensive mobilisation of the servicing, maintenance and reactive repair contract during the Covid-19 pandemic.
- > Working alongside the Council to produce a bespoke planned preventative maintenance contract suitable to specific client requirements, lift equipment and timescales. Retaining fully functional equipment is vital across Arun's busy sites.
- > Provision of a consistent service and emergency call-out engineer dedicated to the contract, with support of wider area engineers.
- > Provision of a dedicated Contract Manager, Service Coordinator and Senior Escalation team - attending monthly client meetings and are available 24/7/365 offering cross-skilled technical expertise.
- > Carrying out remedial repair and replacement works as necessary, with a first-time fix approach.
- > Direct email reporting and automation alerts of lifts with ongoing faults.

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Arun District Council's Civic Centre