



a CAPITAL success

## Barkers Centre, Northcliffe House

Prepared by Apex Lift & Escalator Engineers Limited

**Managing Director:** Reyaan Shepherd

**Service & Repair Director:** Steve Thomas

**Contract Manager:** Tom Mcleay

**Service Sales Consultant:** Brian Maginnis



### Contract Overview

#### Client: Mitie

Apex Lifts have held a long-term (20+ years) maintenance, servicing and reactive repair contractual agreement with Mitie facilities management for the Barkers Centre, Northcliffe House, Kensington High Street.

The Barkers Centre is home to the UK's leading high-profile press and journalists, providing multi-purpose office space. The contract sees Apex maintain over 19 lift units including scenic wall-climbing lifts, goods/service lifts, platform and DDA compliant and, passenger lifts - enabling end users access to the various offices and common spaces within the building.

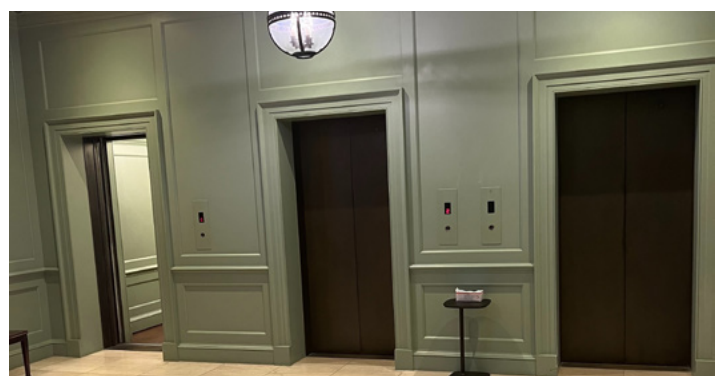
As a result of holding a long-term contract, Apex Lifts have established a sound client relationship and depth of knowledge on the Barkers Centre's assets - of which is utilised to ensure operational success and delivery of customer service excellence following several modernisation project completions alongside service and maintenance delivery over the past two decades.

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### Scope of Works

- > Provision of a bespoke planned preventative maintenance, emergency call-outs and reactive repairs with a first-fix approach.
- > The contract is overseen by a dedicated Contract Manager and Service Coordinator, providing on-hand technical knowledge and proactive daily updates.
- > Designated engineer for the site, ensuring a single point of contact for Mitie's facilities management team and additional operational personnel. Alongside possessing site-specific and equipment centric knowledge.
- > Support of 50+ surrounding engineers to London, the Southeast and surrounding Home Counties and, Technical Engineers- increasing first-time fix rates and equipment knowledge base.
- > Utilising in-house manufacturing facilities, Apex Lifts provides critical spare parts and where necessary, manufactured bespoke components.



One group of passenger lifts at the Barkers Centre.



The scenic wall climber lift on-site.



The machines for a group of lifts.



100% PPM (planned preventative maintenance) completion.



Interior of one of the lift cars on-site.



The interior of the scenic wall climber lift.



The control panels of the lifts on site.

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