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## Mila Maintenance Goes The Extra Mile For Glasgow Students

Mila Maintenance's reputation for going the extra mile for its customers helped it win a contract at the University of Strathclyde where timber pivot windows in student accommodation blocks required repair and refurbishment.

Mila Maintenance had carried out window and door maintenance in other parts of the University in Glasgow and had demonstrated the value of its highly specialised service to the team of surveyors responsible for the various buildings around the city.

However, at the Andrew Ure Buildings, which house 300 of the university's students in four to six person flats, Mila was required to deliver much more than just a routine maintenance service.

The timber pivot windows in four of the blocks were failing and the University's surveyors were faced with

the challenge of repairing or replacing the defective frames in order to maintain the necessary safety and security levels for its students.

Mila Maintenance's first step was to advise against expensive repair and instead to recommend a much more cost effective programme of window refurbishment which even involved sourcing a manufacturer to produce replacement pivot hinges since the original versions had been discontinued.

Dave Cooke, Project Director at Mila Maintenance, said: "As part of the Mila Hardware Group, Mila

## Case Study: University of Strathclyde



“By sourcing and delivering the bespoke hinges, Mila Maintenance enabled us to retain the windows which were already in place and to deliver a cheaper but nonetheless high quality solution for our students.”

Maintenance has access to profile and hardware drawings going back 29 years and can utilise the services of an in-house product design and development team.

“This team helped us to source a bespoke manufacturer who could produce replacement pivot hinges to match the originals and our installation engineers were able to fit these in a number of windows throughout the four blocks.”

Mila Maintenance estimates that the cost of replacing the failing windows could have been as much as £300,000, whereas Mila’s solution cost closer to £35,000 delivering valuable savings for the university.

There were additional benefits also in terms of the minimal disruption experienced by students since each window was refurbished in just 2 hours by Mila’s team of NVQ qualified maintenance engineers who are trained to provide a polite and friendly service to residents and tenants.

Barry Morton, the Senior Building Surveyor at the University of Strathclyde, said Mila Maintenance delivered a service which exceeded his expectations. He said: “By sourcing and delivering the bespoke hinges, Mila Maintenance enabled us to retain the windows which were already in place and to deliver a cheaper but nonetheless high quality solution for our students.

“The life of the windows has also been considerably extended which saves valuable resources and of course reduces waste.”

Further details on our planned, responsive and cyclical maintenance programmes are available via our website at [www.milamaintenance.co.uk](http://www.milamaintenance.co.uk)