

## Project Details

### Locations

Midlothian Council properties

### Approx Value

Circa £5m

### Duration

5 years

### Services Provided

- M&E Maintenance
- Fixed Wire Testing
- Portable Appliance Testing (PAT)
- Legionella Testing and control
- Fire Extinguishers
- Fire Alarms
- Intruder Alarm
- Lift Maintenance
- CCTV
- Helpdesk
- Management of all of the above



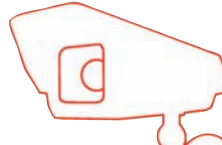
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## Case Study

### Midlothian Council FM



4 September 2008



**Arthur McKay, were appointed by Midlothian Council, following a competitive tender, for a second, threeplus two year contract to deliver FM M&E maintenance services to the councils non housing property estate. This contract allows Arthur McKay to continue supporting the council in achieving their goals and objectives.**



Managing public buildings is always a challenging business. This coupled with the complexity, age and variety of building type always keeps you looking for innovative solutions to problems that may occur while continuing to demonstrate value for money.

Midlothian Council understand the consequences of disruption to services within their property portfolio, be it a school or other public building and their goal is simple – cost effective assured service delivery.

With this principle in mind, Midlothian council appointed Arthur McKay to carry out the M&E maintenance of their non housing building estate. With emphasis on ensuring that the services delivered by Arthur McKay met all the current statutory compliant legislation.



Midlothian council were confident that by engaging Arthur McKay as their FM maintenance partner they would be secure in the knowledge that their buildings were being well maintained. Arthur McKay demonstrated value for money and has a service culture that differentiated them from other competitors.

Delivering excellent service is the key foundation of the success of our business said Arthur McKay FM Director Gordon Duffy. We are very excited to be working with Midlothian council in what is now a truly long term partnership arrangement. Understanding Midlothian Council goals and objectives is essential to everyone at Arthur McKay. Once we understand the client objectives we tailor services to ensure that we deliver what we are good at “great maintenance”.

Arthur McKay Facilities Management technical services team deliver a wide variety of technical services to their customers and pride themselves in delivering a customer experience that is market leading.

### Does your drinking water have a nasty sting in it's tail?

**In all there could be as many as 28 waterborne bacteria thriving in your office drinking water.**



### Stephen Crawford – Midlothian Council General Manager Facilities / Construction

*“Arthur McKay very quickly understood the requirements of Midlothian Council. They engaged with our business to ensure we got what we wanted. We have ended up with an improved service and good value for money. I can recommend Arthur McKay to any organisation that wants to improve services to their property and facilities”*