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# Case Study: University of Bristol

*Mechanical planned maintenance  
contract and installation projects*



# JCW and University of Bristol

Working with this higher education establishment in the maintenance of all air conditioning and refrigeration systems



University of  
**BRISTOL**



The JCW Bristol office has looked after this higher education institution since 2008. Contracted to look after the planned maintenance of the university's HVAC mechanical equipment, JCW also carry out reactive and remedial repair services, as well as project work for the design and installation of heating, ventilation and air conditioning systems.

The University of Bristol occupy a number of landmark buildings in the city of Bristol, from Wills Memorial Building, which houses the Schools of Law and Earth Sciences, to Victoria rooms, another familiar Bristol landmark, which houses the Department of Music.

JCW take pride in our relationship with this prestigious client. Through the challenges faced and many accomplishments over the years, JCW have gained valuable experience in client synergy, technical innovation and service professionalism.



# The University

This higher education institution in the south west of England is one of the "red brick" universities, receiving its Royal Charter in 1909. It is the most popular multi faculty higher education establishment in the UK, with over 14 applicants vying for each place. The University has an annual turnover of £347m and is the largest independent employer in the South West of England, with approximately 18,000 students.

## Consecutive successes

JCW won the air conditioning and refrigeration maintenance contract at Bristol University in 2008 when it was put out to competitive tender after having been with their previous incumbent for a decade. The contract spanned for a 3 year period with a 2 year extension, which drew to a close in 2013, at which time under government guidelines the contract was again put out to tender. This time round the scope of works was increased to include gas boilers, steam boilers, air compressors, fume cabinets as well as twice the amount of air conditioning systems. Against fierce competition from larger FM companies, JCW were successful in retaining the contract which has now tripled in size and value.

# The Contract

The contract is for, but not restricted to, the service, planned and reactive maintenance for the following:

- air conditioning and refrigeration
- gas and steam boilers
- fume cabinet extract systems
- air compressors
- humidifiers

# Installation Projects

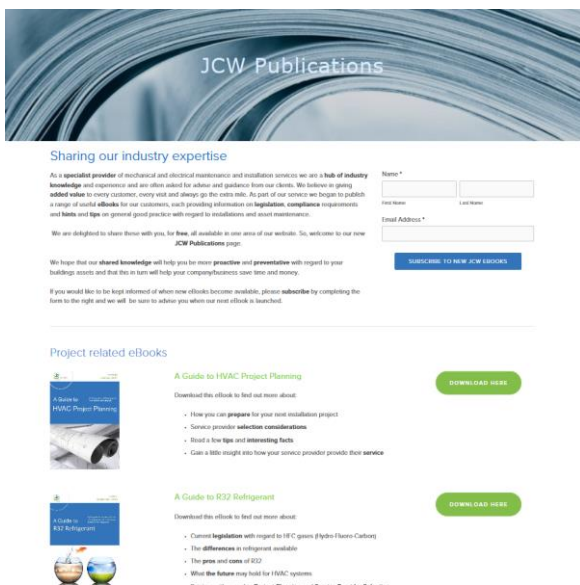
JCW completed a variety of installation projects at Bristol University through various consultants. A breakthrough came in 2008 when the maintenance contract was won and the all mechanical HVAC opportunities were given to us directly. This was the beginning of a long and trusting relationship with the University. In addition to the routine service and maintenance regime, JCW has benefited from the University's air conditioning replacement programme as well as new installations through their expansion over the years, all of which has been managed through our projects team.

## Conclusion

The higher education sector are extremely socially and environmentally responsible clients. They inspire contractors like us to be more innovative with designs as well as to be always up to date with the latest sustainable technologies. As a result of this relationship over the years, JCW have gained much more than experience, we also actively promote a culture of progression.

JCW pride ourselves in the bespoke service we provide for Bristol University, but more so we embrace the way our clients shape our core values for the better. For this, and many reasons, we hope to be serving this higher education institution for many more years to come.

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As a specialist provider of mechanical and electrical maintenance and installation services we are a hub of industry knowledge and experience and are often asked for advice and guidance from our clients. We believe in giving added value to every customer, every visit and always go the extra mile. As part of our services we begin to publish a range of useful eBooks for our customers, each providing information on legislation, compliance requirements and best and top on general good practice with regard to installations and asset maintenance.

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## About JCW Energy Services Limited

We provide complete project management, installation, in house maintenance and tailored managed solutions to a broad range of clients across the UK.

We are a national mechanical and electrical building service provider, offering integrated planned preventative as well as reactive maintenance services across all property portfolios.

Although JCW Energy Services Limited in its current form is a relatively new company, the group has history within the industry dating back to 1903.

Today JCW is in a unique position where it not only employs nearly 200 dedicated staff but also can offer mechanical and electrical services with an equal amount of engineers within each discipline. This means that we can self deliver hard services nationally through our mobile engineering workforce as well as provide full project management and installation services through our network of six offices.

Our offices are strategically placed and take ownership of their areas customers to provide a fast, reliable, local service. Our engineers are fully qualified, have a wealth of experience, are accommodating and genuinely care about the work they conduct and the service they provide.

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