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# UP

Newsletter

May 2019

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modernisation projects**



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**Jackson**

Lifts | Escalators | Cradles

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*As Jackson Lift Services Ltd has continued to grow our year-on-year activity, our focus for 2018 and now into 2019 has been on delivering the same high quality standards in all areas of our work. To achieve this, we have introduced new benchmark standards relating to our service delivery.*



## Jackson Resources Increase for 2019 and Beyond

These best practice standards are based on predetermined KPIs and customer communication. The introduction of our benchmark standards and internal KPIs has been driven by Jason Griffin, our recently appointed Service Director and Colin Curtis, our Regional Director.

Following on from the above and along with my co-directors, we were pleased, at the beginning of 2019, to make two new internal appointments to our board. Jamie Felton has become Installation Director and Jason Griffin Service Director. Both Jason and Jamie are long-standing employees of Jackson and have developed their careers, allowing each to bring high levels of experience to our board.

With the increasing activity we have been experiencing in Wales and the West Country, we needed to add some new facilities to accommodate the growing number of employees we have over these regions. As a result, we have purchased new premises in Yate, Gloucestershire. The office, located approximately 12 miles from Bristol's city centre, will accommodate up to 40 staff and include our national out-of-hours service Help Desk. We have also increased capacity within an additional unit at our Lichfield facilities.

For some considerable time, we have been recruiting and training apprentices and trainees for our engineering and commercial activities. Today, in a highly competitive employment market, our focus on staff investment, particularly with regards to recruitment of trainees and apprentices, is continuing to bring enthusiastic and progressive juniors into our business. In 2018, we employed ten new apprentices to work from our Newcastle, Manchester, Lichfield, Dorset and London locations.

In central London, where we have a high density of lifts, our engineers' service visits are based around walking routes to overcome traffic and parking issues. These walking routes have given apprentices, who are in the last six months of their apprenticeship, the perfect opportunity to gain in confidence. Working as part of a team of experienced engineers, our apprentices undertake minor servicing on their own. Because of the close proximity – typically an adjacent road – experienced Jackson engineers are on hand and only a few minutes away to help with problem solving.

Julia Jackson LLB, M. Phil (CANTAB) P.G Dip  
Director & Corporate Lawyer, Jackson Lift Group



## AROUND THE REGIONS – IN AND AROUND LONDON



### External Scenic Lift Modernisation in the City of London

The Lloyd's Register of Shipping, located in the City of London, has been operational at 71 Fenchurch Street since 1901. During this time, the building has undergone several updates. In 1995, British architectural firm, Richard Rogers Partnership, was commissioned to design the additional construction on the building, which also related to 68-70 Fenchurch Street. The building was completed in 2000 and was one of the first in London to have external high-rise scenic lifts.

Nineteen years on from their original commissioning, the lifts were showing their age, and the Register's building management decided it was time to modernise. Along with

several other companies, Jackson was asked to present a modernisation solution and tender for the project, which related to the very high-profile scenic lifts.

After several project meetings with our potential client, some of which relating to logistics and programme delivery, Jackson was awarded the modernisation contract for this project.

To avoid road closures and long jib mobile cranes, Jackson Project Managers discussed the possibility of the building's own hoist being used to lower the old motors and controllers down from the roof, and to lift the new motors and controllers up in preparation for installation. To overcome any concerns about the hoist lifting capacity, Jackson commissioned the original hoist manufacturer to test the equipment.



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## AROUND THE REGIONS – IN AND AROUND LONDON

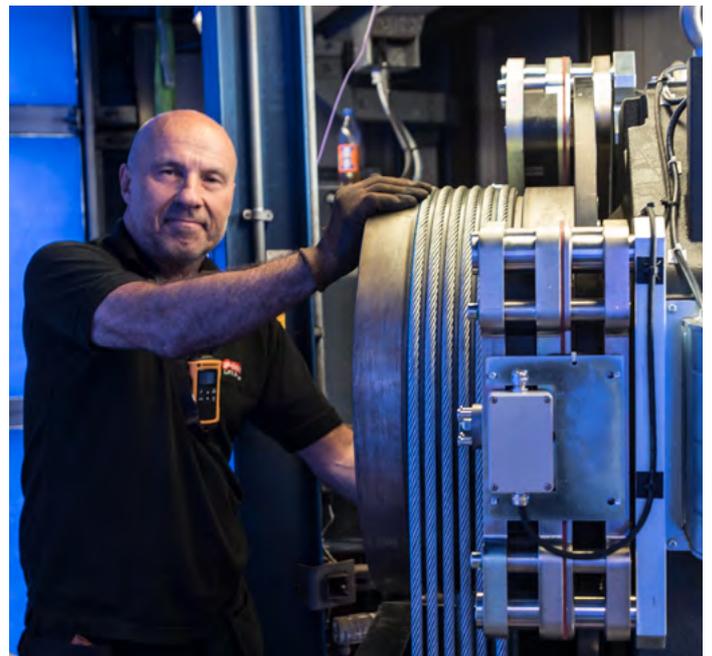


The test concluded that the hoist was more than capable of lifting what was needed.

A safety issue that had to be considered related to an external scenic lift car, positioned at the top of the shaft that our engineers had to work on. Apart from the obvious height issues, we had to deal with working safely in adverse weather conditions. The Jackson solution was to build a glass structure over the top of the lift cars. This worked very well and prevented our engineers from having to be issued with wet suits for rainy days!

One of the main issues to be addressed during the modernisation was water ingress into the lift cars during heavy downpours. Our design team and installers addressed this and tested our work, to ensure that this problem was cured.

With the modernisation now complete, Jackson is now providing the long term planned maintenance services for these impressive scenic lifts.



## AROUND THE REGIONS – IN AND AROUND LONDON

### Jackson completes a Major Modernisation of 11 Lifts at the Grade A Minster Building

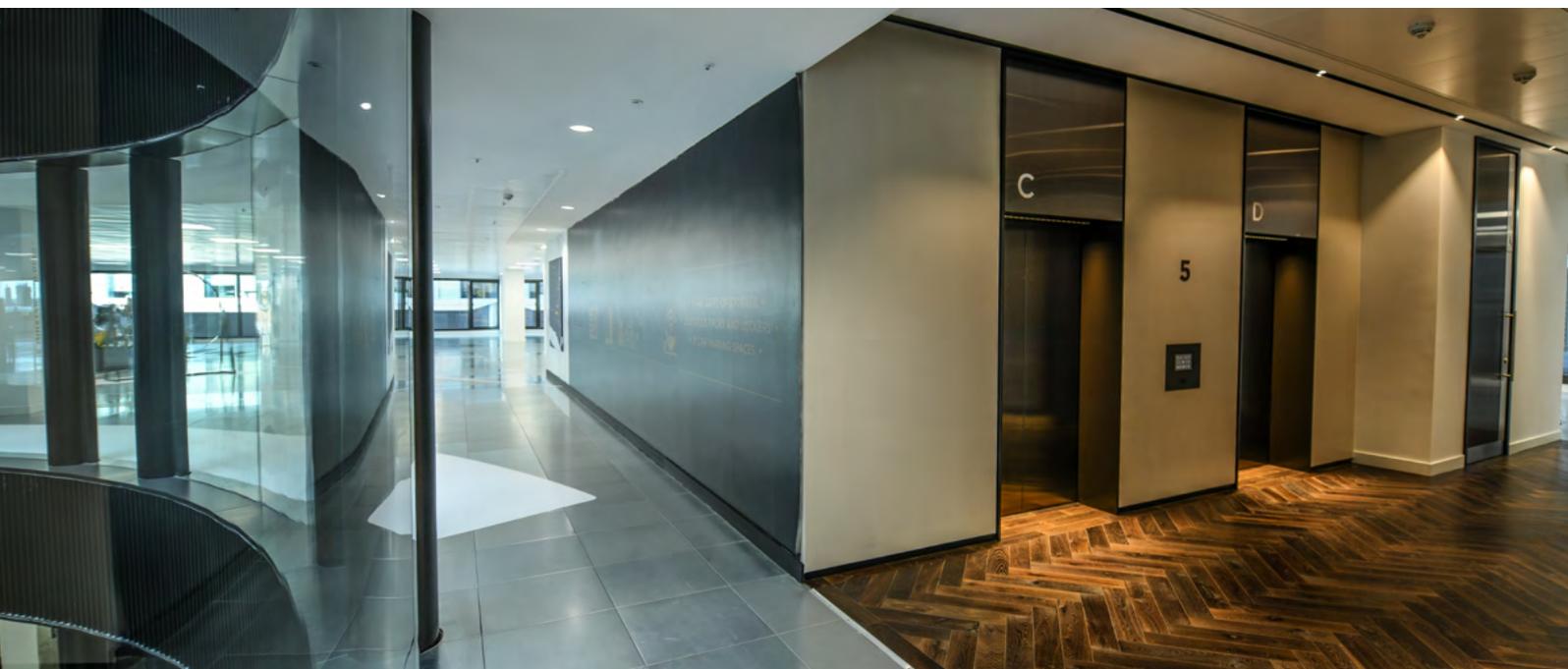
THE MINSTER BUILDING  
LONDON

Originally built in 1992 to the architectural neo-gothic designs produced by GMW Partnership, The Minster Building has recently undergone a major redevelopment, including the removal of the building's escalators and the creation of a stunning eight-storey central atrium.

As part of the building's modernisation, the existing lifts all required full modernisation, and for the all-important eight passenger lifts which were configured as two 4-car groups, this also included the installation of a fully automated hall call allocation/destination control system. The three other lifts modernised were all specified for firefighting, and one of the three was also designated for the carriage of goods.

Due to the complexity of the building's redevelopment programme, the project for the lift modernisation spanned just over two years. During this time, Jackson was also working on the modernisation of several other Grade A commercial buildings in the City of London, including Lloyd's Register of Shipping, 150 Minories and One Poultry, EC2.

Resource planning for this project was crucial, to ensure both quality and time frames met with customer expectations. This included detailed transport logistics and road closures, fully approved by TFL.



## AROUND THE REGIONS – IN AND AROUND LONDON



### Medway Maritime Hospital Maintenance & Modernisation

Located in Gillingham, Kent, Medway Maritime Hospital is Kent's busiest hospital, dealing with around 400,000 patients annually. It is also Kent's largest hospital and is managed by the Medway NHS Foundation Trust.

Like other projects of this kind, Jackson was invited to tender for the maintenance of the 15 lifts across the hospital and for their subsequent full replacement with new MRL lifts over a staggered programme.

Due to the project including both maintenance and installation work, Jackson sales engineers, from each of our two departments, covering these services joined together in negotiations with the Hospital Management and the Foundation Trust. Following on from several meetings and site surveys, we were awarded the combined contracts for all 15 lifts.

The maintenance part of the project, now fully operational and being undertaken by Jackson service engineers who live locally, is running in parallel with the staggered replacement programme.

When the opportunity arose to tender for this project, we all saw this as a 'must win' for us, not only for the size of the project, but also as this is the local hospital for many of the office staff and engineers working at Jackson. Needless to say – but we will – everyone involved in the tendering process and those now working on the project are delighted with the outcome.





## Jackson Flying High with British Airways

Opened in 1998, British Airways' award-winning four-storey Waterside building in Harmondsworth, London, is the company's international headquarters and one of several key facilities located in or close to Heathrow. The 9,000sqm building of mostly open plan offices accommodates around 4,000 staff, and has both scenic and enclosed lifts throughout the building to ensure that easy access is provided along the internal 175m glazed atrium street.

As part of our ongoing work for British Airways, Jackson is maintaining the lifts in several of British Airways' buildings at Heathrow, including the Waterside building and the Global Learning Academy located within the airport. Jackson has been working with British Airways on lift modernisation programmes that have been underway at both of these facilities, and these have included the modernisation of several KONE MRL MonoSpace lifts.

The major lift modernisation at the Global Learning Academy is due for completion in late spring 2019 and relates to four lifts installed in Technical Block A of the Academy. This block is considered to house the largest suite of flight simulators in the world.

**BRITISH AIRWAYS** 



## Not such a Tall Story – Jackson Engineers’ work helps Zookeepers

Following several site visits (all on business) and some detailed tendering, Jackson was awarded the maintenance contract for the various passenger and goods lifts located at ZSL London Zoo. The lifts at ZSL are split into two categories; public facing and lifts for transporting staff, and a lift in the animal hospital. The multiple lift contract includes lifts in the giraffe, lion and tiger enclosures, along with other key visitor areas.

Upon taking on the contract, our engineers were tasked with undertaking some major repairs to the lift used by the zookeepers who feed the giraffes. Due to their height, the giraffes are fed from a raised walkway to prevent them

stooping and potentially falling over. As a result, a lift is needed to help the keepers move 360kg of vegetation each day to the raised walkway. The lift undertaking this daily task had been out of action for the past eight months, with the previous supplier having been unable to rectify the problem. This meant that the zookeepers had to carry the food manually up a flight of stairs on a daily basis to ensure the giraffes were able to consume the correct volume of food.

Early on in our work for ZSL, we spent time with the Facilities Management team that run the daily operations of the park, and this is something we are now undertaking on a routine and regular basis. This allows us to plan our work around the zoo’s busy schedule, taking into consideration peak and high usage times of both the animal and public facing lifts.

## AROUND THE REGIONS – IN AND AROUND LONDON



### New Residential Lifts for a Major London Development

Across the UK, and particularly in the Greater London area, there are major regeneration projects underway to provide thousands of new homes, new commercial centres and the associated infrastructure facilities to accommodate them. One of London's key regeneration projects is the new Barking and Riverside development, which is adjacent to the River Thames and part of the larger Thames Gateway redevelopment zone.

The Riverside development, when completed, will include 10,800 homes of varying sizes, including houses and apartments. Jackson was awarded the contract for the installation and subsequent maintenance of all the lifts in the apartment blocks.

Working with L&Q, one of the country's largest housing associations, Jackson's design team undertook the engineering design requirements to meet the specifications required for the MRL lift project.

As part of stage 1 of L&Q's build project, Jackson has installed nine lifts in the first of the fully constructed apartment blocks. These are due for occupation during the spring of 2019.





## 150 Minories

Located close to Aldgate Station and in the heart of the city, 150 Minories is a seven-storey, plus basement, commercial office complex, providing 70,000sqft of Grade A office accommodation. The building has undergone a major refurbishment and modernisation programme, which has included a full modernisation of the building's 4-car lift group.

As with most projects of this kind, Jackson was invited to participate in a competitive tendering process, which required a detailed site survey and extensive planning to ensure the programme times as required by the customer could be maintained. The programme was crucial to the customer as the building is fully occupied by tenants on long-term contracts and in the building's serviced offices.

Following our tender submission, Jackson was awarded the contract for the full modernisation of the lifts at 150 Minories. This required our Central London Installation Team to replace everything lift related, apart from the lift guides installed in the lift shaft.

As in all situations where we work in occupied buildings, we worked closely with the building's management team, and often the reception staff, to minimise inconvenience to both tenants and visitors. As a result, we built up a strong and collaborative relationship with all parties connected to our project.

The modernisation, now fully completed, was delivered in advance of the programme, despite the high levels of occupancy within the building. This was due to our engineers being able to keep one of the lifts in service at all times.



## AROUND THE REGIONS – IN AND AROUND LONDON



### Residential Apartments in one of London's Iconic Developments

St George Wharf is one of South Bank's iconic developments and was completed in phases, starting in 2007. The development includes 17 apartment blocks, which range in height from 10 to 18 storeys, and a 46-storey tower. The various apartment blocks all had a mixture of original-manufacturer lifts installed. The lifts installed at Drake and Bridge House that required attention were Schindler gearless drives, installed in machine rooms above the lift shafts.

The lifts in each block had developed ride problems, and for buildings of this stature, smooth floor to floor movement was essential for the residents. Additionally, there were also some reliability issues that were causing problems. After consultation with senior Jackson engineers, the decision was made to undertake an almost entire lift replacement; only leaving the lift guide rails in the lift shafts. This would also allow Jackson to install larger lift cars – something that had been requested by the residents.



Due to the fact that each building is occupied, Jackson engineers liaised closely with the building's management to ensure all residents were fully informed of our work schedules. This would help to lessen the disturbance caused.

Scheduled for completion during the early part of summer 2019, the new lifts will be maintained by Jackson's London-based engineers.



### Partial Modernisation at 25 Gresham Street



Completed in 2002, 25 Gresham Street, London, has been the Head Office for Lloyds Banking Group for the past 17 years.

The ten-storey, predominately steel and glass building boasts a full-height south-facing atrium, which includes four KONE scenic lifts with traditional machine rooms. Over time, the lifts had begun to experience performance problems, along with general wear to the tactile areas.

A decision was made to refurbish the building's group of four scenic lifts and install a hall call destination control system. As a result, Jackson were asked to tender for the project which we subsequently won. From the outset, Jackson senior engineers worked alongside the building's property and facilities management company. Our objective was to ensure that limited disruption was caused to the occupants and visitors to the building during the refurbishment.

Jackson engineers also undertook various motor room, shaft and entrance door upgrades.



## Hilton & DoubleTree Modernisation



Across the UK, Jackson is working with Hilton and Hilton DoubleTree hotels on a range of lift modernisation projects, including:

### Hilton DoubleTree Hotel ExCel

Located adjacent to the London Docklands Waterside, this well-known eight-storey premium hotel commissioned Jackson to refurbish a duplex pair of KONE MonoSpace lifts. The lifts, already under a maintenance agreement with Jackson, were showing signs of heavy usage, so the decision to refurbish was based on improving their reliability and the need to upgrade the worn indicators, landing fixtures and fittings.

Already well-known to the hotel's management team and reception staff, we worked closely to overcome any potential inconvenience to the hotel's guests throughout the entire modernisation process. Since our successful completion of the refurbishment, the hotel's lifts have now been fully returned to service and are performing as they should.

### Hilton at the Ageas Bowl, Southampton

The Ageas Bowl, Southampton, is another of the Hilton's premium hotels. The hotel forms part of the bowl's visitor hospitality facilities, and benefits from panoramic window views over the grounds from many of the bedrooms.

The entire process followed the same approach and delivery as the DoubleTree Hotel ExCel due to the lifts also being original-manufacturer MRLs, however, the one principle difference was that there were five passenger lifts and one large service lift in the hotel's kitchen.

Working from our Wimborne offices, the project was successfully delivered by our local installation and modernisation engineers.

Further Hilton DoubleTree modernisations are covered within our Regional Activity for Scotland Section.

## AROUND THE REGIONS – IN AND AROUND LONDON

### Paragon, Brentford, High-Rise Otis Gen2 Modernisations

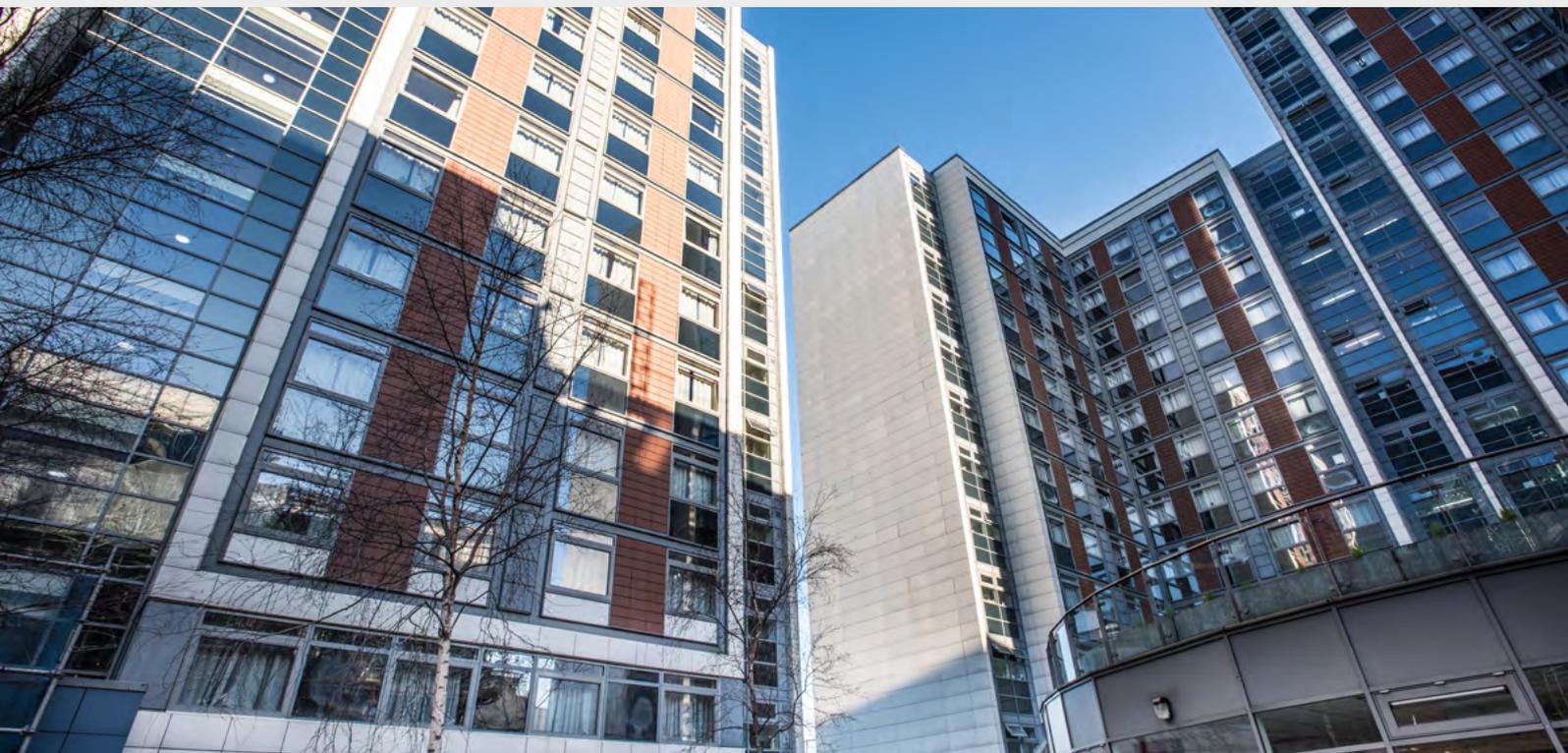
The University of West London, with locations in Brentford, Ealing and Reading, has over 8,000 students attending its centres for degrees from musical theatre and nursing to accounting and graphic design. The Paragon Brentford campus includes 130,000ft of academic facilities, 839 student en-suite rooms and 221 keyworker apartments, with construction completed in 2007.

The Paragon's student accommodation had Otis Gen2 lifts installed and these were under maintenance with Jackson. The lifts were beginning to show signs of lessening reliability due to their closed protocol control system. As a result, in a consultation with our customer and their lift consultants, we proposed a partial modernisation of the lifts for two of the accommodation blocks. After detailed costings and the provision of a programme duration, Jackson was awarded the modernisation contract for two tower blocks; one 12/13-storeys and the other 17-storeys high.

One of the key features on most MRL lifts like the Otis Gen2 is that the lift controller fits into a cabinet that forms part of an enlarged lift entrance architrave. As a result, whatever lift controller solution is provided, it has to fit within an existing and often very shallow cabinet. Our project team worked closely with one of the lift controller manufacturers we use



to provide a solution and to avoid refabricating the shallow cabinet. Along with the controller replacement, we replaced the worn indicators, landing fixtures and fittings.



## AROUND THE REGIONS – ESCALATORS

### Maintaining, Repairing, Upgrading and Installing Escalators Nationwide for Jackson Engineers

Although we have been installing and maintaining escalators for many years, not all customers are aware of our expertise in this market. Some of the most demanding environments in the public sector are airports and Jackson has been continually maintaining and upgrading escalators in some of the UK's busiest airports, including Stansted and Manchester.

Most recently, Jackson's installation teams have been replacing a selection of end-of-life escalators at Stansted Airport with new, custom-made Jackson heavy duty escalators.

The project started earlier in 2019, with the first two of six escalators being replaced at Stansted. These initial two were located in the arrivals and departures areas and installed adjacent to each other, separated by a high-security floor to ceiling glass partition. As part of our project, we are also decommissioning and removing the six old escalators, ensuring that all suitable materials are recycled. The first two escalators have a step width of 1,000mm and were delivered to Stansted by road, directly from the European manufacturing facility in Turkey.



In the retail sector, where out-of-hours servicing is required by almost all of our store customers, we have replaced multiple escalators across the UK. Many of these were for House of Fraser stores, including their premium stores in London Victoria, Manchester's Deansgate, and Jenner's Edinburgh.



## Shopping Centres

Most of the UK's shopping centres have escalators, many of which Jackson has been maintaining for some years. Additionally, we have and are undertaking full escalator replacement in regional shopping centres, along with maintaining the lifts in many well-known town centre shopping centres, including:

- Saddlers Shopping Centre, Walsall
- Britannia Shopping Centre, Hinckley
- Darwin Shopping, Shrewsbury
- Eastgate Shopping Centre, Gloucester
- Merlin's Walk Shopping Centre, Carmarthen
- Clifton Down Shopping Centre, Bristol

## AROUND THE REGIONS – WALES



### Cardiff Lift Modernisation at Mermaid Quay – Cardiff Bay

Originally opened in 1999 as part of a major regeneration programme, Mermaid Quay in Cardiff Bay has become a well-loved waterfront leisure area, with multiple restaurants and shops. It is currently in the process of having significant upgrades and extensions made to the public areas. These areas of the quay have two passenger lifts; one is an external lift to the quay's first floor terrace, and one is an internal lift situated within the quay's enclosed shopping area.

Both lifts were due for modernisation work, requiring some important upgrading, and the Jackson team operating in Cardiff were given the opportunity to tender for the work. With our tender accepted, our local engineers undertook the work, achieving both on-time delivery and to budget.

Our team also took care to avoid causing any undue inconvenience for the quay's visitors and staff working in the multiple restaurants and outlets.



## AROUND THE REGIONS – SCOTLAND

### Modernising the Lifts in our Glasgow Offices

To facilitate additional staff, Jackson relocated in 2014 to new offices in the heart of Glasgow's City Centre Financial District, located next to the River Clyde. The five-storey building, plus basement level, is one of Glasgow's historic converted whiskey bonds and was originally built over 120 years ago.

Today, as a multi-tenant office complex and business centre, the building houses several passenger and disability access lifts. These are also accompanied by a range of loading bay and goods lifts – all of which are maintained by local Jackson engineers.

Our Glasgow Team has also been working on a tendered modernisation programme to modernise all of the Pentagon's passenger lifts; the last of which will be successfully completed by early May.



## AROUND THE REGIONS – SCOTLAND



### Lift Modernisation in Glasgow's Central Business District

The Equinox building, located in the heart of Glasgow's Central Business District and International Financial Services District (IFSD), has become one of the city's iconic landmarks. Completed in 2002, the Equinox has a triplex group of Schindler lifts serving eight floors; two of which are internal scenic lifts with views over the atrium.

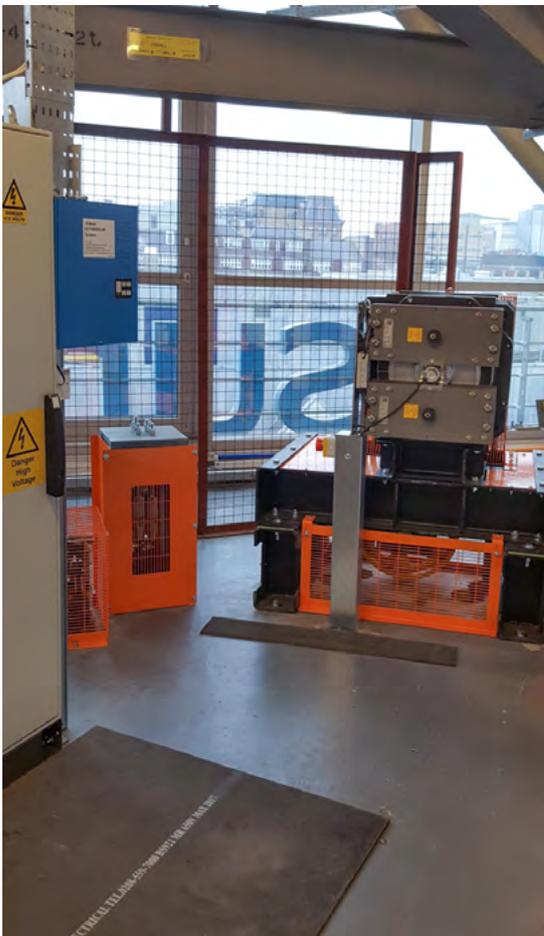
Seventeen years on, and now occupied by the esure Group, the Equinox building has become the company's largest office, with almost 1,000 staff. In such a busy environment, the building's lifts had begun to show signs of their heavy usage and were identified by the building's management for modernisation.

Our locally-based Glasgow Team were asked to tender for

the modernisation of all three lifts, focusing on improved performance and reliability. As part of the modernisation, Jackson was required to renew the geared hoisting machines, replacing them with modern gearless machines. We were also required to replace the existing Schindler lift control systems, along with new car, landing and shaft ancillary items.

After detailed site visits and the submission of our tender, the Jackson Glasgow Team were awarded the modernisation contract and work commenced during November 2018. Due to the volume of esure employees in the building, the lift modernisation was staggered to lower the level of inconvenience to passengers.

The client has been delighted with the delivery of such sizeable work in an open atrium environment without any disruption caused to the building.



## AROUND THE REGIONS – SCOTLAND



### DoubleTree Modernisations – Aberdeen & Dunblane

Although part of a national chain, the DoubleTree hotels in Aberdeen and Dunblane are both autonomous in their decisions as to which service companies are chosen to support their individual needs. When it came to working with local companies, the management at each of these hotels both chose Jackson Scotland to undertake some essential refurbishment work on their hydraulic lifts.

Each hotel had different requirements:

- The three-storey DoubleTree Hotel Aberdeen had been experiencing performance issues with an Otis Hydraulic lift, which required a lift controller/power unit upgrade by means of a Hydreolite solution in conjunction with ancillary works and lift car internal refurbishment.



- The DoubleTree Dunblane, formally a five-storey Victorian health spa resort, required a full modernisation of the existing KONE hydraulic lifts. This included stylish car-rides, new hydraulic power units, controllers, indicators, landing fixtures and fittings.

Both projects were managed and successfully delivered through our Glasgow office.

## AROUND THE REGIONS – WIMBORNE

### Ongoing Modernisation Work for Marks & Spencer

M&S  
EST. 1884



For several years, Marks & Spencer has nationally been refurbishing many of its stores' passenger and goods lifts. This ongoing work is being undertaken to ensure M&S, the UK's largest clothing retailer, maintains its customer satisfaction levels and market share.

As part of Jackson's ongoing competitively tendered work for Marks & Spencer, our team operating out of Wimborne,

Dorset, were awarded the contract for the modernisation of the passenger lifts installed at M&S Hedge End and Lymington.

M&S Hedge End is the fifth largest Marks & Spencer store in the country, providing customers with fashion goods, homeware, a food hall, a restaurant and an M&S café. The store is laid out over two storeys and located in the town's retail park.

Marks & Spencer Lymington is a two-storey M&S Simply Food store, located in the town centre. The modernisation programme included mechanical, electrical, control and aesthetic upgrades.

The challenge in both stores was that Jackson had to undertake the lift modernisations whilst they remained fully operational. Due to its size and the volume of customers the Hedge End store attracts, the main lift (scenic) was located adjacent to the store's escalators. These escalators assisted in redirecting lift passengers to alternative floor to floor movement services. Most of the modernisation undertaken on the Hedge End scenic lift related to safety, mechanical, electrical and control replacement.

## AROUND THE REGIONS – WIMBORNE



### Russell House, Bournemouth, Duplex including Glass Feature

Situated in Bournemouth's primary commercial area, Russell House is an eight-storey modern office building. It houses a duplex pair of passenger lifts, located in the building's main reception area.



Although a modern building, over time the lifts had begun to experience reliability issues, and the tactile signalisation was looking worn due to extensive usage. As a result, Lester Aldridge, the occupiers of the building and largest full service law firm in Dorset, decided that a lift modernisation/refurbishment was required.

Jackson Sales Engineers, operating from our Wimborne offices, were asked to competitively tender for the modernisation. The tender was for the refurbishment of the lift cars, new controllers and landing signalisation on all floors.

Our contract award required us to undertake the modernisation whilst the building was fully occupied, resulting in Jackson engineers working to a staggered programme which constantly left one lift in operation throughout the project. The original internal design of the building made a feature of the lifts at the reception level, both of which are fully enclosed in glass, making them a primary element of the ground floor architecture.



### Fort Picklecombe, Torpoint, Cornwall

Originally constructed between 1864 and 1871, and armed with forty two 9-inch and 10-inch muzzle-loading guns, Fort Picklecombe was part of Britain's 19th century sea-facing invasion defences. The guns were removed from the fort in the 1920's, but after the outbreak of World War II, Fort Picklecombe was reactivated once again and manned by the Coastal Artillery.

After military decommission, the fort was converted into over 100 residential apartments. More recently, the upper part of the fort, known as the Officers Mess, has been developed into a luxury complex of premium apartments, a heated swimming pool, tennis courts, a library, and an onsite laundry service.

The complex has multiple lifts serving both parts of the fort and Officers Mess, and Jackson was given the opportunity



to tender for the maintenance of all of the lifts. Jackson engineers, operating from our Wimborne office, undertook the initial survey work in advance of our tender submission. Following on from this and our tender submission, Jackson was awarded the maintenance contract which commenced in 2018.

## AROUND THE REGIONS – WIMBORNE

### Devon & Somerset Fire & Rescue

For some time now, Jackson has been working with some of the West Country's Emergency Service Providers, including the Devon & Cornwall Constabulary and, most recently, Devon & Somerset Fire & Rescue Service.



Historically, we probably would not have expected to find a lift in a frontline fire station, and today, would likely still imagine downward movement from an upper floor to ground level to be via a 'fireman's pole'. Actually, these are only used in emergency situations. In many multi-storey fire stations and force headquarters, traditional lifts are essential for transporting staff and visitors up and down in the facility, and all require routine maintenance.

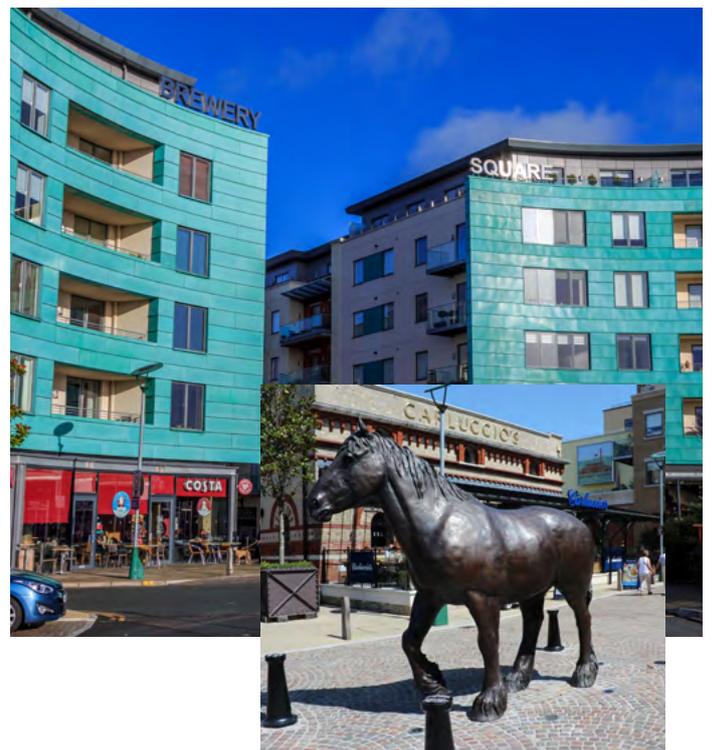
Recently, Jackson has been awarded the maintenance contract for Devon & Somerset Fire & Rescue Service, relating to all of the passenger lifts installed across all of the force's facilities. The programme spans a range of traditional lifts, platform lifts and one stair lift. The contract includes the force's headquarters and Exeter training academy.

### Brewery Square, Dorchester

Brewery Square has been one of Dorset's major regeneration projects, and now this new and vibrant quarter, located in the heart of Dorchester, has been transformed into a lively sophisticated centre.

Across Brewery Square, there is a wide variety of shops, restaurants, leisure facilities, offices and residential apartments. Serving the array of buildings are 14 mainly MRL lifts, including one external platform lift. The 14 lifts were installed during the square's recent construction programme and maintained during the warranty period by the installers. With warranty periods expiring, the square's property management company, Savills, decided to look for an alternative maintenance provider. As a result, Jackson was asked to enter into a competitive tendering process for the ongoing maintenance of the square's 14 lifts.

Following on from our tender submission and initial surveys of the lifts, Jackson was awarded the maintenance contract for all 14 lifts.



## AROUND THE REGIONS – MIDLANDS & THE NORTH

### The Sentinels, Birmingham

Although not the highest towers in Birmingham, the Clydesdale and Cleveland Towers, better known as 'The Sentinels' are the highest residential blocks in Birmingham. Both are 32-storeys high and, at the time of their construction, were the tallest buildings in Europe. Cleveland Tower was completed in 1970 and Clydesdale in 1971, jointly providing 488 flats which, at that time, were owned and managed by the local authority.

Today, the flats at The Sentinels have mixed ownership and are now managed by the WM Housing Group. The Group have recently renewed their long-term maintenance agreement with Jackson that covers over 140 properties, along with the various modernisation schedules for many of the properties within the WM Housing Group portfolio.



### E.ON Awards Maintenance Contract to Jackson



In the UK, E.ON has 4.3 million customers and is one of the UK's largest energy suppliers. The company has 40 locations requiring Jackson's service, including 11 key offices. E.ON also operates two dedicated biomass power stations, 11 combined heat and power plants, 16 onshore wind farms and four offshore wind farms. E.ON are also part of the consortium who own the London Array in the Thames Estuary.

Won in competitive tendering following detailed discussions and customer satisfaction results, Jackson was awarded a long-term maintenance contract for all lifts located over various sites nationwide.

One of E.ON's premium offices included in the contract is Trinity House, located in Nottingham city centre. The BREEAM accredited building has full-height glazing, a central atrium and a 4-car group of Schindler lifts with hall call destination control.

## AROUND THE REGIONS – MIDLANDS & THE NORTH



### Jackson's work at the Queen Elizabeth Hospital Birmingham

Over the years, Jackson has forged close working relationships with several of the UK's NHS Foundation Trust hospitals, including the larger teaching hospitals. This is very much the case with the University Hospitals Birmingham NHS Foundation Trust at the Queen Elizabeth Hospital.



As with many of the hospitals where Jackson engineers work, the equipment we maintain ranges from bed lifts required for the movement of critically ill patients, through to mobility equipment required to assist nurses and carers in moving patients in and out of beds and wheelchairs.

As part of the University Hospitals Birmingham NHS Foundation Trust and the Queen Elizabeth Hospital, we are now also maintaining the lifts at Birmingham Children's Hospital. As part of our maintenance and refurbishment work, we have provided alternative voice annunciation for the lift cars. This was undertaken specifically to lessen formality and increase the friendliness of the existing annunciation to make lift travel for children a more pleasurable experience.



Keeping our customers  
moving **since 1979**

## JACKSON LIFT GROUP

### **i** Jackson increases Service Support for Mobility Equipment

With increasing amounts of maintenance contracts including mobility equipment, we have formed an internal department specifically to support customers with this kind of equipment.

Customers generally think that mobility equipment mainly orientates around wheelchair lifts. However, this is not the case today; we are maintaining bed lifts, bath and shower lifts, and an array of equipment to help people with mobility problems and carers with their patients' movement.

Jackson is already maintaining over 5,000 mobility units and experiencing increasing growth in this area, in particular from the health sector contracts. To manage this new department, long-standing Jackson Regional Manager, Gordon Reid, has been appointed as National Manager for the new Jackson mobility department.



### **i** Air Ambulance



Jackson has continually maintained a policy of supporting one charity across our business. As a result, and due to the fact that historically our highest density of customer activity was in the South of England, we had previously selected Demelza, a hospice charity for babies, children and teenagers. Whilst we are still totally impressed with the support that Demelza provides for terminally ill patients and their families, they are nevertheless only present in the South of England and by default our northern and western-based employees often have difficulty in joining in with many of the charity's outdoor fundraising activities.

Taking the above into account and speaking with our regional teams, the decision was made to refocus our charitable activity to support the UK's regional air ambulance services.

We all feel very strongly that this service is essential for the communities in which we work, irrespective of where they are and, as such, Jackson employees who work within these communities are able to participate with many of the fundraising activities that orientate around the various local air ambulance services.

Across the business, we all look forward to a long and beneficial relationship with our regional air ambulance services and their crews.

## CALL YOUR LOCAL TEAM:

London	020 8293 4176
Birmingham	01543 262850
Bristol	0117 957 4601
Bournemouth	01202 871333
Cardiff	029 2010 4042
Glasgow	0141 404 5458
Manchester	01706 695610
Newcastle	0191 406 0909



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