

# Total Facilities Management

## Touchwood Shopping Centre

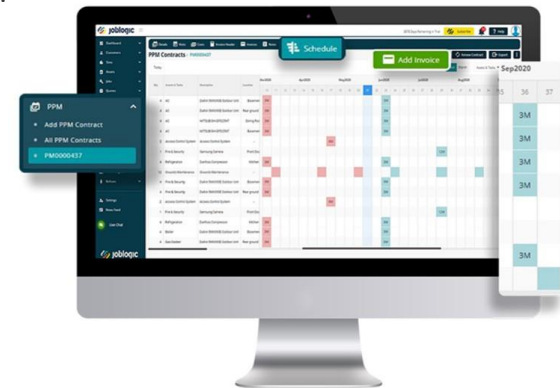
As part of the Total Facilities Management contract at the prestigious Touchwood Shopping Centre in Solihull, Westgrove were tasked with managing the technical services provision on this 650,000 sq ft town centre development, along with the soft service provision.

With a relatively short mobilisation period, the Westgrove team started with the task of asset verification and production of a dilapidation report highlighting any life expired plant alongside a condition rating which was designed to help with capital planning for the future.



The existing CAFM (Computer Aided Facilities Management) system was owned and operated by the outgoing contractor, therefore we had to act quickly to implement a new system for the site.

Whilst reviewing the marketplace for a suitable system, it was important to ensure that we could give the Touchwood team visibility of our activities through the CAFM and as such a client portal facility was very much part of our thinking at the early stages.



With a system chosen and site configured, we were quickly able to commence with the issuing of reactive works to our site-based team and later, once assets were verified and loaded, the PPM (Planned Preventative Maintenance) which is currently geared to the industry standard SFG 20 for building maintenance specifications.

This will ensure that we always have critical spares to hand when needed and without unnecessary lead times.

The contract is constantly being reviewed and developed as we are keen to ensure that this flagship site is given the attention to detail that it deserves. We are looking forward to bringing new techniques and innovation to the table as the contract progresses.