



# Saffrons Court

## Compton Place Road, Eastbourne

Project Reference: Lift Maintenance and Modernisation

- > Long-term ongoing lift maintenance
- > Comprehensive database of lifts
- > 24/7 Emergency call-out



Saffrons Court  
Compton Place Road,  
Eastbourne  
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Lift Maintenance &  
Modernisation

## Comprehensive maintenance and lift modernisation for a West Sussex group of private apartments

### Background

Privately owned apartment blocks, particularly those where residents are inclined to remain for some time, often look for continuity of visiting contractors, along with their ability to do the job well and without disturbance. This is absolutely the case for the residents at Saffrons Court, Eastbourne, and is a prerequisite laid out by the Saffrons Court Residents Association, who are responsible for choosing a lift maintenance provider. The Association had been reviewing Temple Lifts performance over the duration of our maintenance contract, which originally started in 2006, and wanted to discuss contract renewal.

### Our approach and solution

In this instance, our approach and maintenance and modernisation solutions remained as they had been for the past 10 years. In fact, the relationship between the residents and our local engineers was a significant consideration for the Association

with regard to contract renewal and lift modernisation awards. Of course, as with all contracts we tender for, competitive pricing also formed part of the decision making process for our customer.

### The result

Along with the residents, the local Temple engineers, who have been looking after the lifts in the eight storey, well-maintained blocks of private apartments, were all delighted that

the comprehensive maintenance contract was renewed again. We have subsequently undertaken lift controller upgrades as part of a phased modernisation programme.