



# Canary Wharf Management London, E14

Project Reference: Lift Maintenance

- > Dedicated site engineers
- > Regular KPI reports
- > 24/7 emergency call-out
- > Multi manufacturer lift maintenance



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Management, London  
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## Maintenance at one of the world's most sought-after locations

### Background

Canary Wharf, London, is a major business district in East London, built on over 97 acres of London's redundant dockland. Today, it has become one of the world's most sought-after office and retail locations. Canary Wharf has a working population of around 120,000, 37 office buildings and over 300 shops, cafés, bars and restaurants.

During the early part of 2017, Canary Wharf Management asked various lift companies to tender for the maintenance of the 55 lifts located in the public areas of the Wharf.

### Our approach and solution

As with all fully comprehensive contracts of this kind, we undertake an extensive and detailed condition survey on each lift. We produced a condition report and submitted it, along with our commercial proposal and some suggestions that may improve

equipment reliability. Due to the high profile of Canary Wharf, and the volume of people using the various lifts in the public areas, our tender included the costs of providing an experienced, dedicated onsite engineer.

### The Result

Following on from our tender submission, and further discussions with Canary Wharf Management, Temple Lifts was awarded the fully comprehensive maintenance agreement for the 55 essential lifts that transport the public,

visitors and employees of the businesses that operate at the Wharf. As part of our agreement, we are providing regular performance reports and Key Performance Indicators (KPI's), detailing lift availability and status.