

# FACILITATING FIRE LIFE SAFETY AT LONDON SOUTH BANK UNIVERSITY

## CLIENT

Mitie

## COMPANY SECTOR

Education

## KEY ELEMENTS

Fire Life Safety Servicing



## KEY CLIENT CHALLENGE

London South Bank University (LSBU) is the most diverse and cosmopolitan university in London, with a significant student, staff, and visitor population catered to across multiple sites. Thousands of people move through the campuses every day, making the Fire Life Safety systems across the university paramount in guaranteeing their safety and compliance.

When Mitie, facilities management partner for LSBU, needed a reliable specialist to manage these critical systems, they contracted Surefire to deliver.

## THE CHALLENGE

During 2024, Mitie was requested to mobilise the Fire Life Safety contract for the LSBU estate at very short notice. This urgent start placed significant pressure to service systems, work under management outstanding, and risk reduced very quickly without disrupting university activity.

The main challenge was clear: LSBU needed a partner able to respond quickly, take ownership, and restore trust in the performance of its Fire Life Safety servicing.

## CASE STUDY

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### THE SOLUTION

EA-RS has filled this gap by ensuring the correct people and processes were in place from day one. This included:

- Engineer support reserved for the LSBU estate.
- An account manager assigned to support them, backed up by an expert administration team to allow open communication and governance.
- Regular communication via weekly Teams meetings and site visits to review performance, address issues at the earliest opportunity, and align with priorities for LSBU and Mitie.
- This technical ability and pro-active account handling together allowed LSBU to reclaim control of its servicing schedule.

### IMPLEMENTATION

EA-RS's approach was structured, transparent, and responsive. The mobilisation plan included:

- A full review of overdue servicing, with immediate scheduling of works to bring systems back to compliance.
- A collaborative reporting structure, ensuring Mitie and LSBU stakeholders had clear visibility of progress.
- Introduction of cost-saving measures, including reducing reliance on expensive fire watches.
- Early discussions around future innovation, including the potential deployment of self-testing devices through Honeywell's CLSS platform to further strengthen resilience and efficiency.

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### PROJECT RESULT

Outcomes have been positive across all areas:

- Overdue servicing reduced - all assets brought back into compliance, with ongoing servicing now up to date.
- Improved performance - Mitie and LSBU both saw a step change in delivery quality, with individual recognition for Account Director Ellen Moniz and LSBU's Antonio Erbetta.
- Savings achieved - LSBU avoided lower costs for fire watches, freeing up money for other important priorities.
- Innovation platform - the contract is now in place to adopt smart technology such as self-testing devices, which will drive even greater levels of efficiency and confidence forward.

By rapid response, expert knowledge, and open communication, EA-RS restored LSBU to control of its Fire Life Safety servicing when it needed it most. The partnership not only has resolved immediate compliance concerns but also facilitated measurable cost savings and laid the groundwork for future innovation.

This project reflects EA-RS values: personable in our approach, reliable in our delivery, educational in our guidance, confident in our expertise, compassionate in understanding client pressures, and always professional in execution.

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