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Mila Maintenance Delivers Safe Solution For Anchor Trust Care Homes

Mila Maintenance has just completed a nationwide contract to fit safety restrictors on all of the opening sashes in windows at care homes managed by Anchor Trust to eliminate any ongoing risk to its residents from open windows.

In line with its statutory obligations under item 9 of BS8213 governing the cleaning and maintenance of windows, doors and roofsets, Anchor Care Homes carries out regular inspections of the windows and associated hardware in its properties to ensure the ongoing safety and security of its sometimes vulnerable residents.

At the start of 2009, Project Surveyor Damian Cassidy and the Trust's Health & Safety team decided that lockable safety restrictors were the most appropriate

solution to maximise the safety of all its windows; and they approached window and door maintenance specialist Mila Maintenance to help decide on both the specification of the restrictors required and an installation programme for the 96 Anchor Care homes across England.

Mila had an established relationship with Anchor Trust, having carried out window and door maintenance programmes at other Trust owned properties in previous years, and also as an approved

Case Study: Anchor Trust Care Homes



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window and door maintenance contractor for the LHC Network, of which Anchor is a member.

Dave Cooke, Projects Director at Mila Maintenance said that Mila is in fact one of very few companies in the UK with the resources and capacity to carry out such a large scale programme in 96 separate homes, which was completed on time and on budget.

He added: "Mila has directly employed teams of NVQ qualified maintenance engineers which operate across the UK. Each of these is trained not just in the technical aspects of window and door maintenance and repair but also in the important skills of liaising politely with residents and delivering a reassuring and friendly service. All of this was very valuable to Anchor and in turn to the managers of its homes."

The 96 Anchor Care homes where the window restrictors have been fitted are up to four storeys high and feature a range of different styles and sizes of windows in a mix of PVC-U, timber, steel and aluminium.

Mila's experience meant that it was able to recommend appropriate installation methods for each of the different window materials and at the same time could identify any further problems or necessary maintenance on the windows as the contract progressed.

Damian Cassidy was delighted with the service Anchor received. He said: "Mila Maintenance are experts at what they do. They were able to give us specialist advice on the selection of the appropriate restrictor devices as well as implementing a very efficient installation programme. Feedback from the homes where their engineers have worked has been very positive."

Further details on our planned, responsive and cyclical maintenance programmes are available via our website at www.milamaintenance.co.uk