

Planned plumbing services and reactive break-fix support across five healthcare sites.



Sector

- Healthcare

Services

- Multiple site surveys
- System design
- Project Management
- Ongoing Maintenance

Project Timeline

- 3 Years

The client managed multiple properties with ageing plumbing infrastructure.

Issues ranged from leaking pipework and inefficient water systems to urgent callouts.

They needed a single provider to manage both routine works and emergency repairs while ensuring full compliance.

We delivered a contract that combined proactive maintenance with rapid response capabilities within agreed SLAs.

Element provided regular inspections of pipework, water heaters, pumps, and drainage systems across all sites.

We ensured systems met water hygiene standards, including Legionella testing and reporting.

We provided a single point of contact and digital reporting system to track works, costs, and compliance certificates with a Break-Fix Contract ensuring a 24/7 response for urgent issues, with engineers dispatched within agreed SLAs.

This reduced reactive callouts by 30% within the first year through proactive maintenance.

We brought the sites up to full compliance with water hygiene regulations across all sites.

This contract provides predictable costs with a fixed monthly contract and transparent reporting.

"The team have given us peace of mind. Plumbing issues are resolved quickly and efficiently, and the proactive approach has reduced both downtime and unexpected costs."

- Estates Manager