



Delivering long-term fire safety compliance across Durham University's historic estate

**188
properties**

Maintained across a complex university estate

**100+
buildings**

Student accommodation supported across the campus

20+ years

Long-term partnership delivering consistent compliance

Overview of the challenge

Durham University operates a large and diverse estate, including historic and listed buildings, high-occupancy accommodation and academic facilities.

The university required a fire safety partner capable of maintaining compliance across complex environments, while working sensitively within heritage settings and busy academic schedules.

Key challenges included coordinating works around term times, managing access across occupied buildings and maintaining system performance across a wide range of legacy and modern fire systems.

In addition, the need to balance compliance with the preservation of historic buildings added further complexity, requiring solutions that were both effective and minimally intrusive.

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This is very positive feedback from high within the College and shows appreciation of the work your guys did at the Moatside Court fire panel replacement, following rain water damage at the weekend. Please pass our thanks onto the engineers and all involved. It is excellent to see that you can provide this level of emergency service out of hours.”

Durham University

Our Approach

Mitie Fire & Security delivers a structured programme of planned maintenance, reactive support, installations and monitoring across the estate.

A dedicated team of engineers provides continuity of service, building familiarity with the campus, systems and operational requirements. Works are carefully scheduled around academic timetables and access constraints to minimise disruption.

Our engineers are trained across multiple fire alarm platforms, enabling us to maintain and integrate systems from a range of manufacturers. A 24/7 support model, including a four-hour response commitment, ensures rapid resolution of issues.

Regular communication with university stakeholders ensures alignment with operational needs and supports effective planning across the estate.

Services

We deliver comprehensive fire and security services including:

- Planned and reactive maintenance
- Fire alarms and life safety systems
- CCTV, intruder alarms and access control
- Compliance reporting and digital integration

The Results

Durham University benefits from a consistent, long-term fire safety service that supports compliance across its entire estate.

A tailored approach ensures works are delivered with minimal disruption, while maintaining the integrity of historic buildings.

The long-standing partnership reflects strong performance, reliability and trusted delivery across a complex and sensitive environment.

This has provided greater confidence in compliance management and supports the university's long-term approach to maintaining safe, operational facilities.

Why Choose Mitie

Mitie Fire & Security combines national coverage with a structured, data-driven approach to compliance. We deliver consistent performance and full visibility across complex estates, supporting safe, efficient

Get In Touch

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