

Fire and security maintenance across the University of Cambridge estate

Multi-site estate

Supporting a diverse portfolio of academic, residential and research buildings

Multi-system coverage

Fire alarms, sprinklers, emergency lighting, dry risers and life safety systems maintained

Proactive scheduling

Planned maintenance aligned to department-specific access requirements

Overview of the challenge

The University of Cambridge operates a large and complex estate, including historic buildings, research facilities and student accommodation, each with unique operational constraints.

Departments function independently, often with restricted access due to teaching schedules, examinations and sensitive research activities.

Key challenges included coordinating maintenance across multiple stakeholders, managing limited access windows and adapting to unplanned system changes while maintaining compliance.

In addition, the scale and diversity of the estate required a flexible service approach capable of maintaining consistent standards across a wide range of building types and operational demands.



Our Approach

Mitie Fire & Security delivers planned and reactive maintenance across a wide range of fire and life safety systems, including fire alarms, emergency lighting, sprinklers, hydrants, dry risers and smoke control systems.

A structured, proactive scheduling model ensures departments receive advance notice of planned works, allowing access to be coordinated efficiently and reducing disruption. We work closely with university stakeholders, adopting consistent reporting processes and integrating with evolving systems, including digital tools for reactive works and asset management.

Our flexible delivery model enables engineers to adapt quickly to access constraints and system changes, ensuring compliance is maintained across the estate while supporting the university's operational priorities. This approach provides a consistent and reliable service across a highly complex and varied environment.

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

The University benefits from a consistent, reliable maintenance programme that supports compliance across its entire estate.

Flexible scheduling and clear communication have minimised disruption while ensuring all planned maintenance is delivered on time. Ongoing collaboration and system improvements continue to enhance visibility, efficiency and long-term service performance.

This has provided greater confidence in fire safety management across the estate, supporting both day-to-day operations and long-term planning.

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 operations.

Get In Touch

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