

New reactive maintenance and repairs provider from 7 September 2026

Following a competitive procurement process, 24/7 Group has been selected to deliver reactive maintenance and repairs across teaching, research and office buildings, replacing our long-standing provider. The change responds to points colleagues raised in our campus-wide Estates listening sessions last year, and is intended to strengthen communication, accountability and consistency in how repairs are managed from start to finish.

24/7 Group officially takes over from Monday 7 September, with any active jobs logged before this date transitioning across. Your team should notice no change to how they report a repair.

What we need you to do

- **Cascade this to your team:** share the change at your next team meeting or briefing, so colleagues know who is carrying out repairs and what to expect.
- **Reinforce the reporting route:** all repairs must still be logged with the Estates Helpdesk. Colleagues should not approach contractors directly on site to request work, as jobs raised this way cannot be tracked, prioritised or followed up.
- **Raise any feedback through your Estates Partner:** if your team has any feedback during the transition, please route them via your Estates Partner rather than escalating individually, so we can spot and address them quickly.

What your team should notice

- **Clearer ownership:** each repair has an owner who stays with it through to completion, rather than a job passing between people.
- **Proactive updates:** colleagues should hear about progress, delays or access requirements without having to chase.
- **A focus on getting it right first time:** temporary fixes and repeat visits will be actively challenged rather than accepted.
- **New faces on site:** different uniforms and vehicles will be visible around campus from September. All contractors will carry University-approved identification, so please remind your team to ask to see it if they are unsure.

What isn't changing

- The primary route for logging jobs is still the Estates Helpdesk.
- Our priorities on safety and compliance are unchanged.
- Your team will continue to deal with the same University maintenance teams and managers.
- Halls of residence are covered by separate arrangements and are unaffected.
- This change affects reactive repairs only. Small or minor project work will continue to be handled by the Estates Partnering team.

How to report jobs

All repairs should be logged with the Estates Helpdesk, the first point of contact for all University colleagues. The Helpdesk can be contacted on 0161 275 2424 or estates@manchester.ac.uk for general enquiries, and work requests can be logged through our online form.

Further information

If you or your team have any questions about this change, please get in touch with your Estates Partner or the Estates Helpdesk.