

# Plastic Surgeon

## FINE FINISHERS



Plastic Surgeon Case Study:

## UPP

<b>Client:</b>	UPP	<b>Site:</b>	Halls of residence, Universities throughout UK
<b>Sector:</b>	Facilities management, student accommodation		
<b>Repairs:</b>	Kitchen worktop repairs, burn repairs, scorch mark repairs		

Plastic Surgeon has entered into a contract agreement with UPP – the University Partnership Programme. The client is the UK's leading provider of managed on-campus university accommodation and Plastic Surgeon's Finishers have been involved at a dozen different campuses, with Lancaster being the biggest project so far.

Daren Thomas, from UPP, explains why it took on Plastic Surgeon: "We were trying to find some way of doing repairs that was more cost-effective than replacing – we came across Plastic Surgeon's website and realizing it could provide the answer, we arranged to have a demonstration carried out."

Since then, three Finishers from Plastic Surgeon have, to date, spent 65 days working in student accommodation under the agreement, undertaking a variety of tasks. At Lancaster University for instance, students whose enthusiasm for cooking with very hot woks, has made burns to laminate worktops the most common repair. Other damage includes laminate peeling or chipping, as well as the kitchen base units suffering scratches and gouges. Plus there is the inevitable general wear and tear to doors and walls, while in the study bedrooms the desk areas have required their share of attention.

The vast majority of remedial work at the universities is carried out during the holidays, although there is a responsive maintenance strategy set up by UPP to keep on top of urgent repairs; these too though are done when the accommodation is unoccupied, with the Finishers working closely with UPP's decorators and other trades, usually following on behind them.

Typically the interventions are what Plastic Surgeon refers to as 'Smart Repairs' involving the Finisher preparing the laminate or other substrate by cutting back any loose or burned material to ensure a good key, and then





building back the surface using Ultra-premium filler. The area is then smoothed using a graduation of abrasives before the repair is colour matched, often with the Finisher mixing pigments by eye, and touching in details like wood-grain patterns using a fine artist's brush.

Thanks to Plastic Surgeon's repair work, the typical life cycles of the kitchens, for example, have been extended from five to seven years before replacement becomes necessary, equating to considerable cost-savings for UPP.

UPP and Lancaster University began their partnership in 2003, when UPP undertook an estate transfer and began significant redevelopment of Lancaster University's student accommodation. One of the largest accommodation projects in the higher education sector, UPP's work with Lancaster University has delivered 4,347 rooms over three phases, through an investment of £180million.

With the Plastic Surgeon team already scheduled to work over the Christmas period, UPP has confirmed that it will be renewing the partnership agreement between the two companies. Daren Thomas concludes: "I myself feel that the work Plastic Surgeon has done for us has been very successful and cost-effective. In most cases, you can't even notice the difference; it would also cost us quite a lot to replace these damaged products."



## Sustainable Repairs

At the same time as providing clients with a comprehensive cosmetic repair service addressing virtually every type of product and substrate, Plastic Surgeon is also addressing important aspects of the sustainability agenda. For while the company's ethos of 'repairing rather than replacing' represents a saving of approximately £3 for every pound spent, this approach also significantly reduces waste going to landfill and therefore helps cut a customer's carbon footprint.

Uniquely, Plastic Surgeon has developed its VisibillTy software which translates each finisher's job report, sent from their hand held computer, into the equivalent weight and other statistics on a data base that participating customers can utilise for their own sustainability reporting.



WINNER



MOST INNOVATIVE SUB-CONTRACTOR

Total Landfill Savings for 2012:

1,974 tonnes

**Plastic Surgeon**  
FINE FINISHERS

National HQ: Blue Waters House, Pottery Road, Bovey Tracey, Devon TQ13 9DS  
Tel: 0845 141 0000 Fax: 0845 143 0000 Email: [priority@plastic-surgeon.co.uk](mailto:priority@plastic-surgeon.co.uk)  
[www.plastic-surgeon.co.uk](http://www.plastic-surgeon.co.uk)