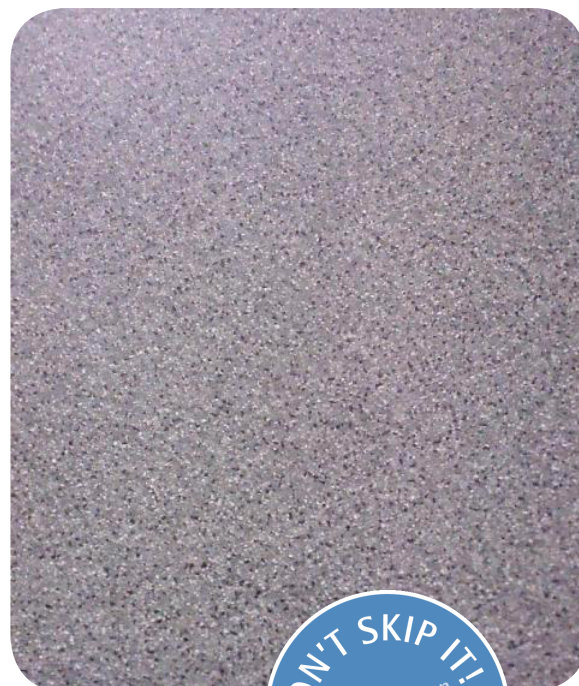


# Plastic Surgeon

## FINE FINISHERS



Plastic Surgeon Case Study:

## Unite

<b>Client:</b>	Unite	<b>Sites:</b>	University of Edinburgh, University of Aberdeen
<b>Sector:</b>	Facilities Management, Student Accommodation		Scotland
<b>Repairs:</b>	Worktops, doors, shower pods, sanitary ware		

Plastic Surgeon, the UK's premier cosmetic repair specialist has been extending its experience in the field of facilities management, working for the country's biggest provider of student accommodation at two of Scotland's most famous universities.

Unite Facilities Management has been a customer of Plastic Surgeon for two years and has made use of its multi-faceted repair service in a variety of locations, mainly to carry out minor refurbishment work during vacation periods in the academic year. In Scotland, the company's operations have been focused on student accommodation buildings at the University of Edinburgh and the University of Aberdeen. Two locations with their own mix of property, but suffering very similar problems due to the students' careless behaviour in occupation.

Plastic Surgeon's Operations Manager for Scotland, Derek Whiteford, reports: "Unite has dedicated Facilities Management teams based at both university campuses, and the way the contract has developed is that they book packages of work that will require one of our Finishers for perhaps two or three days. They do this through our headquarters call centres and we then receive work sheets detailing all the repairs that are required.

"One of the most common repairs we are being asked to do relates to where the students have put very hot saucepans or frying pans directly onto the kitchen worksurfaces and it has melted the laminate.

"It will take one of our Finishers up to a couple of hours to dig out the depth of the burn and then rebuild the surface using our Premium fillers. Then once it has been smoothed back so that the repair is totally level with the surrounding area, they will repaint it to match. This might mean applying a solid colour or using fine brushes to put in all the detail of a granite or marble effect surface."

Alcohol and testosterone are, of course, responsible for their own brands of damage to the interiors of the flats, with Plastic Surgeon having been required to repair a number of wood or laminate doors that a student has either kicked or punched a hole through.

In this situation the Finisher involved will try to piece together the shattered remains of the panel and then employ the special Cold Weld Gel and activator which they all carry in their van stocks, in order to stabilize the repair. The two pack Premium fillers are then used again to complete the rebuilding before the surface is sanded and colour matched.

Derek Whiteford continues: "The other place that suffers a lot of damage is the shower pods where the basins and the interior to the showers themselves get chipped or cracked; seemingly by having heavy objects dropped on them. In the case of the ceramic basins we tend to have to use our small multi-tools fitted with a cutting disk to open up the network of 'spider cracks': to make them big enough to give the Cold Weld Gel a key. Then it is a matter of filling and shaping to replicate the original contours of the basin, using small sanding pads. Then after the repair is repainted the Finisher will apply several coats of lacquer to ensure it is waterproof and endures."



"Up until now the biggest order we have had from Unite has been for 10 days work in Aberdeen, for which we allocated two Finishers, but the contract is continuing to develop, and we expect to be heavily involved again at half term or during the Christmas holidays."

## 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.

**Full UK Coverage**

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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.



Items Saved: **69**

Total Landfill Savings for this project:

**1.8 tonnes**

**Plastic Surgeon**  
FINE FINISHERS

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