



Lift Maintenance at Manchester's Middleton Shopping Centre

Situated adjacent to Middleton's 13-stand award-winning bus station, the Middleton Shopping Centre, Manchester set over three floors, has an annual footfall of 4.1 million and has been serving the local community since 1972, when it first opened.

The centre has over 60 shops with a wide range of retailers for visitors to enjoy, including JD Gyms, Sports Direct, WH Smith, Boots, Iceland, Select, Poundstretcher, Specsavers, EE, Costa Coffee and Superdrug – plus a variety of coffee shops to relax in.

Jackson fully appreciate and understand the financial value of reliable and safely functioning lifts and escalators to the owners and managers of retail centres and the millions of people who visit and shop in them, particularly during seasonal sales periods.

For some time, Jackson have been proud to hold the maintenance contract for Middleton Shopping Centre's passenger lifts – including the scenic lift which serves all three floors – along with the centre's 4 escalators.

In 2024, when the maintenance contract came up for renewal, Jackson was again asked to participate in a competitive tendering process for the next term. As we have been maintaining the equipment for a significant period, we are fully aware of its operational status, therefore there was no need for any pre-tender surveys to be undertaken.

The Centre's tender request focused on costs, quality of service, reliability and the availability of local engineers to rapidly respond to call-out requests. The Jackson Maintenance Team, operating from our Manchester offices, prepared and submitted our tender response document along with a range of performance reports.

We were all delighted when the Centre's Management Team confirmed that we had retained the contract for the next term.