

## **REFIX – CUSTOMER FIRST**

All our management, customer service, projects and estimating teams at Refix work together to ensure that we supply a seamless service ensuring that our clients, and indeed *your* clients, are able to pursue their core activities without having to worry about their building maintenance. Our aim is to resolve all property maintenance issues promptly, efficiently and with minimum disruption to you.

Refix engineers and surveyors are fully qualified, equipped and based throughout central southern England enabling us to provide a rapid response reactive maintenance and estimating service to our clients.

## **REFIX – ACCREDITATION**

Refix is **NICEIC** approved and complies with Health and Safety and COSHH regulations. Our accreditation with the **SafeContractor**, **Achilles (UVDB)**, **Altius** and **CHAS** standards illustrates our commitment to Health and Safety and ensures that clients can be confident that their work is in safe hands.

Our engineers are all DRB checked and hold enhanced status.

## **REFIX – GEOGRAPHICAL COVERAGE**

Refix works throughout central Southern England; the main operational area includes Dorset, Somerset, Wiltshire, Hampshire, Berkshire, Surrey, West Sussex and Southern Oxfordshire.

Operations are co-ordinated from our offices near Southampton. Refix Estimators/Project Managers and engineers are based throughout the area, ensuring a prompt, efficient response to your maintenance problems.

## **REFIX – SERVICE OFFERING**

Refix provides –

Project Management    advice, specifications, costings and execution.

Reactive Maintenance    you call, we react! Dealing with your immediate problems within a pre-set budget

Man In Van Service    your own property maintenance engineer on site for a day

Electrical Services    NICEIC qualified electricians and qualifying manager



## REFIX TEAM – THE PEOPLE

### Management Team

Chris Mansfield                      Managing Director

Pam Mansfield                      Financial Director

### Projects / Estimating Team

Chas Chittenden                      Senior Estimator/ Senior Project Manager

Gemma Evans                      Projects/Estimating Team Manager

David Jones                      Estimator/Project Manager

Austen Finch                      Electrical Contracts Manager

Shane Hartland                      Site Compliance Manager

### Office Based Team

Gemma Toone                      Service Team Supervisor

Gemma Evans                      Projects/Estimating Team Manager

Jody Wynn                      Accounts Team Supervisor

### Service Team

Our customer service team advisors, based at our offices near Southampton, are each responsible for the allocation organisation of work and labour within a rough geographical area (north, east, south/central and west).

They will keep clients fully informed from the beginning to end of all works and are available on one phone number, 24 hours a day.

## 023 8045 5250



## Building Maintenance Service Engineers

Our directly-employed service engineers are qualified, experienced and fully equipped to deliver reactive and planned maintenance over a variety of trades. They are based strategically throughout our normal operational area, enabling speedy response times and a more personal service.

They are overseen by our Site Compliance Manager, Electrical Contracts Manager and the Project Managers. All our field based engineers have DRB enhanced status, providing confidence that they are able to safely visit more sensitive locations

## Site Compliance Manager

Shane is based 'on the road' visiting sites, providing support for both our clients and our engineers. He will always be happy to listen to your concerns, will report back or take action, as appropriate, and will ensure the resolution of any issues to the satisfaction of all parties.

## Estimators / Project Managers

Our estimators are available to provide quotation for larger maintenance projects (up to approx. £250,000). They have a wide and long combined experience within the property maintenance sector and are available to offer client's advice on their maintenance issues, providing solutions and costings.

Refix can provide quotations for refurbishments, EHO or Fire Officer works, re-decorations, refits, schedules of dilapidations - - - - -

Once ordered the work will be overseen by the same Estimator/Project Manager, ensuring continuity and a full understanding of the client requirements.

## Commercial Industrial Retail



## SERVICE DELIVERY / OPERATIONS

### **Reactive Jobs – Electrical and Non-Electrical**

Requests for reactive jobs are logged via telephone to our main office number, manned 24-hours a day. An email confirmation of the call-out request is required soon after.

Jobs are then logged onto the Refix computer system and prioritised according to the Service Level Agreement (SLA). The service team will call the site to clarify any ambiguity, check any H&S issues and inform them when the engineer will attend.

Jobs are scheduled to an engineer with the appropriate skill-set to complete the works with a target of attending within the agreed SLA and to complete a first visit fix where possible. Our engineers are allocated covering specific geographic areas to ensure both travel time and our carbon footprint is minimised. Wherever possible, we schedule ongoing work so that the same engineer attends the site to assist in building working relationships with you and their knowledge and idiosyncrasies of both the site and building.

Jobs are sent to the engineer electronically using a smartphone application linked to our Job Management System. This enables us to manage our KPIs carefully. Engineers are able to provide before and after photos, file attachments and detail all parts used as well as obtain customer sign off. Customer-specific requirements can be easily incorporated into our processes, if required.

The Refix customer service team will contact the clients helpdesk/surveyor if the job will exceed the monetary limit set by the customer, when either an uplift will be requested (if the works could be completed immediately) or an estimate scheduled. We will also let you know if a revisit is required and when that will be.

Our Customer Service team will call the site to ensure that the work has been completed to the clients' satisfaction.

**Electrical Jobs** are fully tested with the appropriate certification supplied with the customer invoice unless other arrangements are required.

Each site can have access to a log-in via our website showing full details and current status of any jobs logged or closed.



## Refix Call Process:



## Estimate Requests

For estimate requests we again prefer telephone calls but we also have a specific, monitored inbox. These are allocated on the same working day to the relevant estimator for that geographic region. He will contact the site surveyor to arrange a mutually convenient appointment to visit site and review the works required. Completed estimates are returned within ten working days unless specified otherwise.

## Commercial Industrial Retail



## Estimated Jobs

Once accepted by the client, a job is raised on the Refix Job Management System. We contact the site surveyor to agree a provisional start date, subject to the lead-time for delivery of any specialist parts or materials that may be required.

The estimator will visit the site regularly during the project to monitor health & safety, work progress along with standards of workmanship.

Any variations to the original estimate will be agreed at site meetings but confirmed in writing with new costings.

## Refix Service Delivery

Health and Safety is the foundation of all work we undertake and complete so a risk assessment is undertaken ahead of every job as a mandatory part of the online app that the engineers use before a 'Permit to Work' is issued.

Each of the three areas of our business; Estimated Works, Reactive Works and Planned Maintenance are monitored by our Quality Programme to ensure KPIs are met and that customers are kept informed. This is then managed overall by the Account Manager for Key Accounts.



## Commercial Industrial Retail



Service	Description ( <i>this is NOT an exhaustive list</i> )
<b>Multi-Skill Engineers</b>	<ul style="list-style-type: none"> <li>• Experienced to tackle a wide range of both every day and specialist jobs</li> <li>• Providing a cost-effective solution to most building maintenance issues</li> <li>• Skillsets include:               <ul style="list-style-type: none"> <li>Carpentry</li> <li>Plumbing</li> <li>Lock replacement</li> <li>Glazing repairs</li> <li>Re-lamping</li> <li>Tiling repairs</li> </ul> </li> </ul>
<b>Electricians</b>	<ul style="list-style-type: none"> <li>• NICEIC-registered electricians &amp; 18<sup>th</sup> Edition-qualified multi-skilled engineers</li> <li>• Qualified, experienced Electrical Contacts Manager oversees estimates &amp; resolution of issues</li> </ul> Services include: <ul style="list-style-type: none"> <li>General installation works</li> <li>LED lighting installation</li> <li>Floodlight installation &amp; maintenance &amp; repair</li> <li>Emergency lighting and testing</li> <li>EV charging installation</li> <li>Electric heating installation, maintenance &amp; repair</li> <li>Electrical Testing</li> <li>PAT Testing</li> <li>Periodic Electrical Testing</li> <li>Fault finding &amp; repair</li> </ul>
<b>Plumbers</b>	<ul style="list-style-type: none"> <li>• Dedicated &amp; experienced plumbers</li> <li>• Strategically located throughout our area of service</li> </ul>
<b>Roofing</b>	<ul style="list-style-type: none"> <li>• Dedicated team with access equipment</li> <li>• PASMA &amp; IPAF qualified</li> <li>• Roofing &amp; gutter/gulley clearance</li> </ul>
<b>Decorating</b>	<ul style="list-style-type: none"> <li>• Services include:           <ul style="list-style-type: none"> <li>Internal and external decoration</li> <li>Practical knowledge of a wide variety of paint &amp; varnish finishes</li> <li>Wall and ceiling papering</li> <li>Plastering</li> <li>Tiling</li> </ul> </li> </ul>
<b>Planned Maintenance</b>	<ul style="list-style-type: none"> <li>• Services include:           <ul style="list-style-type: none"> <li>Regular, planned visits from a Refix 'Man-in-Van' or 'Decorator-in-Van'</li> <li>Emergency Light Testing</li> <li>Water Testing</li> <li>Roof surveys</li> <li>Void property management</li> <li>Hard &amp; soft landscaping maintenance</li> </ul> </li> </ul>
<b>Projects</b>	<ul style="list-style-type: none"> <li>• Refurbishments up to £500,000 value</li> <li>• Roofing repairs/replacements</li> <li>• Schedules of dilapidations work</li> <li>• Car Park works</li> <li>• EHO compliance work</li> </ul>

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