

## MULTI-SKILLED PROPERTY MAINTENANCE



 Gas Works & Heating	 Plumbing Works	 Electrical Works	 Structural Works	 Damp & Remedial Works	 Roofing
 Major Building Works	 Window & Door Maintenance	 Specialist Works	 Non-Licensed Asbestos	 Legionella Testing	 Appliances

## ABOUT RAPID RESPONSE MAINTENANCE

Rapid Response Maintenance have been established in the field of property management and emergency response works for over 15 years. In recent years we have grown quite dramatically, winning considerable sized contracts to maintain large facilities and enclaves of housing.

Rapid Response Maintenance has established a position in the market place as one of the leading property maintenance and emergency response companies in the region, working with clients right across the property management, public, education, insurance and banking sectors. Our skill sets are diverse and

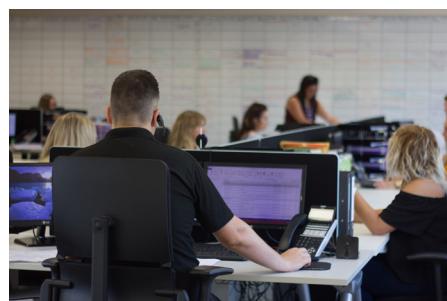
service offering is equally as diverse to cater for the huge variety of projects we complete right across the field of property maintenance.

Our specialist area of work is in dealing with insurance claims which equate to more than £1m per annum. Other specialist areas include emergency works for housing associations and ongoing and emergency works for education and public sector buildings.

We complete around 8000 projects in the South East and Anglian regions per annum, with a first time fix rate of 88% and an average response time of around 3 hours.

### Types of organisations we work with:

-  **Insurance Companies**
-  **Universities**
-  **Property Management & Estate Agency Groups**
-  **Housing Associations**
-  **Voluntary Sector**
-  **Facilities & Estate Management**
-  **Military Housing**
-  **Private Portfolio Owners**
-  **Letting Agents**



**8904**

JOBS COMPLETED  
IN JULY 2017 – JULY 2018



**88**

AVG 1ST TIME FIX RATE  
REACTIVE JOB



**3**

HOURS AVG RESPONSE  
TIME REACTIVE JOBS



**£1000000+**

INSURANCE WORK  
COMPLETED

## OUR PROCEDURES AND HOW WE WORK

Incredible growth over recent years has seen a great deal of infrastructural change to the business, notwithstanding the completion of our new, custom designed, headquarters and storage facilities in North Essex during the summer of 2017.

This exceptional growth led to the adoption of a 'Lean Business Model' which enabled us to build an internal structure that would not only create greater efficiency, it would allow for organic growth right across our skill-sets, building strength through a continuous training programme for staff. This aligns perfectly with our operations and the continually diverse range of work we are asked to carry out. Our lean business model not only eliminates waste, but allows us to demonstrate our strengths and prove our stringent operational procedures, whilst not stifling or restricting the growth of our key people, individual teams and skill-sets. We utilise the highly efficient, project management software Clik. This highly efficient detailed project

management software not only helps us to manage our workload effectively with scheduling, costings and job sheets – it also helps us to manage our customers. From service to sales, we can communicate right across the information chain from service engineer, administrative staff and project management, which in turn helps us to complete jobs more efficiently and track complicated projects from beginning to end.

Our systems are intuitive, integrate with desktop applications perfectly and feed directly into our SAGE accounts system - one efficient process from start to finish.



### The Clik Job Management system allows clients to:

- View the live current status of the job
- View and reflect on the history of any one job
- See the job sheet and signature relative to job sign-off
- View schedule of works including the parts and materials used on a particular job
- Compile an audit of the job costs, providing quick and efficient answers without the need for human interaction
- Download reports for KPI's and managerial reports which can be tailored for each client
- View real time information including photographic evidence which is uploaded throughout the duration of the job - before, during and after completion of works

Each job can be managed from one central location, and the latest status of the job can be viewed from anywhere at any time. Utilising this highly effective tool, our teams are able to react, organise, respond and complete the most complex of projects very efficiently, liaising with clients and trades right across the duration of the project.



 Phone calls taken 24/7

 Immediately entered into our project management system (Clik)

 Allocated to a team member within production

 Job sheet is produced detailing all requirements to carry out and complete the project

 Necessary risk assessments are produced

 Specific parts that may be required are distributed into bays ready for the trades teams to collect

 Skilled trades people visit the site, determine the exact requirements

 88% 88% of projects are fixed and completed at the first visit

 Full photographic evidence and job history data is collected via the Clik system throughout the process

 System confirms completion of project and any necessary paperwork is distributed to the client  
24/7 call

## OUR BROAD RANGE OF SERVICES

Managing properties and responding to a diverse range of emergency call out work requires us to have an extensive range of services, employing skilled trades people to carry out that work. Rapid Response are able to cater for just about every requirement within a domestic or commercial property environment.

### Gas Works & Heating

GasSafe registered, maintaining a full range of conventional and alternative heating systems

### Plumbing Works

Installation and maintainance of all plumbing works across commercial and residential premises

### Electrical Works

Installation and maintainence of electrical works, simple installation through to sub-stations

### Structural Works

Rebuilding and repair of existing structures following water or fire damage

### Damp & Remedial Works

We can provide full damp reports, and carry out any necessary repair works

### Roofing

Installation of new roofs, repairs to existing roofs including pitched and flat roofing

### Major Construction Works

Design and build of new commercial and residential buildings, working with incumbent Architects

### Windows & Doors

Installation and repair of exterior openings within commercial and residential properties

### Specialist Works

We can install, maintain and repair Solar PV, HIU and a diversity of unique alternative heating/energy systems

### Non-Licensed Asbestos

We are able to provide full asbestos reports, and detailed requirements to make the building safe for human habitation

### Legionella Testing

Providing full Legionella reports, making sure the building is fit for future use

### Appliances

We can install, repair and maintain a variety of domestic and commercial appliances

## External & associated works



**Property Clearance**



**Fencing**



**Drainage**



**Decorating**



**Driveways**



**Site Clearance**



**Glazing**



**Guttering**



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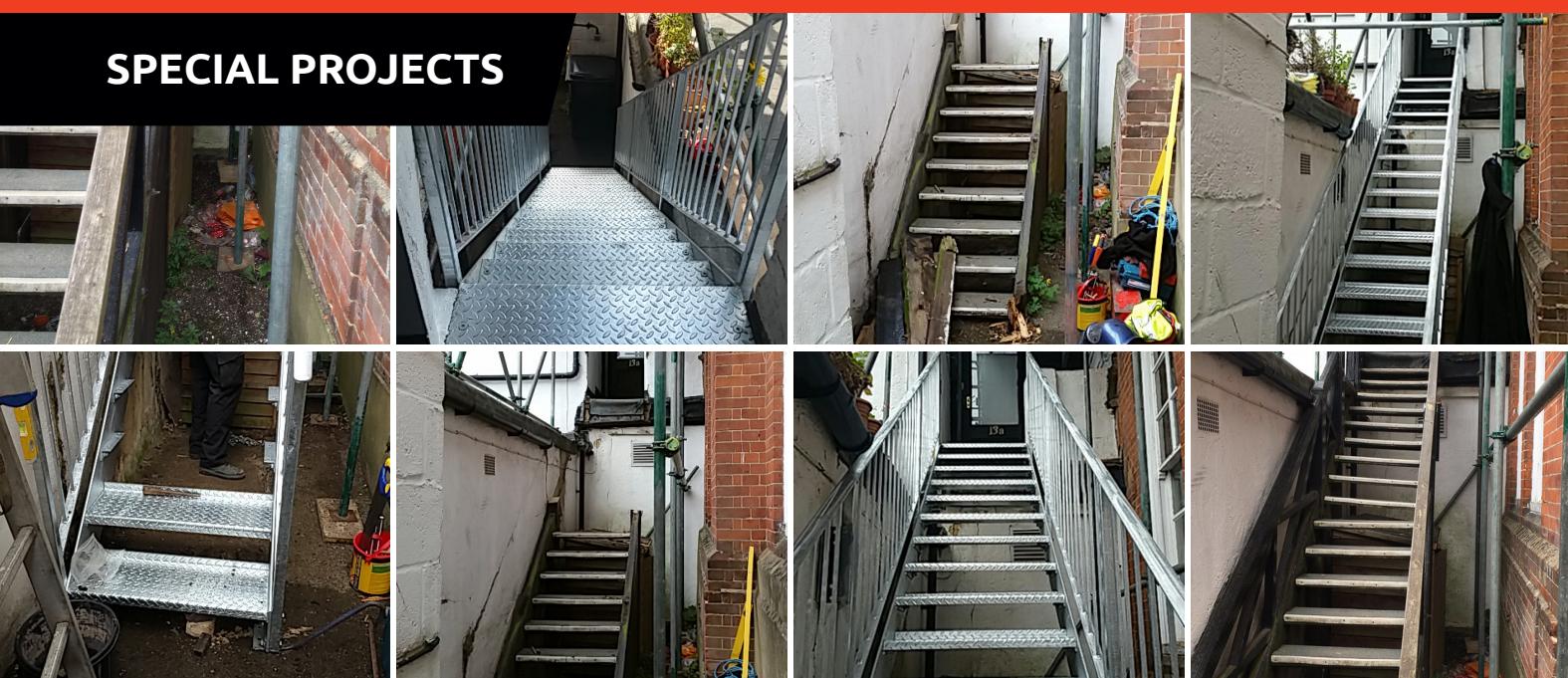
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PINSURANCE WORK  
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## SPECIAL PROJECTS



### DOWN THE RICKETY STAIRS AND UP A BRAND NEW SET OF STEEL FABRICATED ONES!

At Rapid Response we always talk about the diversity of our work. Of course the majority of what we do is probably classed as standard, i.e., plumbing, electrical, boiler servicing, roofing, flooring, decorating and a great deal of emergency work. However, we are asked to undertake some more unusual projects too, and the steel fabricated stairs we have designed, built and installed for this project is very typical of one of our unusual requests.

With space at a premium this project was particularly difficult. First, we had to take down the original oak staircase which was a little rickety and dangerous to say the least, perfectly demonstrated in the photographs we took at the time. External staircases made from oak or timber were extremely common place back in the mid to late 20th century, when many properties were converted from single occupancy family houses to flats. These were pretty much a standardised off the peg item for the multitude of flat conversions at the time. These allowed first floor occupants an escape route in case of a fire, and more commonly used to access the outside areas of the property. It is still not unusual to see the odd external timber staircase in use, but most now have been replaced by safer and more robust fabricated steel versions.

The confined space on this project did represent a challenge in regards to health and safety, and the

careful dismantling of the solid timber staircase. We were able to dismantle from top down using a safe scaffold construction to give us proper access across the adjacent roof, and to all parts of the staircase, further enabling safe removal of all of the timber.

While demolition of the staircase was in progress, our engineers designed a new fabricated construction for a replacement staircase. The straight forward solid design allowed for a very quick and easy build albeit we were still hampered slightly by the confined working area. This created a safe and robust replacement for the occupants, utilising non-slip sheeting for the stairs themselves, with the anodised finish providing longevity and a base ready for painting.

With our multitude of skills and services, it is very common for us to be categorised by industry and clients it a specific trade sector, but in reality our team of tradesman and engineers can resolve the most unusual of project requests, and we always like to demonstrate the versatility of the team at Rapid Response!

*"Given the proximity of the derelict stairs and difficult access, I am hugely impressed with the work carried out by Rapid Response to install a brand new robust metal staircase. Excellent job and a highly efficient service."*

## HEALTH & SAFETY PROCEDURES

Rapid Response Maintenance are extremely diligent when it comes to our working practices. Adhering to regulations and following set procedures isn't just about limiting risk, a good procedural plan can also save valuable time on a project.

Risk Management is key to everything we do, and producing RAMS (Risk Assessment Method Statements) on high value or longer-term projects is an essential compliance procedure to ensure the safety of people and environments.

### What are our risk management procedures?

**RAMS** – A Risk Assessment is simply a careful examination of any project we are asked to carry out, and what could have the potential to cause harm to people. A risk assessment method statement is provided on all appropriate work so we can assess whether we have taken enough precautions or should do more to prevent harm in the workplace.



1. Identify the risk factors
2. Who can be harmed and how
3. Evaluate the risks
4. Record your findings
5. Monitor & review

To accompany our risk assessment process we follow the CDM procedures. Under the Construction Design and Management regulations of 2015 a construction phase plan (CPP) is required for every construction project. As the principal contractor on most of our projects we prepare a plan that ensures health and safety on the project is effective. Where the project is extensive and lasts longer than 30 days using twenty or more people working at the same time we notify the HSE, as the project in general will be too complex for a simple plan format or standard CPP.

Our full procedure includes a 15-point checklist, so we know the full risks involved and exactly what they are, and create a plan of action to limit those risks.

### Assurance in sensitive environments

As much as our work requires us to work areas where children are present, all trade staff that work on site are DBS checked for your peace of mind.

A Method Statement, sometimes called a "Safe System of Work" is a document that details the way a work task or process is to be completed. This will outline any hazards involved and provide a detailed step by step guide on how to complete the work safely.



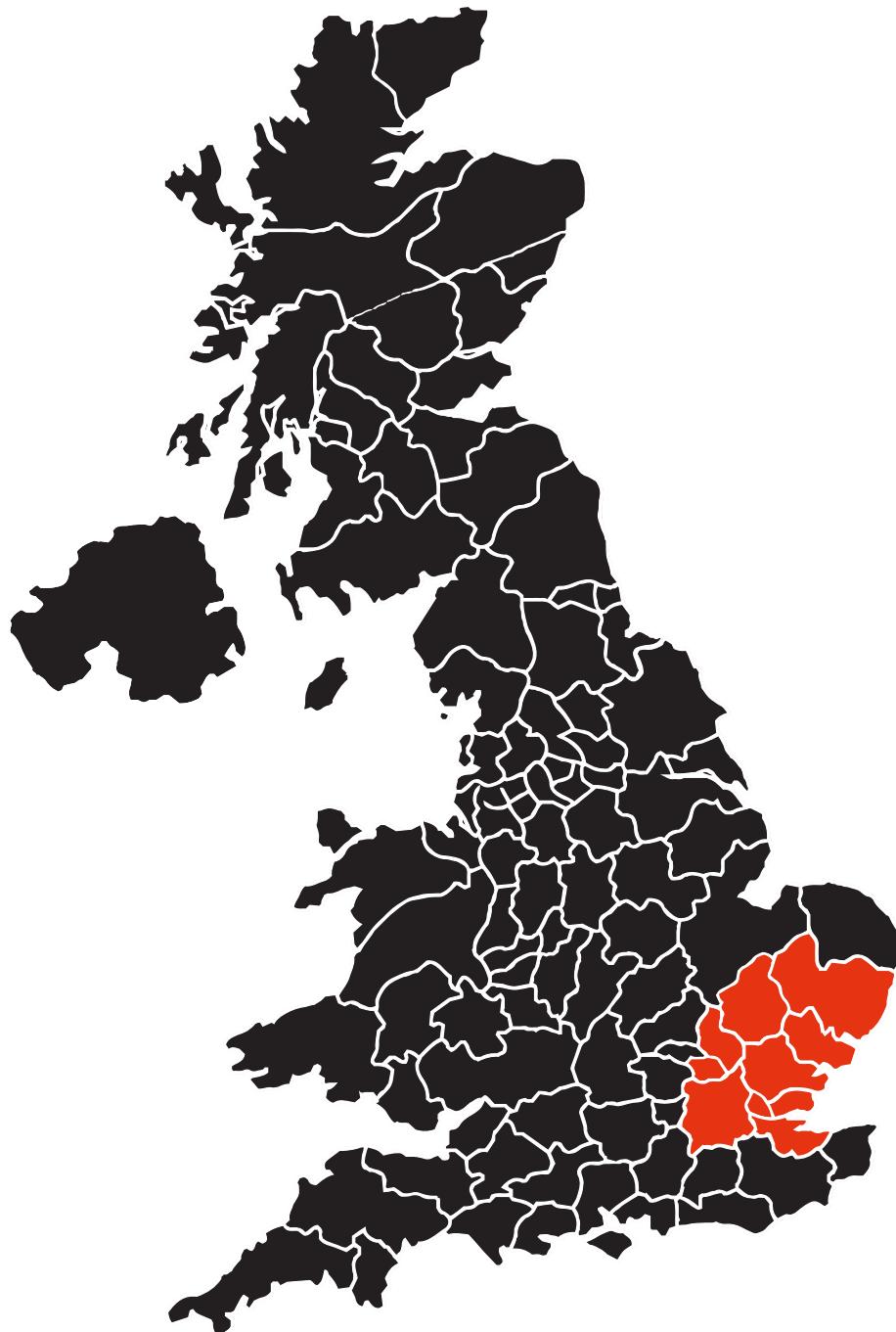
### Giving our clients assurance

For Rapid Response health & safety assurance and proof of works are to key areas we look to demonstrate high quality procedures. As an MCS approved company, we provide detailed procedures around quality control, health and safety and operations.

Our golden rules are integrity, customer service and transparency. The systems we adopt to carry out a huge diversity of work, mean our customers can feel confident they are working with one of the most professional companies within the fields of construction and property maintenance.

## WHERE WE WORK

Responding quickly is key to our customers, and the map below details the areas we cover. Postcodes include CO, CM, IP, SS, RM, IG, E, N, EN, SE, BR, DA, ME and SG regionally, and parts of London including the South East (SE), North (N) and East (E) within the capital.



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## ACCREDITATIONS



### CHAS

The CHAS scheme is there to help both suppliers and buyers to demonstrate compliance with important parts of Health and Safety law as described in the CDM regulations. A compliant supplier is approved to work for all CHAS buyers, which ensures inconsistencies are reduced for buyers when judging suppliers. The buyers benefit from CHAS supplier guidance to improve where weaknesses in safety management are prevalent, enabling improvements to be made which in turn saves both time and resources for both parties.



### FMB

The Federation of Master Builders provides a code of practice and agreement to abide by the Disputes and Resolution and Complaints Procedures. This verifies the accredited suppliers have no undischarged bankruptcies or relevant and outstanding court judgements, providing necessary references as part of the approval procedure. All members undergo an inspection of a job in progress, and have confirmed their business address/details.



### GAS SAFE

The Gas Safe Register is the official gas registration body for the United Kingdom, Isle of Man and Guernsey, appointed by the relevant Health and Safety Authority for each area. By law all gas engineers must be on the Gas Safe Register. A registered engineer has been checked to make sure they are competent and qualified to work safely and legally with gas. Engineers often have a range of qualifications to carry out specific types of work, and carry a Gas Safe Register ID card with them.



### PASMA

PASMA is the lead trade association for the mobile access tower industry. It provides and oversees the industry standard training scheme and is a major publisher of safety-related knowledge, information and guidance. To be an approved member, an organisation must produce and distribute mobile tower equipment and have third party certification (EN1004 or EA approved body). Every company must carry out a self-audit to be submitted to PASMA on an annual basis.



### OFTEC

OFTEC establishes the standards for competence within the domestic oil heating and cooking industry. By ensuring the quality of people and businesses working in this area, OFTEC maintains standards for reputable companies and consumers alike. OFTEC provides recognised training and assessment of installers through OFTEC approved centres for training and maintains a register of technicians under the competent pensions scheme.



### SAFECONTRACTOR

SafeContractor is part of the Alcumus Group, the market-leading provider of technology-enabled compliance risk management, certification and verification services and is the fastest growing health and safety accreditation scheme in the UK. The scheme not only offers health & safety expertise to members, but also adds value to each accredited contractor.



### NICEIC

NICEIC is the UK's leading voluntary regulatory body for the electrical contracting industry. It has been assessing the electrical competence of electricians for nearly sixty years and currently maintains a roll of over 26,000 registered contractors. NICEIC has developed a reputation amongst consumers, specifiers of work and industry for promoting safety, integrity and technical excellence.

## ACCREDITATIONS



### CONSTRUCTIONLINE

Constructionline is the UK's leading procurement and supply chain management service that collects, assesses and monitors standard company information through a question set that is aligned to PAS91, set by BSI to reduced duplication within the construction industry. Their aim is to provide efficiency savings to public and private sector buyers and the construction industry as a whole by streamlining procurement procedures and improving the supply chain management processes.



### TRUSTMARK

TrustMark is a quality mark which operates a framework under which 31 Scheme Operators work in the RMI (repair, maintenance and improvement) sector, including trade associations, local government trading standards teams, and independent Scheme Operators. These schemes are approved to carry the TrustMark logo and recruit reputable and trustworthy tradesmen. TrustMark is a not for profit organisation, licensed by Government and supported by consumer protection groups.



### MCS – SOLAR PV

MCS is a mark of quality and demonstrates compliance to industry standards that companies strive to meet. It highlights to consumers that companies are able to consistently install or manufacture to the highest quality every time. Installer certification includes assessing the supply, design, installation, set-to-work, and commissioning of renewable microgeneration technologies. Similar to the Gas Safe Register, the MCS gives installers a mark of quality and demonstrates to the consumer that the installation will be completed to the highest quality every time.



### IPAF

The International Powered Access Federation (IPAF) promotes the safe and effective use of powered access equipment worldwide in the widest sense -- through providing technical advice and information, through influencing and interpreting legislation and standards, through its safety initiatives and training programmes. The IPAF training programme for platform operators is certified by TÜV as conforming to ISO 18878. Successful trainees are awarded the PAL Card (Powered Access Licence) as proof of training.



### APHC

The Association of Plumbing and Heating Contractors members are qualified and professional businesses who are committed to high standards of workmanship and high levels of customer service. Only those plumbing and heating businesses that have passed their quality assurance criteria are accepted as members. Being a member of APHC distinguishes professional plumbers and heating contractors from the rogue traders.



### RECC

Members are firms selling or leasing small-scale renewable or low carbon heat or power generation units who have agreed to comply with the Renewable Energy Consumer Code. This Code is backed by Trading Standards Institute as part of its self-regulation initiative, the Consumer Codes Approval Scheme. The aim of the Renewable Energy Consumer Code is to ensure that consumers wishing to install a small-scale heat or power generation unit for their homes have the necessary confidence and service standards so that they can make an informed choice.