



G&H
MAINTENANCE

**KEEPING
BUILDINGS
WORKING**



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G&H

MAINTENANCE



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INTRODUCING G&H MAINTENANCE

Ensuring buildings operate at their maximum efficiency is vital for businesses: it saves a significant amount of money and considerably increases customer satisfaction levels.

Keeping buildings efficient and operational is one of the best investments a business can make.

We take a long-term, holistic approach to planned preventative maintenance and have rapid-response systems in place for emergency call outs.

This provides valuable peace of mind for building owners.

By using G&H Maintenance, our clients know their assets are working at their best; secure back-up plans are in place to prevent total failures; their services are fully compliant; all documentation is easily accessible online; and, they have the most sustainable, cost-effective strategy in place.

We continue to grow and our approach is to reinforce relationships with established clients and build enduring new ones with like-minded businesses in our key markets across the UK.



David Ridsdale
Director
G&H Maintenance

SERVICES PROVIDED

We provide complete maintenance services for private and public organisations of all sizes.

PLANNED PREVENTATIVE MAINTENANCE

Long-term planning reduces the risk of failures, cuts reactive maintenance costs and increases the reliability of equipment.

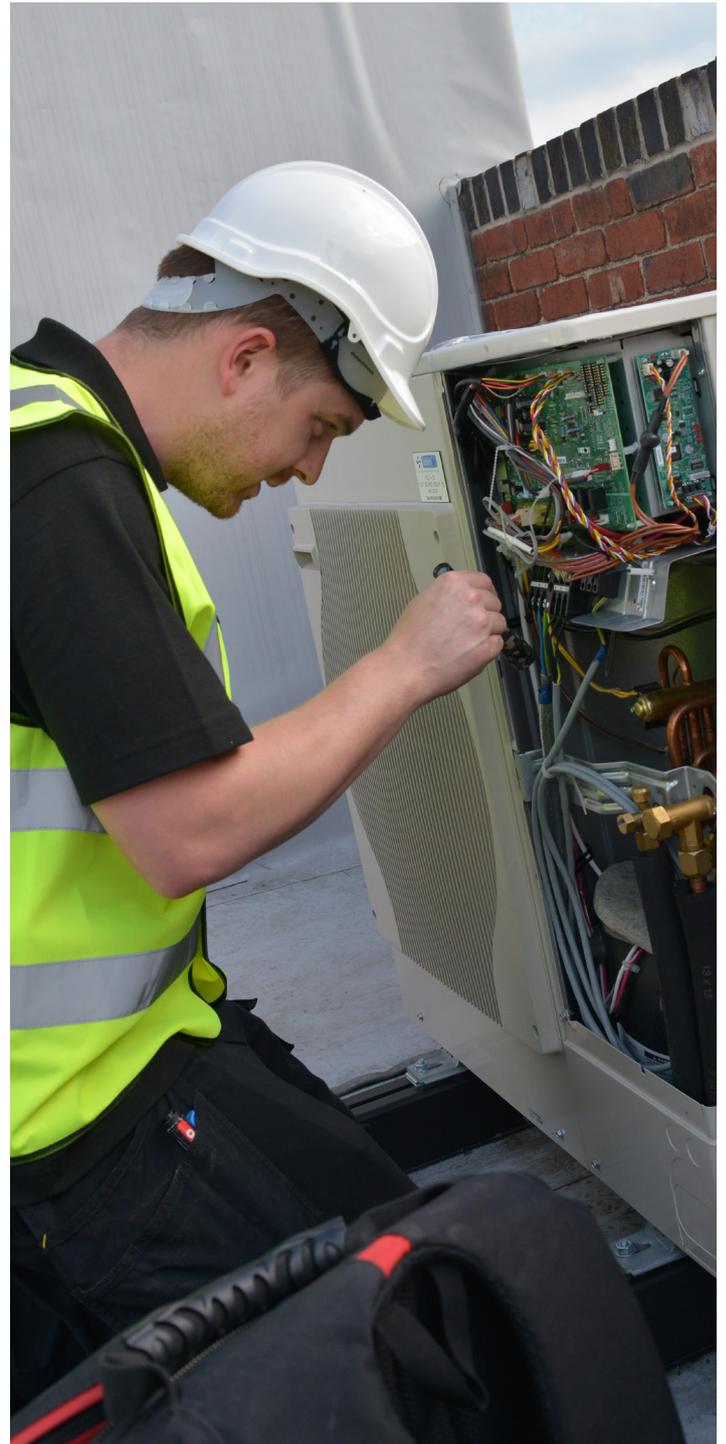
We audit assets so we know their lifespan and how efficiently they are performing.

This allows us to eliminate breakdowns and avoid building closures or disruption to customers.

Furthermore, businesses can plan future investment budgets as knowing when equipment will need replacing allows for accurate forecasting.



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REACTIVE MAINTENANCE

We provide emergency 24/7/365 breakdown cover across the UK. Our average response time is just two hours.

Our engineers fix 85% of call outs first time without leaving the site.

Emergency repairs take on average four hours.

A long-term, maximum efficiency approach is taken even when carrying out emergency repairs.

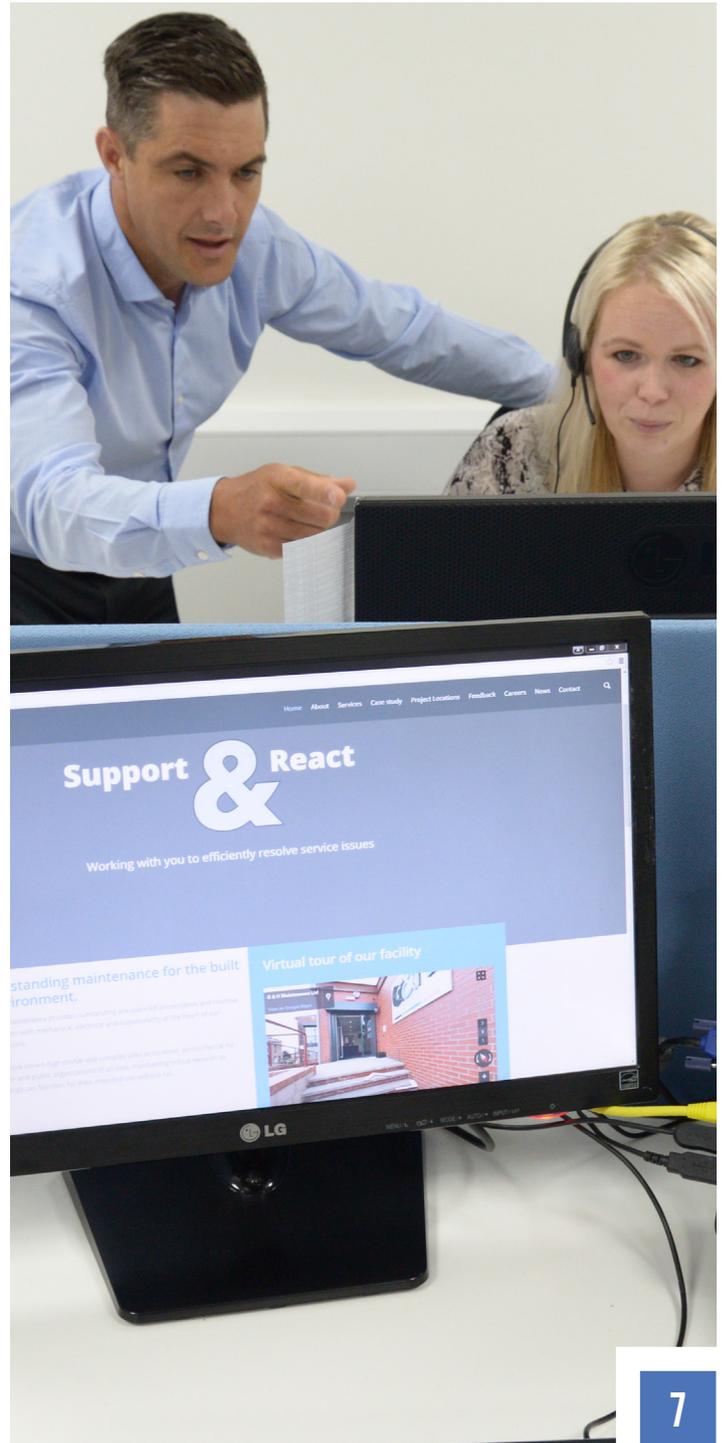
COMPLIANCE

We ensure buildings and facilities permanently meet all legal requirements.

Certificates are stored on our internal server in dedicated folders, allowing easy access for our office-based team and on-site engineers through specialist mobile software.

We maintain all building systems including:

- Heating
- Ventilation
- Air conditioning
- Plumbing
- Electrical
- Building Energy Management Systems (BMS)
- Periodic testing
- Water treatment
- Fire alarms
- Renewable energy systems
- Lighting protection
- Fall arrest
- Lifts



OUR APPROACH

Our approach is to put in place a comprehensive care plan that is bespoke to meet every client's individual needs.

To do this, we take the following steps:



Audit all assets



Critique existing maintenance plans



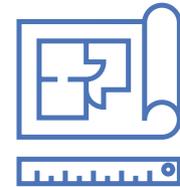
Create a full asset register



Create a lifecycle analysis of all assets and infrastructure systems



Create a full compliance register



Present a bespoke maintenance plan with a clear business rationale



Provide financial forecasts so budgeting is accurate



Schedule the maintenance plan



Implement the reporting frequency



CLOUD BASED REPORTING

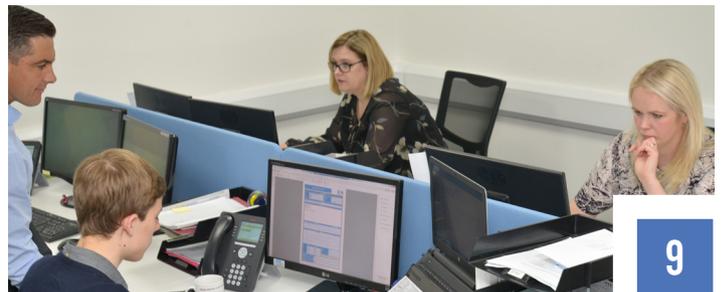
G&H Maintenance's cloud-based reporting software allows our head office team and engineers in the field to easily share and upload information.

Engineers access the building's maintenance history, asset data, lifecycle registers, certificates and original equipment manufacturer information via tablet devices.

This provides an extra layer of security as complete site logbooks are stored on G&H's in-house servers and can be easily retrieved as part of any disaster recovery operation.

When a G&H engineer completes the maintenance visit, the client approves the work by signing the online forms on the tablet. All documentation is uploaded to our servers in real time ensuring site information is immediately up-to-date.

Reports are then sent to clients at the frequency they require - weekly, monthly, quarterly, six-monthly or annually - in an easy to read PDF format that clearly details all visits in a chronological order.



THE BENEFITS

Our approach gives businesses confidence, safety, assurance and value:



Planned preventative maintenance is by far the most cost-effective maintenance strategy.



Long-term planning allows a business to invest the money saved from reactive call outs to improve and upgrade equipment, safeguarding itself from future problems.



Effective planning means down time is kept to a minimum. Our aim is to keep systems operational wherever possible to reduce or remove the impact on operations.



Introducing new, energy efficient alternatives to replace failing old systems means equipment works more efficiently and reliably. This saves money, reduces a business' carbon footprint and provides a more pleasant environment for end users.



Our online reporting system saves clients time by speeding up the approval process and allows instant access to all associated documentation.



A nationwide presence means any emergencies are managed immediately.



SECTORS AND CLIENTS

COMMERCIAL AND INDUSTRIAL

City West, Leeds - Buildings 1, 2 & 3
City Gate, Sheffield
Smith Brothers Stores
A Taylors, Leeds
Volkswagen Pre Delivery Inspection Centre

EDUCATION

Leeds City College
Don Valley Hub
University of Law
Northern School of Contemporary Dance
University of Leeds

HEALTHCARE

Ashgate Medical Centre
DB Orthodontists

HISTORIC PROPERTIES

Allerton Castle

HOTELS, SPORT AND LEISURE

Pure Gym
DW Sports
Bannatyne
Bourne Leisure
Darwin Escapes
San Carlo
Goals Soccer Centre

MANAGING AGENTS

GBR Phoenix Beard
CBRE
Eddisons
Casserley Property Management
Capita
Savills

RESIDENTIAL AND CARE HOMES

Lister Nursing Home
Sherrington Nursing Home

RETAIL

Selfridges & Co
Audi
Alno
Keelham Farm Shop

TRANSPORT

First Bus, Leeds
First Bus, Somerset & Avon
First Rail Support
Jet2.com



OUR PEOPLE

While our technological innovations provide the tools to deliver an unrivalled service, it is our people who make the difference.

All our engineers and operatives are employed directly.

By investing heavily in training and providing high-quality career development opportunities, our staff turnover is very low.

We dedicate account managers and engineers to specific clients so they gain a greater understanding of the required maintenance programme and how they like to operate.

This is of great benefit to our clients as our engineers get to know their buildings, facilities and develop positive working relationships by seeing and speaking to the same people regularly.

A key, non-negotiable requirement when we recruit is whether candidates have the personality traits we demand as a business that promotes a personable, friendly culture.

All on-site staff wear branded uniforms to make them identifiable and accountable for their work.

CASE STUDY
BOURNE LEISURE

**HAGGERSTON
CASTLE**



HEADLINES

FOUR

year contract awarded in 2012 for six sites

2016

saw us win a competitive tender to manage eight more sites

SEVERAL

hundred thousand pounds worth of equipment upgrades as part of a long-term strategy

30%

reduction in reactive call outs



KEY FACTS

Project title: Bourne Leisure
Location: UK-wide across 14 sites
Services: Reactive and planned maintenance: M&E and ventilation

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HOW WE DID IT



We created an asset register outlining the condition of the estate.

Our findings revealed equipment that was ageing and unreliable, which was the cause of breakdowns that were occurring too regularly.

Our brief initially was to manage six popular and busy sites on behalf of Bourne Leisure, returning financial savings by reducing equipment failures and reactive call outs, which in turn would see customer satisfaction levels increase.



We presented more cost-effective, energy efficient solutions that in the long-term would save money and crucially, improve conditions for customers.

Bourne Leisure understood the importance of this and the clear business rationale behind it.

The success of our work is due to two key factors. Firstly, we built resilience into the M&E systems by introducing modern, efficient equipment. We introduced back-up systems to prevent total failures meaning the end user facilities are not impacted.

Secondly, our engineers and office-based staff assigned to manage the existing sites have built strong relationships with Bourne Leisure thanks to their professional approach and on-site conduct. Additionally, this

continuity of service means our staff have a deeper understanding and knowledge of the equipment, they have specialist skills for leisure facilities that include, for example, swimming pools, and have comprehensive understanding of how the M&E systems operate in these conditions.

We have worked with the client to produce a forward looking capital investment program which is having a significant impact on the efficiency and reliability of the systems.

Due to this thorough maintenance regime, there has been a 30% reduction in call outs.

As a result of our success maintaining these six sites, we were awarded a contract to manage eight more Bourne Leisure premises across Yorkshire, Lincolnshire and North Wales, further demonstrating our geographic reach and capabilities.

CASE STUDY LEEDS CITY COLLEGE



HEADLINES

WON

the contract to manage the college's entire 14-site estate

REDUCED

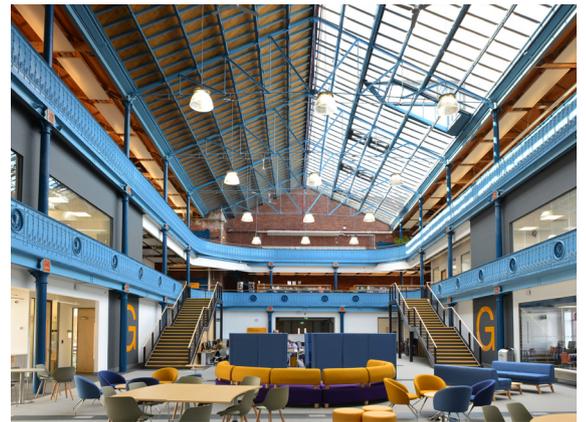
failures and therefore emergency call outs

LIFECYCLE

audits allowed the client to budget and highlighted where efficiencies could be made

FULL

compliance ensured the college qualified for funding as an educational institute



KEY FACTS

Project title: Leeds City College
Location: West Yorkshire
Services: M&E, Ventilation, Reactive and Planned Maintenance

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HOW WE DID IT



Leeds City College wanted to raise the standard of its planned maintenance and compliance across its 14-site estate in order to set standards befitting of a public building offering higher education.



Following our success maintaining the estate's mechanical systems, we won the tender to manage the air conditioning systems serving all 14 buildings, which included the cooling of the estate's I.T. equipment. We proposed to deliver an M&E strategy that would provide consistency, be fully compliant and highlight the lifespan of equipment so precise budgeting could take place, therefore reducing emergency call outs.



Ensuring the correct operation of the I.T. rooms within the Leeds City College estate is paramount given the amount of reliance on technology for everyday teaching and learning.

To enable the M&E equipment to operate at its most efficient and be as reliable as possible, we introduced a comprehensive asset register to demonstrate to the college what its estate looked like in terms of efficiency and longevity of their equipment.

Alongside this, we introduced a regime of recording refrigerant to comply with

F-Gas industry and legal standards. In addition to the asset register, we audited the estate's M&E services to highlight where efficiencies could be made.

Our work resulted in the college having full visibility of its maintenance requirements, asset lifecycles and their current conditions.

This allows the college to budget for new equipment, procure more efficiently and ensure the estate works effectively all of the time.

The regime we introduced has significantly reduced the number of failures and therefore emergency call outs.

THE G&H GROUP

The G&H Group co-ordinates and project manages the entire mechanical and electrical process.

G&H Maintenance is one of four complementary divisions in the Group.

We work closely with the other three divisions – Building Services, Sustainability and Fabrication – to maintain the services they design, build and install as well as working independently for our own clients.

We play a lead role in all schemes the Group undertakes, offering advice and input to ensure compliance and the best solutions for on-going maintenance.

The Group directly employs over 100 members of staff at its purpose-built, 12,000 sq. ft. headquarters, providing a valuable resource and additional expertise for G&H Maintenance.







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