



**G&H**  
M A I N T E N A N C E

**KEEPING BUILDINGS  
WORKING**

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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, facilities managers and property developers.

Complementing this, we also ensure full compliance, issuing certification for all building services including gas, electrical, water hygiene among others.

We have extensive experience across a range of sectors having been retained to manage Leeds City College's vast estate since 2011, over 22 sites for Bourne Leisure venues for more than a decade and c.40 of Fitness First's national gyms dating back to 2016.

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



# G&H GROUP

Formed in 1998, the c.£30 million-a-year G&H Group co-ordinates and project manages the entire MEP process.

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

We work closely with the other four divisions – Building Services, Projects, Engineering Services and Air Conditioning – capitalising on sharing best practice, knowledge and experience.

The Group directly employs over 180 members of staff at its purpose-built headquarters, on sites across the UK and in its specialist off-site fabrication facility.

Sustainable MEP solutions are central to the Group's ethos to help build a cleaner and greener future.

As such we have created our own energy efficient product and brought it to market in the form of Encore, which is the world's most environmentally-friendly cistern being the only one to use air conditioning condensate to flush the toilet.

Our innovation does not stop there.

We were one of the first MEP specialists to include BIM in our everyday operations and have supplemented this in recent years with more investment in technology.

Most recently, we have introduced a class-leading augmented reality app that allows our engineers to see the design team's intended plans – ductwork, pipework, fixtures and fittings – in real time on their mobiles and tablets when on-site.





## G&H Building Services

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Design and installation of all the MEP services every building needs to operate safely, comfortably and as sustainably as possible. Our focus is always on the people who use the building to create the optimum environment for them to live, work and play in.



## G&H Projects

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Independent MEP services for schemes valued between £50,000 and £1 million, with extensive experience delivering projects for education facilities. Working directly for end users, building and energy consultants, we also operate as the principal contractor.



## G&H Maintenance

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Delivering fully compliant planned and reactive maintenance for organisations with large estates across the UK. We have been retained by Leeds City College since 2011 and Bourne Leisure since 2012 to name but two.



## G&H Engineering Services

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Specialist fabrication of all MEP building services equipment complemented with full electrical process engineering. From simple flanged lengths to 28" stainless steel flue pieces, large skid-mounted plant rooms and components for industrial-scale facilities.



## G&H Air Conditioning

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We design, build, install and retrofit air conditioning services for all building types and have Mitsubishi, Toshiba and Dakin approved partner status.

# 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, avoid building closures and disruption to customers. Furthermore, accurate forecasting allows businesses to future plan investment budgets.

## Reactive Maintenance

Emergency 24-hour breakdown cover is provided across the UK all year round. Our average response time is just two hours. Our engineers solve 85% of call outs first time without leaving the site.

Emergency repairs take on average four hours to repair. 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 cloud based servers allowing easy access for our office-based team, on-site engineers through specialist mobile software and clients via their portals.

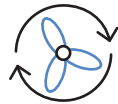


# MAINTAINING ALL BUILDING SYSTEMS

We maintain all building systems:



Heating



Ventilation



Air conditioning



Plumbing



Access & security



Electrical



Data



Building Energy Management Systems



Periodic testing



Water treatment



Fire alarms



Renewable energy systems



Lightning protection



Fall arrest



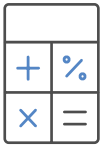
Lifts

To complement this, we also deliver projects for a range of clients including fit outs, refurbishments and replacements. These range up to half-a-million pounds in value with schemes bigger than this supported by other divisions in the Group – G&H Building Services and G&H Projects.

# OUR APPROACH

We 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:



1. Audit all assets



2. Critique existing maintenance plans



3. Create a full asset register



4. Create a lifecycle analysis of all assets and infrastructure systems



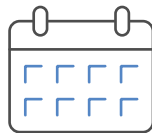
5. Create a full compliance register



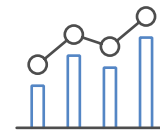
6. Present a bespoke maintenance plan with a clear business rationale



7. Provide financial forecasts so budgeting is accurate



8. Schedule the maintenance plan



9. 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, SFG20 and OEM information.

This provides an extra layer of security as complete site logbooks are stored in G&H's cloud 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 forms online. All documentation is then uploaded to the cloud in real time ensuring site information is immediately up-to-date.

Reports are then sent to clients at the frequency they require in an easy to read PDF format that clearly details all visits in a chronological order.



# THE BENEFITS

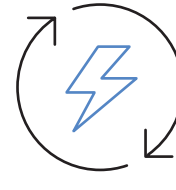
Our approach gives businesses confidence, safety, assurance and value:



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



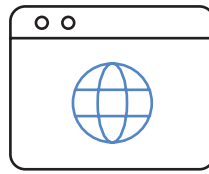
Long-term planning allows a business to invest the money saved from reactive call outs to improve and upgrade equipment, safeguarding itself from future problems.



Effective planning means downtime 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.

