



**ESH FACILITY SOLUTIONS** 

"Leading the way in maintaining your region"

Who we are . . .

Esh Facility Solutions was founded in 1980 and is a leading provider of planned and reactive maintenance services across the North of England & Scotland. With over 15 years of experience working for 'Blue Chip' companies across the financial services, retail, commercial, leisure, education, health, public and social housing sectors, we have the people and systems in place to achieve the highest level of quality and customer service.

We understand it's not just about providing high quality repairs; it's also about how they are delivered. Our clients and their customers trust us to get on with the job, to arrive when we say we will, carry out the work and ensure that they can carry on with their business. Results focused, we measure everything we do from client KPI performance to internal procedures.

Over the years we've built up a well respected reputation based on trust and openness working with high profile clients including Barclays, Lloyds Banking Group, Boots, Marks & Spencer, Wynyard Park, Northumberland County Council and Northumbria Police Authority.

Esh Facility Solutions is part of Esh Group; a construction group that turns over in excess of £150 million, employing over 1000 people. As a group we see construction as a dynamic, exciting and rewarding industry and are passionate about our role within it.



# "Leading the way in maintaining your region"

People are at the heart of our business and are crucial to the delivery of the company's promises. In order for the business to move forward we need the right people with the right skills with the right outlook. Through our recruitment process we aim to build the strongest team possible by ensuring that the company's values are aligned to those of the individual.

Our comprehensive Training Scheme has been designed and developed for all grades and disciplines of personnel within our organisation. Employees are actively encouraged to seek further qualifications for their personal development and the corporate growth of our company.

We are proud of our excellent Health & Safety record and our company Health, Safety & Welfare Policy is constantly reviewed and updated to meet legislative changes and developments. Specific Health & Safety training is delivered to employees both in a classroom setting and in the workplace using external and in-house personnel.

Quality and continuous improvement in all areas of service delivery are central to our company ethos and are reflected in all operational areas. We currently operate a third party accredited ISO 9001 Quality Management System and we measure everything we do from client KPI performance to internal procedures.

Being acutely aware of our impact upon the environment we act to minimize any negative effects of our activity and always seek to make full use of sustainable materials and methods. Within Esh Group we have formed a joint venture with Aggregate Industries and Bardon Esh to recycle construction waste. We have also established facilities at our satellite offices to separate waste materials for recycling.

We are committed to developing relationships with both clients and suppliers up and down our supply chain and we have preferred relationships with a number of key suppliers for goods and services, which are continuously reviewed. We strongly believe in the principles of partnering and understand that the benefits to all parties can not be realised without the support of a well-managed supply chain.





## Reactive Maintenance

'Our Help Desk takes over 2000 calls per week'

Our 24/7 365 days a year reactive maintenance service provides ultimate peace of mind, and ensures you that no matter what time of day or night, our highly skilled mobile technicians are always on hand to react to your maintenance needs. Our in-house Help Desk is designed to support our clients and take the pressure off your employees in the event of an emergency. By offering a single point of contact with a focus on first time fix, we ensure that in the event of a facility breakdown we keep your business fully operational.

A planned maintenance programme developed to suit your specific needs is the best way to protect the value and condition of your property portfolio. Our planned maintenance approach involves high accessibility with low visibility allowing our clients to focus on their core business. One of the key benefits of our planned maintenance service is our ability to conveniently schedule works out of hours and minimise disruption to your business. Our service is more than simply maintaining your building portfolio. It is about a professional maintenance approach whilst protecting your investments.

## Planned Maintenance



### Trades We Cover:

- Air & Water Risk Assessments
- Air Conditioning
- Asset Management
- Boarding Up
- Brickwork
- Building
- Building Management Systems
- Boiler Systems
- Carpentry
- CCTV
- CCTV Drain Scanning
- Civil Engineering
- Compliance Testing
- Damp Proofing
- Data Cabling
- Decoration
- Drainage
- Dry Lining
- Electrical Installation
- Electrical Testing
- Emergency Lighting
- Fabric Alterations
- Fencing
- Fire Alarm Systems
- Floor Coverings
- Glazing
- Graffiti Removal
- Grounds Maintenance
- Heating
- Joinery
- Landscaping
- Lifts
- Lighting
- Painting
- Partitioning
- Pest Control
- Plastering
- Plumbing
- Portable Appliance Testing
- Refurbishment
- Renewable Energy
- Roofing
- Scaffolding
- Scaffold Alarms
- Statutory Inspections
- Stone Restoration
- Suspended Ceilings
- Tiling
- Ventilation
- Water Hygiene
- Water Jetting



## Projects

Using dedicated Project Management Teams we are able to undertake projects with speed and flexibility, working with you to ensure maximum effectiveness and minimal disruption.

Our Project Managers ensure projects are carried out to our clients' exact requirements, that they are delivered on time and to budget, and ensure full compliance with all statutory requirements and health and safety including CDM.

By implementing industry leading standards of quality control, budget and deadline management, we deliver a flexible approach to contracts to ensure our clients always have someone to assist in any eventuality needing our skills and expertise.

Where we do it . . .



### Esh Building, Cramlington

Esh Building  
Baker Road  
Nelson Park West  
Cramlington  
NE23 1WL



### Esh House, Durham

Esh House  
Bowburn North Industrial Estate  
Bowburn  
Durham  
DH6 5PF



### Esh Suite, Kendal

Esh Suite  
Bridge Mills  
Stramongate  
Kendal  
LA9 4UB



### The Pentagon, Leeds

3360 The Pentagon  
Century Way  
Thorpe Park  
Leeds  
LS15 8ZB

We pride ourselves on understanding our clients' needs and then providing the correct level of support. We can provide a fully integrated maintenance solution covering building fabric, mechanical and electrical maintenance, or as a stand-alone service. We are renowned in the industry for the way in which we partner with our clients and our success is rarely achieved in isolation.

A two-way open relationship is the key to the successful delivery of facilities services and we internally promote employee commitment, genuine ownership and responsibility through our dedicated account structure. Our maintenance services are delivered using either a dedicated site-specific maintenance operative or using our mobile network of maintenance operatives who carry out both planned and reactive repairs.



# JobFlow

## Customer Work Request

Our experienced Help Desk will process your e-mailed, telephoned or faxed orders containing client order number, property address, telephone number, property contact name, response time together with start and completion dates and nature of the work required.

## Allocating Work

In order for our 'JobFlow' software package to navigate and track our operatives, all of our maintenance vehicles are fitted with 'Tom Tom'. This allows our Help Desk to know exactly where each operative is so they can select the nearest one for the fastest possible response. This also allows us to cut down on our carbon emissions and reduce travelling costs which can be passed straight back to our clients through our competitive rates. Depending on the type of works to be carried out, 'JobFlow' will only highlight to the Help Desk operatives with the appropriate training, qualifications and skills to carry out the specific works. Jobs are allocated to the operative via their vehicles' 'Tom Tom' navigation and communication unit. After the operative has accepted the job, 'Tom Tom' will navigate them to the site and continually update 'JobFlow' with the estimated time of arrival, taking into consideration traffic conditions and any other unscheduled stoppages.

## Attending Site

After being allocated and accepting a job, our maintenance operatives will contact each site prior to visiting in order to arrange access to carry out the works. Upon arrival we will report to the main reception and request to view the building asbestos register. Our operatives will be dressed in full corporate work wear and will display an identification badge bearing their photograph together with our company details. All operatives have Criminal Records Bureau (CRB) checks and enhanced police vetting checks.

## Carrying Out Work

Once the operative has assessed they can undertake the work safely, a relevant repair will be made to your property and upon completion a 'JobFlow' worksheet will be presented to you for verification and signature. The worksheet will contain details such as site address, works carried out, arrival and departure times and materials used. Once signed, the information is digitally transferred from a 'digital pen' via the operative's mobile telephone to our server on our internal 'JobFlow' system ready for invoicing. A hard copy of the worksheet will also be left on-site for your records.



# What people think . . .



*“We have used Esh Facility Solutions for some years now and we intend to continue our relationship in the future. It is good to use a local company that can also travel outside of the region and still maintain their competitiveness.”*

**Mike Lucas**  
Senior Building Surveyor, Northern Rock



*“After carrying out various maintenance projects we were delighted with the professional approach that Esh Facility Solutions provided. Their staff fully understand our specific requirements surrounding quality of workmanship and our professional image.”*

**Jim Petterson**  
Director of Estates, South Tyneside College



*“Our long term strong relationship with Esh Facility Solutions spans over 15 years. During this time they have delivered extensive repairs and maintenance services to consistently high levels and by working together in partnership we strive to ensure our maintenance service is as efficient as possible.”*

**Larry Dearden**  
Senior Surveyor, Northumbria Police Authority



*“Esh Facility Solutions carried out an amazing amount of work to very tight time scales, on time and to budget. Their staff worked with the most professional and friendly manner and are a credit to the Company. Brilliant work.”*

**Sheila Kay**  
Cluster Manager, Boots



*“Esh Facility Solutions has carried out multiple reactive maintenance and planned project works across our 11 branch portfolio. I have been pleased with their high levels of service and staff commitment, and look forward to developing our working relationship in years to come.”*

**Joanne Jobling**  
General Manager, Croft Vets



*“We have a solid working relationship with Esh Facility Solutions. Their quality of workmanship and response to our maintenance needs is excellent and we look forward to developing our working relationship in the future.”*

**Lee Anderson**  
Property Maintenance Officer  
Northumberland County Council



*“Our relationship with Esh Facility Solutions is in its early stages but so far we have found them to be very responsive to our maintenance needs and they are always willing to support us when called upon. All in all we look forward to building our relationship in the future by working together to ensure that our clients are satisfied with their working environments.”*

**Matt Johnson**  
Development Manager, Wynyard Park



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