





*“I just want to say a big thank you to the team for the works carried out this week. The job was carried out efficiently and I don’t think the staff even knew that you had been on site. It was a pleasure to have you on our site; I hope we get to work together again the future.”*

*Confidential Banking Client, Facilities Manager,  
Sue Leonard, ISS Framework*



At Esh Facilities, we've been delivering expert services across the UK for more than 30 years.

They include:

- Hard and soft FM solutions
- Reactive and planned maintenance
- Minor works and projects

We work in a huge range of sectors - social housing, financial services, public sector organisations, retail, manufacturing, commercial, leisure, education, health and care.

As a division of Esh Construction and part of the wider Esh Group, we represent a nationwide company with a turnover approaching £300m.

We invest constantly in our people and systems to achieve the highest level of quality and customer service.

Results-focused, we measure everything we do against industry Key Performance Indicators, and analyse results to drive continuous improvement.

We're proud to say we score consistently higher than industry averages.

# 02

# WHAT WE DO

ESH FACILITIES 

**ESH FACILITIES** 

We've built up a respected reputation for skill and openness - we work as the dedicated partner of clients large and small who trust us to carry out essential work so they can conduct their business uninterrupted.

Our high profile clients include Boots, ISS, Durham County Cricket Club, University of Leeds, Technip, Northumberland County Council, North Star Housing and West Yorkshire Police Authority.

**Our services include:**

- Integrated FM
- Reactive Maintenance
- Planned Preventative Maintenance
- Projects and Minor Works

*“Our long term strong relationship with Esh Facilities spans over 18 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*



# 03

# INTEGRATED FM

Our experienced facilities managers help you protect the productivity and profitability of your services, assets and equipment by taking responsibility for statutory compliance management within your business.

We create and implement a strategy tailored to sustain your working environment and reduce the life cycle costs of assets.

Our team provides support services including maintenance, cleaning, catering, security, waste management and pest control – 24/7, every day of the year.

We also handle the management and constant monitoring of quality and compliance, including environmental adherence and health and safety risk management.

## **Integrated FM clients include:**

Technip – five year contract on large industrial manufacturing site with the UK's tallest production building (64m)

Durham County Cricket Club – three year contract covers the playing facility, media centre, pavilion, supporting stand structures and more

**Technip**



# REACTIVE MAINTENANCE

# 04



Gain peace of mind with our 24/7, 365 days a year reactive maintenance service, where our highly-skilled mobile technicians are always on hand to help.

Our Service Desk provides a single point of contact and takes the pressure off your employees – so we can keep your business fully operational in an emergency.

## Clients Include:

North Star Housing – five year contract for its North East premises: reactive and planned maintenance with voids

West Yorkshire Police Authority – reactive and planned repairs with minor works to the WYPA estate for five years



# 05

# PLANNED PREVENTATIVE MAINTENANCE

We find the best way to protect the value and condition of your property portfolio with a planned maintenance strategy that suits your needs perfectly.

Our PPM schedule will ensure your reactive costs are reduced and you are able to plan your future maintenance budgets more effectively, to reduce the risk of any nasty surprises.

We're easily accessible to clients but keep a low profile on site – our directly-employed workforce means we can schedule out of hours works to minimise disruption.

## **Clients Include:**

Northumbria Police Authority – planned and reactive maintenance and minor projects in Northumberland and Tyne and Wear for eight years

University of Leeds – five year contract for planned and reactive maintenance of campus buildings



# PROJECTS AND MINOR WORKS

# 06



Our dedicated teams can undertake projects with speed and flexibility, working with you to ensure maximum effectiveness and minimum disruption.

Our skilled and experienced Project Managers carry out works to your exact requirements, on time and on budget – and they also ensure full compliance with environmental requirements and health and safety, including CDM.

## Clients Include:

Newcastle University – our 5-year minor works framework covers the whole campus



ISS Framework – a 3-year minor works framework for a confidential banking client



# 07

# HOW WE WORK WITH YOU

**ESH**FACILITIES 

We pride ourselves on understanding your needs, and providing the perfect level of support, ranging from a fully integrated maintenance solution covering building fabric, mechanical and electrical maintenance, to a stand-alone service.

We deliver these services via either dedicated, site-specific maintenance operatives or by using our mobile network of highly-skilled operatives.

Using our CAFM system Redsky we mould our IT services to your requirements, providing you with easy access to real-time data – and we keep you updated via text messaging and progress emails.





*“We have found you all to be extremely flexible, in tune with what we want and you have bent over backwards to ensure that the custody provision throughout West Yorkshire has not been adversely affected during the works. My staff have had nothing but praise for the operatives who have been absolutely first class.”*

*Angela Williams, Assistant Chief Constable,  
West Yorkshire Police Authority*

# ACCOUNT MANAGEMENT

# 09



## **Customer Care**

We integrate fully with your business through continued communication that determines what your stakeholders really want. These robust business priorities shape our maintenance strategy and delivery ethos.

## **When work is needed**

You can request work by email, phone or online, and our experienced service co-ordinators will process it via our computer-aided facilities management software (CAFM). They will then produce a detailed work order with all information, response times and start and completion dates and send it on to our operatives.

## **Monitoring performance**

Our advanced CAFM system allows us to capture data in real time and to monitor our performance against service level agreements and internal/external KPIs for detailed reporting. You can access the information through your contract web portal.

# 10

# OPERATIVES YOU CAN TRUST



## **Our Workforce**

Once we accept a job, we contact you to arrange access. Our operatives have full DBS and police checks, and are dressed in full corporate work wear with an identification badge so will always be recognisable on your site.

## **Fast response**

Our Service Desk can always find the skilled operatives to provide the quickest response to your request, thanks to our GPS technology software, Masternaut. Onboard PDAs guide them to your site and provide real-time progress updates.

## **Completing repairs**

Once our operatives assess that they can carry out work safely they complete the repair then get sign-off on their PDA from your representative. This is transferred to our CAFM system for invoicing, and a worksheet is left on site for your records.



*"We have a solid working relationship with Esh Facilities. Their quality of workmanship and response to facilities needs is excellent and we look forward to developing our working relationship in the future."*

*Craig Fenwick, Global Maintenance Manager,  
Technip Ltd*



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