

# North South Maintenance Services Ltd

Retail



## Introduction

At North South Contracting Services Ltd we are proud to be in a position to offer all our clients a full maintenance package for all your needs, regardless of your sector within the industry. We can deliver maintenance on a 'one off phone call' basis, should you have a leaking tap, or minor problem

We also offer complete prevention maintenance package's, which enables North South Maintenance Services to look after your premises from the carpet tiles through to your Air Conditioning.

With our company built on a foundation of construction knowledge we understand what our clients need, and our honest and truthful approach will not only ensure you do not pay a premium but also keep you informed with our full service report on your building after an inspection.

We can tailor a package to suit your needs, some companies simply have a need for us to be there when something goes wrong, but have the knowledge that their requests will not only be dealt with as a matter of urgency, but also confident that the job will be done correctly to ensure there are no repeat problems. Whilst others prefer to have a maintenance schedule created to suit their needs. In which we can schedule our operatives to come to your premises quarterly, monthly, weekly at any times to suit your needs.

With our vast construction knowledge spread over such construction elements as Railway works, Modular building, Shop fitting, Office new builds and refurbishments our teams have a wide Variety of skill sectors which means we know how to deliver.

We have built our construction division on a strong belief that communication is key, to follow up all our works and ensure we are delivering on our promises we operate a fully quality control audit on all of our sites. Each Month a detailed report is put together by our maintenance contracts manager, this will include information from the audits undertaken by our internal quality manager as well as all aspects to ensure we are delivering the high service that we pride ourselves on. With communication being key all our clients are encouraged to let us know how our team is delivering and with easy contact to management we will always be present to make sure you are looked after.

We operate in all sectors of Industries:

Office  
Retail  
Leisure  
Education  
Tenancy  
Construction



## 24 Hour Response

North South understands that problems can occur at any point, with preventive maintenance this possibility is reduced, however there can still be problems that need attention.

We believe that all our clients needs require our attention as quickly and efficiently as possible, and we can offer a 24 hour response time on elements of work that you deem to be important to wait.

Our Maintenance teams are multi trade, multi skilled operatives that will be able to react to any problems you may have. Working Nationwide means that no matter where you are within the country we have teams that can service your requirements.

### Most Common Maintenance Services

North South Understands that all out clients have different needs, we have created a small list of some of the most commonly requested services that we undertake on an everyday basis.

#### Electrical

Fault Diagnosis & Repair  
Re-Lamping  
Additional Circuits  
PAT, Emergency Light, Fire Alarm & Periodic Testing

#### General Trades

1st and 2nd Fix Joinery, Shelving, Doors, etc.  
Floor Repair  
Glazing  
Decorating  
Roofing  
Fire Extinguisher Servicing

#### Plumbing

Blocked Toilets / Drains  
Water Heaters  
Leak Repairs

#### Locks

New Locks  
Emergency Access  
Safes

#### Shutters & Entrance Doors

Emergency Repairs  
New Installations  
Planned Maintenance

#### Air Conditioning

Repair  
Planned Maintenance  
Diagnostics



## Retail

North South understands that the public are within your retail units not only to purchase goods but also leave with a good customer experience, we know that the first impression is all about your brand image. Making sure that your space is the correct temperature, and looking smart is an essential part of the branding and image. By ensuring the area is maintained the chances of your retail space not delivering on its promises is minimised.

We can also offer a fully tailored service to suit your retail needs, we can work out of hours. All our staff members have been thoroughly interviewed and fully vetted prior to being able to work for North South, we believe it is essential that the people put in charge of working with yourself and your staff are of a high stature and able to problem solve on site, eliminating needless time wasting on site. On completing works, all paperwork will be left for your teams records.

This service can stretch to all your air conditioning and electrical needs being catered for, our expert teams are always on hand and with our 24 hour call out your retail spaces can be back to normal trading the next day in many circumstances.

All of our clients are given their own contact should there ever be a requirement to discuss any elements of our works, North South Contracting Services have built a strong reliable services based around communication and this is followed through to North South Maintenance Services, as we know it works.

Obviously every building and client is different, this is why we are happy to send out our standard 'Frequency Form', by simply filling in the boxes next to each maintenance element on how frequent you would like your maintenance it enables us to put budget figures together for our clients quickly and efficiently. Should our pricing be of interest we would send out one of our management staff to come and see yourself and the building to ensure firm costs can be created as quickly as possible, we understand that all companies need to move fast in today's working environment and North South Contracts will do everything in their power to ensure scopes of work and times with costs are defined as quickly as possible.



## Health & Safety

North South Maintenance Services Ltd understands how important Health and Safety is within any environment, and believe it should always be the top of any agenda.

In the last 25 years, over 2,800 people have died from injuries they received as a result of construction work. Many more have been injured or made ill

North South Maintenance Services was created through North South Contracting Services; our construction Division. Given our detail to attention within the construction industry it has given us a fantastic foundation in which to build our reputation within the maintenance industry and keep our Health & Safety standards as high as they are within the construction industry.

NSCS know that if works are planned and well organised injuries and mistakes can easily be eliminated from our sites.

All North South Maintenance Services operatives will have CSCS cards as a minimum as well as relevant training, this displays a level of understanding within the construction industry that we feel is imperative to ensuring the success of our company standards.

With our own internal full time Health and Safety officer North South Maintenance will always ensure that our staff understand the works they carry out, and how tasks completed on a daily basis can be the worst threat; as over time you become comfortable with the tasks and that is when a lapse of concentration could cause themselves or someone else harm.

All maintenance operatives are given what we call in the construction industry 'tool box talks' this helps North South Maintenance portray new obstacles, or elements of works that our maintenance teams will not have been used to on a daily basis. We also feel it gives our staff the opportunity to let our management know how the site is running and any possible problems they can foresee. With these levels of communication we not only ensure we deliver our promises to our clients but we also make sure you are aware of the on-going changes of your office space or building.



International  
Organization for  
Standardization



## Environment

North South Contracting Services understands the vital importance of ensuring our companies are taking every possible step to guarantee our works are completed not only to our clients satisfaction, but also in the greenest way possible.

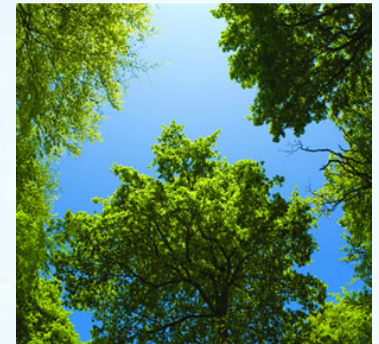
By ensuring we use new greener products we are helping the environment and protecting our workforce.

North South Maintenance Services is constantly looking to find products that deliver the right results but also help the environment, a good majority of our products are non hazardous, and COSHH free.

We pride ourselves on having our own health and safety manager, and at present have our own internal environmental officer to help with the ever increasing demands on ensuring our companies comply with all environmental issues. At North South we have our own fully operation Environmental policy of which all members are to abide to at all times, from our management teams to our construction sites, through to our on site labour teams.

One of the many ways in which we try to help our clients reduce their impact on the environment is to ensure that everyone in your office is aware of what impact your Air Conditioning can have on the environment. Many offices that we attend staff are unaware of how to work their Air Conditioning properly, this can lead to AC being used when it isn't required, and running systems on the wrong settings. At North South we try to ensure our clients have educated their staff on the current systems they hold, with our specialist Air Conditioning team we can come to site and teach staff about their requirements towards Air Conditioning and how to use your current or new systems. With the new tm44 regulations that have come in, any building with more than 250kw installed cooling capacity should have been assessed by January 2009, a building with more than 12kw requires an inspection before January 2011 to ensure you are complying with the new environmental requirements, again this is something that North South can help with if you haven't had your statutory assessment done to date.

Our dedicated staff can always offer ways in which to dramatically reduce your premises environmental footprint.



## Cleaning

North South Contracting Services are aware that attending buildings and premises to clean can also lead to other services, this is why North South Contracting Ltd can offer a full cleaning programme tailored for all your requirements, from the simple things such as making sure your washrooms are cleaned and stocked to full building cleaning.

Our fully qualified teams are always on hand to undertake building, retail, leisure cleaning.

We understand that from time to time one off cleaning is required and we will always be on site to attend to any problems, with our skilled teams we can be deep cleaning within 24 hours.

Should this be something your company would be interested in please feel free to contact us on any of the numbers or email addresses below:

### Office Contacts:

Address:

19 Fishbourne Grove  
Ingleby, Barwick  
Stockton on Tees  
Cleveland  
TS17 5LG

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