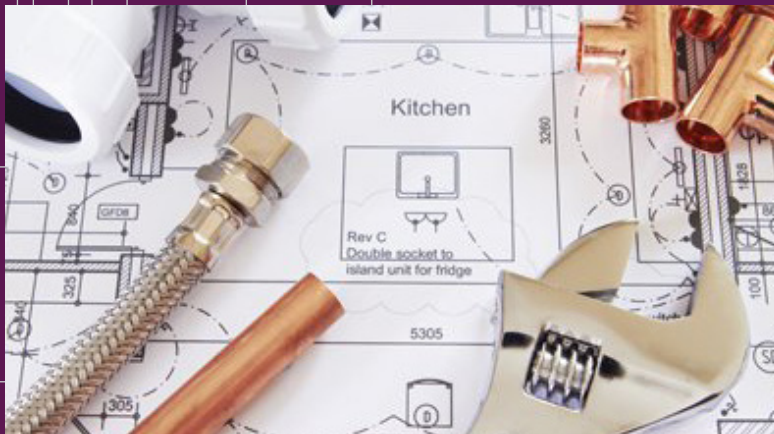


Facilities and Small Works Division



24/7 Maintenance

Our in-house maintenance division carries out all Reactive and Planned maintenance for many commercial landlords and public sector property owners. We operate a range of fully equipped vans from our well stocked warehouse and offices in Greater London.

Through years of experience H.A. Marks has established and built up a full team of tradesmen who are reliable, efficient and extremely professional and we pride ourselves on a speedy and attentive response at all times.

We offer a dedicated manager to the client with an emphasis on service and efficiency. We also offer a 24/7 dedicated reactive maintenance helpdesk which is operated by fully trained staff.

Our Services

- *Building and Site Clearances*
- *Licensed HAZMAT removals*
- *Electrical (NICEIC Approved)*
- *Mechanical and Ventilation*
- *Gas Works*
- *Plumbing - Leak Repairs*
- *Drainage Works (unblocking, CCTV surveys, lining, excavations and repairs)*
- *Roofing Repairs*
- *Glazing and Hoarding*
- *Decoration*
- *Carpentry*
- *Temporary Structures*
- *Locksmith Services*
- *Steelwork*
- *Security – Fencing*
- *Make Buildings Safe – following break-ins, fire or flood*
- *Flood / Fire – clear up works*
- *Stabilising Works*
- *Brickwork and Facade Repairs*
- *Scaffolding - particularly emergency requirements.*
- *Boiler Servicing and Repairs*

Software

H.A. Marks use a service management software solution to improve control and the financial management of maintaining and managing buildings. The Summit Service Management software covers the wide ranging needs of contracting operations, including public sector units, working in the maintenance, building services and facilities management areas.

The Summit Service Management software solution can manage many different types of activity including:

- *High volume/low value contracts*
- *Low volume/high value contracts*
- *Both proactive/scheduled and reactive maintenance contracts*
- *Small works contracts*
- *Total facilities management of buildings*
- *Site data capture using smart phones, tablets, and PDA's*
- *Windows and Web interfaces*
- *Management Dashboards*

Summit Service Management is unique in being the only totally integrated service management system designed for the construction industry supply chain and is delivered complete with a contract financial accounting suite and also estimating/schedule of rates. It covers the whole service process starting at call centre management and quotation production and then manages the allocation and dispatch of engineers or subcontractors to the maintenance job or site.

Summit Service Management then tracks the contract through to completion and final invoicing. It offers a tightly integrated flow of data starting with estimating, managing the client calls using the call centre solution, allocating prices using schedule of rates, controlling the contracts in the core financial suite and managing the ordering process using purchase order processing, stock and fixed assets. The whole data process is managed using one central SQL Server or Oracle database.

Facilities & Small Works

Our Facilities & Small Works Division carries out all manner of Facilities and Small Work projects for many commercial Landlords and Public Sector Property Owners" across a varied range of property types and uses.

Clients



Our Portfolio



20 – 32 Thurloe Street, South Kensington



Client: Transport for London **Value:** £100,000

Transport for London operates a large and varied real estate portfolio throughout London, in and around the Tube Stations it operates. The portfolio consists of 3500 residential units which are mainly occupied residential and occupied commercial units.

H.A. Marks are an approved Framework contractor for TFL'S property portfolio carrying out works on a schedule of pre-agreed rates. We have worked on the portfolio for the last 12 years.

Planned & Reactive Maintenance

The management of the estate involves a large amount of planned and reactive maintenance works in line with TFL's continuous improvement of its property assets located at some of the best locations in London. There is also a number of void residential and commercial units (Voids).

Planned Maintenance consists of:

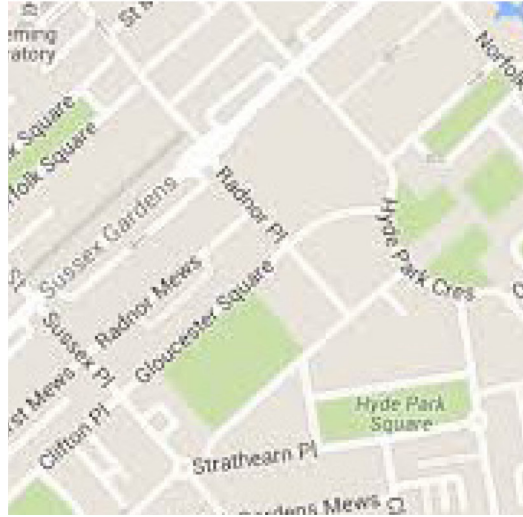
Cyclical refurbishments of communal areas, external facades, roofing, balconies and walkway, planned programme of refurbishments to void residential units including flats and houses.

Reactive Maintenance/Emergency call outs consist of:

- 24/7 call outs and holiday cover
- Preparation works - Deep clean ahead of property lettings including statutory compliance testing
- Priority rapid reaction call outs with our direct labour team
- Providing tradesmen to cover all trades to deal with reactive call outs in a prompt and professional manner

All trades provided including, Plumbers, Painters, Gas Engineers, Electricians, Roofers, Paviours, Glaziers, Groundworkers, Carpenters, HVAC Engineers, Plasterers and Tilers.

Gloucester Square, London



Client: Embassy of United States of America Value: £135,000

This project entailed the full strip out and refurbishment of a large luxury staff townhouse located in Holland Park, London.

Works included:

- *New heating system*
- *Re-modelling works*
- *New electrical installation*
- *New roofing works*
- *Full internal fit out*
- *New kitchen*
- *New joinery*
- *Redecorations*

London Borough of Camden - Responsive Repairs



Client: London Borough of Camden **Value:** £150,000

Together with ISS Facilities, Camden Council operates a very large and varied real estate portfolio throughout the London Borough of Camden. H.A. Marks are an approved ISS supplier and Camden Council Contractor carrying out works on a schedule of pre-agreed rates.

The portfolio consists of approximately 2500 units which are mainly occupied residential units. There are also a number of void residential and commercial units. The management of the estate involves a large amount of planned and reactive maintenance works in line with Camden's continuous improvement of its property assets. The properties range from residential homes, schools, care homes, nurseries, offices and commercial units.

Planned maintenance consists of:

- *Cyclical refurbishments of communal areas, external facades, roofing, balconies and walkways*
- *Planned program of refurbishments to void residential units including schools, children centres, commercial offices and retail units*

H.A. Marks provide a rapid response team for priority response repairs. We seek to carry out works with the minimum of disruption to clients and tenants. We also provide planned maintenance works across all trades and assist Camden and the managing portfolio agent ISS with budgets.

Imperial College



Client: Imperial College Value: £150,000

H.A. Marks Construction, support the facilities department, carrying out works on a schedule of pre-agreed rates. Our planned and reactive maintenance service deals with Imperial College, Student Accommodation and Campus.

Planned & Reactive Maintenance

The management of the estate involves a large amount of planned and reactive maintenance works, in line with the continuous improvement of its property asset, located at some of the best locations in London.

Reactive Maintenance/Emergency Call Outs Consists of:

- *24/7 Call Outs and Holiday Cover*
- *Priority Rapid Reaction Call Outs with our Direct Labour Team*
- *Providing Tradesmen to cover all trades to deal with reactive call outs in a prompt and professional manner. (Within 3 hours for Priority Call Outs).*
- *All trades provided including, Plumbers, Painters, Gas Engineers, Electricians, Roofers, Paviours, Glaziers, Ground workers, Carpenters, HVAC Engineers, Plasterers and Tilers*

Training

H.A. Marks has established a full team of tradesmen who are reliable, responsive and polite.

Our trade's people are CRB checked and are fully trained in:

- *Customer Relations*
- *ISO 9001 Quality Assurance Systems*
- *ISO 14001 Environmental Management Systems*
- *CSCS*

A full range of Safety Training through our CITB approved Individual Training Plans.

University of East London



Client: University of East London **Value:** £ 300,000

The works consisted of a fast track refurbishment and fit out to lecture theatres, classrooms and admin offices.

Works consisted of:

- *Strip out*
- *Alterations*
- *Carpentry*
- *Plastering*
- *Electrical rewiring*
- *Joinery*
- *Flooring*
- *Ceilings*
- *Fit out*

Much of the work was carried out continuously in 2 shifts to meet with the very tight program of 3 weeks.

27 Lennox Gardens, London



Client: Lennox Gardens Management Company **Value:** £200,000

The works comprise of the internal refurbishment of communal areas to high end luxury apartments based at this property.

Works involved:

- *Refurbishment of staircase*
- *Decorations throughout*
- *External façade repairs*
- *Upgrading of communal lighting*

Citi Bank - Roof Waterproofing System



Client: Citi Bank Value: £750,000

Citi Bank Group is a large multi-storey office building located in the heart of Canary Wharf financial district. H.A. Marks were asked to carry out roof surveys to advice on a roofing solution to alleviate water ingress into the offices below from plant room areas.

Works consisted of:

- Removal of existing roof paving and pebbles to access roof membrane and clear off site
- Supply and lay "odourless" liquid plastics roof membrane which included a 20 year guarantee
- Supply and lay ant-slip walkways on completion

A particular challenge involved the clearance of waste off site including paving slabs within a restricted time frame. This was done out of hours to avoid interruption to office staff and building logistics teams. The majority of the roofing works were carried out during normal working hours. Various issues of security, public and staff protection were dealt with successfully through careful planning and collaboration with the clients Facilities Team. The client was very pleased with our service and performance on site.

Transport for London – Reactive & Planned Maintenance



Client: Transport for London **Value:** £350,000 per year

Transport for London operates a very large and varied real estate portfolio throughout London, in and around the Tube Stations it operates. The portfolio consists of 3500 units which are mainly occupied residential and occupied commercial.

H.A. Marks are a Framework contractor carrying out works on a schedule of pre-agreed rates. We have worked on the portfolio for the last 12 years.

Benefits to Client

- *We pride ourselves on a quick and attentive response with excellent customer care*
- *As an ISO 9001 company we operate systems of strict quality control*
- *ISO 14001 approved*
- *Approved member of CHAS, Exxor, Link-up, Rospa and Constructionline*
- *We hold regular client review meetings where we measure and discuss KPI's including speed of response and customer care*

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