GROSVENOR
FACILITIES MANAGEMENT

Specialist Providers of a Total Facilities Management Service
ABOUT US

- Grosvenor Facilities Management Limited (GFM) was established in 1986 to deliver and manage the total facilities management services to property developments carried out by Grosvenor House Group plc.

- Our services have evolved, and we now specialise in the delivery of a total facilities management and property maintenance service to the benefit of a growing list of public and private sector clients.

- Any service we are requested to deliver is tailored to the needs of each of our individual clients, and supported by a comprehensive documented reporting system.

- We operate and provide services at locations from Cornwall to Northumberland.

OUR SERVICES

Products and services that we offer include;

- Planned Preventative Maintenance
- Defect Response and Rectification
- 24-hour staffed Helpdesk
- Renewal & Refurbishment Works
- Condition Surveys
- Project Completion
- Facilities Management
- Removal & Storage
- Trade and Building Services
- Equipping Services

In addition, our Customer Care Scheme ‘C²’ has earned an excellent reputation for providing a full maintenance and repair service.

From our head office in Brasted, Kent, our 24-hour staffed helpdesk directs the most appropriate member of the team to respond to a call out or defect.
Planned Preventative Maintenance (PPM)

GFM produces schedules of work that are determined by;

- The client
- Manufacturers Guidance
- Operational Management Documents
- Statutory Requirements
- Best Practice

All aspects of maintenance will then be undertaken as required by this schedule, including the cost of consumables.

Defect Response & Rectification

A daily response service is provided to ‘make safe’ any defects, followed by a service to carry out full rectification, usually between 24 hours and 28 days.

24 Hour Helpdesk

Our dedicated 24-hour service is based in Kent. We use a bespoke IT system to record, track, prioritise and issue work and PPM requests to our engineers. The trained operators are able to contact the engineers at all times to ensure a seamless service management system. Our operators record all service requests and faults, requesting accurate details at the outset. This information allows our response to be “right first time” which promotes rapid rectification times. Our helpdesk can be contacted by telephone, letter, fax or email, and is the first point of contact for all of our client’s general enquiries.

Renewal & Refurbishment Works

We offer a range of individual services which can be packaged to provide a ‘turnkey’ solution. These services include;

- Design and specification
- Approvals & certification
- Project Management
- New Build Projects
- Refurbishment Works
- Commissioning & ‘Snagging’ Management
Condition Surveys

These surveys give our clients a detailed photographic report of the condition of their properties or assets. We can then jointly develop a schedule of works to bring the properties or assets up to a required standard, which is then maintained.

Project Completion

Achieving practical completion is one of the most difficult stages of any construction or development project. Our experienced team project manage this entire process, including identifying snagging, incomplete and/or defect work, through to ensuring the main contractor fulfils their obligations.

Facilities Management

This covers the day to day management of completed schemes, with products and services that include;

- Grounds Maintenance
- Energy & Utility Management
- Domestic & Housekeeping
- Portering Services
- Security Services
- Reception & Switchboard
- Accommodation Management
- Property Management
- Materials Management
- Post & Courier Services
- Transport / Travel Services

Removals & Storage

We can arrange for scheduled or phased removals, as well as short or long term storage. This is particularly advantageous when occupants need to be moved out for larger scale works.
Trade & Building Services

We offer a complete range of building services delivered by qualified teams, that include:

- Carpentry
- Plumbing (CORGI Registered)
- Ceramic Tiling
- Glazing (Repairs & Installation)
- Steeplejack
- Flooring
- Decorating
- Interior Design
- Plastering & Rendering
- Dry Lining
- Brick Laying
- Electrical
- Fencing
- Locksmith
- Signage
- Roofing
- Scaffolding
- Oversite & Ground Works
- Landscaping (incl’ design)
- Patios & Decking

Equipping Service

A full equipping service can be offered, including:

- Specification
- Interior Design & Layout
- Procurement
- Installation
- Life Cycle Maintenance & Replacement

These services can be provided individually, or packaged together into a ‘turnkey’ solution.