



Our portfolio

# Planned Repairs and Maintenance

**axis**

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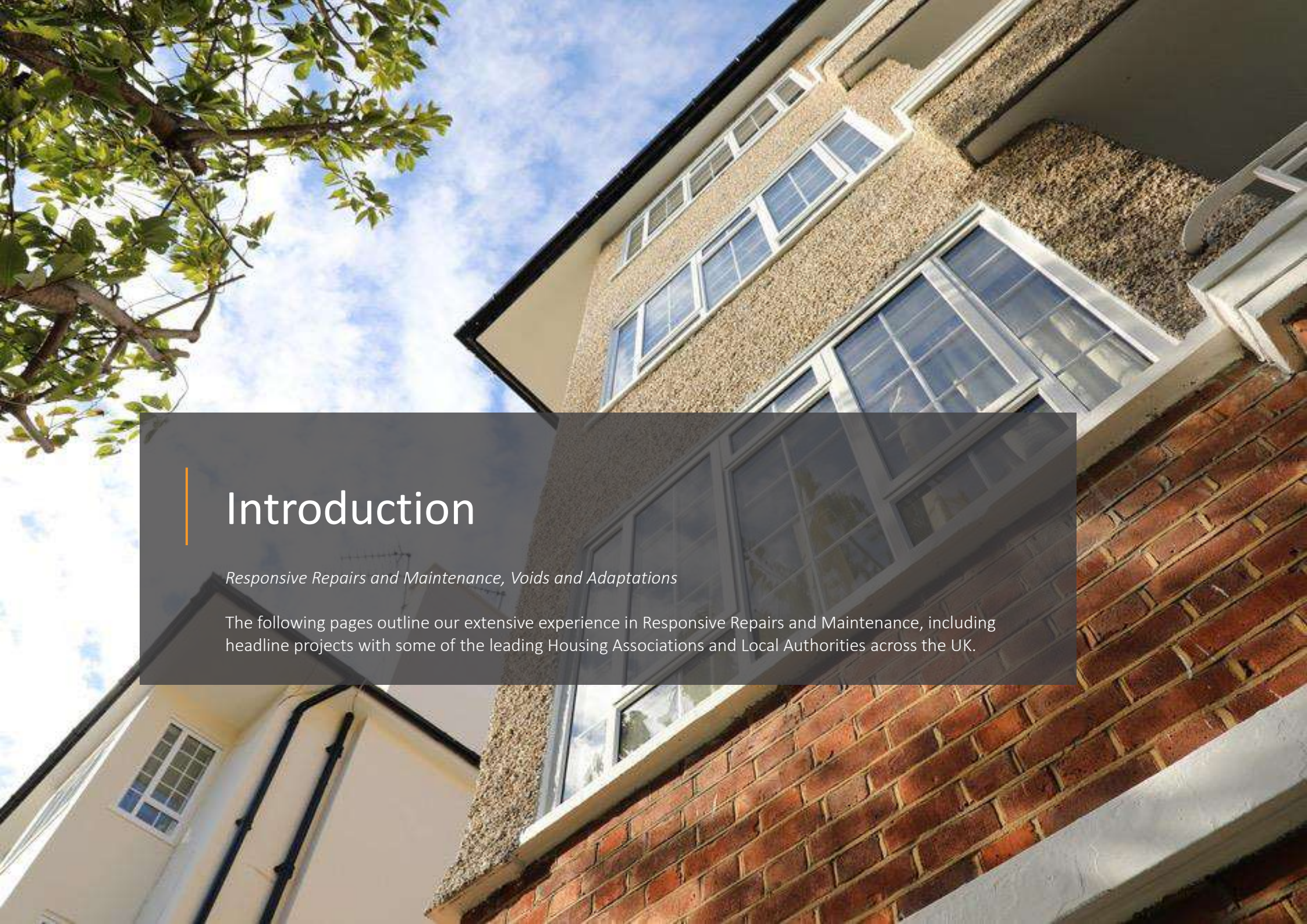
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# Introduction

*Planned Repairs and Maintenance, Voids and Adaptations*

The following pages outline our extensive experience in Planned Repairs and Maintenance programmes, including projects with some of the leading Housing Associations and Local Authorities across the UK.



## Planned Repairs at Axis

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Axis offers a wide range of Planned and Cyclical Repairs and Maintenance Services.

We conduct large-scale, long-term planned and cyclical internal and external repairs works for many of the UK's largest housing providers including Swan, Peabody, L&Q, PA Housing, A2 Dominion and Westminster City Council as well as for private estate owners.

Our planned R&M teams proactively help landlords prevent costly breakdowns and repairs whilst extending the lives of properties and assets.

Our Planned and Cyclical repairs include fabric maintenance as well as replacing roofs, windows and kitchens and bathrooms before they fail and become urgent or even emergency repairs.

Whilst long term planned repair works prevent breakdown or deterioration, our Planned teams often work alongside our Responsive Repairs teams to provide 100% service to our clients.

Most of our Planned Repairs and Maintenance works take place at occupied properties so great care is taken to keep disruption to occupants to a minimum.

### *Our Capabilities*

Our planned preventive capabilities include refurbishment, replacement and repairs to:

- Windows - Crittall, sash, timber and UVPC
- Doors
- Roofs, eaves, fascias and soffits
- Facades
- Brickwork – including specialist cleaning and tiling
- Rainwater goods- including guttering, drains and downpipes
- Communal areas including balconies and walkways and garages
- Landscaping
- Wood, timber and metal including fencing and balustrades
- Kitchens and bathrooms - installation
- Floors
- Ceilings

## Our Responsive Repairs Clients

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## Frameworks

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## Experience – Planned Repairs and Maintenance Services



## Tower Hamlets Homes

Planned Improvements at Brodick House in east London, as part of our Decent Homes contract with Tower Hamlets Homes



Contract: 2-year contract

Properties: 130 apartments in the borough of Tower Hamlets

“

*Axis improved the central heating and water systems, and installed a new boiler house with Heat Interface Unit.*

*Our specialists removed and treated any asbestos. We refitted the corridors and entrance with fresh tiling, flooring and ceilings for a cleaner, more welcoming environment. We added EWI and provided FRA works, such as a management assessment and remedial installations. Our team installed new external guttering and fitted windows, doors and a new roof to improve energy performance.*

*Residents occupied their homes throughout and our dedicated Resident Liaison Officers ensured all parties were well informed and supported. The team attended regular meetings with residents to update them on progress, answer questions and hear any concerns or suggestions.*

”



## London and Quadrant

External Cyclical Maintenance programme, including Lock House and the Five Bells Estate in Rochester, Kent



Contract: 6-year contract

Properties: 25,000 buildings in South West and South East London

“

*Axis carried out works to Lock House & Five Bells Estate to a very high standard, whilst keeping our residents updated along the way with zero complaints received, which backs up the good work by the Axis team on the ground. Our residents now have warmer homes due to the UPVC double glazed windows installed whilst at the same time reducing the need for ongoing maintenance works to the properties over the coming years.*

*The contract has also come in within the budget tolerance with only a 1% increase on the original £317k gross budget which shows the financial awareness of the project team.*

”

Mark Cullern,  
Portfolio Manager,  
L&Q



### Roof Repairs and Replacement works at Bromley Old Town Hall, Kent



Contract: *14-year contract started in 2009.*

Properties: *Grade II listed hall built in 1906 in a neo-Wren style, admired for its hipped slate roof and central cupola*

“

*Axis helped us develop the brief for this project from the outset and were on hand to assess the condition of the roofs.*

*Their expertise and input from the outset meant that we could approach the roof restoration works to this historic building with the correct information. They have been a real collaborative partner and delivered a truly high-quality finish to further secure the future of this beautiful building*

”

Anthony Sadeghi,  
Director,  
E2 Management Consulting LTD



## Thanet District Council

Full strip-out, demolition and refurbishment project as part of Thanet District Council's Live Margate scheme



Contract: 20-month project

Properties: Four derelict Victorian properties converted to family homes in Essex

“

*We are really proud of the team for what they have done and the way they have recreated features of the buildings. It has been a massive refurbishment and they have done such a superb job.*

*The families have all recently moved in and are delighted with their new homes. This is now a conservation area and the team worked hard to recreate the buildings so they are in keeping, with everything, such as the facias, carefully designed*

”

Councillor Lesley Game,  
then Cabinet Member For Housing and  
Safer Neighbourhoods



## Metropolitan Thames Valley Housing

Repairs to residential properties in Hengist Way in Wallington, Surrey



Contract: 5-month project

Properties: 84 20-year-old residential flats in three 3-storey blocks

“

*This project was successfully delivered despite commencing just prior to lock-down. Axis re-commenced the works as per the Government guidelines and completed the works as planned.*

*The Axis team performed well during a troublesome period and concluded the project to the satisfaction of the client and the residents. I look forward to working with AXIS on our forthcoming projects*

Greg Brown,  
Associate, Faithorn Farrell Timms  
(MTVH Contract Administrators)

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### **Specification:**

- Render cleaning
- Painting and Decorating
- Timber restoration
- Metal redecoration



## Clients Testimonials

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... Both Axis and Swan fully embrace dynamic partnering and the ethos of relationship management. Our partnership is founded on trust, mutual respect and a strong belief in excellent customer service.



Terry Bird  
Former Property Services Director, Swan



...Axis Europe went above and beyond to supply us with ideas other than a repairs service and we couldn't be happier with their appointment. The new contract offers compelling benefits to our tenants including housing MOTs, new IT communication processes, employment skills and opportunities and a significant annual charity donation that Melton residents will benefit from each year



Joe Orson  
Leader, Melton Borough Council




... I've found Axis to be adaptable, quick to respond and willing to embrace change. They've worked well with our involved residents... The experience we've had has been very positive overall.



Neil Sargent  
Maintenance Manager, Optivo





# About Axis



## About Axis

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Axis was formed in 1986 and restructured in 1994 leading to a lasting period of sustained growth.

Reliability, craftsmanship and a strong desire to add value at every juncture has been instrumental in our success. This approach has resulted in a high percentage of repeat business, supporting our company ethos that we have no desire to be the biggest service provider, but every intention of being the best.

There have been no changes of ownership and there are no significant pending developments, changes in financial structure or ownership, prospective take-over bids, buy-outs or closures.

We have a detailed five year business plan which measures growth alongside overhead and profit. Being a privately owned company means we can make our own decisions with regards to growth as we do not have separate shareholders and targets to compete against.

We use forward order books and a tender pipeline so we only bid for new business that we know we can deliver. This means we can guarantee continued high levels of service for our existing clients.

It is our aim to build long term, mutually rewarding partnerships with like minded organisations. We combine this with a drive for continuous improvement through in-house training, proactive use of key performance indicators, internal benchmarking, external auditing, and the regular introduction of innovative working practices.



## Areas of Operation

Axis has 4 offices across the UK, including our head office in Stratford, London. We operate in the South East, the Midlands, and the North West.

We have adapted to the times with an agile and flexible approach to working, and we can offer our clients hot desk workspace and meeting rooms in our offices.

Our widespread locations allow us to provide local support to our clients and support our mobile working approach, in all stock areas.



## A Professional Property Partner

Each client receives a comprehensive range of property services with dedicated management expertise, technical capability, specialist operatives,

head office support and a 24/7 help line. This ensures business carries on without disruption. Our integrated service means clients avoid problems

associated with managing a multitude of different contractors. One Axis contact will control and integrate the work of all contractors.

<div>£200m</div> <div>turnover</div>	<div>1000+</div> <div>workforce</div>	<div>6</div> <div>offices</div>	<div>36yrs</div> <div>established</div>	<div>5A1</div> <div>credit rating</div>	<div>1</div> <div>family owned</div>
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### Delivery Strength & Certainty

We pride ourselves on the professionalism of our management and operatives, who maintain a corporate culture. When our people are in your building, their behaviour and manner will be in

keeping with a business culture. All of our operatives are fully qualified, accredited and insured to carry out professional works in occupied or empty properties. This provides full compliance with

building regulations and to client agreed service levels. Our service carries comprehensive insurance cover.

					
		<div>Public Liability £15m</div>	<div>Contractors All Risk £2m</div>	<div>Employers Liability £10m</div>	<div>Professional Indemnity £10m</div>



A photograph showing two women from Axis Europe, wearing high-visibility yellow vests with the 'axis' logo and face masks, standing in a doorway and talking to an older woman with white hair. The woman on the left is holding a clipboard. The background shows a red door and a black door with the number '2'.

# Thank You

Please contact a member of our team if there is anything else you would like to know

## Joe Hayes

Business Development Manager  
Mobile: 07896 681 534  
[Joe.Hayes@axiseurope.com](mailto:Joe.Hayes@axiseurope.com)

## Address

Axis Europe  
Tramway House, 3 Tramway Avenue  
Stratford, London E15 4PN

## Head Office

Telephone: 020 7564 2100  
[www.axiseurope.com](http://www.axiseurope.com)