



Client: Various organisations Sector: Commercial property

Background

Commercial properties encompass a myriad of different operations, from call centres to general office buildings. Most comprise several floors, rooms, offices or areas, each with differing requirements and fluctuations in demand for services. The requirements are dependent on use, occupancy and other external factors.

HFL Building Solutions has a solid reputation for delivering efficient and cost-effective management, operations and solutions for technically complex buildings and maintaining the environment within them. As experienced service providers, we hold several long-term building management contracts with high-profile customers such as Tarmac, Savills, Deloitte Drivers Jonas, Property Serve, GVA, Allied London (Spinningfields) and Acuity.

Requirement

Requirements vary from customer to customer, which is why we provide a range of service solutions, from scheduled maintenance to emergency response.

Our core strengths lie in the management and maintenance of heating and ventilation; refrigeration and air conditioning, lighting (including emergency lighting); water hygiene, plumbing and public health; mechanical and electrical services; and building management systems. Other services include electrical testing services, computer-compatible fire alarm servicing and gas services, to name but a few.

Our experienced engineers have also worked closely with clients in developing specialist predictive maintenance and risk management programmes for improved asset management. These include: energy and waste management; refurbishments and alterations; voice and data cabling; landscaping and grounds; safety systems; cleaning; fabric maintenance and energy audits and management.

Our response

Commercial building clients can rely on us to provide a service bespoke to their particular requirements. Whether this takes the form of a permanent on-site presence, mobile maintenance service or a combination of the two, the diverse skill-sets amongst our teams mean that we are able to provide exactly the right people for each contract, at the appropriate level of expertise.

Even our most experienced engineers undergo regular training to ensure that they are kept up-to-date with the latest systems and that HFL Building Solutions' capabilities continue to be 'best in class.' In addition we believe that familiarisation with customers' individual systems is important, so we always strive to supply dedicated engineers to ensure rapid response and continuity.

"For the most part, our skilled technicians work behind the scenes," says Dave Saxton, HFL Building Solutions' Managing Director. "It's our job to make sure that customers' site assets operate in the most efficient

and cost-effective manner and that office premises deliver continued comfort to their occupants. Essentially all the things that are taken for granted such as hot and cold water, lighting, temperature control and air conditioning are carefully managed, maintained and controlled by us to deliver optimum performance for our clients."

Delivering optimum performance means not only managing the various systems in a consistent and effective manner, HFL

Building Solutions also works hard to achieve and surpass environmental targets and ensure compliance with current legislation.



Result

The fact that we have secured so many permanent contracts stretching back over several years is testament to our ability. We work to agreed Key Performance Indicators and provide robust management reporting to all customers via our dedicated client management teams.

We believe our service delivery is second-to-none. In addition to our day-to-day activities, we operate an emergency response service 24 hours per day, 365 days per year. This provides specialised back-up support within guaranteed response times to ensure restoration to normal working order as swiftly as possible.

"We have employed HFL Building Solutions to manage our buildings for over 3 years now and they have delivered a consistently high standard of service. We know that we can rely on them to provide experienced technicians who understand our requirements precisely and act in the most efficient and cost effective manner. They're so unobtrusive that half the time we don't even notice that they're there, but we'd certainly notice if they weren't."

Operations Director, Savills





About us

HFL Building Solutions is part of the Haden Freeman Group of companies and offers mobile maintenance, integrated facilities and building environmental services from two main hubs located in Central and Northern England. We operate teams of highly experienced individuals with a broad range of technical skills who have the capability to manage, operate and maintain even the most complex of buildings.

We treat every contract as individual and tailor both the team members and the solutions to the specific needs of buildings and occupants to provide optimum comfort and performance. All technicians operate from vehicles equipped with the necessary tools, equipment and instruments to effect maintenance and repairs with the minimum disruption and downtime.

Clients we are proud to work with:

- > The Chill Factory
- > Alton Towers
- > Tarmac
- > Toyota
- > BT (multiple sites)
- > Du Pont
- > Carillion
- > RSPCA
- > Severn Trent
- > Savills (multiple sites)
- > AMC Cinema
- > Urenco
- > Salford Colleges (multiple sites)
- > Spinningfields
- > Allied London
- > Drivers Jonas (multiple sites)
- > Acuity
- > Property Serve (multiple sites)
- > GVA Grimley (multiple sites)
- > Stretford Mall
- > Cherry Tree Shopping Centre
- > The Triangle
- > Printworks

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