

The logo features a green speech bubble icon containing a white brick pattern.

PRINCEBUILD

meeting your **property** needs... today



Insurance Claims Management and Repairs
PROVIDING DOMESTIC AND COMMERCIAL CLAIMS SOLUTIONS

Tried, tested and trusted for more than 45 years

Princebuild Limited is a family-run business that has been caring for, maintaining and building properties since 1971.

We specialise in providing a diverse range of services across the construction industry and our business is made up of seven key divisions: Construction, Refurbishment, Insurance, Small Works, Maintenance, Building Services and Renewables.

Our company was founded in Peterborough, where we still have our head office today. Over the years we have expanded our operational area to cover the entire East of England, London and the Midlands.

In addition to our Peterborough office we also have offices located in:

- Spalding
- Market Rasen
- Northampton
- London

We currently employ more than 220 people to help us achieve the aims of our business and to deliver the excellent levels of service that our customers have come to expect.

It is the philosophy of our company to maximise our business by growing with existing clients, gaining new clients in our existing operational areas, and most importantly, continuously improving the delivery of our service and the overall satisfaction of our clients.



Define. Design. Deliver.

A professional project, every time!



We've got insurance claims covered!

We have provided a domestic and commercial insurance claims management and repair service for more than forty years, and our level of knowledge and experience makes us the contractor of choice for many insurance companies, loss adjusters and policyholders.

A Personal Service

We offer a personal service to both our insurance clients and their customers, with all calls and claims management being handled from a centralised call centre. Clients can be rest assured that we can deal with all claims in an efficient manner, using the latest technology to manage SLA compliance and provide real time updates on progress.

A Specialist Team

Our specialist insurance claims management and repair team have been specifically recruited to combine a wealth of knowledge from both the insurance and construction industries. Together, our team deliver a seamless service that ensures claims are surveyed and scoped accurately, and that validation evidence is provided at all stages.

Customer Satisfaction

Achieving high levels of customer satisfaction is one of our main priorities and our teams work tirelessly to ensure some of the best customer satisfaction levels in the industry. In addition all of our work is guaranteed and backed up by our 24/7 emergency call-out service, so customers can rest assured that they are in safe hands.

Commercial and Domestic Claim Types:


- » Fire
- » Flood
- » Subsidence
- » Escape of Water
- » Storm Damage
- » Impact Damage
- » Accidental Damage
- » Malicious Damage
- » Theft Damage



Delivering the Work

From the commencement of a project we will appoint a dedicated claims manager to oversee the works, and we pride ourselves in completing all works to an excellent standard, whilst ensuring that the client receives best value for money and is only repairing insured losses.

Management and claims services:

-  Emergency Call-Out Service
- Trace and Access
- Drying and Restoration - including Heritage / Conservation
- Drainage Surveys - Repairs and Replacement
- Subsidence Structural Repairs
- Underpinning / Piling Schemes
- Asbestos Surveying
- Digital Roof Surveys
- Surveying Services



Our people



Our people are at the heart of what we do and we invest in and develop them to provide our customers with a service that is second to none.

As we are a family-owned business, our people are at the heart of what we do, and we enjoy supporting, training and developing our employees to get the very best from them. In turn, our customers enjoy a service that is second to none.

We provide all of our employees with the opportunity to progress their career with us, and as a result we have a very loyal and long-serving work force who are highly trained and experienced in the area of the business in which they work.

All of our staff and trade operatives are trained in customer care for working within occupied properties and are provided with equality and diversity training, as well as being fully DBS checked. This means our customers can rest assured that they are dealing with a trustworthy and professional team who will deliver a successful project.

All of our trade operatives are provided with the right tools, including a highly specified vehicle, vehicle stock, corporate clothing, personal protective equipment and the latest communication technology to ensure that each job progresses smoothly and efficiently.

In recognition of the investment we make in our staff, we have held the Investors in People accreditation since 2005 and have also received certification from the National Apprenticeship Service.



INVESTOR IN PEOPLE

Our vehicles are equipped with the latest tracking devices, so that if our customers require urgent attention we can locate the closest vehicle to a job. These devices also help us to ensure the safety of all our workers at any given time.

Health and safety

The health and safety of our people, our clients and the general public is of paramount importance to us. For this reason, we make health and safety everyone's business.



Brian Sutherland BSc (Hons) CMIOSH RMaPS OSHCR
Health & Safety Manager

Highly Qualified Staff

Our company's Health and Safety Department is managed by highly qualified and experienced members of staff who are able to deliver a high level of internal training, including IOSH Managing Safely courses.

Toolbox Talks

We promote health and safety throughout our business by delivering regular Toolbox Talks to our trade operatives and by having a safety committee consisting of directors, senior managers, administrators and members of our work force.

On-Site Safety

We promote health and safety on our sites by ensuring that safe working practices are in place before we commence work, and for reactive maintenance works our trade operatives complete a site-specific risk assessment upon arrival at site.

Caring For The Environment

Just as importantly, we also respect and care for the environment in which we work, and have developed many practices and procedures to minimise the impact of our business operations on the environment. We are particularly proud of our procedures for processing the waste that arises from our work and of the way in which (by waste segregation) we ensure that only a minimal amount of our waste ends up in landfill.

Accreditations

Our company has the following Health and Safety and Environmental accreditations: OHSAS 18001 (Health and Safety Management), CHAS (Contractors Health and Safety Assessment Scheme), Safecontractor Approved, ISO 14001 (Environmental Management)



Why Choose Princebuild?


Whether it's because our company offers a professional, friendly service or because our clients know we have the right tools to get the job done, our customers return to us time and time again.

- Trusted family business, trading for more than 45 years
- Dedicated, loyal, long-serving team who are passionate about delivering high-quality work
- Full turnkey solutions, including planning and design
- Ability to listen and adapt to customers' needs
- Easily accessible and auditable systems
- Positive health and safety culture
- All employees are DBS checked
- Only use quality products from leading manufacturers, with a vast knowledge of local suppliers
- Guaranteed  emergency service

Our company is large enough to provide a first-class, reliable service, but still small enough to appreciate the values of each and every customer we serve.

The services we provide

Through our network of strategically located offices and seven key divisions we offer a full range of 'in-house' services for domestic, commercial and industrial properties.

-  Emergency Call-Out Service
- **Maintenance** - Reactive, Void, Cyclical and Planned Maintenance Contracts
- **Small Works** - Disabled Adaptations, Renovations, Extensions, Kitchens and Bathrooms
- **Building Services** - Mechanical, Electrical and Air-Conditioning Services
- **Insurance** - Fire, Flood, Subsidence, Storm, Accidental and Impact Damage
- **Refurbishment** - Domestic, Commercial and Industrial Refurbishments
- **Construction** - Domestic, Commercial and Industrial Design and Build
- **Renewables** - All forms of design and installation, provided by our specialist division **Princeenergy**

DESIGN. INSTALLATION. MAINTENANCE.
SURVEYING. SERVICING. UPGRADING.
PLUMBING. HEATING. ELECTRICAL.
JOINERY. BRICKLAYING. GROUNDWORKS.
PLASTERING. DECORATING. ROOFING.
AIR-CONDITIONING. REFURBISHMENT.

Our insurance related clients



Other valued clients



OVER 1000 CLIENTS HAVE PUT THEIR TRUST IN OUR SERVICES

Our company your community

At Princebuild we care about the communities we interact with and we work in partnership with them to make a positive impact - economically, environmentally and socially.

We understand how important the local community is, and consequently make sure it is at the heart of everything we do.

Our corporate and social responsibility policy highlights this commitment and it works to identify social issues that are relevant to our business and are important to the communities we serve.

Each year we commit to supporting local charities, businesses and communities by organising fundraising events, providing sponsorship or offering our services for free to help make a difference. The cumulative effect of this work and support equates to tens of thousands of pounds each year.

Below are just some of the community and fundraising projects we are proud to work with and support:

- Peterborough United
 - Macmillan Cancer Support
 - Sue Ryder Care
 - Boston College
 - The Salvation Army
 - The Amazon Children’s Wards
 - New College Stamford
- South Lincs Group Training Association
 - Spalding RFC
 - NSPCC
 - Children in Need
 - Mind CPSL
 - When you Wish Upon a Star
 - Business in the Community





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