



Small Works & Maintenance
Providing a complete service you can rely on

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're **BIG** on Small Projects

Our Small Works Division specialises in delivering projects up to £100k.

The division caters for all types of work regardless of trade type, and particularly specialises in disabled facilities adaptation works.

A personal approach

We appreciate that not all of our clients have experience of the building industry, and although they know what their requirements are, they are not always entirely sure how to achieve them.

In many cases the value of a small works project does not justify the engagement of an architect to assist with the plans. That's why our experienced multi-disciplined surveyors are always on hand to help, advise, scope and specify any small works projects required.

In addition we can advise clients whether there are any specialist considerations that need to be made for their project such as Structural Calculations, Planning or Building Regulation Approval.

The small works team

Our team that deliver small works projects have been specially selected for their ability to deliver works of various types to very exacting standards. Our project managers are typically from a trade background, so are never short of innovative solutions that produce the most cost-effective results.

Sectors we work in: Retail, Healthcare, Government, Commercial, Education, Facilities Management, Housing Associations, Local Authorities, Charities

Services Provided

- » Disabled Adaptations
- » Refurbishment
- » Repairs
- » Alterations
- » Extensions



Providing a responsive service when you need it

Our company was founded on providing domestic and commercial maintenance services and we have always prided ourselves on being there for our clients when they most need us.

Over the years we have worked for and held many contracts with local and national organisations, including housing associations and local authorities, providing all the services associated with housing and commercial building maintenance.

Strong relationship management

We believe that providing our maintenance clients with a main point of contact and a team dedicated to their requirements is key to establishing successful business relationships. For that reason, we don't operate generic call centres.

Our clients can rely on receiving a personal service from staff who understand their specific requirements and operational procedures. For planned maintenance contracts we appoint customer liaison officers to ensure that our personal approach is maintained on site as well as in the office.

Dedicated maintenance teams

Our dedicated maintenance teams have a vast experience of working in the maintenance industry. The majority of the trade operatives assigned to our Maintenance Division are directly employed and highly qualified in their trade. All are DBS checked and CSCS accredited meaning that our clients, and where applicable their residents, can rest assured that they are in safe hands.

Aftercare service

As a company that provides a diverse range of maintenance services, we guarantee all of our works for a period of 12 months. So in the unlikely event that something does go wrong, we'll be there to put it right.

Our maintenance teams are always on hand 24/7, 365 days a year to provide emergency support when needed, and we also offer planned preventative maintenance packages.

Services Provided

- » 24/7 ECO
- » Reactive
- » Void Properties
- » Planned
- » Cyclical
- » Facilities Management
- » Cleaning
- » Clearance



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 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 Safety 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 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
- Five offices strategically located to serve the East of England
- Dedicated, loyal, long-serving team who are passionate about delivering high-quality work
- Full turnkey solutions, including planning and design
- Services for domestic, commercial and industrial clients
- Ability to listen and adapt to customers' needs
- All employees are DBS checked
- Easily accessible and auditable systems
- Positive health and safety culture
- Only use quality products from leading manufacturers, with a vast knowledge of local suppliers
- Guaranteed  emergency service
- Directly employ the majority of trade disciplines required for carrying out all types of small works and maintenance

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 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** - Domestic and Commercial 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**
- **Cleaning** - All types of specialist cleaning provided by our subsidiary business **Princeclean**



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

Our small works and maintenance clients include...



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
- Peterborough Breast Unit
- The Salvation Army
- The Amazon Children’s Wards
- New College Stamford
- South Lincs Group Training Association
- Little Miracles
- NSPCC
- Children in Need
- Mind CPSL
- When you Wish Upon a Star
- Smile Train





PRINCEBUILD

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

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