



Experts in delivering facilities management
that bring places to life.

Part of



www.derwentfm.com




Who we are

Derwent fm bring your places to life. As industry leaders in providing total facilities management services across a wide range of sectors including; education, student accommodation, corporate and local government, our tailor-made services can be delivered as a whole or as individually bespoke modules to suit your buildings exact needs.

We have vast experience across all disciplines of facilities management including hard and soft services, energy management, health and safety, life cycle management and conferencing services.

At Derwent fm, we pride ourselves on our transparent and honest business approach. Throughout all stages of a project life cycle we deliver efficient and supportive customer service whatever the length of contract. As customers of Derwent fm you benefit from knowing we are small enough to care but big enough to deliver with clearly defined costs, peace of mind and a solid working relationship.

As part of the Places for People group, we are a unique organisation that blends social responsibility with commercial strength supported by a strong financial base. Our profits are re-invested to regenerate communities via social housing and community initiatives adding real value to our client's corporate social responsibility.



Small enough to care,
big enough to deliver





What makes us different?

Our people, our purpose and our passion.

Our purpose to be ethical and transparent in our approach to every contract drives our passion to consistently deliver service standards that delight and exceed your expectations. We create profit for social benefit. With all our profit re-invested to regenerate communities by supporting social housing and community initiatives.

Our passion is to ensure this ethical and transparent approach to business means we deliver on our promises to you and the wider community. We demonstrate this by our partnerships with organisations such as Student Minds and commitment to environmental best practices via our membership of The Climate Group's EP100 scheme, our Green Team initiative and our ISO 50001:2018 Energy Management Certification. By working with us you are giving back to the wider community and supporting your corporate social responsibility strategy.

Derwent fm's other significant difference is we offer an end to end service delivered in innovative and cost-effective ways that really bring improvements for investors and building owners.

Our purpose

“Derwent fm's purpose is to create profit for social benefit. All our profit is re-invested to regenerate communities by supporting social housing and community initiatives.”

Our SPIRIT



Our SPIRIT values bind our people together.

They guide us in what we do, how we act and what we say.

Derwent fm colleagues are a highly motivated group of people who embrace our SPIRIT values. We are committed to our VISION so that we DELIGHT you, our customers, by KNOWINGLY providing SAFE facilities management services, always INNOVATING to deliver best value for you.

The dedication of our people is paramount to how we provide excellent service. The ongoing training of our colleagues ensures we have a highly skilled workforce committed to consistently delivering excellent standards whatever their role. We recruit only those individuals who demonstrate our SPIRIT values and live these every day.

We believe the right attitude goes a long way towards creating positive working relationships, fostering mutual respect and trust, allowing you to enjoy first-class facilities management services which offer exceptional value.

"At Derwent fm we value our colleagues for the individual qualities and the difference they make. We are committed to providing a fair and supportive culture for our colleagues to be the best they can be. Together we deliver great service for our customers" - Janice Boucher, Managing Director, Derwent fm.



Recommended by

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Derwent Facilities Management were initially appointed by Evans Property Group on behalf of Student Accommodations Provision LLP in 2012 as hard and soft service provider to Goodricke College which comprised 588 beds at The University of York, East Heslington campus. this was further endorsed following a tender process where Derwent fm increased their presence on campus as hard service provider to Langwith College (651 beds) and Constantine College (622 beds). The Derwent fm team deliver a quality professional service which we would wholly recommend to other student accommodation providers.

Richard Bean MRICS, Senior Asset Manager



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Derwent fm has provided St Hugh's Hospital with facilities management cover over several years and I have nothing but positive feedback from the site team. I have found Derwent fm to be of great support and assistance in all matters relating to maintaining our site and are our 'go to' people for advice and support on any issues connected to facilities. On several occasions in the last twelve months the fm team have been the difference in keeping the hospital working and preventing patient cancellations. This is something vital to your reputation as a healthcare organisation. They always go that extra mile at any time of the day to keep our organisation safe, compliant and operating well. I would wholeheartedly recommend Derwent fm services to any organisation.

Gary Allington, Facilities Manager, St Hugh's Hospital





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The successful opening of our flagship postgraduate student accommodation, Aspire Point, was the direct result of the hard work and commitment from the Derwent Facilities Management team.

They worked tirelessly to ensure the building was ready for occupation and successfully embraced our working procedures to ensure consistency in standards of service, so much so, that students are not aware of the difference between living in a leased building and our Queen Mary owned and managed housing stock.

The Derwent team at Aspire Point are fully integrated into the broader teams that make up Queen Mary's Residential Services and Support. Nothing is too much trouble for Micheala and her team, it is a pleasure to collaborate with them.

**Barbara Ashcroft, Head of Housing Services,
Queen Mary's University London**



What we do

Our service offering is as broad as the range of sectors we work within so we're able to offer integrated and tailored hard and soft facilities management solutions to meet our client's needs. This flexible approach means that whether we're providing a bundled or individual service, we always adapt our offering to suit the needs of the target stakeholders.

We have a proven track record of providing fantastic results for our clients over the years including improvements to efficiency, cost-saving and meeting sustainability targets. You can learn more about the many services that we offer organised into four key categories below.



Hard Services

A range of services focusing on maintaining or improving the physical built environment, a building's mechanical and electrical systems and remaining compliant with the law.



Soft Services

A range of services to ensure that all premise interactions are positive. Services include: cleaning, security and grounds maintenance, automated post systems, maintaining and/or improving the physical built environment.



Property Management

Comprehensive services helping you manage your property or portfolio of assets; this includes sales, lettings, maintenance, compliance, finance, insurance and health and safety, ensuring your premises always remain compliant.



Energy Management

Let us help you focus on improving your energy management, using our expertise to reduce your environmental impact, by reducing your emissions and energy usage you will also benefit from significant cost saving.

Why Outsource your FM services?

Outsourcing- reasons why outsourcing would be a good option for you.



How we do it



Life Cycle Management

We holistically manage our client's assets in line with our life cycle management software, saving customers time and money. Most importantly we ensure maximum benefits for their end users.



Our App

Applications for logging all maintenance requests and in a student setting for 24/7 communication with the accommodation teams, SMS push notifications, site inductions etc.



Engineering Excellence

Multi skilled and mobile engineers equipped with GPS online PDAs for real time tracking and maintenance task recording.



Pandemic Responses

In times of crisis such as the Coronavirus pandemic we can mobilise our services quickly to provide services such as additional deep clean and enhanced cleaning regimes with minimal exposure along with Void Management services in line with SFG30 including legionella checks.

We fully understand the crucial importance of efficiently delivering your contract requirements. Our reputation has been built on our ability to successfully do this on behalf of many different clients with diverse property portfolios.

Part of our commitment to outstanding contract delivery is giving you a dedicated manager who will work in close collaboration with your team to deliver your exact requirements on time and on budget.

This might include areas such as; compiling site specific procedures, inducting staff/contractors, defining areas of responsibility including assigning key contact, compiling and delivering a robust planned preventative maintenance plan etc.





We're experts in

At Derwent fm we offer a broad range of facilities management services to suit the requirements of our client, whatever the sector. We pride ourselves on being experts in the delivery of first class facilities management services and aim to exceed expectations at every opportunity.

Student



From providing quality accommodation that we manage and maintain to increasing student satisfaction, we are trusted and experienced experts in the student sector. We believe in engaging with our residents and ensuring they have the best possible student experience.

Healthcare



In a time when the healthcare industry is faced with many challenges due to tightened budgets and limited resources, Derwent fm can be relied on to help reduce costs by helping you to operate more efficiently and provide first class care.

Government



With public spending under constant scrutiny, we can offer efficient FM services to lessen the challenges faced by the public sector and deliver improved cost savings which can be used to help with depleted funds and budgets.

Retail



In the fiercely competitive retail sector, we can help you to stand out among the competition and boost your profits. From ensuring that customers are comfortable in their shopping environment to efficient running of your services we can help to improve your efficiently and increase your profit margins.

Industrial



We help our clients to create safe and efficient industrial working environments to help boost production and profits. By offering integrated and tailored facilities management support, we can help to drive down costs and keep your offering competitive.

Residential



We are here to help clients create appealing living environments for residents to secure a maximum return on investments. We recognise that the sector can require a different approach and, as such, deliver a level of professionalism that is fitting to the environment, whilst delivering a first class service.

Who we've helped

TTS



LOCATION: UK WIDE

TTS are a worldwide developer and distributor of education resources including stationery, books, educational games and furniture. They were looking for a reliable facilities management partner who could provide mechanical and electrical maintenance, ground maintenance, window cleaning and pest control for two of their distribution warehouses.

Derwent fm were chosen for their reliability, experience and partnership approach. Due to their efficient service, TTS later awarded Derwent fm with providing routine cleaning services to their premises.

Providing a reliable and professional service

On commencement of the contract, Derwent fm identified areas of the output specification were inadequate. This meant that a higher quality service could be provided beyond what had been specified. Working with TTS, Derwent fm modified the specification to ensure that it met SFG20 and industry best practice. As a result, many areas of the premises were improved, including a leak that had gone unidentified in the sprinkler pump house. TTS now receive a high quality, compliant service and can rely on Derwent fm to identify any areas that require service, saving TTS time and money in the long run.

TTS's client friendly read only access to the CAFM system ensures that they always have an overview of the service and can be confident that they are being provided with service excellence.





VALUE

£100k

Per Annum

SIZE

2

Distribution
warehouses

DURATION

Rolling
contract



Service contracts for business-critical assets

TTS have many business-critical assets that are maintained by Derwent fm, including roller shutter doors. To ensure that service is not interrupted for TTS customers, Derwent fm have service contracts in place for each asset which includes PPM schedules. Derwent fm actively advise TTS when assets are coming to the end of their life cycle. Derwent fm boast 100% compliance with scheduled planned preventative maintenance (PPM). As a result, TTS receive a service that reduces the amount of reactive maintenance required, meaning that their business operations can run with minimal disruption.

Streamlined management of services

Prior to working with Derwent fm, TTS staff experienced much disruption to their day to day work as they needed to be more hands on with the management of maintenance issues. Derwent fm removed this responsibility from TTS using their streamlined management processes which allowed the TTS team to spend their time on core business, safe in the knowledge that the maintenance of their facilities is in-hand.

After being impressed by the time saved, TTS also awarded Derwent fm with the cleaning services to their properties, allowing their staff to focus on core services. This has saved TTS both time and money spent on the management of their properties.

An example can be seen from a recent reactive issue where a sprinkler head burst causing a large leak in part of the warehouse. Derwent fm were able to instruct TTS how to quickly stop the leak by cutting the water supply to reduce the amount of damage caused to stock. Despite the sprinkler being situated over 20m in height, Derwent fm were able to resolve the issue within 24 hours with minimal disruption to TTS.

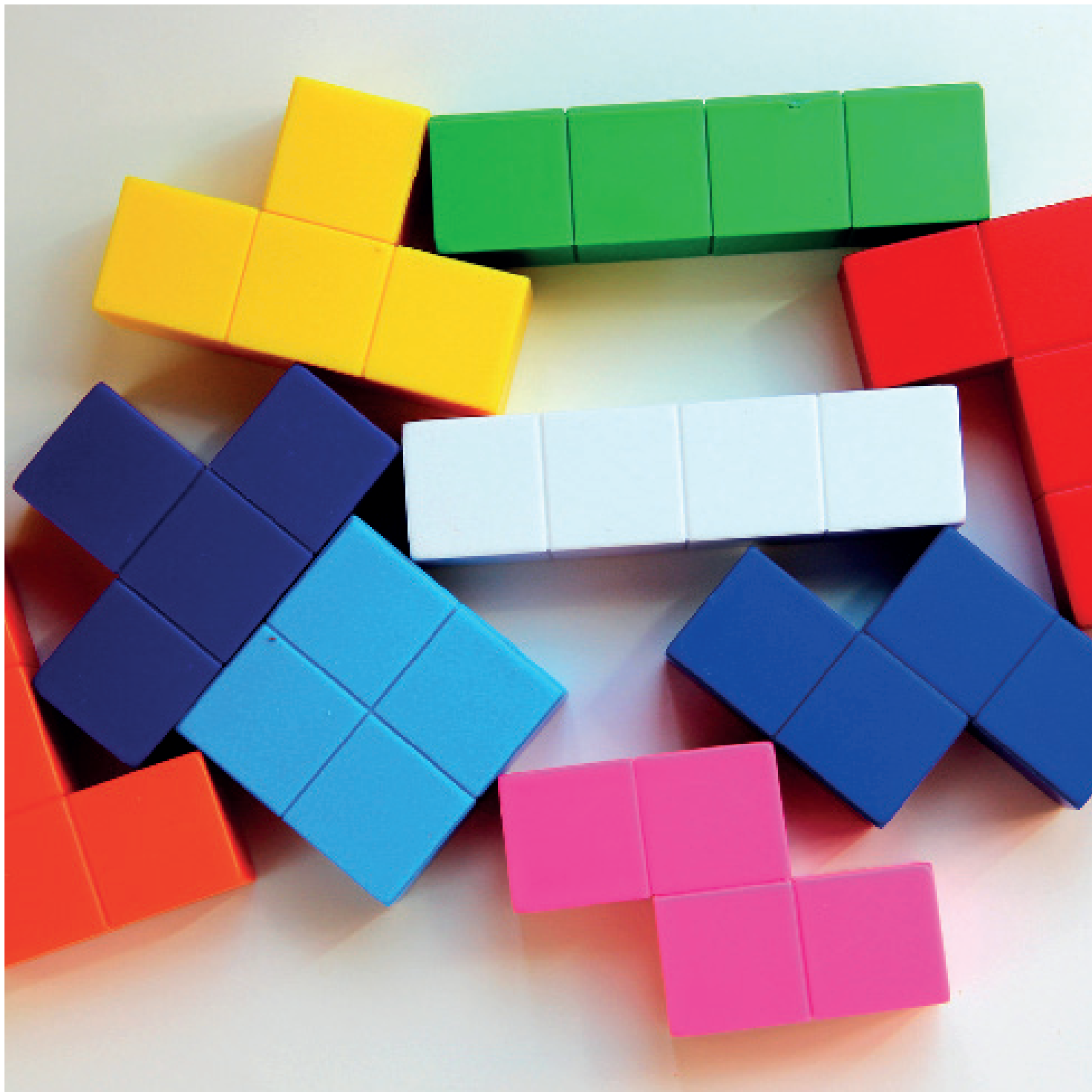
Core Services

Hard Services:

- Sprinkler System Maintenance
- Lift Maintenance
- Loading Bay Maintenance
- Dock Levelling
- Roller Shutter Maintenance
- Panel Door Maintenance
- Emergency Lighting Maintenance
- Lighting Maintenance
- Air Handling Unit Maintenance
- Gas Boiler Maintenance
- Air Conditioning Maintenance

Soft Services:

- Water Hygiene
- Routine Cleaning
- Window Cleaning
- Grounds Maintenance
- Gritting Services
- Pest Control



Who we've helped

The University of Hertfordshire



LOCATION: Hatfield

Following construction of a new, £170m development for the University of Hertfordshire, Derwent fm took over the provision of all hard and soft facilities management activities on site in 2012. Under this design, build, finance & operate agreement, the Uliving consortium (composed of Bouygues UK and Derwent Living) constructed 2,511 student accommodation units at the College Lane campus. On completion, all of the new units achieved BREEAM 'Outstanding' status and it has been recognised as one of the leading schemes in the UK for student experience winning a range of awards.

The university also transferred 502 of its existing residences to Uliving for refurbishment and Derwent fm is now providing a full range of support services to the renovated units.

Our provision includes estates and grounds maintenance, cleaning, waste management, security, utility management, IT, parking, conferences and helpdesk services.

The new build scheme incorporates modern sports pitches, a campus gym, informal learning and social spaces. A new dedicated bus route has been incorporated into the complex to provide regular transport links with the university and local community.

One of the university's key objectives in launching this scheme was to improve its 'student experience' ranking. Derwent fm's exemplary standards of service provision are crucial to this goal, contributing to greatly-improved levels of satisfaction with the accommodation and support available to all students.

Working alongside the university and student union, we achieved this through initiatives such as:

- Fostering an unparalleled community atmosphere – something which is often lacking in such large developments;
- Tailoring common room provision to the students in residence by listening to their views on what facilities should be available
- Ensuring our teams are always available, approachable and supportive
- Organising social events and excursions which are tailored to the existing student population

VALUE

£3.3m

Per Annum

SIZE

3,011

Bedrooms

DURATION

50

Years

Who we've helped

Hyndland House



LOCATION: Glasgow

Hyndland House is a 174-bed property in the heart of Glasgow's West End. The purpose-built student accommodation opened to students in 2014. The client required a fully integrated service from an experienced student accommodation management provider and chose Derwent fm as the specialist provider.

Derwent fm provide a fully integrated service which includes both hard and soft facilities management in addition to high quality student services including lettings and marketing.

Experts in new build property

Derwent fm have a wealth of experience managing newly built, purpose-built student accommodation. By contracting with Derwent fm early in the design and build stage, Derwent fm provided the client with experience and expertise to ensure the build was fit for purpose. This included the assistance from the layout of the property to the choice of furniture. By working in partnership with Derwent fm, the client was able to develop a property that stood out from the crowd in a highly saturated market.

Derwent fm's experience in managing defects meant an easy transition for the client, giving them one less thing to manage and worry about. Derwent fm can be trusted to protect their client's investment.





VALUE

£309k

Per Annum

SIZE

174

Beds

DURATION

21

Years



Dedicated Platform For Student Rental Property

Using their online booking engine, Derwent fm fully manage the lettings of the property from onsite staff to provide viewings to the online booking engine which will ensure that all booking requirements are completed, including the taking of deposits, setting up payments and the completion of tenancy agreements. With this streamlined approach, the client has peace of mind knowing that the letting of the property is being fully managed for them. Derwent fm undertake an annual rent setting exercise including market research to ensure high returns for the client.

Expert Marketing

In addition to the lettings process, Derwent fm manage the marketing of the property to ensure high levels of occupancy and a steady income for the client.

Despite being placed within a saturated student accommodation market in Glasgow's West End, Hyndland house has achieved 100% tenant occupancy over the last three years.

The dedicated team provide a high-quality student experience, meaning that we have a high rate of returners and 100% occupancy, ensuring an excellent return on investment for our client.

We pride ourselves on service excellence and the benefits of this are clear through our fantastic renewal record.

Pastoral Care

Derwent fm are greatly experienced in enhancing student experience. From the hosting of events within the accommodation, to the assistance in providing safeguarding to the students housed at the places they manage, Derwent fm place an importance on student well-being.

As experts within the student sector, Derwent fm can offer support to clients to meet the ever-increasing requirement to provide pastoral care. Derwent fm partner with the Student Minds charity to keep up to date with ways that pastoral care can be improved to enhance the student experience. The clients at Hyndland house benefit from a dedicated team who pride themselves on providing an excellent service to both the client and the end user. This, not only ensures a high returner rate, but ensures high recommendation for future years.

Core Services

Facilities Management:

- Hard service
- Soft Services
- Compliance
- 2/4 Helpdesk

Property Management:

- Front of House
- Building Risk Assessments
- Life Cycle Asset Management

Student Management:

- Pastoral Care
- Direct Let Marketing
- Events Management
- Student Payments

Energy Management:

- Utilities
- Benchmarking
- Trends & Analysis
- Green Team Initiatives



Who we've helped

St Hughes Hospital



LOCATION: Grimsby

St Hugh's Hospital is a registered charity and 'not for profit' provider offering holistic levels of care. In 2012, the hospital was searching for a dependable supplier to provide mechanical and electrical maintenance to the hospital. Derwent fm is proud that it was chosen as the reliable provider to maintain the hospital's excellent patient satisfaction standards through promoting business continuity and the availability of first-class facilities.

The Challenges

As a healthcare provider, reputation and customer satisfaction levels are vital to ensuring customer peace of mind.

Consequently, the hospital facilities must remain:

- Open to patients during planned business hours - any disruption caused by mechanical or electrical fault can result in patient cancellations and a loss of reputation.
- Safe to the public - ensuring that all compliance and health and safety checks/maintenance are up to date.
- Cost effective - as a not for profit organisation who support the NHS, the maintenance of hospital facilities should at all times be an effective use of funds.

Reliability, dependability and peace of mind

Our proactive contract management capability means that St Hugh's Hospital can contact us 24/7 should they encounter any issues. This function has proved invaluable to St Hugh's as they have experienced multiple out of hours issues that, had they not been resolved, may have resulted in the hospital being unable to open to receive patients. However, we are quick to respond at all hours, ensuring that engineers are on-site and that any issues are resolved quickly. This ensures that business can continue as normal and that no disruption is incurred. As a result of Derwent fm's proactive response to incidents, Gary Allington, the Facilities Manager at St Hugh's, states that *'the peace of mind that Derwent fm provide is invaluable'*.



VALUE

£45k

DURATION

8

Years

“The peace of mind that Derwent fm provide is invaluable”

Knowledge and Expertise

Derwent fm are always on hand to provide advice and guidance to their customers. St Hugh's know that if they have an issue or a query regarding their hospital facilities, our knowledge and expertise is just a phone call away. As a result the Derwent fm staff have become an extension of the St Hugh's team, allowing for a partnership approach. Derwent fm pride themselves on this approach knowing that they are big enough to deliver but small enough to care.

Cost savings and effortless compliance

Derwent fm's planned and managed planned preventative maintenance (PPM) schedules ensure that St Hugh's hospital remain compliant with all health and safety and legislative requirements. The Hospital is maintained frequently at a time that suits the client. As a healthcare provider, there are areas that require maintenance out of hours, such as operating theatres. Derwent fm are flexible to ensure that St Hugh's remain compliant whilst maintaining their excellent customer satisfaction rates. Health and safety compliance including Legionella testing, ensures complete safety and service excellence to St Hugh's patients.

Derwent fm are proactive, alerting St Hugh's to maintenance issues before they become a problem, saving St Hugh's time and money and ensuring business continuity.

Core Services

Hard Services:

- Plant Maintenance
- Boiler Maintenance
- Generator Maintenance
- Fire Systems Maintenance
- Lighting Maintenance
- Nurse Call System Maintenance
- Lightning Protection
- Water Hygiene Management
- Ventilation System Maintenance

Partnerships and accreditations

Derwent fm are proud of their accreditations which demonstrate our staff and systems deliver services to a consistently high standard





Contact us today to find out how we can take your
facilities management to the next level



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