



# LANDLORD SERVICES

Keeping  
Properties Safe  
and Tenants  
Happy

**PROPERTY EXPERTS...  
BUILT ON TECHNOLOGY**

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It is important to choose a property partner that has experience managing and maintaining large portfolios.





# Repairing and Caring for Properties as If They Were Our Own

The UK's leading insurance providers such as LV and Lloyds Banking Group trust Centric to repair their customers' properties when things go wrong. That trust is built through transparent lifecycle systems that allow them to monitor every stage of a building claim and repair.

**We're experts at managing large property portfolios.**

Centric manage and maintain thousands of residential properties on behalf of organisations such as Housing 21, Leeds City Council, Habinteg and Railway Housing Associations. They choose Centric because the quality of service is matched by our outstanding technology platform that allows a full birds-eye view of the portfolio and its management.

Our specialist team of experts and ground-breaking operational management systems allow organisations, surveyors, contractors, tenants and property owners to transparently see the full claims and repair process. From understanding the progress of a claim, the costs and timeline of planned work to post-project evaluation – everything is monitored and optimised, in real-time.



**15,000**

HOMES  
REFURBISHED  
AND REPAIRED  
IN THE LAST  
THREE YEARS



**100+**

FIELD  
STAFF



**54**

VEHICLE FLEET  
OUT ON THE  
ROAD ACROSS  
THE UK



**4,000**

INCIDENTS  
RESPONDED TO  
IN THE LAST 12  
MONTHS

# BUILDING REPAIR

## BUILDING RELATIONSHIPS

**From a simple fix to major refurbishment after a fire or flood or other accident; we'll take care of your property and look after your peace of mind.**

### REPAIR AND MAINTENANCE

Keeping your property safe, functional and looking great is exactly what we're here for through our maintenance, insurance repair, small works and interior services.

As well as working directly with individuals, we already partner with developers, landlords of large property portfolios and insurers like Lloyds and LV, so you know you can trust us completely.

Our comprehensive repair service covers every aspect of your property's condition, and our repair teams include everyone from architects and surveyors to CRB-checked builders, electricians and plasterers, all with the professional skills and can-do attitude to repair your property without any hassle or headaches.

We use the latest technology too because it helps us to keep you in the loop and minimise disruption to your everyday life.

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#### Repair Services:

- Planned Property Maintenance
- Property Management
- Reactive Property Repair
- Small and Domestic Refurbishments
- Voids



# THE CENTRIC WAY

CONSULT, BUILD, MANAGE & MAINTAIN

**Centric are property experts that consult, build, manage and maintain all types of property.**

## CONSULT

We're not like others in our industry. We offer a consultancy-led approach not a simple list of services. We give clients the collaborative and tailored experience that leads to the best results.

## BUILD

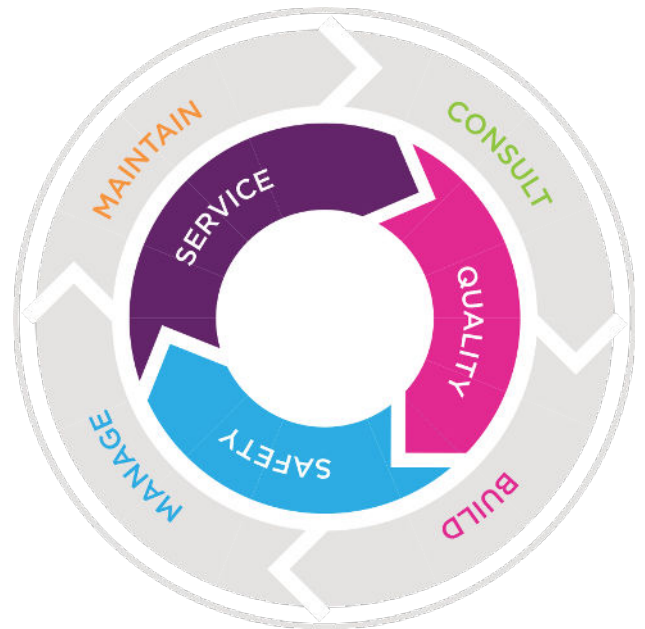
Specialising in the building or refurbishment of commercial, retail and educational spaces, our Fit-Out team safely deliver projects on time and under budget.

## MANAGE

Our technology-backed Integrated FM won't just keep your building running safely and smoothly and your people happy too; it will save your business money.

## MAINTAIN

From a simple fix to major refurbishment after a fire or flood; our team of specialists are always on hand to take care of your property and give you peace of mind.





## HOUSING ASSOCIATION CASE STUDY

A housing association that owns and manage over 3,300 homes across England and Wales. Before they selected Centric, they were overspending on their budget year-on-year, and had to manage many contractors, with no performance management in place.

We assessed their requirements and identified a solution different to the norm of social housing contractors. Our proposal utilised cutting-edge technology to provide a fully transparent management process, enabling them to revolutionise their service offering to their tenants and maintain their portfolio within budget.

**Centric carried out over 5,000 repairs in year one of the contract.**

We worked with them to define KPI measures across all key areas. These include Resident Satisfaction (Target is 90% and is consistently over 95%) and Repairs in Target (Target is 95% and averages 97%).

Centric have gained additional planned works due to strong performance on Repairs and Maintenance works.

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# BESPOKE BUSINESS CONSULTATION

By providing the kind of collaborative consultancy service that really gets to the heart of your unique business needs, we're able to deliver solutions that are far more tailored and relevant. It means our partnership is stronger too.

We'd love to come and meet you to see how we can help your business, so we are offering a **Bespoke Business Consultation** to all prospective clients looking for a new landlord services provider.

***It's simple to book your Business Consultation***

Call our team on **01229 821 212** or drop us an email at [\*\*sales@centric-office.co.uk\*\*](mailto:sales@centric-office.co.uk) and we'll arrange a time to suit you.

## 6 REASONS TO USE OUR LANDLORD SERVICES

### 1. SAVE MONEY

Consolidate single service suppliers into one integrated contract and we guarantee you'll see the financial benefits right from the start

### 2. INCREASE PRODUCTIVITY

One single point of contact, one invoice and one service programme to save you time and resource to put into what you do best.

### 3. BOOST BUSINESS

Re-evaluate what matters most to your business and develop smart ways of working - ultimately boosting the bottom line of your business.

### 4. FUTURE-PROOF

Be open to new opportunities, technologies and smarter ways of working...building solid blocks for the future.

### 5. SMART REPORTING

Chose an expert property partner with integrated smart help desk technology to create reports which help evaluate business needs and identify areas for improvement

### 6. SAVE TIME

Time is key when it comes to your working day. Switching to a proactive property partner consolidates tasks and gains back that valued time.



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## ACCREDITATIONS

From Health & Safety to Quality and the Environment; we maintain every accreditation you would expect from a business dedicated to doing things right. It's just one of the reasons why leading names trust us.



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