



Builds  
Repairs  
Maintains

# REPAIRS

Housing | Education | Health | Retail | Commercial



# Property repairs whenever you need them

Experienced teams are standing by to deliver one-stop property repairs, including both internal and external refurbishments, from day-to-day works to landmark contracts.

Our in-house technical and trade team of over 300 staff covers the full spectrum of reactive maintenance trades, including Electrical, Gas, Joinery, Plumbing, Plastering and Roofing.

The HMS approach delivers high-standard results to minimum time frames. We are proud of our excellent customer service record of on-time repairs - 24 hours a day, 365 days a year.

## Services



### Refurbishment Works

We are experts at all aspects of property improvement for domestic and commercial clients. Works can be programmed around your operating hours to minimise disruption and ensure business as usual.



### Landlord Services

At HMS, we know landlords need to re-let their properties quickly to avoid loss of income. Specialist services range from full property inspections to scheduling works, changing locks and cleaning.



### 24/7 for Emergencies

HMS supports clients and their customers around the clock - our network of skilled operatives is always available to resolve serious issues as soon as they arise.



### Gas Installation & Maintenance

Specialist Gas Safe registered teams service over 16,000 domestic and commercial properties every year. We are also expert commissioners and can improve boiler and radiator efficiency to cut maintenance costs.



### Electrical Installation & Maintenance

Our qualified, experienced and NICEIC registered electrical engineers are available to clients 24 hours a day. We will also undertake upgrading works to ensure wiring is safe and meets legislative requirements.



### 'Right First Time'

Our approach ensures works are completed to an excellent standard to agreed timescales, with no need for repeat visits. We regularly monitor feedback to help us learn, improve and continue to exceed expectations.

# A selection of our latest projects



## Wellington Road

External repair and refurbishment

HMS completed the £750,000 regeneration of a rundown scheme in Liverpool on time and budget.



## Collective Spirit School

School block refurbishment

A major redesign was required to transform this 1960s structure into a flexible, modern facility.



## Vacant Properties for LMH

Full residential refurbishments

HMS teams refurbish over 1,200 empty homes each year on behalf of Liverpool Mutual Homes (LMH).

Each year, HMS teams carry out:



**50,000**

Reactive repairs



**1,200**

Home refurbishments



**6,000**

Reactive electrical calls



**500**

New gas installations

## Read our Case Studies

Find full information about these and our other Repairs projects on our website:



[www.housingmaintenancesolutions.org](http://www.housingmaintenancesolutions.org)



# Doing it better

We care about the service we offer to customers, clients, partners and stakeholders.

Our vision for customer excellence is set out as HMS 'People Care':

**Customer focus** – understanding our customers

**Attitude** – choosing a positive attitude, promoting a positive experience

**Responsibility** – being accountable, taking ownership, keeping promises

**Excellence** – Not ordinary, going above and beyond to make the experience memorable

In today's competitive landscape, delivering an exceptional customer experience has never been so important.

We are committed to providing excellent services that exceed expectations, respond to individual customer needs and deliver continuous service development.



[www.housingmaintenancesolutions.org](http://www.housingmaintenancesolutions.org)



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