



FirstPort Surveying Services: Major Works

EXPERT SURVEYING ADVICE AND PROJECT MANAGEMENT FOR LARGE - SCALE BUILDING PROJECTS

‘Major Works’: it’s the understated way to describe large builds in the maintenance programme that bring with them significant levels of risk, expenditure, disruption, snagging and opportunities for incident and unexpected overruns.

So whether it’s for modernisation, refurbishment or expansion, it makes sense to work with a property maintenance major works partner with the professional surveying skills, resources and capabilities to help you deliver on-site, on-time and on-budget – with a minimum of disruption.

More than just bricks and mortar

Major Works: helping deliver your vision

The moment a building is completed it immediately begins to start wearing out. In the lifecycle of a major development or block, everything you can see – and much of what you cannot – will need attention sooner or later. Part of that maintenance, prevention and protection equation is major works and it typically covers areas like:

- Sustaining the main structure of the building – like roofing or external walls
- Maintaining and upgrading sub-systems in the building – like security, lifts, communal HVAC and fire safety
- Caring for the internal and external décor throughout
- Upkeep of all communal areas and weather protecting the building exterior
- Plus, emergency work that you cannot plan for – like a major leak, fire damage or drainage failure.

To ensure that major works run smoothly and are compliant with all relevant legislation and best practice, there is a specific consultation and communication process. Called a Section 20, it is drawn from Section 20 of the Landlord & Tenant Act 1985. Our approach to the Section 20 consultation process features five steps: **Notice of Intention** (first notice); **Statement and Notice of Estimates** (second notice); **Notification of Reasons; Contractor Contact;** and **Snagging**. For the large and complex work that keeps your development looking good and working well, appointing a specialist surveyor as part of the process can help ensure that the contractors you use not only provide the most cost effective solution, but also keep disruption to residents to a minimum.

What you can expect from FirstPort Major Works

Our professional surveying team can deal with every stage of your major works undertaking, from full project management and advice through to detailed specifications like paint types and lighting styles. For us it's a point of professional pride that all communication is high calibre and all input is proactive and hands-on. We offer two main surveying services for major works:

- **Specification Only:** our surveying team will undertake an inspection and provide a specification to help inform the Section 20 process and get your major works project off to a clean, compliant and efficient start.
- **Fully Managed:** our surveying team will end-to-end project manage the major works, from pre-inspection and specification to inspections during the work, management of the works and inspections against specification post-completion.

We can also ensure thorough liaison with structural engineers, local authorities, contractors and regulators, representing your position and best interests at all times.

Welcome to FirstPort Surveying Services

While others may outsource, our surveyors are all our own and each is RICS or Chartered Institute of Building (CIOB) qualified. At FirstPort, we have the full deck of specialist in-house surveying and maintenance resources that enable you to plan for the future and respond to the sudden. As the UK's most experienced property manager, we'll develop the fully-compliant, high quality major works programme that's right for your assets – regardless of size or location – that will also sympathetically minimise disruption for residents.

How does Major Works benefit you?

We're an experienced property manager who knows how to optimise block, building or development assets day-to-day and year-on-year. We take time to understand the properties we deal with and view them in the round, backed by mutually reinforcing professional surveying services of the highest quality. With the proven, responsive and flexible major works expertise that can handle any and all types of project, our surveyors ensure you have the right help at the right time.

The benefits include:

- Fast and efficient planning
- Reduced risk of delays and minimised disruption for all parties, especially residents
- More frequent and more thorough project inspections
- Identification of more cost effective or enhanced longer-term solutions
- Optimised control over planned outlays that takes the pain out of budgeting
- Checking and authorising payments
- Effective contractor and Health & Safety Management.
- Budget certainty plus effective investment management and expenditure
- Maintenance of the underlying value of the property
- All-party liaison from loss adjusters to local authorities
- Maintaining the standard and presentation of the block, building or properties
- Ongoing compliance with all statutory obligations
- Strong Health & Safety and site standards.

Compliance reliance...

- The surveying, specification and project management components of major works programmes are core in-house competencies so we can identify then reduce your overall property risk exposures while maintaining inherent value
- Our Health & Safety system and processes are specifically designed for major works at large-scale and complex property developments, blocks or buildings
- We deliver expert surveying liaison across all engineering, legal, environmental, regulatory, local authority, insurance and contractor frameworks.





We are FirstPort

FirstPort is the UK's premier property management group, spanning 180,000 homes across 3,700 developments in the residential, retirement and luxury markets. With a 30-year track record, we offer property planning, management and maintenance that blends national reach with local knowledge – and a personal touch.

With expert in-house teams and unparalleled technical capability, our integrated service adds value to every stage of your property development lifecycle. We aim to make life easier for our customers: providing a local, trusted and responsive service for residents that delivers not just bricks and mortar – but a place they love to call home.

Like to explore more?

If you would like to learn how FirstPort Major Works can deliver superior on-demand care for your building and property assets, then come and talk to us.



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