

# FirstPort Surveying Services: Defect Diagnosis

RESPONSIVE AND EXPERT MAINTENANCE SERVICES ON HAND WHEN YOU NEED THEM MOST

**All the planning in the world cannot legislate for what Harold Macmillan famously called “events”. Problems, accidents and the unforeseen do occur on site and that’s why we build a defect diagnosis capability into the way our Surveying Team manages your building, block or property assets.**

Whether you’re hit by pests, leaks, cracking, roof repairs, damp, drainage issues or disputes, it makes sense to work with a property maintenance management partner you can rely on to take care of sudden incidents. Our surveying team gives you nationally available resources and the proven experience that ensure your buildings are fit for purpose and deliver an enhanced resident experience.

More than just bricks and mortar

# Defect Diagnosis: delivering superior day-to-day protection

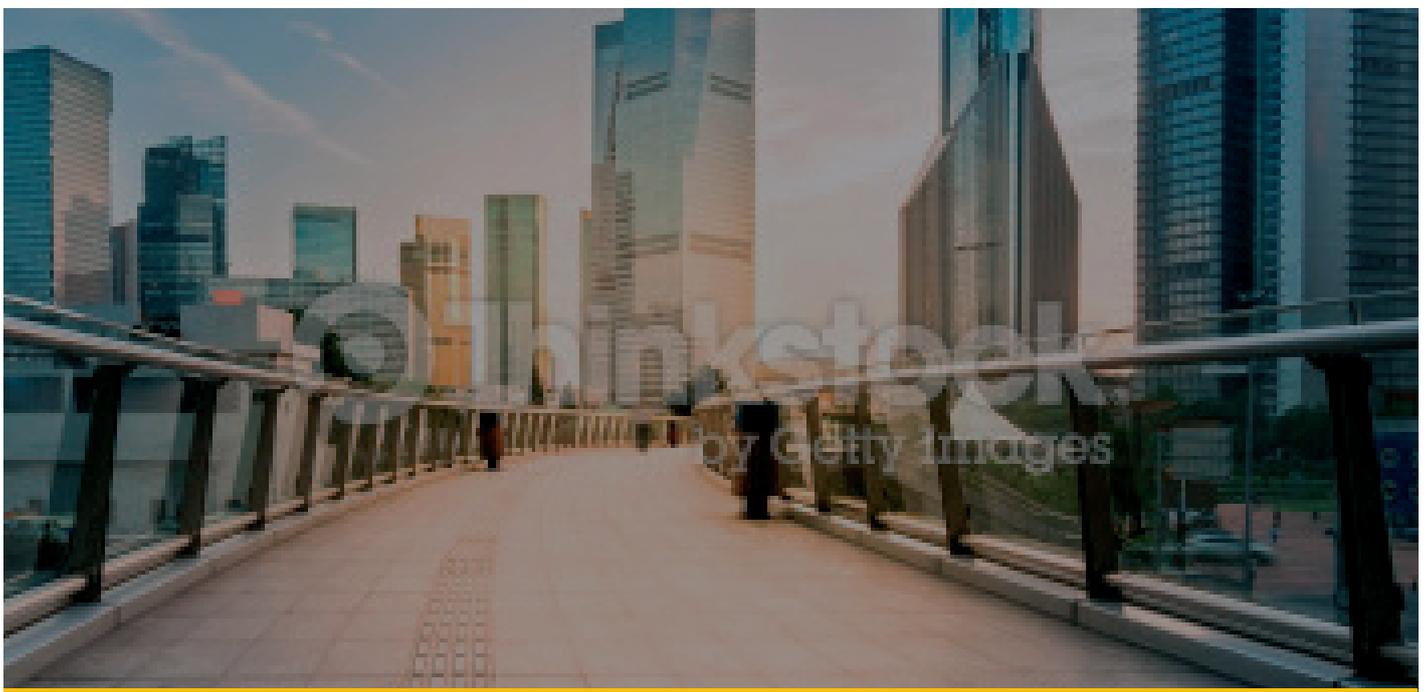
From lifts, stairwells, gates, pumps and HVAC to landscaping, décor, security systems and infrastructure, your building assets are complex, with many opportunities for unexpected failure. You want to deal with any incidents quickly, effectively and in a way that minimises disruption or inconvenience for residents. The last thing you want are sudden surprises, but if they do occur, we're here to help. It's a fact that the more complex the site, the greater are those opportunities for failure – but a lack of expert surveying assistance risks:

- Possible compliance failures across Health & Safety, planning or fire regulations
- Repeat incidents where slow or bare-minimum maintenance fails to cure the problem
- Budgeting compromised by unavailable labour or spare parts, premium 'last minute' charges or expensive out-of-hours support
- Unnecessary disruption and/or inconvenience for residents
- Contractor knowledge gaps that would be better addressed by a professional surveyor
- Longer repair times due to factors like fault diagnosis and parts sourcing.

## What you can expect from FirstPort Defect Diagnosis

When the worst happens, you need expert help to get things back on track. Contractors often have a narrow field of expertise and may not consider the long-term best interests of your site. What you need is professional surveying skills to examine incidents and give you objective, impartial and independent advice that delivers the right fix. Ours can help you by investigating, diagnosing and reporting the recommendations, plus:

- We specify maintenance work that is comprehensive, well organised, affordable and above all transparent with no hidden catches



- Run site visits and data collection plus provide costings and reporting that uses the very clear RAG (red, amber, green) format
- We can also project manage any works – including liaison with loss adjusters, insurers, brokers, structural engineers, local authorities, contractors and regulators
- We can see any insurance claim through from first notification to settlement, representing your position and best interests at all times
- Naturally processes and costings will depend on the type and complexity of the incident.

## 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 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 reactive maintenance programme that's right for your assets – regardless of size or location – that will also sympathetically minimise disruption for residents.

# How does the Defect Diagnosis 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 services of the highest quality. With the proven, responsive and flexible reactive maintenance expertise that can handle any and all types of incident, failure or breakdown, our surveyors ensure you have the right help when you need it most. The benefits include:

- Fast, efficient and thorough repair diagnosis
- Optimised control over expenditure and reduced risk of future spikes
- Budget certainty plus effective reserve fund management and expenditure
- Maintaining the underlying value of the property
- All-party liaison from loss adjusters to local authorities
- Maintenance that tackles cause not just symptoms
- 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...

- Surveying and reactive maintenance is a core competency 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 large-scale and complex property maintenance – plus the type and severity of the incidents that can occur
- 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 Defect Diagnosis can deliver superior on-demand care for your building and property assets, then come and talk to us.



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