



M&R

planned property maintenance



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M&R Refurbishments provides planned property maintenance services to the social and private sector. Our primary markets are registered social landlords, local authorities and commercial property owners.

M&R Refurbishments were established in 1999 by Directors **Mark Klaton & Robin Snazle**. Their partnership was based upon complimentary skills and an ambition to provide a repair service that gave clients excellent service and best value.

The company now carry out repairs and redecorations to upwards of 3,000 units per year across the South of England for key clients such as London & Quadrant, Hyde Group, Amicus Horizon, Town & Country Housing and Croydon Council.

We have considerable experience with dealing with individual residents when working on large refurbishment projects. We carry out regular customer satisfaction surveys and are proud of our resident liaison standards.





M&R Refurbishments are specialists in:

- Planned Maintenance & Redecoration
- Window Refurbishment & Window Care Approved
- Painting
- Roofing
- Brickwork & Rendering
- Plastering
- Carpentry

Over the last 10 years the company has built a solid reputation of delivering high quality projects on time and on budget.

We offer Clients:

- A full in-house operation with our own skilled craftsmen and site supervisors backed by professional local office administration
- Strong client focus and communication, coupled with excellent resident care and liaison
- True partnership initiatives based on practical site reality rather than theoretical ideals



We believe that the key to our continued success is the retention of existing clients combined with sustainable continuous improvement. We therefore often maintain open, long-term relationships with our customers and supply chain, reacting to their changing needs and priorities.

All of **M&R's** work is undertaken by our own highly trained and experienced workforce. Maintaining the loyalty and commitment of our staff is at the centre of our HR policies. With the exception of specialist work, we promise not to subcontract your work to third parties and undertake our work with in-house labour.

We realise that by standing still, you actually move backwards and therefore we understand the need to continuously review and improve service standards and procedures. This is reflected by our Quality and Environmental objectives which are set annually and intertwined with our **ISO 9001** and **ISO 14001** accreditations.

We are registered with **ConstructionLine** the industry's standards body for building and construction.

We have **CHAS** accreditation for our Health and Safety standards and have also gained **OHSAS 18001** accreditation for Health and Safety.





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