



# McGOFF

GROUP FACILITIES SERVICES



## Introduction

McGoff Group Facilities Services provide cost-effective, reliable, reactive, quoted and planned maintenance services through a combination of locally based multi-skilled maintenance engineers, static maintenance staff and carefully selected specialist subcontractors. **Our 24-hour helpdesk** enables us to respond to emergency calls within 3 hours, with **bespoke service level agreements** in place for each valued client.

We constantly strive to create value for our clients through dedication and by delivering **uncompromising quality services**. We pride ourselves on our friendly and courteous team of skilled professionals who always strive to go the extra mile to satisfy our client's facilities management needs.

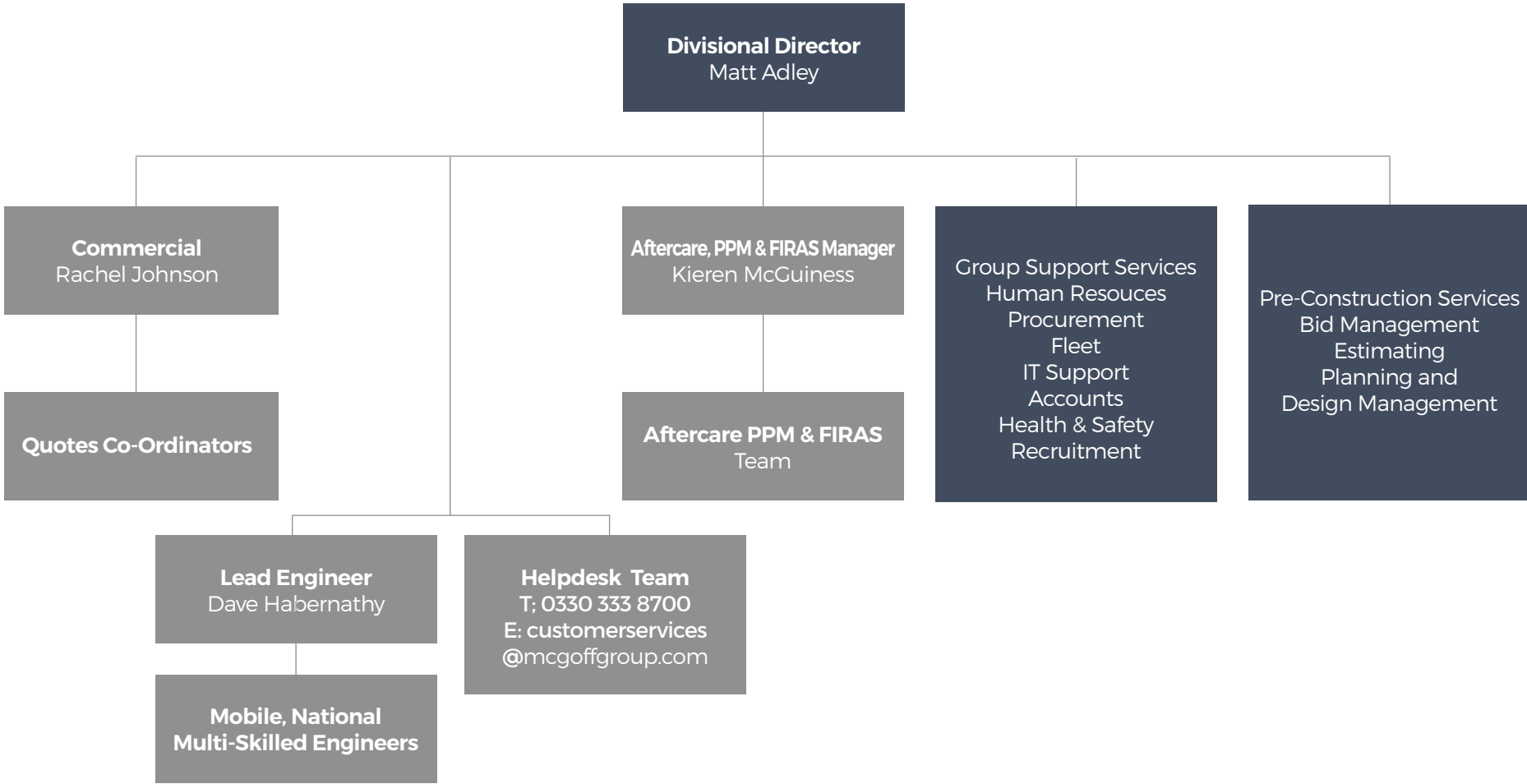
McGoff Group Facilities Services are focused on delivering customer centred, value-adding FM services to blue-chip multi-site customers and in critical environments across a number of sectors including; residential, healthcare, retail, leisure and public sector.

As a group we operate an integrated management system which is accredited by **ISO 9001 Quality**, **ISO 14001 Environmental** and **ISO 45001:2018 Health & Safety**. We also hold **Constructionline**, **NHBC**, **Investors in People Gold**, **Best Companies 2018**, **NICEIC** & **Safecontractor**.



Newcare; existing client care centre sector

# Organisational Structure



## Services

### Management Services

- FM Strategy
- Real Estate Strategy
- Property Management
- Contract Management
- Procurement
- Service Management
- Personnel Management
- Life Cycle Management
- Space Management
- Post Occupation Evaluation
- Project Management
- Helpdesk
- CAFM Training
- Professional Services
- Risk & Quality Management
- Business Continuity Management
- Strategic Review
- Professional Services & Interim Management

### Hard Services

- Fabric Maintenance
- Planned Preventative Maintenance
- Whole Life Costing
- Snagging & Defects Liability
- Statutory Compliance Testing
- Building Services Maintenance
- Asset Life Cycle Replacement
- Asset Energy Conservation
- BMS & Controls
- Furniture, Fixtures, Fittings and Equipment (FFF&E)
- IT/Telecoms
- Landscape Maintenance
- Alterations & Refurbishment
- New Build & Extension
- Fire & Security Systems
- Utilities Monitoring
- Passive Fire Protection
- FIRAS Accreditation – Fire Penetrations

### Managed Soft Services

- Cleaning
- Manned Security
- Waste Management
- Washroom Services
- Pest Control
- Concierge Services



## Reactive Maintenance

McGoff Group Facilities Services provides a dedicated reactive maintenance service through a combination of locally based multi-skilled maintenance engineers, static maintenance staff and selected specialist subcontractors.

We currently deliver a reactive service within the key performance targets of:

- 3 hours (Emergency)
- 24 hours
- 48 hours
- 5 days



Our multi skilled engineers hold the following qualifications;

- 17th Edition of the Institution of Electrical Engineers Regulations
- City and Guilds Electrical Installation Parts 1, 2 and 3
- City and Guilds Level 3 Installation and Maintenance of Small Scale Solar PV
- City and Guilds Level 3 Installation and Maintenance of Heat Pump Systems
- BAFE Servicing and Maintenance of Fire Extinguishers
- Advanced City & Guilds in Carpentry and Joinery
- Advanced City & Guilds in Bricklaying and Drainage Works
- L8 Legionella Testing
- PAT Testing

## Planned Preventative Maintenance

McGoff Group Facilities Services provide a professional planned preventative maintenance service through a combination of locally based multi-skilled maintenance engineers and carefully selected specialist subcontractors. Maintenance activities will be carried out to the full requirements of SFG20 Standard Maintenance Specification where applicable, industry best practice, statutory requirements and manufacturers recommendations where applicable.

An "Annual Maintenance Plan" will be developed for the first year of a contract for agreement during the mobilisation phase. The maintenance plan will be refined, adjusted and developed in consultation with the customer following our initial maintenance phase to account for condition-based maintenance and following evaluation of the potential operational impact of failure under the principles of PAS 55.

## Statutory Tests and Inspections

Our service offering also includes the provision of statutory tests and inspections. These services could include for a Legionella Risk Assessment in accordance with Approved Code of Practice L8; emergency lighting full discharge tests; fire detection inspection; servicing of fire-fighting equipment; testing and maintenance of the platform lift and gas safe testing and inspection.

We fully verify these requirements during the asset verification period and agree any adjustments with our customers' contract management team.



## Featured Clients



### Downtown

We provide a reactive and quoted service to a prestigious, Manhattan inspired, hotel style development comprising 374 apartments located on the banks of the River Irwell.



### Gourmet Burger Kitchen

We provide reactive and quoted maintenance services o GBK across their portfolio of 91 restaurants, we complete Portable Appliance Testing Testing for them on planned maintenance.



### Five Guys

Reactive and quoted maintenance services across their portfolio of 82 restaurants, plus installation of AO Smith boilers to 20 restaurants. We also carry out PPMs inc Gas Safety Inspections and Portable Appliance Testing.



### Back To The Garden

We provide a total facilities management service to the new generation, European inspired nursery located in the North West.



### Youth Hostel Association

We provide reactive and quoted maintenance to YHA across their portfolio of 120 sites. We have just been awarded the PPM for drainage at their 6 sites in central London.



### Co-Op UPAR

We are engaged by the Co-op to carry out fabric repairs to internal and external areas of their properties.



### New Care

We provide reactive and quoted works as well as maintenance including HVAC, Legionella, Fire and Security Servicing and Emergency Lighting Testing to high end, 'new generation' care facilities.



### Wahaca


Reactive and quoted maintenance services to Wahaca across their 28 Mexican restaurants. We also undertake Fryer Inspections, Hot Water Cylinder Services & Drain Descales across their estate.



# Pronett KPI Overview

Client	Overall inc 1st time fix response	Service provided by the engineer
Harry Ramsden	88%	100%
GBK	87%	100%
TGI	80%	100%
YHA	85%	99%
Five Guys	83%	100%
Boparan	85%	100%
Bistrot Pierre	78%	100%
Welcome Break	85%	100%





## Additional Information

- We have a dedicated Estimating Team.
- We operate a 24/7 Helpdesk.
- We have dedicated Helpdesk Assistants and Client Relationship Managers for each account.
- All engineers complete a POWRA on arrival to reactive jobs.
- RAMS will be submitted before any planned and/or quoted work begins.
- We have a Group Health and Safety (H&S) Manager supported by our H&S Consultants, Rawlings. They randomly audit our own engineers to ensure that we are compliant with our H&S policy.
- All engineers wear McGoff Group Facilities Services Uniform & travel around in branded vans
- All engineers wear ID Badges
- FIRAS dedicated team

## Contact Details

Please contact Matt Adley on **07388 222290**  
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