



Exclusive Estate Services

Where your needs take centre stage



Kensington

Mayfair

London

Westminster

Belgravia

Chelsea

Speed.....Quality.....Efficiency

Our teams are conveniently positioned in and around Mayfair, Belgravia, Westminster, Kensington, and Chelsea in order to provide a quick and efficient service.

Inaugurated in 2004, Smart Property Development Ltd trading as Smart Fabric Maintenance (FM) are the only company procured and preferred with all major real estate companies and commercial managing agents within London and the Southeast.

Integrated property services



Design

Bespoke interior design services

- Brief feasibility and design development to include curating furniture, textiles, art & antiques through to presentation
- Plans, technical drawings, mood boards and visuals to re-imagine the space
- Oversee the project management to ensure a seamless installation.



Refurbishment

Transformation services

- Kitchen and bathroom makeovers
- Creation of home offices
- Garden makeovers
- Restoration.



Maintenance

Annual maintenance and convenience plan

- Electrical consumer unit
- Boiler
- Roof and gutters
- Smoke detectors
- Internal and external drainage
- Property departure and return services.



Repair

Emergency reactive repair services

- Plumbing
- Electrical
- Locksmith
- Leak containment
- Glazing
- Other property requirements.



Excellence.....that's Smart

Company

- Inaugurated in 2004, Smart FM provide a comprehensive range of over 40 'Fabric Services'
- Smart FM are the Only Fabric Maintenance Contractor that is Tier 1 Approved and Preferred with All Major Real Estate Companies and Commercial Managing Agents covering London & South East
- Diverse Business Model. Resilient Through Recession and Pandemic Periods
- Client Centric Organisation that Subscribes Heavily Towards Service Ethics and Corporate Sustainability

Quality Assurance

- Quality Management & Environmental Systems to BS EN ISO 9001 and ISO 14001
- In addition to quality management systems, Smart FM have a CRM system which tracks the history of requirement from start to finish
- Smart FM are driven by Performance Standards (KPI's) acknowledged and measured by clients. Smart FM are proud to confirm a 92% overall 'client satisfaction' success rate since 2004. To sustain these high standards, Smart FM have an ongoing bonus reward scheme
- Smart FM have a strict on-site policy of measuring, monitoring and managing (scoring matrix) subcontracted labour if works necessitate
- Smart FM are committed to 'Best Price' and 'Best Service'

Health and Safety

- Smart FM have a 100% perfect HSE (Health, Safety & Environment) record since company inauguration in 2004
- Smart FM have an in house incentive scheme linked to H&S and Environment
- Smart FM provide detailed 'job specific' risk assessments and method statements

Environment and Sustainability

- Smart FM continually provide corporate sustainability awareness training
- Smart FM have strict HSE rules for operatives and sub-contractors
- Smart FM are committed to a sustainable future. Sustainable services that help reduce the reliance on fossil fuels and natural resources

Service

- In house technical support team that 'understands' the enquiry
- Bespoke KPI driven CRM System
- Dedicated reactive maintenance division conversant with SLA and KPI demands
- Smart FM provide a quick response with a maximum 5-7-day turnaround for quoted work requirements
- If works necessitate, Smart FM provide FREE condition reports with extensive detailed/recommendations covering current condition, significant defects/findings and recommendations of repair
- Smart FM provide detailed specifications and methodology with supporting images.
- Smart FM provide a 'Quotation Methodology' (3 options) where feasible as a means of providing flexible alternatives
- Smart FM have a QC process and issue electronic reports and supporting images upon completion of works

Annual Maintenance & Convenience Plan

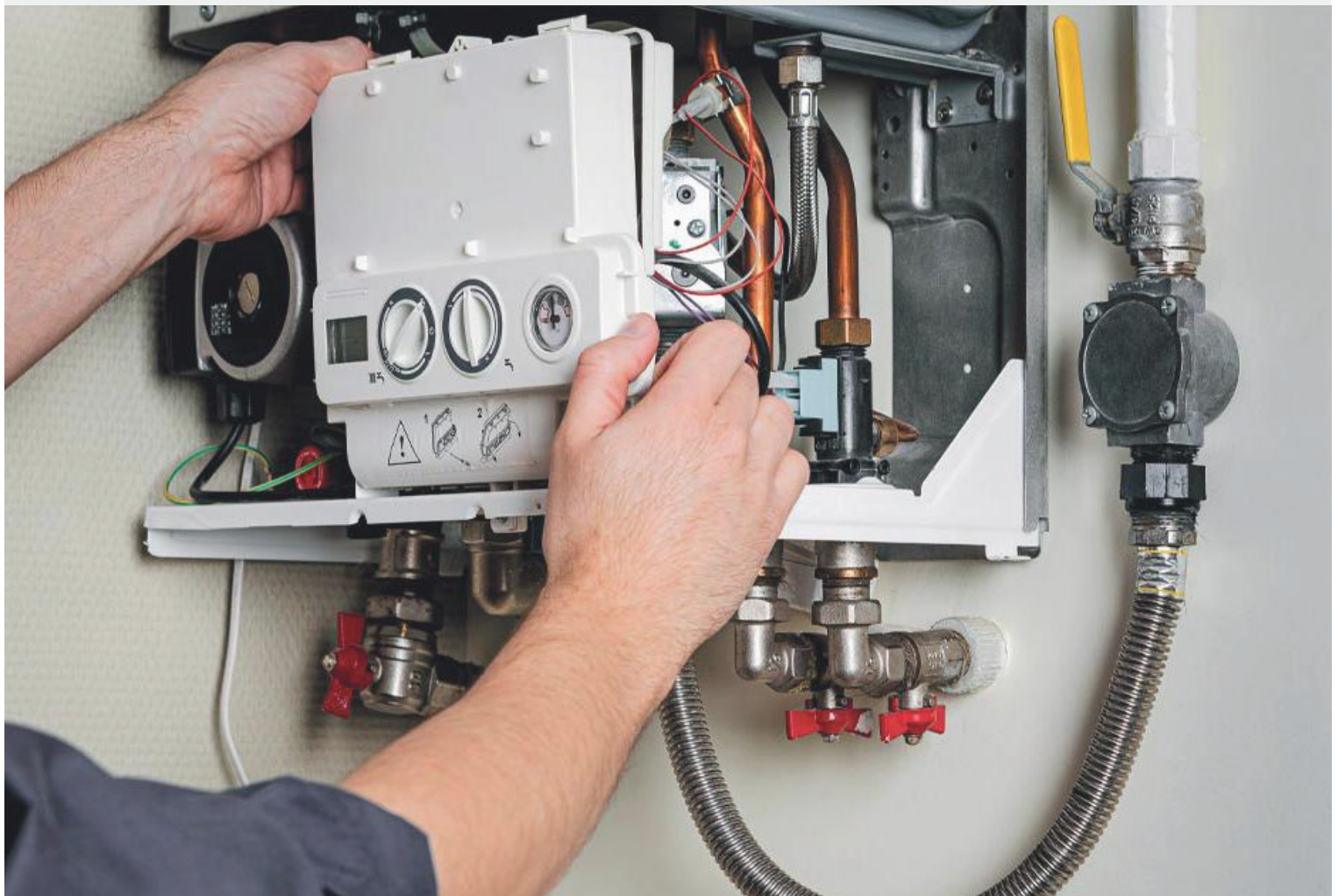
Your Personal Gateway to Peace of Mind

The Safe Way is the Best Way

Your personalised maintenance and convenience plan includes servicing several essential core and supplementary areas which can be tailored to suit your lifestyle. We acknowledge that you may not be residing in your home 365 days a year and we are here to ensure you have the peace of mind knowing that your home is cared for.

Essential components are highlighted below which we would recommend are regularly serviced in order to avoid costly breakdowns. In addition to the essentials, there are a number of convenience items you may wish to take advantage of within your plan.

Ready When You Are...



Personalised Annual Maintenance & Convenience Plan

Service Component

Recommended Frequency

Property Survey	One Time
Boiler Service	Annually
Smoke Detectors up to 5 Devices	Annually
Air Conditioning	Annually
Clean Guttering and Downpipes	Bi-Annually
Clean Patio / Driveways	Three Yearly
Electrical Maintenance up to 20 circuits	Five Yearly
Renew Silicone to Bathroom Areas	Three Yearly
Power Flushing to Heating System up to 16 Radiators	Five Yearly
Leak Detection Survey	Five Yearly
Clean-out Shower, Wash-hand basin, Sink, Bath Traps	Bi-Annually
Property Departure Service	As Required
Property Return Service	As Required
Extractor Hood Filter Clean	Annually
Convenience Man up to 10 Hours	As Required
Clean and Seal Stone Tiling	Five Yearly
Flooring Maintenance (Various)	Five Yearly
Heat Exchanger Service	Three Yearly
Water Storage Tanks Clean	Annually
Fire Safety Equipment	Annually
Roofing Inspection	Annually
Jet Clean Underground Drainage	Annually
Leak Detection Survey	Three Yearly
CCTV Security	Annually
Home Entertainment	Annually
Remote Curtain & Blinds	Annually
Oven Cleaning	Annually
Appliance Servicing	Annually

* Cost associated to each service component is calculated based upon numerous factors such as m2, size, number of items, linear meterage and volume.

Making Contact

Email/Call Paul Scanlon, Executive Director paul@smartfm.uk.com
or **07494 451682** to arrange your initial property survey



Emergency Reactive Repairs

Expect the Unexpected

Unfortunately, it happens. However, rest assured we have dedicated teams conveniently positioned in and around Mayfair, Belgravia, Westminster, Kensington and Chelsea to mobilise effectively. Our engineers and service helpdesk operators take pride in delivering more than expected with key emphasis on 'quick' and 'positive reaction'.

Embrace The Ease, Embrace the Peace of Mind



You can contact the helpdesk **FREephone 0800 130 3025** or better still email us directly helpdesk@smartfm.uk.com or request that we send you your personalised 16g precision and engraved stainless steel metal (credit card style) **EMERGENCY REPAIR CARD**.

This enables you to scan the QR code and report issues to our helpdesk quickly and efficiently. Where applicable, Property Managers and Concierge Teams will have received the same cards.

Speed...Quality.....Efficiency

You control the service level by specifying your preferred response times according to your reactive requirements.

Step 1 Contact Our Helpdesk

Contact our service helpdesk to establish the nature and urgency of your requirement.

grosvenorhelpdesk@smartfm.uk.com

0800 130 3025

Scan the QR Code



Step 2 Mobilisation of Engineer/ Operative

Our office team will select one of our engineers best suited to your requirement. Using our tailor-made field management application, details will be issued to our engineer. Once the engineer has received the details you will be issued an estimated arrival time depending on their location.



Step 3 Attendance & Reporting

Once our engineer has completed the task, a report detailing all works undertaken will be issued. In some instances, a return visit may be necessary, of which you will be kept fully informed. Reporting will sometimes take the form of a short video in addition to written summaries.



How Urgent Is It? You're In Control

Emergency	Within 1-4 hours
Urgent	Same day
Routine 1	Within 3 days
Routine 2	Within 7 days
Routine 3	Within 14 days

Reactive services	Trades	Call Out 1st Hour Inc VAT	Subsequent 1/2 hours Inc VAT
See below	Reactive Multi Skilled Operative	£195.00	£65.00
See below	Specialist engineer	£245.00	£97.50

Contact name	Paul Scanlon
Contact number	0800 130 3025
Contact email	helpdesk@smartfm.uk.com
Out of Hours & Saturdays	Time and Half (1.5)
Sundays and Bank Holidays	Double Time (2.0)

Reactive & Planned Service Categories			
Plumbing	Locksmith	Roofing/Gutter Repairs	Graffiti Removal
Joinery & Carpentry	Architectural Metalwork & Fabrication	Waste Removal	Flooring Solutions
Leak Containment	Boarding & Glazing	Access Control	Brickwork
Painting and Decorating	Plastering & Rendering	Gutter Clearance	Fencing
Electrical	Pest Control	Groundworks	
Leak Detection, Testing & Solutions	Tiling	Mastic & Sealant Works	



Contact us

Your dedicated point of contact



Paul Scanlon

Executive Director

paul@smartfm.uk.com

07494 451682

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For emergency reactive repairs

Please contact

Service help desk

0800 130 3025

helpdesk@smartfm.uk.com

www.smartfm.uk.com

