



Your **local** partner for vacant property management and lone worker protection



Secure

Orbis' highly-rated security screens for windows and doors are the most trusted and cost-effective way to keep arsonists, thieves, squatters and vandals out of vacant property.

Industry acclaimed range

Orbis screen: the leading demountable and reusable steel screens for temporary security.

Permascreen: the sacrificial steel screens to provide permanent security for pre-demolition property.

Polymer screen: aesthetically pleasing, clear, smart and unobtrusive screening.

Masterguard door: a demountable tough steel door for temporary security with key pad access.

Risk management insurance: mitigates the cost of malicious damage to vacant properties.

Totally managed

- Installation and removal of demountable screens and doors
- 24/7 emergency response and property inspections
- Trusted and experienced team – CRB checked
- **aura** online ordering and real-time status with photographs



Orbis secures over 50,000 properties every year



24/7
rapid
response



“ Their [Orbis' staff] response is always rapid in securing buildings, even if it is late in the day, and they will always go the extra mile to do what is required of them. ”

Wolverhampton City Council.

Key benefits

- Cost-effective, bespoke, physical security
- Wide range, from robust metal screens to clear polymer
- Minimal damage to fixtures with temporary security
- Perforated metal screens – allow light transmission and ventilation
- Environmentally friendly – our screens are reusable or recyclable
- Risk management insurance prevents overspending and oversecuring
- Reduces the fear of crime in the community

Steel screens and doors can be fitted without damage to fixtures



PLUS – Orbis' Risk Management Insurance option for vacant properties.

This is an unique insurance-backed security system, and the policy covers repair costs, lost rental cover, etc.

Orbis is authorised and regulated by the Financial Services Authority

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Steel screens

Demountable screens made from high-strength steel for windows and doors that have protected thousands of empty properties from thieves, vandals and arsonists.



- 1mm-2mm heavy-duty electro-zinc coated steel screens
- Powder-coated finish to prevent rusting
- Anti hacksaw and crowbar design
- Allow natural light in for visible checking
- Easy to install with minimal damage to windows or doors
- Rental package

Permascreen

A tamper-proof, sacrificial steel screen for windows and doors. Designed to keep intruders out of properties scheduled for demolition.



- 1mm-2mm heavy-duty galvanised steel
- Maintains security up to and through the demolition process
- Permanently secured to the property
- Cut-to-fit
- Recyclable
- Perforated to allow light transmission and ventilation

Polymer screens

Clear unobtrusive screens designed to secure doors and windows without affecting the visual appeal of neighbourhoods.



- 3mm-6mm heavy-duty clear polymer
- Difficult to spot, even close up
- Excellent light transmission
- Optional UV protected surfaces give excellent resistance to outdoor weathering
- Cut-to-fit

Masterguard door

Demountable tough steel access door with key pad entry.



- Entry gained through 12 digit keypad at the site
- Unique multiple access codes
- Keyless door solution
- Access code changeable on-site
- Battery-operated lock
- Coated to prevent rusting



eMAKS

One key for up to 6,000 locks

HOW WOULD YOU LIKE THIS...



...TO LOOK LIKE THIS?



Keys are a simple device, yet they can cause many problems if they are not managed effectively, such as:

- Tracking their whereabouts. This can prove to be timely, costly and create management problems when organising daily activities
- Waiting for keys to be returned or travelling to pick them up
- Replacing lost or stolen keys, which can incur increased expense and security risks
- Authorised access within unauthorised times

eMAKS = key solutions

Exclusive to Orbis, eMAKS (electronically Managed Access Key Systems) provides a revolutionary one key for all locks solution that will also operate alarms.

Full support is also provided through the fully trained eMAKS technicians who ensure a smooth and easy move to the eMAKS solution, and the 24/7 Response Centre ensures eMAKS keys and locks can be updated any time, day or night.



eMAKS manager



eMAKS technician



eMAKS 24/7 Response
Centre



eMAKS door



eMAKS alarm



eMAKS key

Alarms

Unless professionally secured, empty properties are vulnerable to vandals, metal thieves and trespassers, a fact reflected in landlords' insurance premiums. Thankfully, UK void property specialist Orbis provides a range of leading-edge alarm and security systems relevant to any property and recognised by insurance providers.

Intelligent Alarm Security

- **Informed** – Orbis puts security first and will assess a site for the alarm solution that best fits the client's needs to secure the property
- Installation can happen at the same time as fitting steel screens, clearing the site and even eradicating mould
- Alarms from Orbis can capture video, trigger on a perimeter breach, track boilers, metal and other valuable items

iTrap is the latest version of Orbis' vacant property security system. The system is a modular wire-free battery operated security system designed to meet SSAIB TAS Code of Practice for vacant property security alarms. The system is modular which means the control, siren/speaker and user keypad are all separate devices allowing for increased security as keeping those elements separate reduces the risk that an all-in-one box would be vulnerable to.

Videofied is a rapidly deployable and cost-effective visual verification alarm system that can be used anywhere. Video footage is immediately transmitted to trained operators at the Orbis BS 5979 CAT II Alarm Receiving Centre (ARC) where agreed protocols are actioned without delay.

Key benefits

- Orbis' products have won praise from the police and have a proven track record in successful prosecutions, as well as reducing both incidents and insurance premiums
- With alarms that can be controlled remotely, false activations can be avoided saving call-out costs
- With local teams in your area offering a cost-effective 'one supplier' service result at highly competitive rates

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Monitor

We receive over 20,000 alarm signals every day

Property crime is a constant threat and an ever-increasing cost to landlords. Orbis offers integrated alarm solutions with battery-powered wireless alarms, 24/7 monitoring, mobile patrols.

Orbis alarms are designed to protect buildings and internal fittings. They are tamper-proof, constructed from vandal-resistant materials, operate for up to nine months on battery power and are continuously monitored by Orbis' own 24/7 Response Centre. Local teams respond to alarm activations within an average of 20 minutes. Up to 32 additional wireless sensors can be added and sequential verification reduces the risk of false alarms.

ARC (Alarm Receiving Centre)

Intelligent alarm monitoring, ASB reporting, and lone worker protection; all responded to 24/7 at our wholly owned BS5979 Cat II Alarm Receiving Centre.

Emergency Tenant Response – OOH Call Handling Service

When you go home Orbis can take over and maintain access to critical services and provide support for your residents and tenants. Our Contact Centre operates a bespoke OOH call handling service 365 days of the year ensuring a seamless transition from day to night and week to weekend, Bank holidays and Christmas shut-downs. We currently support over 400,000 homes across the UK, working on behalf of over 60 Housing Associations, Local Authorities and private property management companies.

Our Core Services include:

- **OOH Emergency Repairs:** For tenants with an issue within their home or communal area, working within the landlord's specifications Orbis will action the required services to fix the problem.
- **Anti-Social Behavior (ASB) Management:** Listen, report and action! Orbis will record all incidents and escalate as necessary, i.e. Housing Office or Police, dependant on the situation.
- **Rental Payments:** 24/7/365 let your tenants make payments when they want. Increase your cash flow, decrease rent arrears and improve customer satisfaction.
- **Planned & Un-planned BCP:** If your systems fail or you need cover for staff training days, let Orbis handle your customer calls. From one hour to a full day Orbis will handle calls as if you were there!



“ Our school has been subject to repeated burglaries, vandalism and the target for anti-social behaviour. In the last 12 months, since the installation of Orbis' Schoolguard monitored security system, there have been no recorded break-ins or vandalism, and anti-social behaviour has been all but eliminated. ”

Testimonial from one of our thousands of happy clients.

Assisted Living Services

Orbis is working with an increasing number of Partners, Local Authorities and Manufacturers to provide Assisted Living services to a diverse population. Orbis manage the process from point of referral to installation through our dedicated Customer Service Team. We contact the end user to arrange a convenient appointment for installation. All equipment is tested and demonstrated whilst we are on site and our engineers are happy to answer any questions that may arise. After the installation the service user will receive a courtesy call from a member of our Customer Service Team to ensure the installation has been carried out to their satisfaction.

Key benefits

- National service delivery
- Local fully trained DBS and PNC-checked operatives
- Dedicated Customer Service Team
- Instruct online and track progress on our real-time web-based customer portal *aura*
- TSA accredited process



Our services have been designed to enable tailored packages of care to be delivered specific to individual needs and provide effective support to people from all walks of life including those with dementia, learning disabilities, and sensory or physical impairments.



“ Installer was excellent. He was most thoughtful and explained everything very carefully in a polite, non patronising way to me. ”

Testimonial from one of our thousands of happy clients.

Lone worker

Orbis Protect have developed a range of Lone Worker solutions that are designed to support the Duty of Care to employees within organisations and to enhance the safety of their staff. Orbis offer the reassurance to employers across many sectors that the well-being of their staff is maintained 24/7. Our solutions have the ability to capture evidence suitable for use in criminal prosecutions should workers be subjected to aggressive behavior or verbal abuse.

The BS-8484 accredited service that Orbis provides offers protection which is directly related to effective management of the risk that individual employees may face. Our managed service includes direct support at all stages of implementation, from business case support through to training, user support and device maintenance. Orbis provides a professional, robust and accredited service to our customers.

Key benefits of our solution include:

- The backing of a trusted company with the experience and expertise to deliver
- Trained operators and customer service professionals screened to BS 7858
- 24/7 incident management accredited to BS 5979
- Easy to use lone worker device or application, accredited to BS-8484
- Ability to raise discrete alarms, ACPO Secure By Design approved
- Dedicated Training Resource
- SIM card provision including roaming SIMS (if required additional charges apply)



“ When we first looked at lone worker protection, we thought we'd have to buy a device. But with Code5, we don't have to buy a specialist device; we can use our existing mobiles, with the exception of buying GPS devices for those most at risk. It means we saved money and have been able to protect more staff. ”

Testimonial from one of our thousands of happy clients.



In excess of 15,000 lone workers are protected each day

Orbis' solution to protect your lone workers utilising a range of leading smartphones

Fully integrated with Orbis, the powerful **Code5**® service application delivers a truly comprehensive range of staff protection features, all backed 24/7 by Orbis dedicated operators.

Like your smartphone, the **Code5**® service is always ready and highly dependable. Operating to the highest industry standards and accreditations the combined solution ensures your vulnerable employees benefit from the best technology and protection available.

Key features

- Simple dedicated panic button
- Keypad lock override (device dependant)
- Two-way voice in Red Alert situations
- GPS, LBS and WiFi positioning
- Over-air service configuration backed up by our technical support helpdesk
- Web based mapping portal for realtime and historical locations
- Fall detection alerts
- FGPRS communication with SMS backup
- Status and notification alerts
- NFC capability (Proof of Presence, Access Control, Check Point, etc)

Benefits

- Real-time locations – Get visibility of current locations to enhance safety, efficient working and productivity
- Welfare Check – Timed welfare checks do not need the user to physically raise an alert
- Easy user interface and icons for rapid learning and simplicity of use
- Single device solution – familiar technology, fast set up, minimises capital outlay
- Flexible, bespoke contract terms, group bundled pricing
- Transparency – full audit and visibility of staff activity, 24/7 real-time information
- Web-based user admin tools

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Property inspection

Orbis' unique 'one-stop' approach to property inspection, means that vacant and void buildings are safer and fully compliant with insurance policies, bringing you complete peace of mind from the UK's leading vacant property specialist.

You must carry out regular inspections on your vacant and void property to ensure you are insurance-compliant. One trespasser, injured on empty Commercial premises without compliant inspections, was awarded over £550,000 in compensation.

Key benefits

- Ensure your empty buildings are fully compliant with the Defective Premises Act and the Occupiers Liability Act
- Help you be IOSH-qualified, local to you and experienced in efficient early-reporting of incidents
- Clear damage from broken windows or graffiti – making your property safer and also deterring further trespassers
- Carry out professional inspections – the frequency and duration of which can be determined by you
- Upload appropriate documents to Orbis' online customer portal **aura**, so that you can access them remotely and in real-time

aura is Orbis' unique online customer portal. You can access inspection reports, photographic evidence and documents in real-time, creating a fully compliant and transparent auditing trail.

24/7
rapid
response



Re-let (clean & clear)

We clean and clear over 20,000 properties every year

Vacant and void properties can attract squatters and trespassers. With the current housing shortage and the spotlight on local authorities, it has never been more important that vacant and void properties are re-let quickly, compliantly and efficiently. Equally, as the demand for rental property ever-increases, private landlords know that time is money when it comes to re-letting property. Orbis' nationwide teams of specialists provide a rapid response and a competitive 'one stop' approach.

Orbis' Re-let Service

Orbis' 24/7 specialist teams will ensure your property is ready to be re-let quickly, no matter what its requirements – from a sparkle cleaning to more specialist services including:

- Internal and external cleaning and clearance
- Specialist cleaning (body fluids and human waste removal)
- Removal of hazardous materials
- Drug den cleaning, needle sweeps
- Pest control and disinfection
- Fly-tipping and bulk waste removal
- Graffiti removal
- Landscaping
- Licensed waste carrier
- Garden clearance and tidy
- Communal area cleaning
- Infection control
- Mould eradication
- Pre-demolition security steel screen 'Permascreen'
- Removal of gas bottles and other dangerous goods
- Hazardous material disposal
- Demolition or repair work
- Property inspection
- Rubbish clearance, white goods removal
- OEC – online energy compliance



“ I'm always impressed by Orbis' speed and efficiency plus their commitment to working in partnership with us on even the toughest tasks. ”

Testimonial from one of our thousands of happy clients.

Mould eradication



Orbis is the only national consultative mould eradication service provider in the UK

Orbis provides a nationwide service to completely remove mould and prevent all the damage it can do to properties and to health. Our mould treatment process not only kills all the roots but our unique vaporisation technique also eradicates the spores, removing both the seen and the unseen and providing a long-term solution.

Five stage treatment

Consultation: Finding the cause.

Bacterial wash: Eradicates surface-based bacteria.

Root removal: Removes all traces below the surface.

Prevention: Fungicidal paint to stop regrowth.

Vaporisation: Kills spores, germs and eliminates smell.



Totally managed

- Assessment and diagnosis
- Tenant liaison
- **aura** online ordering, real-time status with audit trail and photographs

Key benefits

- Long-lasting protection
- Removes odour fast
- Kills airborne and surface-based spores
- Increases tenant satisfaction
- 12-month warranty



“ More recently the Association have used Orbis for mould treatment works and have found that workmanship / invoicing / work processing and customer care is of a high standard. ”

Yorkshire Metropolitan Housing

Don't ignore the problem

- One in four people with asthma are reported to suffer as a direct result of mould
- Left untreated mould will get worse
- Wipe it away and it'll be back
- Only a third of mould is visible, the roots are hidden beneath the surface



Mould and risk assessment

Mould is listed as a potential health hazard in the *Housing Health and Safety Rating System – Guidance for Landlords*, alongside carbon monoxide, asbestos and other threats to health.

The Housing Health and Safety Rating System warns that the possible health effects of mould are:

- Breathing difficulties
- Depression
- Asthma and rhinitis
- Affects medical treatment for cancer



Why Orbis?

- Causes are diagnosed
- Each outbreak is treated for its specific need
- Residents will be reassured and advised
- Staff are trained to work in private homes
- Staff are CRB checked
- Training is City and Guilds endorsed



Rated in Top Products HABM Magazine

“ Orbis' mould removal solution has proven popular among social landlords as it offers a complete service at good value. ”

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Infection control



A revolutionary vaporisation service to kill pathogens in minutes

The Orbis Infection Control Vaporisation Service is the process used to disperse a specialist disinfecting agent to eradicate bacteria, viral and fungal infections that are both airborne and surface-based. Orbis can undertake regular visits with a proactive approach or provide a rapid response as soon as infection is found.

No matter what type of business or premises you have, if people are congregating there could always be a risk of infection. If left untreated these can be life threatening, expensive to combat and cause the closure of premises.

Did you know?

- Every year the Norovirus effects 600,000 – 1 million people*
- More than one in four commuters has bacteria from faeces on their hands**

* The Health Protection Agency
 ** London School of Hygiene and Tropical Medicine



*** Current legislation on Corporate Manslaughter and Homicide 2007 and the Offences Act 2008 states that if duty of care is not upheld, unlimited fines and 2-year prison sentence will be enforced.

Duomax kills 99.9999% of germs, including:



Duomax has been approved for high risk areas and **kills 99.9999%** of germs. Suitable for use on all hard surfaces, the chemical is non-sensitive and effective in killing bacteria, viruses, fungi and yeasts.

“ Orbis was very discreet and carried out the vaporisation during the evening, so there was no disruption. The service was excellent and, should it be necessary, I would use them without hesitation. ”

Testimonial from one of our thousands of happy clients.

Why use our revolutionary service?

Proven infection control

Verified to remove all known bacteria, viruses and fungi. Average log 6 reduction of pathogens, as tested by Queen Elizabeth Hospital Birmingham.

Cost-effective

The treatment is cost-effective in comparison with traditional cleaning because of the speed in which the process can be fulfilled.

Scheduled visits

Many businesses now include our service as part of their preventative measures to fight infection.

24/7 emergency response

Orbis can provide a rapid response as soon as infection is found. With over 40 locations throughout the UK, Orbis can respond any time, any place, anywhere.

10 times faster than conventional methods

The process takes minutes, not days, and the area is ready to re-enter and use as soon as the treatment is complete. An area the size of a tennis court (1000m²) can be treated in less than 90 minutes.

Minimum disruption

Through vaporisation all airborne and surface-based pathogens are destroyed, so there is no need to move furniture or equipment around for the treatment to work.

Environmentally friendly

Completely non-toxic to humans, animals and the environment.

Audit Trail

All visits are recorded and reported on and can be reviewed and tracked online. This provides a full audit trail which verifies that the duty of care is being upheld.

Compliant

Orbis follows the Industry Standard on vaporisation and is compliant with SOGB 41130:2009, EN1276, EN14476, EN13704 and EPA Approved.

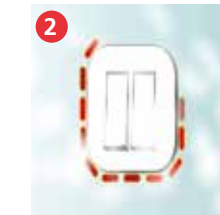
Additional services

Orbis provides specialist cleaning services to over 20,000 properties annually.

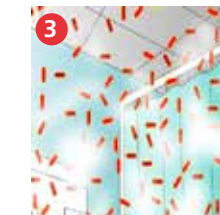
Steps Involved



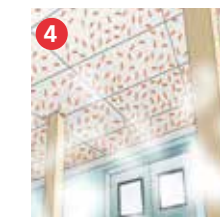
Vaporisation machine produces a fine mist of specialist cleaning agent.



Because it's a vapour, it can get into hard to reach places.



It eradicates any airborne pathogens and surface bacteria.



Disinfects every part of the room, floor to ceiling, to ensure it is safe to re-enter.



Area is now completely free of pathogens.

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Specialised cleaning

Orbis provides a complete end-to-end specialised deep cleaning service that is proven to go beyond the national health requirements. Our deep clean service is environmentally friendly, highly effective and suitable for both buildings and vehicles. Our specialist staff ensure high standards are achieved with minimum disruption and significantly reduced operational downtime. As a result of this, Orbis is recognised as a leading provider of crime and trauma scene cleaning services to the UK's Police forces.

Services

- Kitchen deep cleans
- Gymnasium deep cleans
- Chemical deep cleans
- Crime scene deep cleans
- Vehicle deep cleans
- Fire and flood restoration
- Graffiti removal
- Infection control
- Mould eradication
- Bodily fluids cleaning
- Dirty protests clean
- Post incident highway cleaning
- Forensic level cleaning

Key benefits

- Flexible, bespoke service suitable for scheduled visits, a one-off deep clean, or a 24/7 rapid response
- No third party specialists – full accountability on all work undertaken in-house
- Long-lasting protection – pathogens are wiped out and are unable to build up resistance
- Minimal disruption – faster turnaround time
- Cost-effective – significantly reduces operational downtime
- Fully compliant – current service procedures already take into account the European Commissions (EC) directive on water management



24/7
rapid
response



“ Orbis has delivered innovation and improvement beyond the reasonable requirements of their contract with NHSBT. ”

Lead Operations Support Manager, NHS Blood and Transplant.

Totally managed

- One call does it all – saving the hassle of managing sub-contractors
- **aura** – online ordering, real-time status with audit trail and photographs
- Verifiable swab results taken at each job and recorded for online audit trail
- Our infection control systems assist with the audit requirements of Care Quality Commission (CQC) for the healthcare sector

Did you know?

Dermatophytes, the fungus linked to ringworm, can survive on furniture, clothes, hairbrushes, towels, etc. So it is not always necessary to have direct close contact with an infected person.*

*The Health Protection Agency



Fully equipped vehicles



Professional service



Instant reporting



Out of hours call handling



Trusted team

- Multi-tasking, fully trained, uniformed staff
- Locally recruited
- Five years employment vetted and CRB checked
- Training endorsed by City and Guilds
- Committed to performance monitoring
- Risk assessment for all jobs
- Licensed waste carrier
- Compliance with Health and Safety regulations

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Repair

At Orbis we constantly search for new ways to work with government, local authorities and service providers to develop innovative solutions that contribute to cleaner and safer communities. By listening carefully to customers and communities over the years, we've been able to innovate and grow our range of products and services to support our clients.

Our services

Our large, locally sourced, multi-skilled workforce is fully trained and accredited in all relevant aspects of property management and security.

- Tailored security services from programme start to completion
- Pre-demolition security using Permascreen
- Kitchen and bathroom soft strip-out services
- Hazardous material removal and safe disposal
- Community safety partnership schemes
- Rubbish clearance and soft landscaping
- Licensed waste disposal with full duty of care audit trail
- Protection and property services for public buildings such as libraries, schools and leisure clubs
- Estate patrols and 24/7 emergency response service
- 24/7 alarm monitoring
- Full activity reports available
- Real time, online job status reporting
- Environmental services including pest control and graffiti removal in a single visit
- 24/7 manned customer care support



Available 24/7 to protect properties and improve quality and productivity of refurbishment projects

STEEL SCREENS



PERMASCREENS



“ This area was becoming a growing concern for us but now the number of fires has reduced dramatically. This is all thanks to the partnership work that has taken place with Orbis and other agencies. ”

Testimonial from one of our thousands of happy clients.

Innovation at work

We realise that in some situations, traditional demountable rental security screening fitted to pre-demolition sites results in unacceptable levels of breach. In response, we've developed 'Permascreen' – a permanent, recyclable sacrificial system which has proved to be virtually impossible to remove from either the inside or outside.

Proven solution

When Orbis Permascreen was used to secure over 3,500 pre-demolition properties in Salford there were no reported break-ins.



Case study – Orbis in action

Aware of how vacant properties can act as a magnet to criminals, a reputed council called in Orbis to protect remaining residents during an extensive regeneration programme. Over 400 empty houses were protected by monitored alarms, steel or polymer screens on windows and doors and by removing combustibles and valuable items. Special projects included clearing rubbish from streets, back and front gardens and the properties themselves.

State-of-the-art technology

We also equip our teams with GPS-enabled Personal Digital Assistant (PDAs). This technology allows you to monitor job progress using real-time images and view management information via your secure web portal on our website enabling you to make decisions quickly without having to travel to site.

Benefits:

- Internet ordering
- Real-time job status
- Invoice history
- Audit trail reporting

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Pest control

Pest problems not only present a hygiene issue and the possibility of legal penalties for Social, Private and Commercial Property Managers, they could also cause significant structural damage which can be costly and dangerous. Orbis' specialist Pest Control Teams provide same-day response and preventative services to ensure your properties remain safe, legal and pest-free.

Penalties for the inadequate handling of a pest problem by those responsible for the building could include a £20k fine or six months in prison.

Key benefits

Orbis' pest control teams are:

- BCPA / RSPA Accredited, as well as being vetted and CRB checked, enabling them to work in occupied and unoccupied buildings
- Qualified to deal with all pest-infestations from insect removal to rodent eradication
- Local to you, competitive and available 24/7, providing a same-day response service
- Able to carry out preventative measures against further infestation and help you avoid costly damage to property such as chewed joists and electrical cables
- Equipped to upload photographs and relevant documents to Aura – Orbis' unique online customer service portal – meaning you can track progress, access documentation in real time and produce a transparent auditing trail

Pest infestations are a problem for one in ten UK SMEs according to www.smeweb.com



Did you know?

- 75% of all pests reported by businesses are rodents
- Inadequate handling of cockroach infestations have led companies to be fined over £5,000
- Experts predict a worldwide bedbug pandemic. London has seen a threefold increase in this decade alone
- After summer there are around 40% more wasps and nests, housing up to 6,000 inhabitants each
- Pest infestations are a very real problem for over 1 in 10 UK small and medium sized enterprises
- The penalties for failure to comply can lead to fines of up to £20,000 or six months in prison



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Manage



Request, track, analyse –
real-time reporting
through **aura**

Aura is a real-time web-based workflow management and reporting system enabling customers to improve operational efficiency of vacant property management. This unique virtual portal is fully secured, user-friendly and easy to implement. It allows you to instruct, control and track progress of jobs undertaken by the operating team.

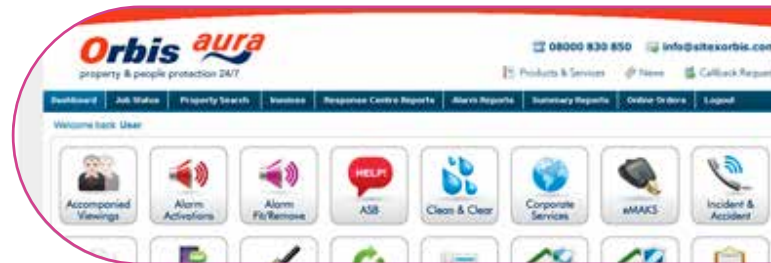
Key benefits

- **Faster** - Aura helps you to deliver multiple services from one supplier and offers full online visibility giving a clearer picture of what work has been carried out and when, thus reducing re-let times and increasing your income
- **Greener** - Save up to 500 miles per week*. Our operators upload photographic evidence of every completed job therefore removing the need for you to travel and inspect void properties in person
- **Leaner** - Saving you 192 days a year*. Aura allows you to instruct online, view the status of every job and allows flexible reporting and data analysis with a complete audit trail of work undertaken

*Figures taken from client testimonial on Aura. Available on request.

Key features

- **Control panel:** view real-time status of all jobs and instruct and place work requests online
- **Reporting with trend analysis:** monitor work undertaken by multiple operating teams with a full audit trail
- **Property search:** access detailed information on individual properties
- **Photos:** see a complete log of photographs (before and after shots) which acts as evidence of completed works
- **Alarm activations:** view a detailed log of alarm activations and responses
- **Scheduling jobs:** ensures work happens on the correct day, at the right time, with the correct people having the right keys



“ We had never worked with a system like this and found it was very useful to us. We were able to go in and check the status of all jobs that had been put through Aura, this gave us the advantage of managing the turnaround of our void properties quickly. ”

Accommodation Officer, Fife Council.



Instruct online and track job progress on our real-time, web-based customer portal.

Activity Reports

Follow 24/7 what is happening where and by whom, with real-time job status updates



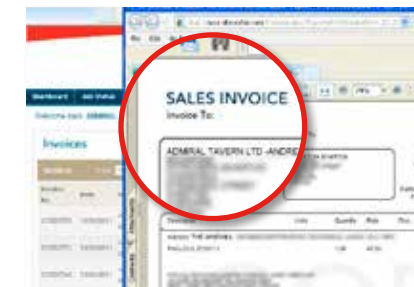
Photo Section

Images are uploaded via pda with time and date stamp as proof of completion. You can have a complete photographic log and audit trail



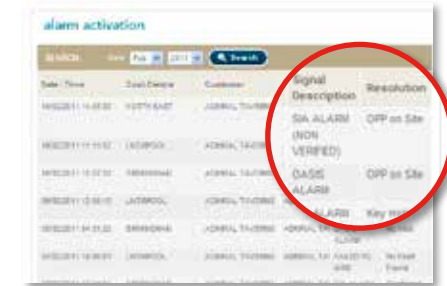
Invoicing

View invoices online with export features



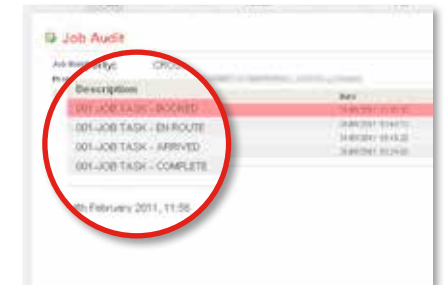
Alarm Activation

Ensures any alarm activations have been responded to



Job Audit

Complete audit trail of time scales of all jobs undertaken



All information can be downloaded in PDF and Excel format for ease of use

please call or visit us online
08000 830 850
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Our 24/7 Services



Secure

- Steel screens
- Polymer screens
- Pre-demolition steel 'Permascreens'
- Emergency boarding, meter and letter box covers
- Fencing and bollards
- Security doors / communal doors
- Radio and GSM wireless intruder alarms including Videofied, iTRAP and other alarms
- Access management including eMAKS (electronically managed access key systems)
- Manned guarding and mobile patrols
- Live-in guardians and related security services
- Bespoke risk assessments and security solutions

Monitor

- 24/7 alarm monitoring and reporting from a Cat II 5979 Alarm Receiving Centre
- Intelligent activation management via sequential verification enabling police and fire service response
- Alarm peripherals monitoring – PIRs, boiler tamper, smoke detectors, loop guard, water detectors, vibration sensors and sirens
- Telecare and welfare alarm monitoring
- Hosted access control
- CCTV monitoring
- Nationwide emergency response
- Out of hours tenant management, emergency repair and response service
- Code5 Lone Worker Protection
- Workforce protection companion service

Property Inspection

- Insurance compliant property inspections
- Full inspection service to include client-driven inspection criteria
- Proactive management of on-site issues including repair
- Health & Safety risk assessments
- Void preparation including drain downs and utility shut off
- Online real time access to your inspection reports, photographs and meter readings
- Energy Performance Certificate (EPC) testing

Re-let (clean & clear)

- Property cleaning and clearance
- Specialist cleaning (removal of bodily fluids, human waste etc.)
- Removal of hazardous materials
- Drug den cleaning, needle sweeps
- Fly-tipping and bulk waste removal
- Graffiti removal
- Garden clearance
- Infection control
- Jet washing
- Mould eradication

Repair

- Kitchen and bathroom strip outs
- Disconnection of services
- Building repair work
- Demolition services
- Flood damage avoidance and repair
- Snow removal / gritting service
- Glazing repair and replacement
- Hard surface repair (walls, sinks, baths and all hard surfaces)
- Emergency roof repair
- Pest control and disinfection

Manage

- Aura (web portal) reporting system to track all jobs, site inspections and your account status
- Risk management including insurance products and services
- Vacant property facilities management (fully managed)
- Full range of inspection services