



Experts in delivering facilities management
services that exceed your expectations.

Part of



www.derwentfm.com



Who we are

Derwent fm is a leading operator in the facilities management industry with customer excellence and innovation at our heart, underpinned by our total compliance in all aspects of operation. We have an array of experience providing services in property management, soft and hard service, life cycle maintenance and conferencing.

Derwent Facilities Management launched in 2010 as a sub-division of Derwent Living. We are industry leaders in providing management services to a broad spectrum of different sectors ranging from education, healthcare and local authority. Our tailor made services are ideal for such a diverse client base and can be offered as bundled services or individually bespoke ones.

Throughout all stages of a project life cycle we deliver efficient and supportive customer service whatever the length of contract. As a customers of Derwent fm you benefit from clearly defined costs, peace of mind and a solid working relationship.

The organisation is backed by long-standing housing provider Derwent Living, which began developing affordable homes in the early 1960s. Derwent fm's profits are invested in the development and refurbishment of affordable homes, furthering Derwent Living's social purpose. We also joined one of the UK's largest property management organisations, Places for People, in 2017 allowing us to continue our mission of providing industry leading facilities management services.

We pride ourselves on our transparent
& honest business approach.



What makes us different?

A unique blend of social and commercial strengths.

As part of the Places for People group and Derwent Living we are a unique organisation that blends social responsibility with commercial strength underpinned by a strong financial base.

Our ethical and transparent approach to business ensures we deliver on our promises to clients and the wider community. We demonstrate this by our partnerships with organisations such as Student Minds and commitment to environmental best practices via our Green Team initiative. By working with us you are giving back to the wider community and supporting your corporate social responsibility strategy.

Derwent fm's other significant differentiator is we offer an end to end service delivered in an innovative and cost effective ways to bring improvements for investors and building owners.

Our purpose

“Derwent fm's purpose is to create profit for social benefit. All our profit is re-invested to regenerate communities by supporting social housing and community initiatives”

The Derwent SPIRIT



Our SPIRIT values bind us together.

They guide us in what we do, how we act and what we say.

Derwent Facilities Management colleagues are a highly motivated group of people who embrace our SPIRIT values. We are committed to our VISION to ensure that we DELIGHT our customers and employees through KNOWINGLY providing SAFE facilities management services, and INNOVATING to deliver best value.

Our culture is to support our colleagues, our customers and stakeholders, with a positive 'can do' attitude, ensuring we always deliver on our promises.

We believe the right attitude goes a long way towards creating positive working relationships, fostering mutual respect and trust, allowing our customers to enjoy first-class facilities management services which offer exceptional value.



Recommended by

1

Derwent Facilities Management were initially appointed by Evans Property Group on behalf of Student Accommodations Provision LLP in 2012 as hard and soft service provider to Goodricke College which comprised 588 beds at The University of York, East Heslington campus. this was further endorsed following a tender process where Derwent fm increased their presence on campus as hard service provider to Langwith College (651 beds) and Constantine College (622 beds). The Derwent fm team deliver a quality professional service which we would wholly recommend to other student accommodation providers.

Richard Bean MRICS, Senior Asset Manager



2

Derwent fm has provided St Hugh's Hospital with facilities management cover over several years and I have nothing but positive feedback from the site team. I have found Derwent fm to be of great support and assistance in all matters relating to maintaining our site and are our 'go to' people for advice and support on any issues connected to facilities. On several occasions in the last twelve months the fm team have been the difference in keeping the hospital working and preventing patient cancellations. This is something vital to your reputation as a healthcare organisation. They always go that extra mile at any time of the day to keep our organisation safe, compliant and operating well. I would wholeheartedly recommend Derwent fm services to any organisation.

Gary Allington, Facilities Manager, St Hugh's Hospital



3

Since taking over the supply of building services maintenance and cleaning services for Chiltern and South Bucks district councils from April 2017 I am pleased to say that Derwent fm have provided a professional service and have certainly enhanced the services to the councils and have supported the small fm team at both sites. As well as helping to keep the council compliant by providing a well-managed PPM regime Derwent fm also assisted in the delivery of the council's accommodation strategy project which involved the mass movement of staff and furniture across the 2 councils. Derwent also responded very well to a number of emergency out of hours call outs during the recent adverse weather conditions. I am therefore happy to endorse Derwent's first year of the management of the building services maintenance and cleaning services and look forward to the continuing success of the contract. Thank you.

Kevin Kelly, Chiltern and South Bucks District Councils





What we do

Our service offering is as broad as the range of sectors we work within so we're able to offer integrated and tailored hard and soft facilities management solutions to meet our client's needs. This flexible approach means that whether we're providing a bundled or individual service, we always adapt our offering to suit the needs of the target stakeholders.

We have a proven track record of providing fantastic results for our clients over the years including improvements to efficiency, cost-saving and meeting sustainability targets. You can learn more about the many services that we offer organised into four key categories below.



Hard Services

A range of services focusing on maintaining or improving the physical built environment, a building's mechanical and electrical systems and remaining compliant with the law.



Soft Services

A range of services to ensure that all premise interactions are positive. Services include: cleaning, security and grounds maintenance, automated post systems, maintaining and/or improving the physical built environment, mechanical and electrical systems and remaining compliant with the law.



Property Management

Comprehensive services helping you to manage your property or portfolio of assets; this includes sales, lettings, maintenance, compliance, finance, insurance and more.



Health & Safety

Services that will ensure your organisation's premises remain compliant with building regulations and legislature at all times whilst keeping occupants safe.

How we do it



Life Cycle Management

We holistically manage our client's assets in line with our life cycle management software, saving customers time and money. Most importantly we ensure maximum benefits for their end users.



Our app

Application for logging all maintenance requests from any smart phone device 24/7.



Engineering excellence

Multi skilled and mobile engineers equipped with GPS online PDAs for real time tracking and maintenance task recording.



We fully understand the crucial importance of efficiently delivery your contract requirements. Our reputation has been built on our ability to successfully do this on behalf of many different clients with diverse property portfolios.

Part of our commitment to outstanding contract delivery is giving you a dedicated manager who will work in close collaboration with your team to deliver your exact requirements on time and on budget.

This might include areas such as; compiling site specific procedures, inducting staff/contractors, defining areas of responsibility including assigning key contact, compiling and delivering a robust planned preventative maintenance plan etc.



We're experts in

At Derwent fm we offer a broad range of facilities management services to suit the requirements of our client, whatever the sector. We pride ourselves on being experts in the delivery of first class facilities management services and aim to exceed expectations at every opportunity.

Student



From providing quality accommodation that we manage and maintain to increasing student satisfaction, we are trusted and experienced experts in the student sector. We believe in engaging with our residents and ensuring they have the best possible student experience.

Healthcare



In a time when the healthcare industry is faced with many challenges due to tightened budgets and limited resources, Derwent fm can be relied on to help reduce costs by helping you to operate more efficiently and provide first class care.

Government



With public spending under constant scrutiny, we can offer efficient FM services to lessen the challenges faced by the public sector and deliver improved cost savings which can be used to help with depleted funds and budgets.

Retail



In the fiercely competitive retail sector, we can help you to stand out among the competition and boost your profits. From ensuring that customers are comfortable in their shopping environment to efficient running of your services we can help to improve your efficiency and increase your profit margins.

Industrial



We help our clients to create safe and efficient industrial working environments to help boost production and profits. By offering integrated and tailored facilities management support, we can help to drive down costs and keep your offering competitive.

Residential



We are here to help clients create appealing living environments for residents to secure a maximum return on investments. We recognise that the sector can require a different approach and, as such, deliver a level of professionalism that is fitting to the environment, whilst delivering a first class service.

Who we've helped

Remploy



LOCATION: UK WIDE

Supporting Remploy staff and clients, we provide comprehensive FM services to all of the organisation's 63 office and workshop locations throughout the UK. The contract involves works to approximately 125,000 square feet of commercial and industrial space.

We've got it covered 24/7

We also undertake ad hoc small projects and minor works as the need arises. Derwent fm runs a 24-hour helpdesk to provide support at all times throughout the day and night and address any urgent requirements that may arise.

Comprehensive management reporting is provided to the Remploy project management team, detailing our performance over the previous period and highlighting any issues or opportunities for improvement.

HELP!

24/7

Helpdesk

UK WIDE

63

Office and workshops covered



Who we've helped

The University of Essex



LOCATION: Essex

A range of modern cluster and townhouse accommodation was constructed by the Uliving consortium, composed of major developer Bouygues UK and Derwent Living, the not-for-profit parent company of Derwent fm. Derwent Living provided equity for the scheme, while construction was carried out by Bouygues.

The University also transferred 502 of its existing residences to Uliving for refurbishment and Derwent fm is now providing a full range of support services to the renovated units.

Sustainability

During the course of this project, the expertise of our in-house technical department was supplemented by a specially-selected architectural consultant, Lewis & Hickey, with demonstrable knowledge of the higher and further education sector. The firm had previously designed varied student accommodation schemes, including one at Aston University comprising 2,353 new build en-suite student bedrooms and the refurbishment of 647 existing units.

Bouygues has significant experience in the design of student accommodation (as well as other residential developments), both in the UK and mainland Europe. Under this scheme, the new cluster blocks were created using an in-situ concrete structural system perfected by Bouygues over a number of years to provide a fast, flexible and cost-effective structural design.

Bouygues' sustainability specialist worked alongside our external consultant GENEX to co-ordinate the BREEAM assessment, while our in-house accredited Code Assessor provided further expert input.

Derwent fm's dedicated ICT specialist liaised with the university's service provider to resolve potential interface issues and ensure operational system compatibility.



VALUE

£1.2m

Per Annum

SIZE

1,430

Bedrooms

DURATION

50

Years

Design process

A range of key factors were considered during the design process, including:

- Building orientation – this was optimised within the site constraints to take advantage of climatic factors such as sun paths, wind direction and rainfall;
- Changes in levels across the site – in the context of our wider experience, this led us to step the buildings in line with the existing topography;
- Reinforced concrete superstructure for the cluster blocks – this offers thermal insulation benefits;
- Timber-frames for the townhouses – these used softwood sourced from managed forests that can demonstrate full PEFC Chain of Custody status;
- Natural ventilation for study rooms – mechanical ventilation was restricted to areas such as en-suite bathrooms, toilets, kitchens and plant rooms;
- Off-site fabrication of bathroom pods and panelised timber frame components;
- Gas-fired modular boilers – these combined heat and power units include back-up boilers designed to achieve a 27% reduction in CO2 emissions;
- Roof-mounted photovoltaic panels on the cluster blocks – designed to achieve a further 6% reduction in emissions.



Sustainability during construction

We maintained a highly-positive approach to sustainability throughout this scheme through implementing a number of measures, including:

- Minimising the volume of waste created through careful management of site activities
- Maximising the volumes of residual waste that could be recycled
- Using recycled and recyclable (non-timber) shuttering
- Incorporating energy-efficient fittings in office and welfare accommodation
- Using a skip-washing unit incorporating a water recycling system
- Rationalising material and component deliveries to minimise vehicle
- Gas-fired modular boilers – these combined heat and power units include back-up boilers designed to achieve a 27% reduction in CO2 emissions

As a result of this proactive approach, the scheme achieved BREEAM 'Excellent' and EPC 'A' ratings, as well as Level 4 of the Code for Sustainable Homes.

The buildings were designed in accordance with the university's master plan and the borough council's urban design framework. In developing our proposals we were able to demonstrate that the massing of the buildings complemented both the existing built environment and that envisaged within the master plan.



Who we've helped

The University of Hertfordshire



LOCATION: Hatfield

Following construction of a new, £170m development for the University of Hertfordshire, Derwent fm took over the provision of all hard and soft facilities management activities on site in 2012. Under this design, build, finance & operate agreement, the Uliving consortium (composed of Bouygues UK and Derwent Living) constructed 2,511 student accommodation units at the College Lane campus. On completion, all of the new units achieved BREEAM 'Outstanding' status and it has been recognised as one of the leading schemes in the UK for student experience winning a range of awards.

The university also transferred 502 of its existing residences to Uliving for refurbishment and Derwent fm is now providing a full range of support services to the renovated units.

Our provision includes estates and grounds maintenance, cleaning, waste management, security, utility management, IT, parking, conferences and helpdesk services.

The new build scheme incorporates modern sports pitches, a campus gym, informal learning and social spaces. A new, dedicated bus route has been incorporated into the complex to provide regular transport links with the university and local community.

One of the university's key objectives in launching this scheme was to improve its 'student experience' ranking. Derwent fm's exemplary standards of service provision are crucial to this goal, contributing to greatly-improved levels of satisfaction with the accommodation and support available to all students. Working alongside the university and student union, we achieved this through initiatives such as:

- Fostering an unparalleled community atmosphere – something which is often lacking in such large developments;
- Tailoring common room provision to the students in residence by listening to their views on what facilities should be available
- Ensuring our teams are always available, approachable and supportive
- Organising social events and excursions which are tailored to the existing student population



VALUE

£4m

Per Annum

SIZE

4,013

Bedrooms

DURATION

50

Years



Partnerships and accreditations

Derwent fm are proud of their accreditations which demonstrate our staff and systems deliver services to a consistently high standard





Contact us today to find out how we can take your
facilities management to the next level



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