

# Delivering hands-on expertise in vacant property protection and management



# One-stop property and people protection 24/7

**SitexOrbis has over 25 years' experience. Working in partnership with our clients, last year we secured over 50,000 properties in the UK alone. From small landlords to major blue chip companies, we can help manage your liabilities and protect your brand equity.**



## Helping you resolve the issues

**We understand that vacant properties create a variety of problems and could represent a significant cost to landlords, placing a strain on management resources. Following our recent online poll conducted in conjunction with Estates Gazette, the following figured as the 'biggest vacant property issues':**

### Security 22%

Including vandalism, squatting, graffiti, arson and break ins

### Income 19%

Loss of rental income

### Maintenance 15%

Keeping property in a ready to let condition

### Insurance 13%

Compliance with insurance stipulations

## The SitexOrbis solution

SitexOrbis provides a full range of security and maintenance measures including:

- Wireless alarms and other electronic security
- Regular security inspections
- Reactive maintenance
- 24/7 monitoring
- eMAKS access management solutions
- Dedicated phone support

SitexOrbis will also ensure that Vacant Property Managers are compliant with all legal and insurance requirements relating to void properties, including:

- Building Insurance compliance
- Health & Safety Risk Management

**By delivering all this, SitexOrbis can help to attract an early occupier ASAP, by ensuring that properties are available for viewings, presented to the highest possible standard and ready for immediate reoccupation.**



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# £12.6b

**Yearly cost of crime against  
business – an increase of 20%  
over five years.**

Source: [www.britishchambers.org.uk](http://www.britishchambers.org.uk) – The Invisible Crime, A Business Crime Survey. Survey conducted in 2008 across 3,900 businesses nationwide.

Acts of vandalism, arson, break-ins, graffiti and squatting can be commonplace in empty properties without sufficient security provision. Insurance premiums can increase, repairs are costly and the damage can delay a vacant property from a rapid re-let.



## Vacant property security

SitexOrbis provides comprehensive security solutions to suit all budgets.

Coupled with a 24/7 monitoring and response package, SitexOrbis advocates the use of battery alarms and wireless devices. These can provide an effective security solution at half the cost of traditional CCTV and manguarding packages. Further protection can be provided through a range of steel and polymer security screens.

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# £100m

**The 12 month clear up  
cost of fly tipping affecting  
over 75% of landowners.**

Source: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

Properties which remain vacant for longer periods will require grounds or landscaping maintenance to prevent areas becoming overgrown due to neglect.

If left untended, this will encourage fly tipping, illegal waste disposal and anti-social behaviour, alerting unwanted visitors such as drug addicts that the property is vacant. The resulting build up of filth and refuse will then attract pests and vermin.



## Reactive maintenance

We understand that first impressions are crucial when trying to re-let a vacant property. That is why we have developed a fast and comprehensive maintenance service whatever your requirements.

From internal and external cleaning and clearance to the specialist removal of human waste and needle sweeps. From fly tipping and refuse disposal to pest control and disinfection. We undertake to keep your property in a re-lettable condition.

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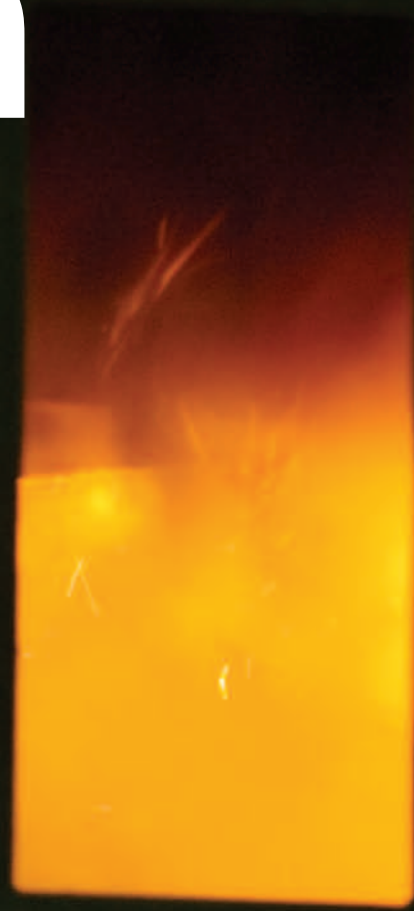
# £3.4m

**The average cost  
of fire damage to UK  
business every day.**

Source: Association of British Insurers

There is a legally binding obligation to inform insurers when a building becomes partly or wholly vacant. Premiums will rise significantly or in some cases cover can be completely lost unless numerous stipulations are adhered to.

Leaving a vacant property with inadequate insurance cover, particularly if the premises are not secured, leaves landlords vulnerable to extra cost following incidents such as fire damage, vandalism and break-ins.







## Building insurers' vacant property stipulations

SitexOrbis ensures that Vacant Property Managers are aware of these stipulations and provide an effective service to ensure compliance. This includes:

- Regular internal and external inspections
- Recorded inspection details
- Removal of combustible materials
- Secured and sealed entry points
- Isolation of utilities
- Reactive maintenance

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# £600k

**Compensation received by  
an injured trespasser in a  
vacant commercial property.**

Source: The Times

Health and Safety law requires employers to look after the health, safety and welfare of employees and also others who could be affected by their work such as visitors.

Legislation under The Defective Premises Act and Occupiers Liability Act increases the 'duty of care' for employers and landlords to cover people entering the premises who have not been invited or permitted to be on the land such as trespassers.

A landlord's statutory obligations remain, even when a property is vacant.



## Health & Safety Risk Management

SitexOrbis is able to advise on vacant property risk management. This involves:

- Inspecting property and identifying hazards and risks
- Recognising who and how people may be harmed
- Evaluating those risks and then deciding on measures to stop them
- Recording all findings and advising on implementation
- Reviewing, assessing and updating the findings

# SitexOrbis Accreditations

## Working together for your peace of mind

SitexOrbis possesses more accreditations than any of our competitors and most of the accreditations in the cogs below are unique to us. They are granted by key awarding bodies in Security, Employment & Training, Health & Safety, Quality Management and Environment. This means all our legal obligations and insurance requirements have been met, giving you absolute assurance that your site is in safe hands.

### SECURITY

#### **BS7858\* (ISOQAR)**

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Screen employees to ensure that they are legally eligible and suitable to work in UK security.

- All procedures and obligations followed to meet stringent approval processes



Alarm Receiving Centres

#### **BS5979 Cat II**

The highest possible standard for Alarm Receiving Centres.

- We can monitor CCTV and alarm systems to allow the ARC to request police

#### **BS8484**

Code of practice for the provision of lone worker protection services and devices.

- Reducing false alerts and ensuring fast track response from emergency services

### HEALTH & SAFETY



#### **SAFEcontractor**

Assess the H&S competency of contractors and service providers.

- Assessments to show and ensure employees work in a safe manner



#### **Achilles**

Stringent H&S requirements for suppliers to Utility companies.

- SitexOrbis is the only company in the industry to have gained this hard to achieve high standard accreditation



#### **Contractors Health & Safety Assessment Scheme**

CHAS is established as the market leader for Health & Safety pre-qualification in the UK.

- Verified to be compliant with H&S legislation, reducing legal liability to the customer

### EMPLOYMENT & TRAINING



#### **Training & Assessments**

Provide training, competency-based assessments and qualifications.

- Continuously assessed, trained and skilled employees will provide a high quality service
- Staff have up-to-date knowledge



#### **BIFM**

Networking body of all Facility Management Services in the UK. Provide information, education, training and networking services for over 12,000 members.

- SitexOrbis understands current issues in Facilities Management

## QUALITY MANAGEMENT



### BS EN 9001 (ISOQAR)

ISO 9001 is the internationally recognised standard for the quality management of businesses.

- Ensures operation within set guidelines and delivers a quality service
- Clients receive a highly efficient service



### Financial Services Authority

An independent body that regulates the financial services industry in the UK.

- SitexOrbis is regulated and authorised by the FSA to sell its own empty property insurance product



### Trust Mark

Government supported scheme to help consumers find reputable organisations.

- Customers can 'buy with confidence'

## ENVIRONMENT



### ISO 14001

Internationally accepted standard that sets out how you can put in place an effective Environmental Management System (EMS).

- Designed to address the delicate balance between maintaining profitability and reducing environmental impact



### SEPA/EA Carriers Licence

Allows organisations to transport waste throughout the UK. Hazardous waste can only be transported legally when a licence has been obtained.

- SitexOrbis is licensed to transfer waste and ensure its legal and responsible disposal
- Assures customers that they are working within the law, avoiding the risk of fines



Ensures SitexOrbis adheres to industry standards and best practice.



Our staff have the most up-to-date knowledge and training



Committed to raising professional standards.



Fully qualified to bid for business within the government sector.



INVESTOR IN PEOPLE

Means procedures are in place to develop staff skills and careers to ensure happiness.



A web enabled database that allows contractors to ensure total compliance to current health and safety legislation



Means we are a pre-qualified supplier.



Keeps companies up-to-date on environmental initiatives and legislation updates.



Ensures safe eradication of pests within appropriate legal framework



The TSA aims to promote and support the telecare industry and highlight the benefits of telecare for consumers.



### LHC (London Housing Corporation)

Largest public sector procurement network, helping any public sector organisation to instantly procure building products and services, including void security.

- Instant access to OJEU compliant services to the customers
- Reduced procurement cost and time

For the full list and details of all our accreditations please visit: [www.sitexorbis.com](http://www.sitexorbis.com)

\*Please note that this is not the accreditation body's logo. Either they do not have one or do not wish for it to be used in publications.

## The SitexOrbis difference

- A dedicated account manager service
- 24/7 Response Centre for instant emergency response and repair and maintenance support
- Wireless Alarm Technology offering sizeable cost savings on traditional CCTV and manguarding solutions
- Remote monitoring and patrols
- Real-time client web portals showing job scheduling and workflow
- Key performance indicator information provided on weekly/monthly basis
- Five year employment history vetting of staff (BS7858) and City & Guilds training

**Our unique approach has established us as one of Europe's market leaders in vacant property services.**

**The success of our approach, highlighted in a recent survey, confirms our position as the UK's number one provider of empty property security and asset management.\***

\* Conducted by The Leadership Factor, an independant market research company, September 2008 and 2009.

## Our Services

### Physical Security

- Sitex steel / Polymer screens
- Masterguard keyless door
- Security doors
- Emergency boarding
- Meter box / letter box covers
- Fencing and bollards
- Mobile site security patrols
- Risk assessments
- Bespoke security solutions
- eMAKS (electronically Managed Access Key Systems) **NEW SERVICE**

### Monitored Alarms

- Temporary radio and GSM wireless intruder alarms
- Videofied alarm with visual verification **NEW SERVICE**
- 24/7 alarm monitoring and reporting
- Nationwide emergency response
- Battery powered alarms – up to 9 months battery life
- Alarm peripherals – PIRs, boiler tamper, smoke detectors, loop guard, sirens, water detectors

### Clean and Clear

- Internal and external cleaning and clearance
- Specialist cleaning (eg. drug den cleaning and needle sweeps)
- Removal of hazardous materials
- Pest control and disinfection
- Fly-tipping and graffiti removal
- Landscaping work
- Infection Control **NEW SERVICE**
- Mould Eradication **NEW SERVICE**

### Regeneration and Refurbishment

- Disconnection of services
- Removal of gas bottles and other dangerous goods
- Hazardous material disposal
- Demolition or repair work
- Property inspection
- Rubbish clearance, white goods removal

### 24/7 Response Centre

#### 24/7 Call Handling and Resolution

- Bespoke repairs and maintenance service
- ASB support with live web reporting
- Accident and incident reporting
- Void property facilities management

### 24/7 Intelligent Alarm Monitoring

- Lone Worker Protection
- CCTV monitoring
- Hosted access control
- Intruder alarm

To see full details of the services we provide visit [www.sitexorbis.com](http://www.sitexorbis.com)



● Branches  
● Sub Depots

**Registered office:**

● Uxbridge (London)

**Response centre:**

● Bromborough

**Branch locations**

- Belfast
- Birmingham
- Bradford
- Bristol
- Cardiff
- Dartford
- Dublin
- Glasgow
- Heywood
- Seaham
- St. Helens

**One number,  
one call does it all...**

**08000 830 850**

**24/7 Response Centre**

SitexOrbis has developed a Code of Practice which provides guidance on vacant property management best practice. For full details please visit:

[www.sitexorbis.com](http://www.sitexorbis.com)



SitexOrbis Limited. Registered Office:  
Beaufort House, Cricket Field Road, Uxbridge UB8 1QG  
SitexOrbis Limited is a wholly owned  
subsidiary of SitexOrbis Holdings Limited.

SitexOrbis is the only provider authorised and regulated  
by the Financial Services Authority to offer vacant  
property Risk Management Insurance.

