

# Red Rock

FACILITIES  
MANAGEMENT

**ENTER BROCHURE**

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## About us

Red Rock offer a complete nationwide facilities management and property management service.

Red Rock is your virtual business partner, taking care of your facilities and property management needs, so you can concentrate on your company's core business.

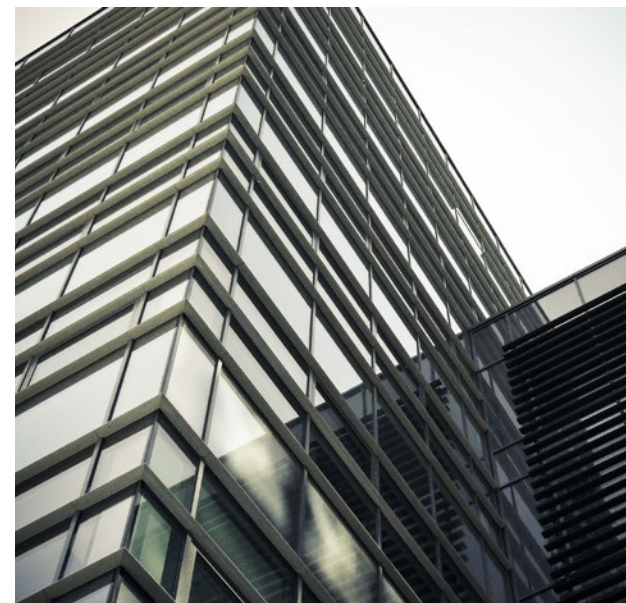
We are a professional, vibrant company providing a personal service in managing and maintaining properties nationwide on a 24hr, 365 day a year service for our clients.

Our expertise in integrated facilities, consultancy and property management and distinctive approach ensures that every individual enquiry is dealt with in the most appropriate manner and in consideration of the broader property implications for our clients.

Utilising bespoke management software, we deliver an unparalleled standard of service and pride ourselves on going the extra mile to ensure clients' issues are resolved to complete satisfaction, always dealt with in a professional and courteous manner with excellent communication throughout.

Our systems are configured and modified to meet our clients' individual needs; clients can also closely monitor maintenance requests and status through our secure client web portal area.

As a division of Fairhurst Estates Ltd, we have been operating for 12 years focused to provide specialist services in Facilities & Property Management.



Hewden has worked with Red Rock for over 4 years and it has provided great service to our depot teams. They take the hassle away from our business of dealing with the day to day repair and maintenance issues faced by a national network, and ensure that our depots can focus on serving our customers.





# Facilities Management

Red Rock facilitate a range of services and packages for our client base, using either their existing supply chain or a selection of our approved contractors, which can be tailored to suit their needs.

Our Bronze, Silver and Gold standard packages are listed below; as our service package is designed around our clients exact requirements, please contact us to discuss your individual needs.

- REACTIVE BASIC
- PLANNED MAINTENANCE
- WEB PORTAL
- COMPLIANCE
- SECURITY
- REACTIVE SPECIALIST
- OTHER SERVICES

Services	Bronze	Silver	Gold
Reactive Maintenance 8am - 5pm weekdays	✓	✓	✓
Reactive Maintenance 24/7		✓	✓
Planned Maintenance		✓	✓
Budget Management		✓	✓
Web Portal		✓	✓
Security		✓	✓
Reactive Maintenance (Specialist)		✓	✓
Repair Quotations		✓	✓
Compliance Management			✓
Reactive Maintenance 8am - 5pm weekdays			✓
Remote Information Management			✓

# Reactive Maintenance

Red Rock Facilities Management are a division of Fairhurst Estates Ltd, a leading firm of Chartered Surveyors providing an extensive menu of property services to clients throughout the UK, who have developed a reputation as a specialist in the roadside, tool & hire equipment and trade sectors.

Our contractor base are registered with the relevant trade associations required. All contractors hold the appropriate Health & Safety compliance and insurance information and are vetted and approved via our pre-qualification process.

On certain occasions we have utilised our clients incumbent contractor base once they have been vetted and approved.

## Our reactive maintenance package includes:

- BUILDING
- ELECTRICAL  
(NICEIC REGISTERED ENGINEERS)
- PLUMBING
- DECORATION
- JOINERY
- BRICKWORK
- FLOORING
- PLASTERING
- TILING
- ROOFING

# Planned Maintenance

Red Rock Facilities Management offer a wide range of planned maintenance services that will save you headaches in the long term.

With this in mind there are various planned preventative maintenance issues that need to be addressed. Red Rock Facilities Management can facilitate all planned preventative maintenance

requirements you may have from lighting (internal and external), gutter cleaning, tidying up of external grounds, heater servicing and much more.



## GROUNDS MAINTENANCE

Includes grass cutting, hard standing cleaning, shrubbery care, tree surgery & gritting.



## HEATER SERVICING

Includes annual oil, diesel and gas heating systems service.



## LIGHTING AUDITS

Includes scheduled maintenance, full audits and quotations – we can facilitate all lighting requirements.



## PERIODIC GUTTER CLEANING

Includes gutter and downpipe cleaning and roof surveys etc.

# Security

With property crime becoming a more constant threat and an exhaustive cost to our clients ensuring premises security and continuity of trade is of paramount importance to us at Red Rock Facilities Management.

Services include:

- **INTRUDER ALARMS**
- **CCTV**
- **SAFES**
- **LOCKS**
- **GLAZING**
- **SHUTTERS**
- **GUARDING**
- **GRILLS & FENCING**

# Specialist Reactive Maintenance

We offer a wide range of specialist services throughout the UK on agreed service levels between our clients. Our specialist services can be called upon rapidly and can be added to your service requirements at any time!

Some of the services include:

## PEST CONTROL

Call out, quick solutions, removal, elimination and prevention.

## GRAFFITI

Surveys, call outs, ongoing maintenance programs, immediate clean-ups, graffiti removal or paint-outs where necessary.

## AIR CONDITIONING

Installations, maintenance services, R22 replacement schemes and planned maintenance.

## DRAINAGE

CCTV surveys, jetting drains, HPWJ, downpipe maintenance, gutter cleaning and pit inspections.

## LEGIONELLA CONTROL

Maintenance, Legionella Risk assessments, hygiene services, disinfection, treatment programmes, cleaning and sanitation.

FREE  
ESTIMATES

# Compliance Management

Health & Safety is constantly changing and appointing the right company is key to ensuring your organisation has a good health & safety culture.

At Red Rock we understand the importance of keeping up to date with current health & safety changes in any legislation. We provide maintenance and servicing of various health & safety systems such as >>



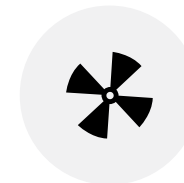
## FIRE

Fire Alarms  
Fire Extinguishers  
Emergency Lighting  
Fire Risk Assessments



## WATER

Legionella  
Water Sampling



## HEATING & VENTILATION

Gas Servicing  
Oil Servicing  
Air Conditioning



## ELECTRICAL

PAT Testing  
Fixed Wire Testing



## ASBESTOS

Surveys  
Encapsulation  
Removals





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# Property Management

## Service Charge

Red Rock FM provide a full-service facility, from simple to complex property management, giving clients total peace of mind that their buildings are being well managed and maintained in accordance with current legislative requirements and that their liabilities, responsibilities and best interests are being looked after.

### Property Management Services include:

- Preparation of a 'Statement of Anticipated Expenditure' (budget) for the service charge costs
- Quarterly site visits
- 24 hour call out service
- Individual bank account management
- Organisation of appropriate insurance cover
- Apportionment of the budget across tenants and charge on account in line with rent frequency
- Certifying the annual spend against budget
- Apportionment of the certified annual spend across tenants
- Comparison of a tenants' share of actual spend to that charged on account and issue of adjusting invoices or credit notes



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# Client Log-In

Red Rock Facilities Management use Qube Software that is flexible and adaptable to meet all of our clients' needs and requirements, allowing for bespoke reporting requirements for ease of management reporting.

The system can be accessed from anywhere with an internet connection giving you ability to remotely report and monitor client requests giving you greater flexibility and control, with instant access to reporting information and additional frequent reports available on demand.

The system can be set up for individual or group access with the ability to limit certain information for certain users if necessary.

Benefits also include:

- **Logging jobs directly onto system**
- **Ability to check history of works on individual sites**
- **Full job details including costs available if required**
- **Detailed reports available**
- **Automated system reporting**
- **Graphical reports available on request**
- **Any data in our system can be reported on**

Field	Value
Job Reference:	1811
Description:	Re-Glaze Window
Logged:	17 Apr 2008 09:49
Target:	22 Apr 2008
Priority:	HIGH
Responsible:	Michelle Lennie
Escalated:	17 Apr 2008
Quote received:	-
Owner informed:	-
Owner approval:	-
Supplier:	Area Plumbing & Electrical Limited
Estimated cost:	198.00
Estimated completion:	22 Apr 2008
Completed:	22 Apr 2008
Met Demographic:	Yes
Invoice number:	1093
Actual cost:	198.00
Amount paid:	-

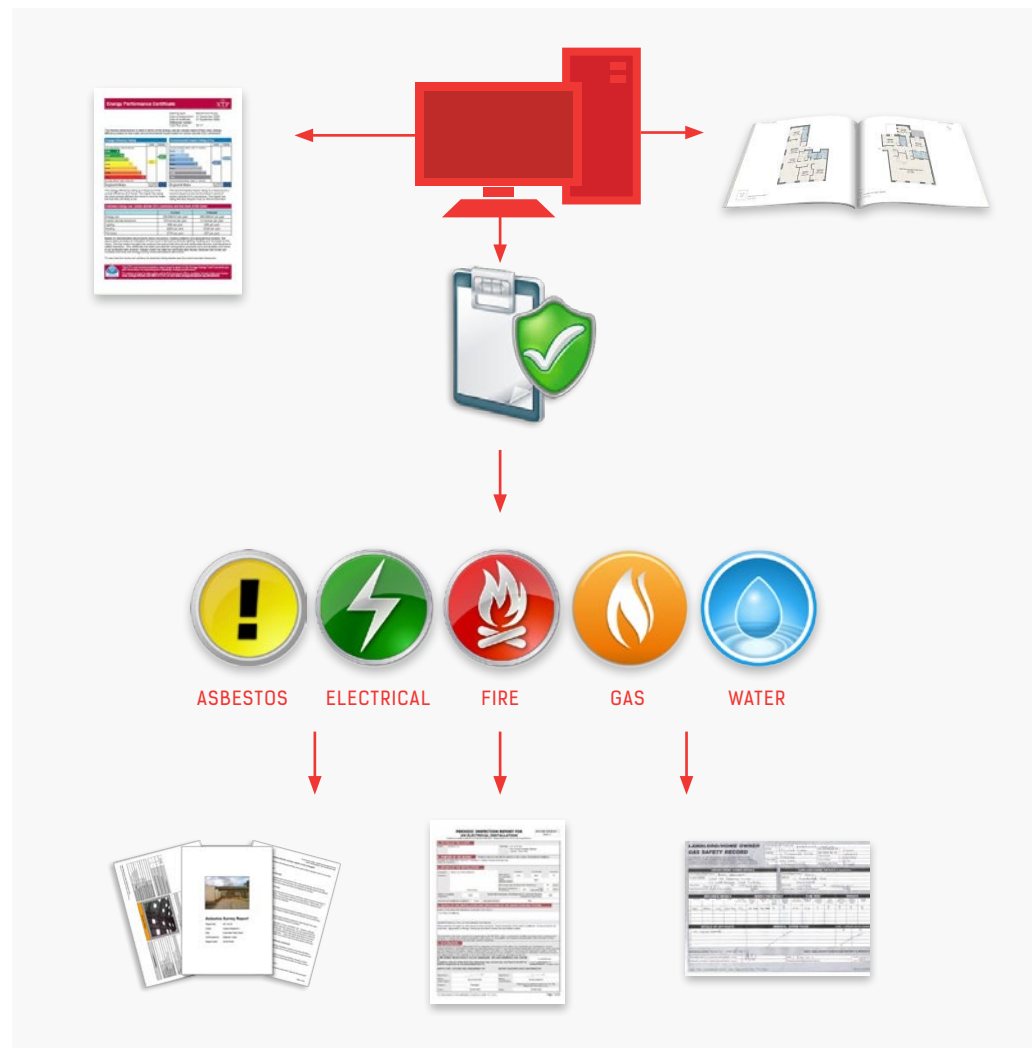


The Qube Software used by the company provides a well supported and updated system that is extremely adaptable to provide clients with sufficient precise information to suit your needs.

## Remote Information Management / Client Drive

We at Red Rock Facilities are always looking for ways to improve our processes and systems which led to the introduction of our secure in-house remote information management system also known as 'Client Drive'.

This system enables via a Username and Password immediate document retrieval for our clients. It's primary use is for storing all compliance certification and risk assessments but can be adapted to suit and is also used to store other information such as photos, EPC, reports, floor plans and many more. Any information relating to our clients properties is stored on the specific client drive.





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## Our Partners

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### COMMERCIAL PROPERTY

- Property Management
- Strategic Asset Management
- Rent Collections

### BUILDING CONSULTANCY

- Building Surveying
- Design & Project Management
- Dilapidations
- Party Wall Act
- CDM Regulations

### ACQUISITIONS & DISPOSALS

#### PROFESSIONAL SERVICES

- Valuations
- Lease Renewals
- Rent Reviews
- Rating



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## Contact us

### Registered address

Red Rock Facilities Management Ltd  
Fairhurst House  
7 Acorn Business Park  
Heaton Lane, Stockport  
Cheshire, SK4 1AS

### Telephone

0844 800 9358

### Email

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