

At **Twist** our objective is to deliver a local personal service with the emphasis on customer care; care that's available and accessible without the call centre delays or "brick walls" that you sometimes find when dealing with your average one-man setup or sell it all organisations.

-  **Twist** does not sell gas or fix cars as add on's, we repair residential and commercial properties, selling good customer care that is second to none. That's Our Expertise!
-  **Twist** offers a dependable and professional service that is exceptional value for money. Our service spans across the M25 and we specialise in public, private and commercial sectors.
-  All of **Twist's** offices are manned and can be visited upon request to discuss your property needs. There's always a member of staff ready to take your call and deal with your enquiry.
-  We have a dedicated management team who specialise in managing quotes for larger jobs such as extensions, lofts and kitchen designs.
-  **Twist's** client liaison officers will be your first point of call for repairs, enquiries and post customer service needs.

All our engineers are fully trained and specifically selected for their experience and customer service qualities. **Twist's** ethos is all about customer care. Being on time and cleaning up after each job isn't optional for our engineers, it's a necessity. We aim to save customer's money by repairing breakdowns 95% of the time, first time around, with the emphasis on repair not always replace! All our engineers carry NIECE, CORGI or relevant trade or training badges.

It takes time to build a reputation, especially one that encompasses honesty, integrity and professionalism. At **Twist** we have done just that. The key to our ability to service your needs is our staff. We are committed to recruiting the most talented people and ensuring that they are supported by first class resources, the latest technology and a remuneration package that's the best in the industry. As we have grown we have learnt to cater for the differing needs of our clients. They range from a landlord with one property to professional investors with a portfolio of over fifty properties, to Public sector and commercial organisations. We are passionate about property, what we don't know about property management is not worth knowing! Our experience in property management is unparalleled in today's market place. Our last annual survey again showed that every current client would recommend our services to their friends or business associates. We are justifiably proud of this record.

**"At Twist we are creating a company unlike any other - built on commitment to our clients, our staff and our tenants. We are confident that no competitor will ever exceed our standards."**

When you choose **Twist**, you can rest assured that you have a dedicated team of professionals working for you every day providing you with a one-stop property maintenance solution service!

It is our belief that over the next few years we will set the service standard for property management in the private, public and commercial sectors. We are achieving this by adopting the philosophy that our business is more about people than property and as such have introduced a number of customer friendly procedures to cement this approach.

#### **Repairs Service**

At **Twist** our repairs forms a crucial part of property management. **Twist** has a dedicated team of maintenance professionals who share one vision; getting the job right first time, every time.

#### **Out of hour's emergency**

Each night one of our Property Managers remains on stand-by to receive your calls in the event of an emergency. All clients are provided with an out of hour's service number that we can be reached on 24 hours a day 365 days a year. This enables us to respond quickly in the unlikely event that an issue arises that cannot wait until the next working day.

#### **Landlords and Estate Agents and Commercial**

We offer a 360 degree property management service to landlords, Estate Agents and commercial businesses, 24 hours a day 7 days a week. We will visit the property you manage and record details on our database concerning our survey. The visits are used to create a 'professional bond' with your tenants, review any maintenance issues which are preventative and deal with any other matters that may arise. This service demonstrates our commitment to you and provides you with total piece of mind, safe in the knowledge that your property is being inspected by a professional. We hope to identify repair issues before they become issues and put them right on your behalf at your request. As part of the **Twist** maintenance service we will provide you with an annual report of all repairs carried out by us allowing you to track exactly how much you have spent on your property.

With our afterhours service there's no more tenants on the phone requesting repairs at awkward times, no more inflated building quotes, no need to deal with builders and no more running from property to property trying to sort out repairs.

**"We'll look after your property so you can look after your tenant and business"**  
**We think it's the ultimate landlords repair service**

#### **Information Technology**

As you would expect from a first class organisation we have a dedicated property management database that supports and consolidates all the best aspects of managing your property. Our website also provides you with a dedicated user area where you can to access your property inspection reports and track your repair history.

- \* EMERGENCY CALL OUTS WITHIN 2 HOURS
- \* GUARENTEED NEXT DAY SERVICE ON SELECTED SERVICES

**PLUMBING**  
**GAS & HEATING**  
**HANDYMAN**  
**REFURBISHMENT** \*  
**KITCHENS**  
**BATHROOMS**  
**EXTENSIONS**  
**LOFTS**  
**ELECTRICAL**  
**DRAINAGE**

**DECORATIONS**  
**LOCKSMITHS**  
**GLAZING**  
**RENEWABLES** \*  
**SOLAR**  
**INSPECTIONS** \*  
**GAS CORGI CERTS**  
**ELECTRIC NIC CERTS**  
**AIR CONDITIONING**  
**ALARMS**  
**FIRE SERVICES**



**Twist** maintenance is your unique business partner providing a fast and responsive repairs service for everyone. All you have to do is register your details and that of your tenants and then sit back safe in the knowledge that your property and your tenants are being cared for 24 hours a day, 7 days a week!

Our proactive approach to property care ensures that risks are identified and repairs addressed either on the spot or on request. Our range of services is summarised below:

#### **Plumbing Team**

Our experienced plumbers can undertake all types of plumbing jobs quickly and with ease, these include plumbing in sinks, changing taps, fixing leaks and installing washing machines.

#### **Electrical test and inspections certificates (NICEIC)**

At **Twist** we undertake all types of electrical fault work that include: fitting light switches, new sockets, moving sockets and lights. We offer portable appliance testing (PAT) Emergency light testing, main panel maintenance, full repair and remedial services. We can also undertake re-wiring and the installation of new circuits and surveys. All work carried out is certified.

#### **Gas heating Team (CORGI)**

Make **Twist** your first call for professional boiler servicing and repairs, Full heating installations, running pipes and flushing radiators.

#### **Landlord Gas Safety Certificate**

Our CORGI engineers will inspect your property and issue a gas safety certificate, which is a legal requirement for all rented properties.



**“Don’t Get left in the Cold, spread the costs with our Boiler Installation Finance Service”**

**See Our Finance section for details**

## RELIABLE SERVICES AVAILABLE IN YOUR AREA

### Handyman & Lock Service

Book a **Twist** handyman for repairs to kitchen cupboards, repairs to cabinets, laying wood flooring, changing locks, hanging doors, fitting door closers and specialist cabinet joinery. Our professional handymen will carry out all those odd & niggling jobs around the home that require a quick and cost effective response.

### Interior & Exterior Decorating Team

Our professional decorating team offer a full range of decorating services including: General paint finishes, Tiling, wallpapering, plastering, specialist paint finishes, external painting, rendering & pebble-dashing.

### Renewable energy/ CO2 SAVINGS

We install and maintain Solar panels and Air source heating systems. The Government is committed to moving the UK toward a lower carbon economy. This will impact on the way you live and how you heat your homes in the near future. At **Twist** we want to be the lead not the tail in providing more energy efficient ways of living, starting today, not tomorrow.

### Drainage

We know it can be extremely frustrating when you have a blocked sink, drain or down pipe. At **Twist** we provide a professional service, which includes drain cleaning, blocked & drain clearance. Our engineers carry all the necessary survey equipment, which means we locate and fix the problem in as little time as possible. We operate a 24 Hours 7 day call out service so your drains are covered all year round.



We are dedicated to offering excellent service to our customers

### **Alarms**

We Install and maintain commercial and residential alarm systems around the clock.



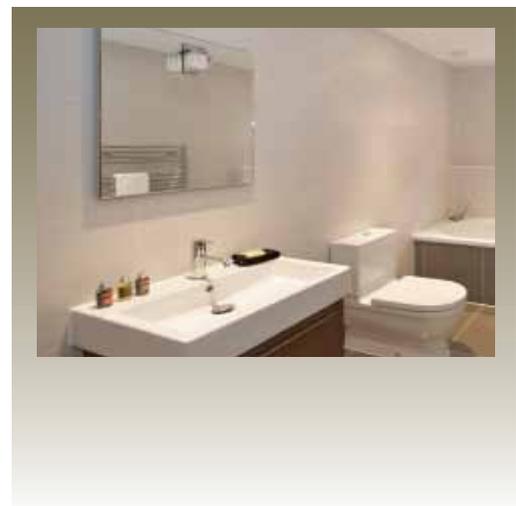
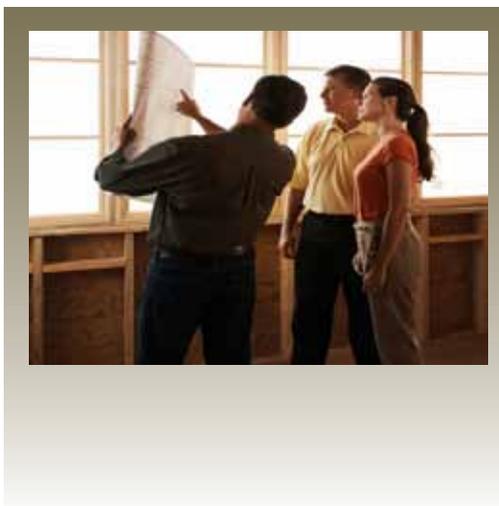
### **Air conditioning**

We Service and repair air conditioning and refrigeration system for all businesses. Air conditioner servicing should always be carried out by an experienced, certified engineer. Air conditioning repairs are part of our out of hour's emergency call out service.



### **Planned Builds | Extensions | Lofts Conversions | Kitchen & Bathrooms**

We project manage larger jobs, these include refurbishment projects and new build work. They range from room extensions/ loft conversions to full kitchen and bathroom refits.



We are dedicated to offering excellent service to our customers

If you are a landlord or agent let the **Twist** professionals take the strain out of your property management and maintenance. With **Twist** you can rest assured that the people looking after your property are trade professionals. Therefore we are best placed to identify maintenance issues and put them right first time around, without the need of frustrating phone calls to you and your tenant.

Many high street agents do their best at managing your property however they are not always the best people at identifying and resolving repair issues efficiently. Simply because their first point of callout can often be an office staff member (who may lack maintenance experience) not a qualified trades person. This can prolong diagnosis in many cases.

Here at **Twist** you can be assured that the right Tradesmen will be called out first time around, thus saving you time and money. **Twist** are independent so you will get an independent high quality service. WE DON'T LET PROPERTY WE MAINTAIN IT! Our services are listed below:

-  Arranging repairs and maintenance
-  Free 24 hour 365 days a year property monitoring service, let us handle your tenant queries
-  (Landlord Certificate) Annual Gas Safe inspections & free reminder service so you'll never forget to renew
-  (NICEIC Certificate) Annual Electrical Inspection
-  Free management inspections twice a year or once every 6 months. We are experienced at preventative maintenance measures
-  No call out fees and reduce labour rates
-  Free Key holding Service for lockout
-  Locksmith service for forced entry's

**“CALL TODAY WE WON’T BE BEATEN ON SERVICE”**

 **Out of hour’s emergency team**

Our service promise is to respond to urgent emergency repairs within two hours and all other repairs by the next working day. All customers are able to call upon our “out of hours” service. You will find a genuine emergency response team at your disposal. In the rare event that we cannot complete the repair that night because of parts for example we will make good and return the next day upon request to the finish the job. We have a select team of engineers for all types of emergencies; these include plumbing failure such as leaks, electrical faults, lock failures and forced entry. All our engineers share the same company vision of customer care. They really do understand the importance of every repair regardless of its size.



We offer finance upon request and subject to status for project works and large one off repairs and boiler installations.

Finance is subject to terms and conditions but it allows our customers to spread costs at difficult times.

Call **0845 689 0003** for further details



Often bodies, such as trading standards or building regulators/ federations, take a long time to independently assess complaints hence why at **Twist** we decided to give the customer the option of total independent assessment via our ICP

If you are unhappy with any of our work we are happy to refer to our independent surveyors who will come and give a second opinion of the quality of work.

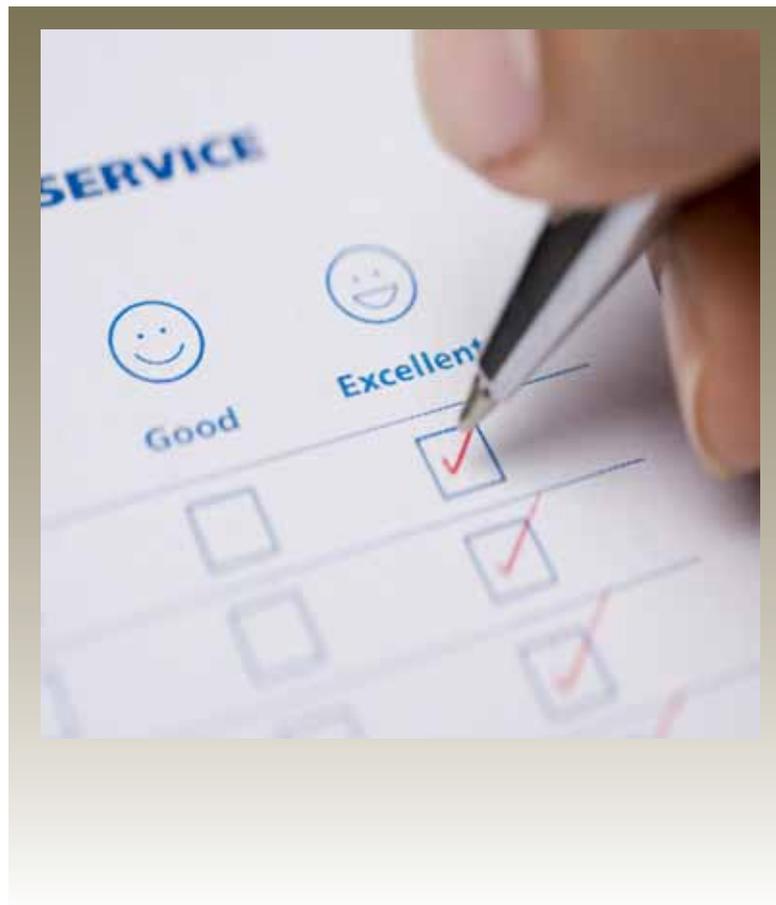
We hope you never have to use this service but it's an option that gives you, the customer, extra peace of mind that there is another company to go to if you are not happy.

ICP are subject to terms and conditions upon request.

We take our customers feedback seriously and will like to hear from you!

All field engineers carry electronic feedback forms that allows us as a company to monitor customer satisfaction levels

We will regularly publish customer satisfaction rates on our website and internet forums.



## All quotes are written up within 48 hours

- All **Twist** quotes for works are guaranteed subject to terms
- All work is undertaken with insurance and with written terms or contract, giving you the customer peace of mind
- There's No call out fees for projects
- All major works at **Twist** are governed by our CDM Contract
- All time schedules for works are guaranteed subject to terms
- ALL estimates/quotes are recorded and tailored on our computerised in house systems
- **Twist** offers discounts for repeat and 1st time customers upon Request
- We have a transparent and competitive pricing structure between price, labour and parts
- Independent complaints procedure/ customer guarantee

**“We hope to give you total peace of mind with the standards we set for professionalism”**



**CALL TODAY !**