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Tailored Preventative Maintenance Plans: Information

Thank-you for your enquiry regarding our Bespoke Preventative Maintenance Plans!

The following information will provide you with all you need to know the services we offer within our tailored preventative maintenance plans. We offer three types of Preventative Maintenance plans; Bronze, Silver and Platinum that are all aimed at providing a cost effective approach to property maintenance.

We have listed detailed information about each service in the enclosed document however you should require any specialised works that are not found within the information below, then please contact our office where someone will be happy to assist you with all the information you require.

Our Preventative Maintenance Service Plans are fully bespoke and you can add or remove any of the services into your own tailored plan that is perfect to look after your home well into the future!

The primary purpose of a preventative maintenance plan is to ensure that your property is healthy and all equipment is operating correctly to ensure that you and your family's lifestyle and comfort is supported throughout the year. We recommend this approach rather than carrying out reactive maintenance which is simply fixing an issue as it arises – reactive maintenance is substantially more expensive and time consuming than an effective preventative maintenance plan.

We would recommend that all our clients have their property maintained on an annual basis but this can be adjusted to suit your requirements.

Hopefully our brochure provides all the information you need however should you require any other assistance please do not hesitate contact our office.

We look forward to hearing from you.

Yours Faithfully,

Space Maintenance Services Ltd

Typical Preventative Maintenance Plans

Service	Bronze	Silver	Platinum
Property Survey	✗	✓	✓
Boiler Service	✓	✓	✓
Heat Exchanger Service	✓	✓	✓
Smoke Detectors	✓	✓	✓
Electrical Maintenance	✓	✓	✓
Renew Silicone to Bathroom Areas	✓	✓	✓
Air Conditioning	✗	✓	✓
Power Flushing to Heating System	✗	✓	✓
Non-Emergency call-out service for general maintenance (NO CALL OUT FEE)	✗	✓	✓
Clean-out Shower and Wash-hand basin traps	✗	✓	✓
Water Tanks	✗	✓	✓
Hot Water Storage Tanks	✗	✓	✓
Clean Guttering and Downpipes	✗	✗	✓
Clean Patio / Driveways	✗	✗	✓
Electrical Maintenance	✗	✗	✓
Fire Safety Equipment	✗	✗	✓
Clean and Seal Stone Tiling	✗	✗	✓
Flooring Maintenance (Various)	✗	✗	✓
Roofing Surveys	✗	✗	✓
Jet Clean Underground Drainage	✗	✓	✓

Surveys

What is the purpose of a survey and when would it be required?

To make the most out of a planned maintenance schedule, a survey of your property is vital. In order for Space Maintenance to fully tailor a maintenance service plan to work perfectly with your property we need to understand your property better. We offer one type of comprehensive survey for Silver Package holders and another type of comprehensive survey for Platinum Package holders.

Detailed Survey

Silver Maintenance Plan only

What does the survey consist of?

This allows for a basic assessment of your property to record important considerations such as:

- General property details (type of property, no and height of floors, rooms and locations)
- Boiler or heat exchanger type (if applicable)
- Details and locations of smoke detectors
- Details and locations of extractor fans
- Details or Rainwater Goods (Guttering, Downpipes)
- Details and Types of any patio's and driveways that may be included within the maintenance plan.
- Plumbing fittings around the property (taps, fixtures and shower controls)
- Light fittings.

If you have opted to include other planned maintenance works within your bespoke package, or remove any of the above list, the survey will be adjusted to accommodate this. Photos will be taken to accompany all records.

Comprehensive Survey

Platinum Maintenance Plan only

What does the survey consist of?

This allows for a thorough survey of the property to record important considerations such as;

- General property details (type of property, no and height of floors, rooms & locations),
- Boiler Type or Heat Exchanger type (if applicable),
- Radiators (no, type, size and locations)
- Details and locations smoke detectors
- Details and locations of extractor fans
- Details or Rainwater Goods (Guttering, Downpipes or specialist systems)
- Details and Types of any patio's and driveways that may be included within the maintenance plan including any surface water drainage runs.
- Fire safety equipment, types and locations.

- Plumbing fittings around the property (taps, fixtures and shower controls)
- Light fittings and controls
- Air Conditioning Units (Type and Locations)
- Internal door latches, handles and window locks
- Locations and types of Stone tiling (if applicable)
- Hardwood Flooring (locations and types) that are to be included within the maintenance plan
- Details of any woodworks items to be included within the maintenance plan.

If you have opted to include other planned maintenance works within your bespoke package, or remove any of the above list, the survey will be adjust to accommodate this. Photos will be taken to accompany all records.

Preventative Maintenance Services

Boiler Service (Annual Service)

Bronze, Silver & Platinum Packages

Why do I need my boiler serviced?

All of you gas appliances, including your bas boiler, gas fire, and gas cooker should be serviced every year. It is imperative you have your boiler serviced yearly as if it's been left unchecked it could be dangerous and leaking the lethal poison, carbon monoxide. If you are a Landlord it is the law to have you boiler and gas appliances serviced every year.

You boiler is vital to ensure your home is heated efficiently, if it is not functioning properly the heating power if reduced which in turn will increase any heating and gas bills.

What does a boiler service consist of?

A boiler service will compromise of checking the performance reports since any previous visits, carrying out a full Gas boiler service, in line with Gas Safe regulations and using a Gas Safe engineer. The Engineer will then Issue all the required certification and provide a detailed report highlighting any remedial works, if required, to ensure the appliance are safe.

If your boiler is more than 5 years old then it will require a different method of servicing.

Bronze account holders only: If you are certain that your boiler is older than 5 years please inform the office upon the sign-up registration. If you are unsure how old your boiler is then please let our office know who will be able to send an engineer over at your convenience to find out.

What additional services does Space Maintenance offer?

One of the best aspects of our tailored maintenance plans is that you can create a schedule of planned maintenance that is totally bespoke and that works around your lifestyle. You can tailor your maintenance plans to include lots of extra services that form part of you scheduled plan.

- Gas Appliance Testing and Certification

- Gas Appliance Installation and Repairs
- Complete Heating System installations Heating System Repairs
- Radiator Installations
- Underfloor Heating installation

Heat Exchanger Service (Annual Service)

Bronze, Silver & Platinum Packages

What is a Heat Exchanger?

Depending on your property type you may use heat exchangers to heat your property instead of using a boiler.

This type of heating system is usually found in flats or apartments and just like a boiler, heat exchangers are vital in keeping your home heated efficiently. It is important to service your heat exchangers to make sure they are working properly and at full capacity, but also to find any wear or defects that may cause them to unexpectedly stop working leading to expensive emergency works needed to repair them.

What does a heat exchanger service consist of?

A heat exchanger service will usually comprise of checks to make sure there are no leaks and that the equipment is in full working order and in line with safety regulations. These checks will vary slightly depending on the type of heat exchanger.

A report will then be provided by the engineer who will highlight any defects with the equipment and recommended any remedial works as required.

What additional service does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as;

- Radiator Flushing & Installations
- Radiator Bleeding
- Gas Appliance Installations

Smoke Alarms / Carbon Monoxide Detectors (Annual Maintenance)

Bronze, Silver & Platinum Packages

How often do I need to maintain my smoke alarms?

Keeping your smoke alarms in working order is a necessity in any dwelling. A smoke alarm will alert you to any fire's that have started within the property and is your first line of defence against minimising any hazards if a fire was to occur. Smoke inhalation is extremely dangerous and the maintenance of any type of detector is a simple process that should not be ignored.

It is recommended that the batteries are replaced and the equipment is tested at least once a year.

It is important for any landlord to also have the Carbon Monoxide detectors maintained on an annual basis.

What is smoke alarm maintenance?

We will visit your home once a year to test you smoke alarms replace batteries on an annual basis. We will run a test on the alarm to make sure it is working correctly and give the equipment a general clean down to remove dust and dirt.

What Additional Services do we offer?

You can tailor your maintenance plans to include extra such as;

- Smoke Alarm Installations
- Carbon Monoxide Detector Installation and Maintenance
- Fire Protection Equipment

Extractor Fan Maintenance (Bathrooms and Kitchens)

Bronze, Silver & Platinum Packages

How important are extractor fans?

As with any service to your home, electrical services are just as important to main to ensure that your home is safe and working. There are usually two types of extractor fans found in any domestic dwelling, a bathroom, and a kitchen extractor fan. The primary purpose of the bathroom extractor fan is remove moisture from the bathroom. Excessive moisture will create problems such as peeling paint or wallpaper, and also allow for mould to grow onto the bathroom surfaces. In addition, they provide odour control, and provide safety from the fumes created when using chemical cleaning agents.

Kitchen extractor fans are an integral step in helping to prevent fires from breaking out in the kitchen and removing pollutants, smoke and steam from the environment. It is recommended that they are cleaned and serviced annually to ensure they are working correctly.

What does a maintenance service consist of?

Maintenance of Bathroom and Kitchen extractor fans will include the removal of debris and dust with a vacuum cleaner to ensure equipment free from dust and dirt. Our operative will then give the equipment a check for any signs of damage or defects. The suction of the equipment will then be tested.

What additional serviced does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as;

- PAT Testing
- Extractor Fan Installations & repairs
- Air Conditioning and Ventilation System Installations

Silicone Renewal

Bronze, Silver & Platinum Packages

Why is the function of silicone and why is it important to maintain?

Silicone has many functions with the most important being to provide a mechanical sealant around Sanitaryware and fixtures. This will prevent the ingress of water behind any fixtures and stop the water from penetrating into any structural features such as flooring boards or walls. Silicone also plays an important function in blocking dust, sound and heat transmission.

Defective or 'rotten' silicone will also lead to mould and bacteria growth which looks unsightly and can be hazardous to health in serious cases.

Because of its properties, will begin to break down over time and lose its protection and holding power. Replacing Silicone at 2 year intervals will make sure that the silicone is strong, mould growth is prevented and that the bathroom looks fresh.

What are silicone maintenance works?

Our operative will carefully remove the silicone in a location of your choice or the area which is in the worst condition. We will colour match your existing silicone and provide a new seal using a matching silicone to the existing.

- Our Bronze package cost allows for a maximum of 5m of silicone renewal to any one bathroom or kitchen on a 2 year cycle.
- Our Silver Package allows for a maximum of 10m of silicone renewal to any two bathrooms on a 2 year cycle.
- Our Platinum package allows for a maximum of 15m of silicone renewal to any three bathrooms on a 2 year cycle.

Any additional silicone renewal you request will be charged per metre. Upon joining as an account member, the first year will include the replacement of 5m of silicone and then in 2 year increments thereafter.

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extras such as;

- Sanitaryware / White Good Installation, cleaning and repairs
- Grouting
- Structural Sealant Applications

No Call-out fees

Silver & Platinum Packages

What is this Service?

Account holders for Silver and Platinum Maintenance Packages will not be charged for call out fees for general maintenance works outside of their planned maintenance packages.

Cleaning-out Shower Traps and Wash Hand Basin Traps

Silver & Platinum Packages

What are shower and wash hand basin traps?

A trap is an insert in a shower waste is designed to trap all the debris and hair before it has a chance to get into the pipework. Blockages within shower traps and basin traps are unnoticeable until the last minute when the above ground drainage pipework completely blocks up. Above ground drainage pipework is easily blocked from everyday use where dirt, debris, grease and hair will build up within the pipe over time restricting the flow of the water eventually preventing the water from draining at all. By annually cleaning out the traps it will ensure that there is sufficient drainage at all times and minimise any risk of flooding or water damage from blocked pipework.

How are 'traps' serviced?

Our Engineer will remove and thoroughly clean the waste insert, removing any dirt and hair. A drain unblocking solution will then be used to clean out the trap itself.

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as;

- Shower & bath Installations
- Sanitaryware Installations

Guttering and Downpipe Cleaning

Silver & Platinum Packages

Why is it important to regularly clean out guttering?

Guttering is vital in ensuring the proper drainage of rainwater from the roof areas of your property. If the rainwater is not discharged correctly a wide variety of issue's can arise. The most common issues are water damage, water penetration into brickwork structures, pooling of water on roof areas and damaged roof coverings. Over time, guttering and downpipes will get blocked from debris such as tree leaves and rainfall from the roof will not be drained correctly. A simple yearly gutter and downpipe clean is the best way of preventing any of these issues.

How is guttering cleaned effectively?

A specialist piece of machine washing equipment will be used to free debris and build up deposits from guttering and a wet and dry vacuum system will then be used to remove the debris. Video footage of the clean will be provided. Downpipes will be machine washed through clearing any debris inside. This debris will then be retrieved out of the drainage outlet.

If your downpipe runs directly into the ground and the drainage outlet is inaccessible, then a maintenance access panel will be cut into downpipe to allow future maintenance (ground level).

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as;

- Guttering and Downpipe Installations and repairs
- Fascia and soffit repairs
- Roof Valley Cleaning
- Comprehensive Roofing Surveys
- Various Roofing works

Cleaning Patio & Driveways

Silver & Platinum Packages

Why is it important to maintain driveways and patios?

Concrete or paved driveways should be cleaned on a regular basis, once a year is recommended. Concrete is a porous material and is vulnerable from the ingress of grease, acid and salt all of which can cause damage and wear over time.

How is a concrete or paved driveway cleaned?

Our operative will machine wash with a suitable cleaning agent any areas of patio and/or driveway's that are included within your maintenance package. Costs are calculated by the square metre of the area to be maintained.

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as*

- Timber Decking Maintenance, repairs and installations
- Stone Patio maintenance, repairs and installations
- Surface Water Drainage Installations, repairs and maintenance

Advisory Fire Safety Report

Silver & Platinum Packages

What is this service?

During one of our scheduled maintenance visits, our engineer will have a look around the property and advise on various fire precautions you should take around your home. The report will detail suitable fire equipment, the locations and fixing points where the safety equipment should be located and advise on any visible fire hazards around the home. The pressure of the extinguishers will be checked and the engineer will make sure it is within the useable date and that you are using the correct equipment. The report will provide information on general fire safety, general recommendations to prevent fires and a list of dates when fire extinguishers should be re-charged or replaced.

If you require any recharging services please inform our office upon registration.

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as*

- Fire Alarm Testing and Installation
- Supply of Fire Safety Equipment

Air Conditioning Servicing

Platinum Package

Why do air conditioners need servicing?

An air conditioner's filters, coils, and fins require regular maintenance for the unit to function effectively and efficiently throughout its years of service. Neglecting necessary maintenance ensures a steady decline in air conditioning performance while energy use steadily increases.

What is an air conditioning annual service?

Our engineers will replace the filters within your air conditioning unit, clean out any dust, dirt or debris from the evaporator and condenser, clean out the drainage channels and check to unit for any signs of damage or defects. The engineer will advise on any recommended remedial works if required.

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as*

- Air Conditioning Unit Installation and repairs
- Ventilation and heating systems
- Underfloor Heating Installations

Power Flushing the Heating System

Platinum Package Only or Optional Service for Silver Package

Why do heating systems need power flushing?

Over time radiators rust internally producing black iron oxide 'sludge'. This sludge moves around the heating system blocking pipes, valves and boilers (pumps/heat exchangers/diverter valves). These blockages reduce heating and hot water efficiency leading to increased time in heating your home and hot water and therefore increased heating costs.

Power flushing will be required every 5 – 7 years with most heating systems. Our Platinum package includes for a full power flush within the first year of scheduled maintenance works.

What is a Power Flush?

Our heating engineer will use a specialist power flushing system which will be connected up to your heating system, a cleaning agent will then be added to the system water which will begin to loosen the rust. By flushing water through individual radiators and vibrating cold spots the sludge is rapidly loosened. The sludge flows from radiators and is collected with a filter. A corrosion inhibitor is added to the clean water, radiators are balanced as required and finally we issue you a certificate and highlight any required remedial works.

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as*

- Radiator Repairs, Maintenance and Installations
- Hot Water Cylinder Installations
- Redundant Water Tank Removal

Cleaning and Sealing Stone Tiling

Platinum Package Only or Optional Service for Silver Package

Why it is important to regularly maintain stone tiling?

Stone Tiling wears every day from general usage. This wearing weakens the protection of any sealant on the tiles and allows dirt, grease and water to penetrate the tile causing damage and permanent staining. By cleaning and re-sealing stone tiles every 3-5 years, it dramatically reduces the likelihood of damage to the stone and keeps the area protected.

How is stone tiling cleaned and sealed?

One of our operatives will arrange a scheduled maintenance date to carry out these works as it will require half a day or more to complete the process.

Firstly, the tiled areas will be given an intense clean using a suitable cleaning agent. Once the tiles are dry a suitable sealing agent will be applied as the first protective coat. Once the first application of the sealing agent has been applied and has dried a subsequent coat will be applied to ensure maximum protection.

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as*

- Grouting Maintenance and re-grouting
- Stone Tiling Installations and repair works
- Bathroom installations

Flooring Maintenance

Platinum only or optional service for the Silver Package

Why is it important to maintain flooring?

All types of flooring need to be maintained because they are in constant use and vulnerable to wear and discolouring. To ensure they are consistently clean, fresh and free from damage a regular maintenance plan is necessary. The types of maintenance works you require will depend on the type of flooring. Hardwood or timber flooring requires the most intense type of regular maintenance and you should re-seal hardwood floors at least every 5 years it is in constant use.

Carpets should be cleaned properly every 3 years to remove dust, dirt, stains and bacteria.

How is flooring maintenance carried out?

A hardwood floor would usually require a machine clean using a suitable cleaning agent recommended by the flooring manufacturer. Depending on the floor type, either a protective oil coating will be applied, or a sealing agent recommended by the flooring manufacturer. The protective coating will be applied in layers to ensure maximum protection.

Carpets will be cleaned using a wet vacuum and suitable cleaning agent. The carpeted area will then be left to dry for a suitable period before use.

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as;

- Hardwood Flooring repairs and Installations
- Carpet installations and repairs

Jet Clean Underground Drainage

Platinum Package only or optional for Silver Package

What is the purpose of cleaning the underground drainage system?

To prevent unwanted blockages within your underground drainage system, the pipework should ideally be jet cleaned every 3 - 5 years. A CCTV scan should also be undertaken every 5 years to ensure the pipework is in good condition and that there are no crack or root penetrations in the

pipework. Any damaged pipework can, over time, reduce the efficiency of the drainage system which will lead to a number of common issues such as; flooding, overflows and blockages.

How is underground drainage cleaned?

One of our drainage engineers will jet clean with specialist machine equipment all the underground drainage runs through to the manholes to free up any debris or dirt in the pipes. The manholes will be freed from the remaining debris and dirt and will be checked for any visible signs of damage. A report will then be provided on the findings and the operative will recommend any required remedial works.

What additional services does Space Maintenance offer?

You can tailor your maintenance plans to include extra such as;

- CCTV Surveys
- Drain re-lining
- High Pressure Jet Washing