



BTS: Building & Technical Services



Building for the future
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With a team of dedicated professionals, a 24/7 emergency response line and years of experience delivering high quality projects, you're in safe hands.

By working together, we are helping build a brighter future for everyone.

BTS currently maintain thousands of homes and commercial premises across Luton and beyond. We provide a wide range of services to our customers and have over 30 years' experience in responsive and planned works. We are much more than a contractor and aim to provide all aspects of asset management services. Our multi-disciplined Asset Team have considerable experience of remodelling existing premises and building new properties.

Why choose us?

- We carry out over 50,000 repairs annually to individual customers' properties, with an excellent reputation for completing repairs right first time
- We provide ongoing support for the local community through our comprehensive training and skills programme and commitment to modern apprenticeships
- We have won key partnering contracts to deliver refurbishment works
- We have been awarded work programmes for commercial and public buildings
- We deliver quality responsive and maintenance services

MANAGING

MAINTAINING

BUILDING

TRANSFORMING

BTS  **Building &
Technical Services**

is a trading organisation of Luton Borough Council

Why Choose Us?

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Why Choose Us?

BTS is responsible for the maintenance, repair, refurbishment and new build developments for Luton Borough Council and other housing providers. We provide a responsive 24/7 emergency service and deliver innovative solutions to each client's individual needs.

With over 30 years' experience, we provide a one stop shop and holistic asset management service. We initially formed to provide services for Luton Borough Council, but we are increasingly delivering services in Bedfordshire, Buckinghamshire and Hertfordshire. Our local staff are ideally based to deliver services in these areas.

We currently employ about 230 staff across a range of building maintenance and planned works activities. We provide our team with ongoing professional development and experience which enables them to develop supplementary skills and ensures that we get the job right the first time.

Our investments in technology and improved systems and processes have increased our capacity to offer services to a wider variety of clients. Whilst housing is our primary focus, we have also achieved great success working with schools, public buildings, corporate buildings and private sector clients.

Our extensive experience provides us with a proven track record of success and an ability to offer great value for money for our client base, which has grown considerably to include social landlords. We have recently completed a new build housing development project.



Customer Service

- Staff with strong customer care ethos
- All staff fully trained in Customer Care and Equality and Diversity
- Dedicated repairs control centre
- 24/7 emergency service
- Online booking system
- Ability for customers to track repairs
- Staff with excellent diagnostic skills
- Effective processes for dealing with complaints

Customer Involvement & Engagement

We involve customers in the following:

- Procurement and selection of contractors and supply chain partners
- Selection of materials and components
- Performance monitoring
- Pre and Post inspection of works
- Service review and design
- Estate walkabouts
- Complaints monitoring

Local Labour

- Staff with a specialised knowledge of the area
- All jobs advertised in the local press
- Links with local labour initiatives and colleges
- Support local job fairs and other employment initiatives
- Apprenticeship schemes
- Training opportunities
- Work experience for local schools

We take great pride in our ability to deliver high quality, affordable services that are always customer focused. We are able to consistently adhere to these high standards thanks to our standard operating procedures and a quality management system, but most importantly due to our team of highly skilled, directly employed operatives.

Our operatives are carefully managed by a team of supervisors and managers who check all the work we carry out. They give guidance when it is needed, ensure that the work is completed on time to the client's satisfaction, and ensure that it adheres to their specifications.

The quality of the service we provide is of the utmost importance to us and so we ensure that there is a regular presence on site and a dedicated supervisor for each phase of work. This site presence, along with our rigorous project planning and use of detailed method statements, ensures that we always deliver what is expected of us.

We have a range of industry, trade and Health & Safety accreditations that underpin our quality ethos:



Health & Safety

- Comprehensive Health and Safety policy and training programme
- Method statements and risk assessments for all work
- Uniforms, branded vehicles & ID cards as standard
- Pre-agreed appointments for occupied properties
- Reminder calls
- BTS Code of Conduct for behaviour in customer's homes
- Safeguarding and password schemes for older or vulnerable customers
- Customer liason officers

Environment

We minimise fuel usage and emissions by:

- Using speed limiters and van tracking on our fleet
- Using local labour
- Using scheduling technology

We manage waste by:

- Carefully recycling
- Purchasing from local suppliers
- Using suppliers that commit to recycling and minimising waste
- Using products made from sustainable sources

Asset Management Services

We can:

- Identify, develop and implement property strategies
- Help optimise potential income and protect assets
- Manage and implement property improvement and repair programmes
- Project manage refurbishment works conversions
- Ensure compliance with statutory duty obligations
- Carry out asbestos, fire and legionella and other risk assessments

Services we can provide

- Responsive repairs
- Design and specifications
- Contract management
- Property improvement
- Commercial refurbishments
- New builds
- 24/7 emergency service
- Asbestos management
- Customer services
- Void management
- Gas servicing, repairs and installation
- Surveying services
- Public building maintenance
- Asset management
- Major programme installations

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ASBESTOS MANAGEMENT STOCK SURVEYS ASSET MANAGEMENT DATA MANAGEMENT SYSTEMS DECENT HOMES PROJECT MANAGEMENT DESIGN SERVICES OPTION APPRAISAL NEW TECHNOLOGY LEASEHOLD SERVICES HEALTH & SAFETY BUILDING SURVEYING ELECTRICAL ENGINEERING HEATING ENGINEERING ADMINISTRATION SUPPORT ELECTRICAL INSTALLATION & TESTING CENTRAL HEATING SERVICING & REPAIR BRICKWORK & ROOF REPAIR CARPENTRY PLUMBING PLASTERING & TILING CLEANING FENCING DRAINAGE FASCIA & GUTTERS PVC DOORS & WINDOWS DECORATIONS ADAPTATION ASBESTOS MANAGEMENT STOCK SURVEYS ASSET MANAGEMENT

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Responsive Repairs

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Responsive Repairs

An essential part of our core business is delivering a high quality, resident-focused, responsive repairs service. We have a dedicated and fully trained team to manage and deliver high quality repairs and we understand the importance of maintaining the high standard of our properties. Our staff strive to complete the works right first time in the most effective and efficient way.



At A Glance

- Dedicated repairs call centre
- 24/7 emergency service
- Flexible appointments at a time that suits the resident
- Emergency response within two hours
- Skilled and qualified staff with mobile devices, uniforms and BTS ID cards
- BTS branded, tracked vans
- Customer satisfaction surveys to ensure we continually improve
- Personalised responses for vulnerable residents

We offer a complete responsive repairs service and our team can undertake repairs in the following trades:

- Carpentry
- Plumbing
- Decorating
- Plastering
- Electrical work
- Gas engineering
- Glazing
- Ground works
- Bricklaying
- Roofing
- Drainage

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Empty Property (Void) Refurbishment

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We have earned an excellent reputation as a voids contractor by bringing large numbers of empty properties back into use for Luton Borough Council and other clients. We have dedicated multi-skilled void teams who undertake all aspects of the work required, which allows us to quickly return your property to a defect-free, lettable standard whilst reducing turnaround timescales. We have experience in carrying out works in commercial buildings, residential homes and public buildings.



At A Glance

- Locks changed and property safely secured within 24 hours
- Property cleared and safety checks completed within 72 hours
- Works scheduled and supervised efficiently
- 'Trade to trade' snagging as the job progresses
- Personalised responses for vulnerable residents
- Accompanied viewings allowed while work is in progress
- Comprehensive 'clean and valet' when work is complete
- Mutually agreed handover with the client, providing all certification

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Gas Servicing & Repairs

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Gas Servicing & Repairs

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We have a dedicated gas team with highly trained, Gas Safe registered engineers who will ensure that all your homes have an up to date gas safety certificate. Our robust processes help us to ensure that we are compliant, even in properties where it is difficult to gain access. We have support resources and a skilled team of planners to schedule our engineers effectively.



At A Glance

- Dedicated repairs call centre
- 24/7 emergency service
- Flexible appointments at times that suits the resident
- Proactive and planned servicing schedules
- CO detectors fitted as standard
- Work with the client to gain access
- Two hour response time for emergency breakdowns
- Guaranteed support from our locally based supply chain partner
- Installations and replacement of heating systems
- Temporary heating if required

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Building for the future

Planned & Cyclical Works

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Planned & Cyclical Works

The specialist skills of our staff and trade operatives apply equally well to other planned works activities and refurbishment. We have delivered small and large scale planned works in a wide variety of vacant and occupied properties including domestic homes, schools, and public and corporate buildings.



We are the delivery vehicle for ensuring that the properties in Luton are maintained to a high standard, and the planned improvement programmes ensure the Council's asset management strategy is achieved.

Our planned works teams consist of surveyors who carry out pre and post inspections liaising with residents to ensure excellent customer satisfaction. Our installation teams are all equipped with highly skilled multi-trade operatives capable of carrying out works to a high standard. We also have our own Customer Liaison Officers who consult and advocate for customers before, during and after the works offering choices to suit individual needs and requirements.

We understand the importance of ensuring compliance with landlord legislation and have dedicated teams who deliver our cyclical maintenance programmes.

We specialise in a wide range of planned and cyclical works such as:

- Kitchen and bathroom replacements
- Door and window replacements
- Gas and electrical heating replacements
- Electrical rewires, tests and inspections
- Gas servicing and repairs
- Decorating internally and externally
- Roofing, chimney and external envelope works
- Adaptation works
- Legionella maintenance works
- Asbestos management

For all planned works we will:

- Produce a detailed programme plan
- Consult with all customers
- Provide project information packs for residents
- Conduct daily visits to each property
- 100% post inspections
- Seek customer satisfaction feedback
- Work closely with residents to plan, specify and schedule the works
- Provide design expertise
- Defect free handover processes with the client
- Health and safety plan, method statements and risk assessments

Furthermore, as a regionally based contractor, we attend customer and community based events, providing opportunities for customers to talk to our staff and for us to obtain valuable feedback.

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Refurbishments & Building Works

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Our experienced project teams have an excellent track record for delivering quality projects on time and on budget - from small scale extensions to major refurbishments and new build developments.



Our teams can project manage works from concept through to completion, ensuring that the client's aspirations and requirements are not only met but exceeded. Our most recent new build development has achieved a quality award.

We have expertise in remodelling properties and finding innovative solutions to complex problems. Following the highly successful modernisation of one of Luton Borough Council's sheltered schemes, we have been commissioned to carry out a rolling programme of the remaining 22 schemes in the borough.

We are currently working on a new build development in a neighbouring authority which was won by competitive tender. Following the award-winning Hamel Court development, Luton Borough Council has chosen BTS to carry out a further two new build developments.

We also have extensive experience in carrying out external wall insulation major projects and refurbishment works to high rise blocks.

At A Glance

- Homes with enhanced specification
- Highly energy efficient homes and public buildings
- Reduced maintenance and running costs
- Future proof and sustainability



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