

# FACILITIES MANAGEMENT WITH PURPOSE



**CENTIGEN**

FACILITIES MANAGEMENT

GENERATING INFINITE OPPORTUNITIES



# Let Centigen take care of your business

You're experts in your field. You're professional and you deliver a great service, but don't you find the extra responsibilities of running a business get in the way of the things you really want to focus on?

Fortunately, Centigen Facilities Management thrives on these challenges, oiling the wheels from behind-the-scenes, leaving you free to concentrate on what you do best.

We offer a highly flexible approach, doing as much or as little as our clients want. We will always try to find a way to deliver within a realistic timescale and budget, but remain focused on providing tangible benefits that exceed expectations.

You will save money by outsourcing to specialists and you'll benefit from modern equipment, training, techniques and the commitment we give to delivering a quality service every time.

We care about our results more than most because our company is built on unique, firm, ethical foundations and integrity inherited from our parent charity. This means that our success directly benefits others in need and that makes us an honest and trusted partner.

So, let Centigen take care of you, leaving you free to take care of your customers and your business.







A vertical strip on the left side of the page shows a blurred office environment. It includes a ceiling light fixture, a window with blinds, and a person's head and shoulders in the foreground, all out of focus.

## Flexibility at the forefront

Centigen offers an extensive range of services, yet we're small enough to take pride in quality and customer service.

We can do as much or as little as you want. You might like us to give you specific support on a regular basis, you may have a single task-and-finish project you'd like us to deliver on your behalf, or maybe you'd like our strategic input to your longer-term vision.

Basically, we are flexible in how we work with our clients, and we will always try to find a way to deliver what you need, in a time-frame and a budget that suits you.

There is no such thing as a 'typical' Centigen client, as many businesses have found that our approach – and particularly our strong ethical values – work well for them. These include:

- social housing providers;
- health and social care providers;
- schools;
- local councils;
- professional service companies.









## A company with strong ethics

We've said that our values make us stand out from the crowd, but what do we mean?

Centigen is a social enterprise company and a subsidiary of Two Rivers Housing – a registered charity that provides homes for low-cost rent and helps to develop amenities for wider community enjoyment.

All the surplus generated by Centigen is gifted to Two Rivers, which means the not-for-profit organisation can continue providing homes and facilities for future generations.

Our ethical approach extends to the way we look after our staff, customers and the environment too. We offer employment to Two Rivers tenants where possible, and encourage all our staff to learn new skills that will help them to deliver quality services and achieve their personal goals.

We are based in BREEAM 'Excellent' offices, use chemicals that won't harm the planet and recycle wherever we can, which includes converting green waste into bio-gas and compost.

In other words, we feel the responsibility of what we are trying to achieve for others, whether it's helping to put a roof over somebody's head and supporting them towards independence, or a wider environmental reward that benefits us all for generations to come.







## Grounds maintenance

All our grounds maintenance staff have regular training and safe, modern equipment to carry out a wide range of tasks.

One day they might be tidying small and multiple areas of shrubs or pruning, strimming and killing weeds, and the next they could be cutting the grass on a large playing field or felling trees.

We also have a close relationship with the specialist team at Gloucestershire Wildlife Trust to help deliver larger-scale projects such as woodland and wildlife habitat management.

Whether you need regular help or you have a one-off project, our grounds maintenance team will be happy to use its expertise to oblige.

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### Services we can provide include:

- Grass cutting
  - Planting, pruning, seeding and weed control
  - Litter-picking
  - Path/ditch clearance and maintenance
  - Hard and soft landscaping
  - Woodland management
-







## Building maintenance

Centigen has a skilled team ready and waiting to take on all building maintenance projects great and small.

Our expertise covers the full spectrum of trades and the team is equally skilled at small, general repairs and installation work through to larger construction and fit-out projects.

We will manage your project from start to finish, making sure you're involved along the way, so that you can be confident you'll be completely happy with the result.

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### Services we can provide include:

- General building, carpentry, maintenance and repairs
  - Painting and decorating
  - Plumbing, heating and electrical work
  - Kitchen and bathroom installations
  - Car park resurfacing
  - Procurement and project management
-







## Commercial cleaning

Clean and hygienic premises are fundamental to running a safe business for your staff and your visitors and we can help you to deliver a gleaming work environment.

Inside or out, our qualified staff will put their expertise at your disposal to clean on a regular, occasional or one-off basis to suit your requirements and leave your workplace in pristine condition.

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### Services we can provide include:

- Daily workplace cleaning
  - Periodic deep cleaning
  - Supplies monitoring and re-stocking
  - Window and gutter cleaning
  - Graffiti removal
  - Jet washing of paths, patios and decking
-



## What's Special about a Passivhaus Home?

Passivhaus is a design method that creates homes built to current regulations, that use much less energy than an equivalent home. This has a number of benefits:

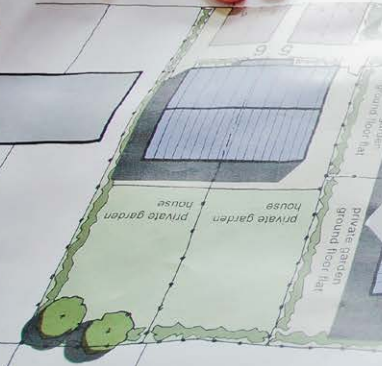
**Low Energy = Low Running Costs**  
Passivhaus homes need 70-80% less energy to heat than current standard properties, which means that energy bills are very low. This means that occupants, particularly as energy prices continue to rise, benefit from the correct amount of energy used.

**Healthy Living**  
Passivhaus homes are designed to provide a healthy and comfortable living environment. They are free from damp and mould, and have fresh air circulation.

**Comfort**  
Passivhaus homes are designed to provide a comfortable living environment. They are free from damp and mould, and have fresh air circulation.

## Annual energy cost comparison

Category	Conventional	Passivhaus
Heating	£1,200	£200
Cooling	£1,000	£50
Water Heating	£800	£150
Lighting	£400	£100
Appliances	£300	£100
Other	£200	£100
<b>Total</b>	<b>£3,900</b>	<b>£600</b>



Governa Road

look like?





# Property management

Managing a change of premises can be a daunting task, whether you're looking to down-size or acquire extra space in order to expand. Buying or renting is a major financial investment, and you don't want to leave the arrangements to chance.

Centigen can help you to identify the right premises and then take care of all the negotiations through to completion. We can even help you to adapt or refurbish your new premises, plan your move and dispose of your old building.

So, if you're on the move Centigen can be a one-stop-shop to make sure you get to where you want to go.

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## Services we can provide include:

- Market search and research
  - Site identification, inspection and shortlisting
  - Manage negotiations between selling/letting agents and owners
  - Liaise with legal advisors
  - Arrange refurbishment, adaptations or fit-out work.
  - Manage the move
- 









## Security

When you turn the key in the lock and leave your premises for the night, you want to know they're safe and being looked after until your return. And if you should be unfortunate enough to experience a break-in, fire, flood or power failure when you're closed, the quicker it's spotted, the sooner you can put things right.

With a combination of technology and a highly professional team, Centigen gives you that confidence, by keeping a watchful eye over your business, leaving you to relax and unwind until your next working day.

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### Services we can provide include:

- Security audit and recommendations
  - 24/7 CCTV image monitoring
  - Foot and mobile patrols by well trained, uniformed staff in branded vehicles
  - Emergency alarm activation response (including key holding)
  - Lone worker monitoring
  - Training
-



**Fire Risk Assessment**

Section A1 - Assessment Parameters

- 1. Name of the premises
- 2. Date of the assessment
- 3. Name of the assessor
- 4. Name of the person responsible for the fire risk

Section A2 - Initial Risk Assessment for this fire risk

- 1. What is the likelihood of a fire occurring?
- 2. What is the potential for injury or damage?
- 3. What are the control measures?
- 4. What is the overall risk rating?

Fire Hazard	Likelihood of a fire occurring	Potential for injury or damage	Overall Risk Rating

RECHARGE REQUIRED





## Health and safety

The health, safety and welfare of your staff, customers and visitors is no doubt a top priority for you, but the complex legislation and regulations can be bewildering – and there are serious consequences if you get it wrong.

Centigen's health and safety experts are highly qualified and bring in-depth knowledge and many years of experience to this area of work. They can give your organisation a rigorous 'health check', present you with an action plan to implement any required compliance measures, test the equipment you use and train your in-house team.

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### Services we can provide include:

- Risk assessment
  - Compliance audit
  - Emergency/disaster recovery planning
  - Fire extinguisher testing, maintenance and inspection
  - Compliance with asbestos and legionella maintenance
  - Staff training
-



Kingspan  
powerpanel

Tel: 01352 717232 Email: [info@kingspanpowerpanel.com](mailto:info@kingspanpowerpanel.com)  
[www.kingspanpowerpanel.com](http://www.kingspanpowerpanel.com)

Actual Power

2700

Watts

Total Energy

18017

kWh

CO<sub>2</sub> Savings

10269

kg







## Asset management

If you need new premises, or you're looking to adapt or upgrade your existing space, our highly-qualified and professional team can offer knowledge and expertise that will make the whole process run smoothly.

With decades of experience in building design, construction, refurbishment and maintenance, plus long-established contacts with a variety of suppliers and other professional advisors – including ecology specialists – they are certain to deliver a result to be proud of.

They're also keen to maximise energy-efficiency where possible, reducing environmental impact and saving you money, too.

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### Services we can provide include:

- Space utilisation and management advice
  - Stock condition surveys
  - Building design, surveying and planning liaison
  - Energy consultancy
  - Ecology consultancy and coping studies
  - Biodiversity audits
-







## ICT

It's no exaggeration that we are all increasingly dependent upon technology to keep our lives running smoothly. And when it goes wrong you realise how much you've come to rely upon it – for almost everything!

Like most machines, your IT infrastructure needs regular maintenance to keep it in peak condition and your business running efficiently. You can also achieve major savings in time, operational effectiveness and – therefore – money by having the right systems, hardware and software in place that allow your business and its staff to remain flexible to change and circumstances.

Let our highly-qualified team of independent experts share its extensive knowledge with you, give you sound and impartial advice and help keep your business moving forward on the right track.

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### Services we can provide include:

- Helpdesk
  - Data server room design and efficiency
  - Cabling design
  - ICT infrastructure and systems project management
  - Procurement
  - ICT and business continuity planning
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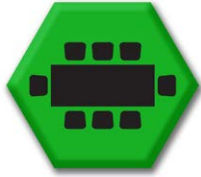


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## Conference facilities

You've been given an event to organise. You need to find a suitable and convenient venue, arrange the catering, invite speakers, advertise the event, handle the RSVPs and prepare the presentation material and room layout. And that's on top of your day job.

Wouldn't you like to hand it all over to someone else to take care of, confident it will be a resounding success and come in on budget, too?

Whether you need to arrange a meeting of just a few people with some light refreshments, or a major conference that will heap kudos on your organisation, Centigen can take the stress away and organise an event that will make you proud.

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### Services we can provide include:

- Venue sourcing
  - Event planning and management
  - Catering
  - Audio-visual services
  - Publicity
  - Event co-ordination on the day
-



**A history of investment**  
Two Rivers' has been providing homes in Gloucestershire since the 1950s and since 2005

**In that time, we have**

- spent more than £10 million on capital programme
- delivered over 1,400 properties
- met 2,000 new tenants
- provided 2,000 housing repairs
- provided 412 places in residential care for vulnerable people
- built 500 new homes

*For you - for your community - not for profit.*







## Business support

Running a business brings together a multitude of roles and many smaller companies need a helping hand to manage some of those behind-the-scenes functions that are vital to oiling the wheels and keeping everything else running smoothly.

Create a positive impression from the outset by providing a courteous, efficient and professional welcome to visitors and callers. Then back that up with a host of other well-run services and logistical functions that may cover mail-handling, logistics co-ordination, personnel services, payroll, PR, marketing and design, for example.

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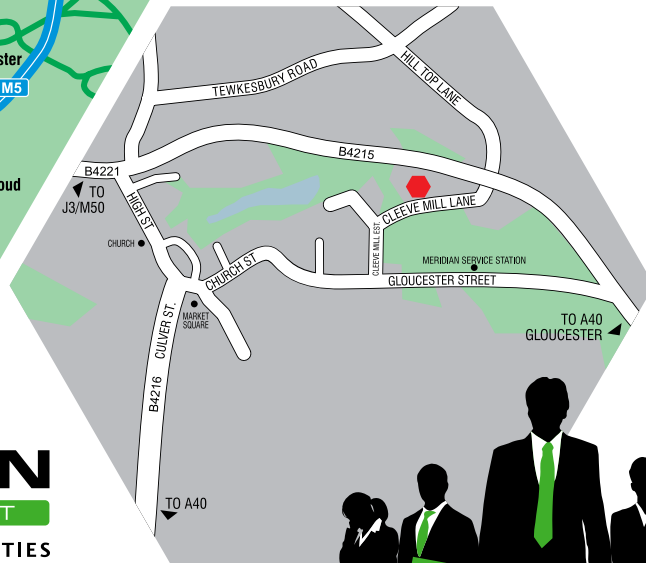
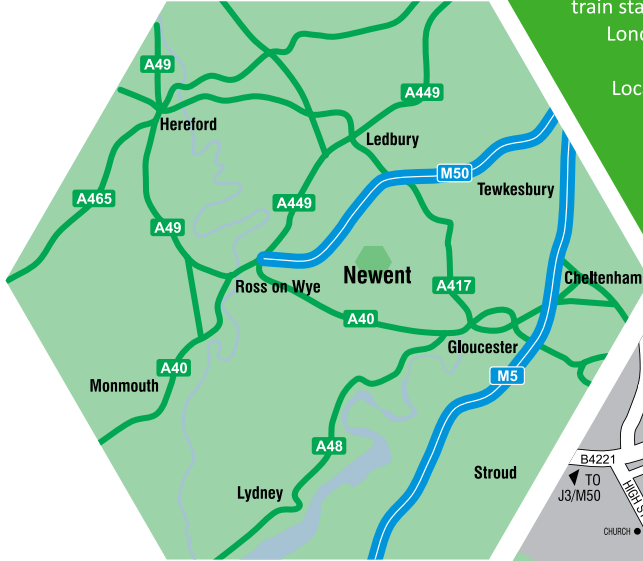
### Services we can provide include:

- Welcome and reception service
  - Customer service/call centre
  - Human resources management
  - Mail handling and distribution
  - Supplies ordering and value-for-money audit
  - PR, communications and marketing
-

## HOW TO FIND US

Situated near the Herefordshire / Gloucestershire border, Rivers Meet is an easy drive from Gloucester, Cheltenham, Ross-on-Wye, Ledbury and Hereford. Rivers Meet is conveniently located just 10 minutes drive from the M50 motorway, allowing good access to Wales and the M5 motorway. Gloucester and Ledbury train stations are a short drive away with direct routes to London Paddington and Birmingham New Street.

Located on the outskirts of the bustling, historic market town of Newent, there is a wide variety of shops, cafes, country pubs and restaurants close by and a number of hotels and B&Bs to suit a range of budgets.



# CENTIGEN

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All it takes is a friendly, no-obligation chat, and we'll tell you where we believe we can add value.

Telephone: 01531 821 721 email: [info@centigenfm.co.uk](mailto:info@centigenfm.co.uk) or visit us online at [www.centigenfm.co.uk](http://www.centigenfm.co.uk)

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Gold



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