



Your questions

You can contact our Customer Liaison Team via yourviews@integral.co.uk

Contact us via phone on 0151 955 4400

Or write to us at:

Integral UK Ltd
Maritime House
Maritime Enterprise Park
Atlas Road
Bootle
L20 4DY

- Air & water risk assessments
- Air conditioning
- Building Management Systems
- Boiler systems
- Carpentry
- Catering equipment maintenance
- Cleaning services
- Communications
- Data cabling
- Decoration
- Defined LV electrical maintenance
- Drainage
- Electrical testing
- Emergency power
- Energy management
- Fabric alterations
- Fire alarm systems
- Floor coverings
- Glazing
- HV electrical maintenance
- Heating
- Installations
- lighting systems
- Mechanical services operation
- Mechanical services maintenance
- Office moves
- Partitioning
- Plastering, dry lining & studwork
- Plumbing services
- Public health service maintenance
- Refrigeration
- Refurbishment
- Security
- Security systems maintenance
- Shop/unit fit out
- Specialist electrical testing
- Statutory inspections
- Thermal imaging
- Ventilation
- Voice systems
- Waste management
- water hygiene/treatment



INTEGRAL

Housing services



people like you
are an **integral** part of our business





“A joiner was at my house within an hour of me reporting a problem with my kitchen door. I couldn't believe how quickly and well the job was done”

Evelyn Ashcroft - Crosby



Who we are

For 20 years Integral Housing Services has been a national specialist in planned and responsive maintenance for social housing and we maintain in excess of 80,000 homes for various Local Authorities and Housing Associations.

Being part of Britain's biggest independent specialist in property maintenance means that we have nationwide resources to meet your every need. We have fully equipped mobile maintenance technicians in every postcode area.

Every community is unique, so our service is tailored to fit your needs and is available to you 365 days a year, with every contract customised to what our customers and their residents require.

Our dedicated local teams take time to build relationships with residents and customers alike. We also understand the scale and sensitivity of demands made on Local Authorities & Housing Associations and this experience enables us to offer a complete service, knowing that quality, trust and dependability cannot be compromised.

Our people

Satisfying our customers depends entirely upon our people and to ensure that both we and our clients can be confident that all Integral personnel are fully competent and qualified for their roles, we have established effective policies and procedures to ensure that we recruit and develop a workforce that meets our client's needs.



We recognise the importance of meeting our social responsibilities and addressing the training needs of a locally sourced workforce and therefore participate in Government initiatives which promote training for school leavers. We recruit craft apprentices and train them in disciplines relevant to our business, thereby enabling them to meet our requirements for skilled operatives.

We ensure that local people are employed within our organisation wherever possible and actively look to ensure that we offer support to local training initiatives.

Who we serve

Our clients include Local Authorities and Housing Associations:

- Barrow Borough Council**
- Brent Housing Partnership**
- Cheshire Building Society**
- Riverside Group**
- Regenda Group**
- English Churches Housing Association**
- Maritime Housing Association**
- Cheshire Peaks & Plains**
- One Vision Housing Association**
- Sefton Metropolitan Borough Council**
- Ellesmere Port & Neston Borough Council**
- Eden Housing Association**
- Fusion 21**
- GM Procure**
- Bristol City Council**

As a national company we handle in excess of 250,000 individual responsive repairs per annum.

Customers

Customer consultation is at the heart of any successful business. A project is likely to fail if the customer views are not considered and valued. Integral works daily within customers homes and has built an enviable reputation within the market for exceptional customer care and appreciation. The core value to our delivery is the understanding that we are working within peoples homes and as such offer a high degree of respect for not only the building fabric but also to the way our works affect and impact on people.

We regularly consult with our clients and their residents on the service we deliver in a wide variety of ways. This ensures the continuous development of our service and ensures the focus always remains on the customer and improving the service they receive from Integral.

If you have any comments or suggestions or would like to be invited to future events, please contact our Customer Liaison Team on 0151 955 4400 or email yourviews@integral.co.uk

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'Integral came to replace my bathroom and I was so impressed with the standard of work. It looks fantastic and has made a real difference to my home'

Mrs Swinney - Ellesmere Port



Corporate responsibility

Integral works hard to take in to account the economic, social and environmental impact of its activities on customers, employees and the community in every aspect of its operation. This extends beyond the normal requirements set by the Government as Integral applies sustainable development and environmentally friendly policies throughout its business.

This includes recycling materials, sourcing supplies from renewable or sustainable sources and working towards reducing carbon emissions, waste and pollution. At Integral we have the skills and the services to assist customers in meeting their sustainable objectives with new and cost-effective solutions. We have also appointed a Director of Corporate & Social Responsibility, Lee Jones who provides support and advice to our customers to ensure continuous improvement in energy saving and environmental issues.

A detailed copy of our Corporate Responsibility Policy is available on our website www.integral.co.uk

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Business compliance

Integral has a robust system for the distribution and evaluation of our Health & Safety Policy including safe operating procedures, safety briefings, toolbox talks, waste management & significant hazards and risk management.

Our health and safety policy is continually reviewed and assessed to ensure all the objectives are met & all Integral staff receive Health and Safety training as part of their induction programme when they join us. We also regularly engage an independent Health & Safety audit team to investigate our systems, reporting and method statements.

Media and news

For everything you need to know about Integral, please visit our website at www.integral.co.uk. You will find all the latest news on our business, how you can get involved in our service and details of any events we are holding. There is also a full list of how you can get in touch with us.

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Technology

The use of a PDA (Personal Digital Assistant) helps us make the repair process more efficient. The PDA runs a Microsoft Windows® Operating system and also doubles up as a mobile phone. The software that we use on the PDA allows instant communication between the office and the on-site engineers without a phone call. The engineer can view all the job information seconds after the customer has reported a repair and then progresses through the stages of the job until it is complete. Our office based staff can monitor all of these stages and provide real-time information to the customer.

The PDA'S also:

- **Improve communication**
- **Provide easy access to information**
- **Reduce costs**
- **Simplify usage**
- **Enhance budgetary controls**

If you have any questions for us at Integral there are a variety of ways you can get in touch with us; Information in answer to your questions may be found on our website at www.integral.co.uk.

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