

# Restoration & damage management



Different by virtue

Honesty, reliability and integrity. At Redrose, they are fundamental to our approach to business. Established in 1997, we specialise in restoration and damage management services for the insurance industry, and are committed to delivering them with absolute professionalism.

Operating from main offices in Hertfordshire and South Wales, Redrose combines an experienced and proactive management team with directly employed tradespeople and approved specialist contractors. All work to rigorous procedures to ensure that we consistently provide a fast, comprehensive and cost-efficient service for claims that range from minor works to major fire and flood rectification cases.

The success of our business philosophy is reflected in a client list that already includes many of the biggest names in the insurance industry. Furthermore, we are approved by all of the UK's major loss adjusters. From initial notification right through to completion, these companies enjoy clear and honest communication, and direct access to a database that enables the progress of each individual claim to be tracked and monitored. As a key point of contact with policyholders, we act sensitively and responsibly, and match the highest standards of workmanship with safe and considerate working practices. At Redrose, insurer and policyholder benefit from a swift response and fast, efficient resolution; cost control and customer satisfaction go hand in hand.

Redrose's reputation in the industry has been built on a well-established and highly effective claims handling procedure. On receipt of a claim notification, one of our team of qualified surveyors undertakes a site visit and emails a comprehensive report to the claims handler within the agreed time frame. If required, work can be actioned immediately, saving time and money. All our work is charged in accordance with a pre-agreed schedule of rates or on the basis of a fixed price quotation.

**At every level, our staff are trained to deal with clients and policyholders in a fair, considerate and straightforward manner.**

Whilst conducting the initial survey, we provide the policyholder with a comprehensive information pack. This outlines in straightforward terms exactly what they can expect during the course of the restoration programme. Our surveyors are trained to consider effective communication and liaison with the policyholder as an important requisite of their role with Redrose.

On receiving the go-ahead from the claims handler, we can book the appropriate tradespeople immediately from our directly employed team or, where necessary, appoint a specialist sub-contractor. Again we are committed to spelling out our obligations to the policyholder clearly, and our tradespeople are trained to observe rigorous procedures. We work in accordance with all the relevant health and safety regulations and, where required, CDM and risk

assessments. On completion, we provide the policyholder with a confidential questionnaire that offers an opportunity to rate every aspect of our performance.

Honesty. Reliability. Integrity. In a fiercely competitive insurance market, these virtues have never been more important. At Redrose, they are reflected in every aspect of our business:

#### **Proactive management**

Redrose is led by an extremely proactive management team. We

specialise in restoration and damage management and have the in-depth expertise and experience necessary; endeavouring to deliver on time and within budget every time.

#### **Efficient business systems**

Redrose's IT systems are designed to facilitate efficient communication with our clients. They include a comprehensive and continually updated on-line project database that can be readily accessed by claims handlers.

#### **Clear communication**

At every level, our staff are trained to deal with clients and policyholders in a fair, considerate and straightforward manner.

#### **A skilled workforce**

Above all else, the delivery of effective damage management and restoration services is dependent on access to the right skills at the right time. Redrose has teams of

directly employed, qualified and experienced tradespeople and is committed to a programme of continual staff development.

#### **Rigorous safety standards**

At Redrose, we respect our responsibilities to staff, clients and policyholders, and recognise the importance of safe working practices to the speed and efficiency of our operations. Redrose works in accordance with all relevant health and safety regulations.

#### **Total quality commitment**

In an industry where quality is often the exception not the rule, Redrose aims to raise the standard. We are committed to ISO quality standards and Investors in People, we are also members of the British Damage Management Association, strictly adhering to their industry code of practice.

#### **Financial stability**

Since 1997, Redrose has focused on sustainable growth. We reinvest continually in the development of our business and as a result can offer clients the security of a robust supply partner with a well-established commercial infrastructure.

*For more details of Redrose's range of restoration and damage management services, an informal review of your requirements, or a project quote please call the number below.*



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# Construction and redevelopment services for the education sector



Different by virtue

For schools, colleges and other educational institutions, capital budgets for construction and redevelopment projects are a precious resource. Value-for-money, quality workmanship and effective project management are all high priorities.

Redrose is a specialist in construction and redevelopment projects for the education sector. In an industry that is often characterised by sharp practice, shoddy workmanship and non-existent customer care, we have built our business on the values of honesty, reliability and integrity. Committed to the highest standards of professionalism, Redrose combines dedicated management with teams of directly employed tradespeople and subcontractors. Above all else, clear and straightforward communication with our clients is an absolute priority.

Redrose offers an ideal blend of skills and experience to meet the needs of the education sector.

Established in 1997, Redrose has enjoyed steady growth in the provision of refurbishment services and works carried out in both the private and state sector including schools, universities and colleges of further education. Our success in this field is based on the ability to reach their exacting criteria for speed of response, quality of workmanship, value for money and a sensitive, considerate approach to the customer.

The strengths we have demonstrated in our work for the insurance industry are now proving just as relevant to the education sector. Across a wide array of construction and redevelopment contracts, Redrose represents a co-operative and extremely reliable solution provider. Drawing on in-depth experience, our management team is always willing

## Redrose provides schools, colleges and other educational institutions the best possible guarantee of securing an optimum return on capital expenditure.

to offer fair advice on the most cost-effective approach to take. Our pricing policy is equally honest. The fact we have access to such a strong team of tradespeople gives us a critical advantage, not just in terms of cost control, but also in our ability to respond quickly and manage each project to a satisfactory conclusion. At every level, Redrose staff are trained to observe strict procedures, ensuring that all health and safety obligations are met and the utmost consideration is shown to those affected by our work.

Throughout the course of each project, Redrose's management style remains open, co-operative and committed to resolving all of the client's requirements. Our track record in the industry is characterised by the ability to deliver projects on schedule and within budget, time and time again.

There is no doubt that construction and redevelopment projects can be fraught with problems. The education sector is no exception. At Redrose, the business

philosophy that underpins everything we do is designed to ensure that the entire process, from initial consultation right through to handover, is as smooth and trouble-free as possible. Guided by the values of honesty, integrity and reliability, working with Redrose provides schools, colleges and other educational institutions the best possible guarantee of

securing an optimum return on capital expenditure.

### **Dedicated to efficient project management**

Redrose is led by a dedicated team of experienced managers. Our expertise encompasses all the areas critical to the successful completion of any project.

### **Committed to the customer**

Recognising the need for straightforward and honest communication, our management team remains proactive and readily accessible at every stage of a project. Demands on our clients' time are kept to an absolute minimum.

### **Delivering the benefits of a skilled workforce**

Proficient management and effective customer care are meaningless without the capability to guarantee a fast professional service. Redrose's directly employed team of qualified and experienced tradespeople and supplemented by carefully selected specialist subcontractors, ensures

we can always meet our commitments, both in terms of speed of response, and the quality of the finished project.

### **A rigorous approach to cost control**

Clients can rely on Redrose to maintain rigorous control of their costs. Above all else, the roll call of major insurance companies and loss adjusters that put their trust in Redrose is testimony to the expertise of our surveyors, an honest pricing policy, and the sheer efficiency of our staff and specialist sub-contractors.

### **Building on financial stability**

At Redrose, we are focused on sustainable growth and continually reinvest in the development of our business. As a result, our clients enjoy the security of a financially robust supply partner with a well-established infrastructure.

### **Recognising health and safety**

Redrose works in accordance with all relevant health and safety regulations and, where required, CDM and risk assessments.

### **Raising the standard**

In an industry where second-rate service is often the norm, Redrose aims to raise the standard. We are committed to achieving ISO9000 accreditation and have invested heavily in the skills, systems and business philosophy that are essential to exceeding our customers' expectations.

*For more details of Redrose's range of services for the education sector, an informal review of your requirements, or a project quote please call the number below.*



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# Honesty, reliability and integrity



## Different by virtue

Honesty, reliability and integrity are not virtues commonly associated with the property services industry. At Redrose, however, they are the very foundation of our approach to business.

Trading since 1997, Redrose are established specialists in the property services industry, bringing complete commitment to the highest standards of professionalism, encompassing proactive management, guaranteed workmanship, exacting standards of health and safety, and clear, straightforward communication.

The success of this philosophy is reflected in a well-established reputation within the industry and our fast-growing list of blue-chip clients. With offices covering the south of the UK, Redrose's highly experienced management team is responsible for teams of directly employed tradespeople. Working to robust procedures and utilising sophisticated project management tools, our approach is characterised by speed, efficiency and attention to detail. Outstanding workmanship is combined with a fair, transparent pricing policy and proven standards of health and safety.

**Dedicated to efficient project management**

Redrose is led by a dedicated team of experienced managers. Their expertise encompasses all the areas critical to the successful completion of any building or construction project. As a result, we consistently deliver on time and within budget.

we provide sophisticated and seamless methods of tracking and monitoring the progress of each project

**Committed to the customer**

Building and maintaining mutually beneficial customer relationships is a cornerstone of the Redrose business. For insurance companies and loss adjusters we provide sophisticated and seamless methods of tracking and monitoring the progress of each project. For their policyholders, we similarly offer clear, professional communication designed to ensure that they know exactly what is happening at every stage of the restoration process.

**Delivering the benefits of a skilled workforce**

Proficient management and effective customer care are meaningless without the capability to guarantee a fast professional

service. Redrose has already established a directly employed team of qualified and experienced tradespeople. Combined with real investment in staff development, it ensures we can always meet our commitments, both in terms of speed of response, and the quality of the finished project.

**A rigorous approach to cost control**

Clients can rely on Redrose to maintain rigorous control of their costs. Above all else, the roll call of major insurance companies and loss adjusters that put their trust in Redrose is testimony to the expertise of our surveyors, an honest pricing policy, and the sheer efficiency of our staff and specialist sub-contractors.

**Building on financial stability**

Instability and financial mismanagement are common problems throughout the construction sector. At Redrose, we are focused on sustainable growth and continually reinvest in the development of our business.

As a result, our clients enjoy the security of a financially robust supply partner with a well-established infrastructure.

**Recognising health and safety**

We recognise the importance of stringent health and safety procedures: to the welfare of our staff, to our clients' reputations, and to the swift and trouble-free conclusion of each and every project. Redrose works in accordance with all relevant health and safety regulations and, where required, CDM and risk assessments.

**Raising the standard**

In an industry where second-rate service is often the norm, Redrose aims to raise the standard. We are committed to achieving ISO9000 accreditation and have invested heavily in the skills, systems and business philosophy that are essential to exceeding our customers' expectations, time and time again.

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