

HOMYZE

PROPERTY MAINTENANCE
AND COMPLIANCE FOR
HOSPITALITY COMPANIES





YOUR NETWORK OF TRADE PROFESSIONALS

Wherever and whenever you need us

Homyze offers reactive and scheduled maintenance services 24/7 across London

HOW CAN HOMYZE HELP YOU?

Homyze understands the issues you face with hospitality property maintenance.

Whether it is having the fastest emergency call out times, 24/7 coverage or guaranteeing that the quality of work is of the highest standard, Homyze has you covered. We ensure you have timely access to our **experienced tradespeople and warranty service providers for brands such as Rational, Winterhalter, Falcon, Foster, Hobart, Blue Seal and many more.** With a wide range of professionals, we are a one-stop maintenance provider with the ability to complete any job you would ever need running your hotel, restaurant, pub, club or cafe. From fire safety, to decorators, to full kitchen fit-outs - we can provide it all.

Homyze was founded in 2016 by Adam and Andrew. Having developed some of London's finest properties, the founders know what it takes to satisfy demanding clients. We are intent on providing a level of customer service and satisfaction that is usually absent within the maintenance industry - something the hospitality industry was built upon.

We provide **emergency call out services**, arriving on-site within four hours to deal with any pressing issues, this extends to an out of hours service which can provide engineers throughout weeknights, weekends and bank holidays. Our **triaging service** will allow you to delegate more responsibility to your site managers, safe in the knowledge that they won't place unnecessary, costly call-outs



Items on your **asset register** will have a step-by-step troubleshooting guide and site schematic layouts (e.g. location of fuse boxes) to support your management team and ensure jobs are only booked after in-house checks are completed.

We use technology to make managing your sites easier - whether you want to book via the web or phone or have our system integrate with third party software. Real time status updates are provided and you can even see the Homyze professional on his way to the property via the job map in your portal. Once complete, see your job history by site in your secure account. Here you are also able to store documents such as reports, assessments, warranties and certificates from anywhere via our cloud-based storage solution.

THE HOMYZE SOLUTION

Homyze provides you with a complete solution for your property maintenance requirements. We view ourselves as partners in your business and will tailor our offering to each client.



24/7 Helpdesk Function



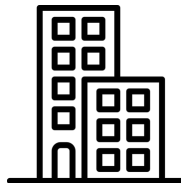
'Always On' Cloud Solution



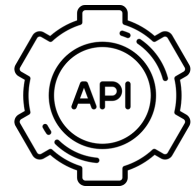
Secure Access



Customer Portal



Multi-site, cross-asset
maintenance



Integration Options



Scheduled services



Contractor management



Customisable Reports

A system solution or a single service line contractor ... it's your choice.

Homyze works with our hospitality clients to ensure that their solution is completely fit for purpose.

The Homyze system can be integrated with existing solutions or incorporate customised SLAs, triage & escalation procedures and KPIs.



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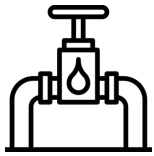
ORGAN

TURME



CORE SERVICES

Homyze is your single solution for all property maintenance requirements. We cover all of the services that you are likely to require and if not, let us know what you need - we're always here to help.



Plumbing and
Drainage



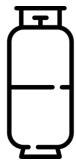
Handyman



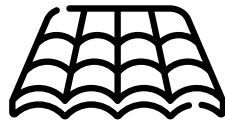
Security



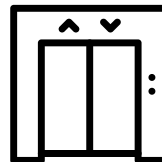
Fire Protection, Alarms
& Emergency Lighting



Gas Appliances &
Fixtures



Roofs & Gutters



Lift Maintenance



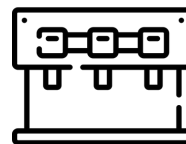
Electrical Appliances
& Fixtures



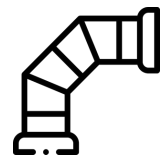
Cooking Ranges &
Combi Ovens



Warewashers



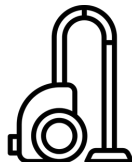
Bar dispense
systems



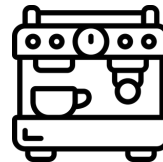
Heating, A/C
& Ducts



Gardening &
Grounds



Cleaning



Coffee machines



Certificates &
Reports

**Planned and reactive maintenance;
Contracted or on demand.**

All of the above services are available on an 'as required' basis or according to contract.

SCHEDULED MAINTENANCE



A SINGLE POINT OF CONTACT FOR ALL YOUR PPM

Regulatory | Routine | Life Cycle

Homyze offers a solution across more than 100 service lines and throughout all of London.

WHY YOU SHOULD HAVE A SCHEDULED MAINTENANCE (PPM) STRATEGY

Having a comprehensive PPM strategy allows you to have a greater cost certainty, higher levels of compliance and increases the operational efficiency of employees and assets.

Whether the cost of 'downtime' has an impact on profits or increased wait times and guest complaints, having a robust PPM schedule means that these risks are reduced.

In addition to ensuring the smooth (or compliant) operation of assets, PPM visits can be used as early warnings of future issues - reducing their impact and costs. Required works can be scheduled at convenient times for your business to ensure your operating hours aren't interrupted.

REACTIVE
MAINTENANCE
COSTS CAN BE UP
TO 40% HIGHER
THAN PLANNED
COSTS

Standard Lift Service PPM
Workspace Group Ltd, London, SE1 7SJ

Tasks	June 2019					July 2019					August 2019				
	2 8	9 15	16 22	23 29	30 6	7 13	14 20	21 27	28 3	4 10	11 17	18 24	25 31		
Task 1															
Task 2															
Task 3															
Task 4															
Task 5															
Task 6															

Planned work Suggested change Available week Unavailable week

Nothing comes for free. Potential disadvantages of PPM. Hospitality maintenance and site management often requires tradeoffs, and your choice of maintenance strategy is no different.

Putting in place a PPM strategy will often involve an upfront investment of both time and money. Scheduling site visits, putting together a specification (if needed) as well as gathering asset information - either via O&M manuals or an asset register - will take time and money.

We do always like to make clear that even with the most comprehensive PPM plan, failures can still happen. This risk and its impact, may be minimised but it does not go to zero.



COMPLIANCE AS A SERVICE

Surveys | Surviving | Certification

Homyze provides you peace of mind in ensuring your sites are compliant

A COMMENT ON COMPLIANCE

Regulatory & compliance requirements are primarily there to protect us all. It will never prevent all accidents but should ensure that we all meet our obligations in minimising risk for occupiers and tenants.

Hiring certified and accredited trade professionals is the most important first step in ensuring properties for which you are responsible are compliant.

THE REQUIREMENT TO ENSURE COMPLIANCE RESTS WITH THE PARTY RESPONSIBLE FOR MANAGEMENT. THIS COULD BE AN AGENT, A MANAGER OR THE LANDLORD THEMSELVES

Your supplier's membership of SafeContractor, CHAS, Acclaim or any of the otherSSIP schemes is generally a good indication that they take health and safety seriously and have the knowledge and training to ensure risks are minimised where possible.

In many regards, ensuring that you are compliant comes down to common sense. For example, you should ensure that lighting in communal areas is adequate and in working condition: if emergency lights are out these need to be replaced immediately as they can be a cause of trips and hazards.

Examples of other compliance requirements include the following:

- CP42 Gas Safety Certificates

These are issued by Gas Safe registered engineers and are required to be done for all gas appliances and equipment in your commercial kitchen. Your insurance will often have a clause requiring this be current, and this requirement is often passed from landlord to tenant as appropriate.

- Fire Risk Assessments

Every hospitality site should have a Fire Risk Assessment and this is the responsibility of the proprietor. For commercial premises, Fire Officers can access at any time and ask to see a copy. Enforcement notices can be filed if required.

- Legionella Testing

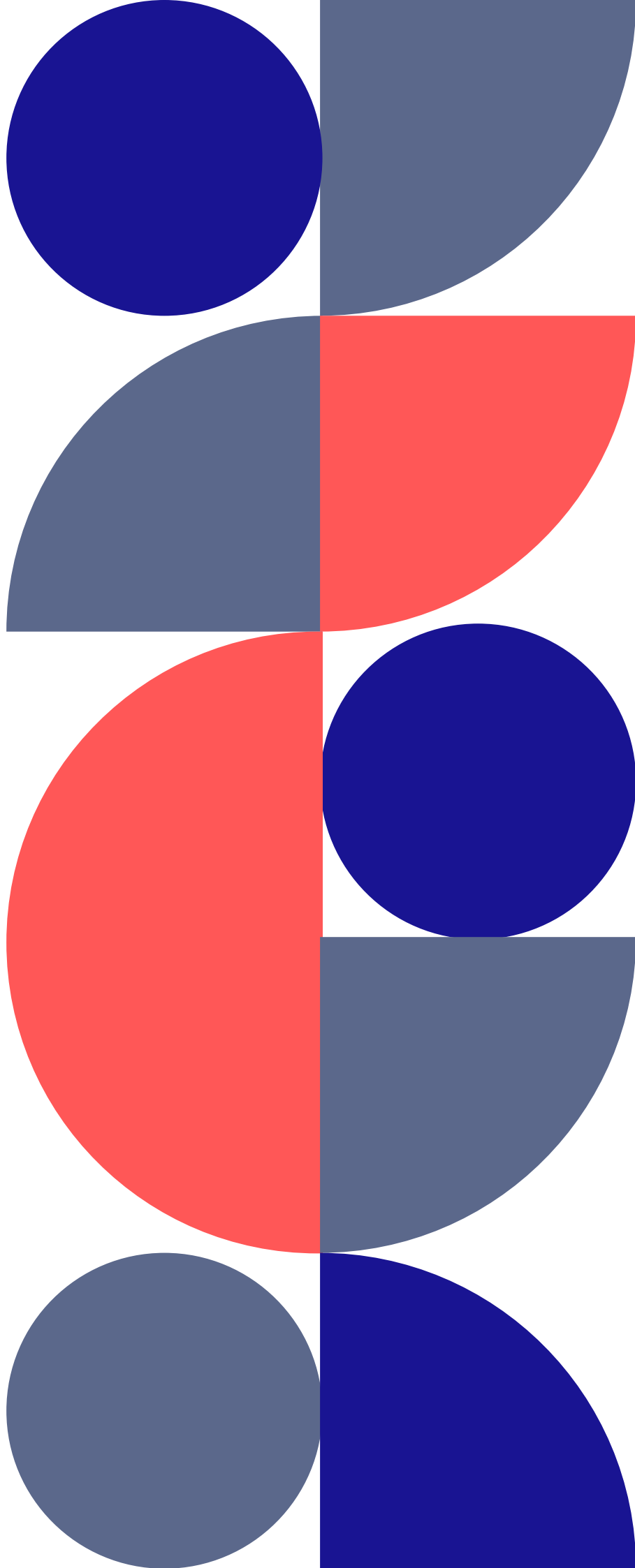
Again, the responsibility of the proprietor, there is a duty to control the risks of legionella and this should start with a risk assessment outlining any actions required.

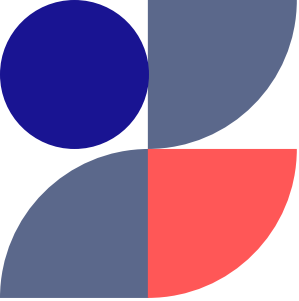
The above is obviously not an exhaustive list. If you need any help with pricing of recommended remedial works or need help with these or any other aspects of compliance, just get in touch.

PPM & COMPLIANCE CONTRACTS

At Homyze, alongside our reactive works, we also have a range of service contracts which can be tailored to perfectly suit your businesses needs and ensure full legal compliance and asset optimisation.

We are always happy to discuss options on an individual basis and find a package which works for you, but here is an overview of our standard offering.

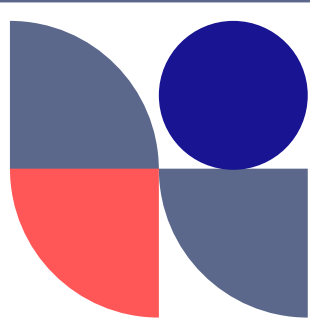




STATUTORY PACKAGE

All of your annual services planned and booked in for you with cloud-based documentation to ensure your business stays compliant and the relevant documentation is easily accessible to your managers if EHO requires it.

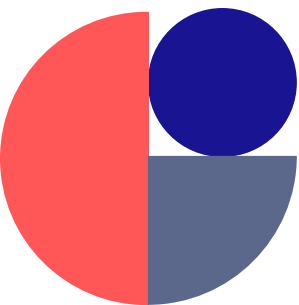
Package Includes; Fire Risk Assessment, Fire Equipment Servicing, Kitchen Duct Cleaning, Air-Con Servicing, Asbestos Inspection, Boiler Servicing, Water Risk Assessment, Electrical Installation Testing, Lift Servicing.



ESSENTIALS PACKAGE

In addition to all of your statutory requirements we will also complete all of the manufacturer suggested servicing and maintenance to your essential kitchen equipment, ensuring efficiency and preventing unforeseen break-down's.

Package includes; all of above plus Rational servicing, combi-oven servicing, gas & electric range servicing, refrigeration servicing, drainage descale, coffee machine servicing, water filter servicing.



COMPLETE PACKAGE

Have complete peace of mind that all maintenance and compliance issues for your business are being dealt with, while all of your assets will be running smoothly.

Package includes; all of the Essentials Package plus grounds maintenance, roofing and guttering service, ice machine services, bar dispense system servicing, grease trap servicing, CCTV servicing, electrical appliance servicing.

SOME COMMON HOMYZE JOBS

Maintenance management that saves you time

We can help you with all of the following (and more)

Plumbing & Drainage

Whether its dealing with issues in your guest toilets, conducting drainage descales or flushing through your system we have the right engineers for you.

Handyman

Odd jobs stack up fast in hospitality, get access to qualified and experience tradesman who can quickly put up shelves, hang pictures, fix broken fixtures and much more

Security

We are ready to install and maintain your businesses security systems through, CCTV, intruder alarms, physical security or guardians, shuttering and more.

Fire Protection

You can now conduct Fire Risk Assessment, carry out all remedial works, fix emergency lighting, service fire alarm systems and suppression systems - all through Homyze.

Lift Maintenance

Schedule your legally required LOLER lift inspection and servicing through us

Gas & Electrical Appliances & Fixtures

Gas cooking ranges, griddles, salamanders, ovens, brat pans and much more can be maintained and serviced by our skilled range of engineers

Combi-ovens & Warewashers

Winterhalter and Hobart, Rational (and generic combi-oven) warranty providers and general warewashing experts are easily accessible and ready for you to book for any servicing needs.

Gas & Electrical Appliances & Fixtures

Tree surgery & arborist services; hard & soft landscaping; cyclical grounds maintenance; contractual maintenance; groundskeeping; upkeep works; green waste disposal



Integrated or Independent Homyze x Cleverly

In addition to providing you with a complete property maintenance solution that can be implemented immediately, Homyze also offers you access to Cleverly.

Cleverly is the system of record for all your operational requirements: maintenance, compliance and, potentially, suppliers.

All data is captured and stored securely in the cloud for access by you and your team whenever you need it. You can also include a rendering or visualisation of your space to pinpoint the location of issues to avoid wasted costs and callouts.

The Cleverly platform provides you with 'out of the box' metrics based on agreed SLAs and KPIs. Benchmarks are agreed upfront and alerts are sent to us in the event that performance is outside agreed thresholds.

All of the above are available for both scheduled and reactive jobs and are updated in real-time in your Cleverly account.



THE CLEVERLY PORTAL

PERSONALISED PROPERTY MAINTENANCE

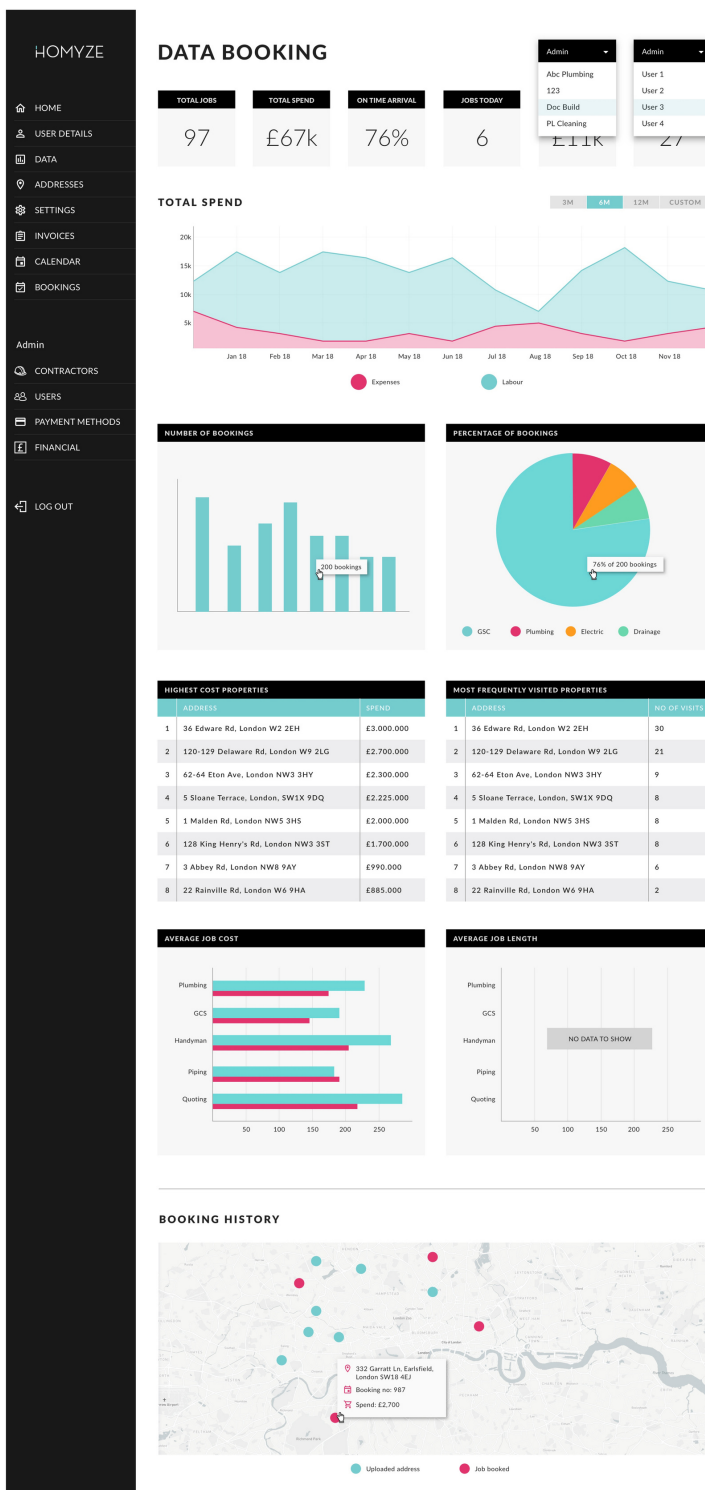
Your Homyze account provides you access to a customised Cleverly property maintenance portal. Your portal provides you with a detailed record of all spending and maintenance on all properties stored within your account.

ACTIONABLE INSIGHT ACROSS YOUR PROPERTY PORTFOLIO

The customer portal allows you to:

- view and edit account details
- place new bookings
- get maintenance costs at both property and account level
- highlight anomalies in terms of maintenance costs
- view full contractor management analytics
- customise SLAs
- store documentation such as job records, certificates and reports
- get alerts and view a calendar for upcoming scheduled jobs

If you need additional reports or have specific requirements, just ask and we will always do whatever is possible to accommodate.



BUILT IN CONTRACTOR MANAGEMENT

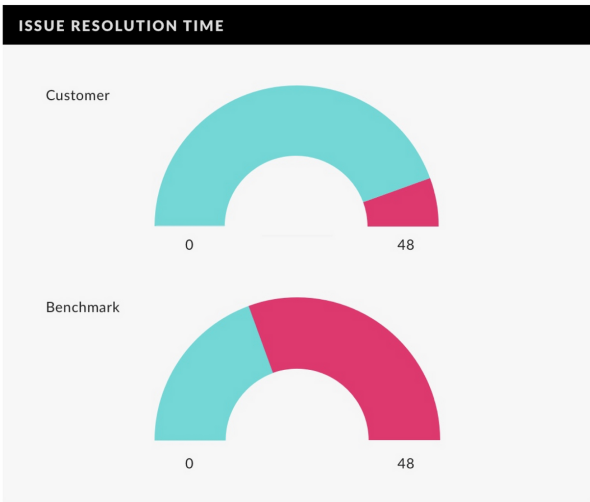
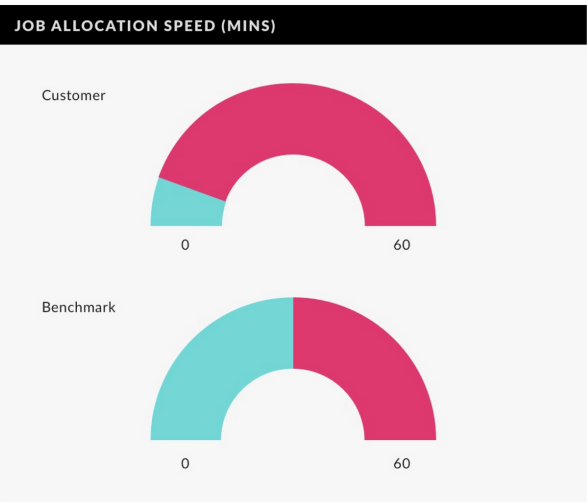
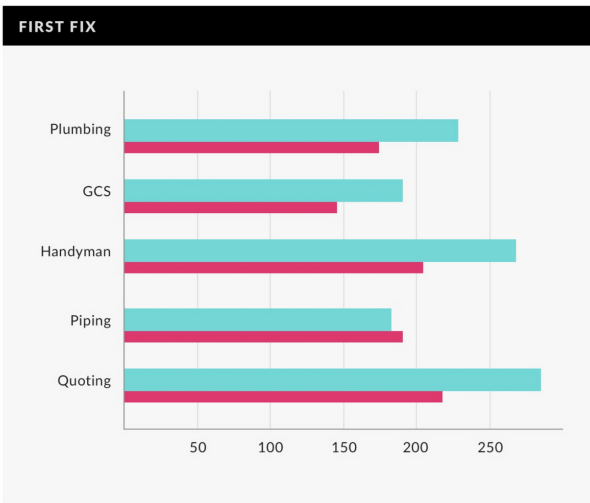
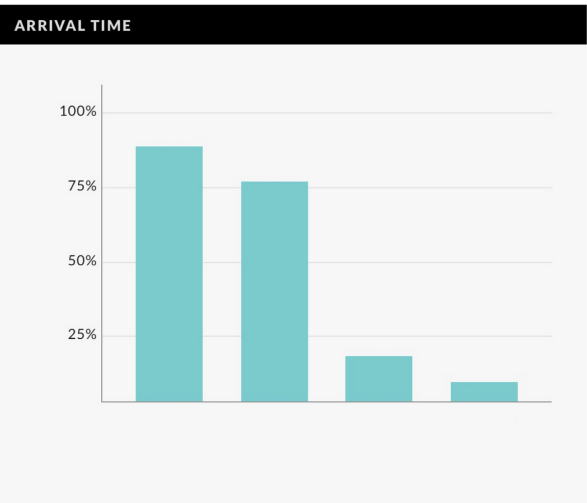
Our transparency promise

We have always set out to be the best maintenance partner in the property industry. For us, part of this means ensuring that our team are performing to the standards that we (and our clients) expect. So we built contractor management into your client portal.

Whether we are using customised SLAs or industry benchmarks, you will always be able to see just how our tradespeople are performing.

QUALITY

ON TIME ARRIVAL	1ST FIX RATE	ALLOCATION	H&S INCIDENTS	JOBS IN DISPUTE	DISPUTE RATE
94%	81%	36 s	0	2	2%



Get in touch

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