



Presenting your properties

Maintaining the value of your residential property asset


Countrywide
integrated solutions local expertise

www.cwcps.co.uk

Service applications

Our services are portable and can be applied to any situation where there is a need for a tailored property care service.

About us

Countrywide Property Care Solutions is part of Countrywide plc the UK's largest estate agency and financial services Group. Based in Weybridge in Surrey we have been delivering part exchange services since 1990.

The following are examples of the type of work that we currently undertake for our clients:

Repossession

One stop contracting services at possession and subsequent maintenance, security and presentation services up to completion of the sale.

Corporate landlord

Planned and reactive small works maintenance on tenanted portfolios.

Equity release

Help-line services for customers to arrange emergency and general home maintenance works.

Relocation companies

Maintenance solutions for guaranteed and managed sale services.

Panel management

Contractor Management on behalf of lenders in possession.

What we do

We are a specialist provider of residential property maintenance services delivering a range of cost effective solutions and value added services for our corporate clients and their customers throughout England, Scotland, Wales and Northern Ireland.

Our services include:

- Emergency property maintenance help lines
- Customer support help lines
- Possession and property security
- Contractor panel management

How we operate

We manage an experienced panel of contractors selected for their appropriate skill in each of our market sectors ensuring we are able to meet the most diverse maintenance requirements across our corporate markets.

Contractors are carefully selected before joining our panel and we undertake regular checks to ensure that our contractors continue to meet the high entry standard that we have established.

All our contractors must meet the following requirements before being added to our panel and must also continue to maintain this status for the duration of their panel membership:

- Evidence Public Liability insurance to at least £1,000,000 value.
- Representatives calling at occupied properties must produce current identification and arrive in liveried vehicles.
- Produce a satisfactory customer complaint procedure
- Be members of a recognised trade association where one exists.
- Be members of an ombudsman scheme where one exists in the supplier's sector.
- Signed Service Level Agreements with Countrywide Property Care that impose standards of service that are relevant to the requirements of the customer and the market sector.
- Agree to annual inspection of their facilities, checks on the above key deliverables and compliance with Countrywide Property Care's requirements.
- Adhere to the terms of the Service Level Agreements at all times.

Why our clients use us

You will receive a tailor made cost effective solution to your maintenance requirement delivered by an experienced team with a background in property asset management built around a principle of high customer service.



The following are some of the reasons our clients have chosen to place their business in our hands:

Experience

We have been providing property care services since 1990.

Coverage

Full coverage throughout England, Scotland, Wales and Northern Ireland.

Consistency

Consistent pricing across the UK either on a fixed price or quotation basis.

Cost efficiencies

As a volume provider to the contractor we can reduce your costs without compromising service.

Single point of contact

We will provide a dedicated account manager who understands your requirement across all your work.

Financial stability

We are part of Countrywide plc.

Want to know more about Property Care Solutions?

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