



# R.I.S.S.S

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## RINGLEY INTEGRATED SITE STAFF SOLUTIONS

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**We power Businesses in the Living Sector**

**Block Management**

**Build to Rent**

**Later Living**

The Ringley Group partner Building Owners, Investors and  
Managing Agents to put staff on site

# Our Mission

*“We inject motivated and accountable people into spaces to make them become places.”*

**Manchester**



**London**



**Cardiff**



## The Vision

We partner with Clients in the UK living sector and Workspaces to free them up to run their businesses.



INVESTORS  
IN PEOPLE | Silver

## Teams

Nick Pratt  
Director



Kate Robinson  
Director



Chris Curtis  
Director



Qualified Property People:

1



# We support the living sector

## People

We provide the staff you need; train them, give them tools to show they care about their job, and provide tools to enhance performance and make light work of management.



## Operations

We bring a 20+ year track record in managing buildings. Pick from a range of essential services or outsource what you need help with.



## Science

We can create the asset register, tag and database assets, so that an App in your contractors hands can track jobs that are complete. This in turn allows you to get the 'science' to feedback into future projects. Asset tags can be incorporated into the manufacture of furniture, and furnishings, or retro installed.





# Suited & Booted

We are acutely aware that our teams exist to enhance spaces, protect places and are part of making people appreciate where they work or live.

**The simple creed our teams follow is:**

| **S**tand up



| **S**ee it



| **S**mile



| **S**et  
Standards



| **S**ervice



| **S**olve it



| **S**ecurity



| **S**hare it





# Placemaking

We employ a range of strategies to make spaces, places.

## 1 Manage people out

- Spot right to rent checks
- Strategically placed CCTV
- Security & sign in checks
- Recordings
- Voluntary 'move on payments'

## 2 Community Initiatives

- 121 & community chat
- Help network
- Clubs
- Swap shop/ freecycle

## 3 Placemaking fines

- Dog mess
- Nuisance parking
- Bin store abuse/dumping
- Lift abuse

## 4 Well-being

- Personal trainers
- Fitness Focus
- Well-being messages



# Leasing Teams

**Part of our service to the rental parts of the living sector:** student, BTR, and later-living is to provide staff to support both leasing, management and beyond.

We bring not only good people, but also tech and tools for lease-up and onward management.

**“Leasing is about empathy and emotional intelligence: we recruit for both”.**

Check our Life by Ringley Google and Trust Pilot ratings which speak for themselves.



# Inventories

With being an Operator in the living sector comes the challenge of mass Inventories, people checking-in and checking-out all the time.

***“As much as 1 to 1.5% of the gross to net can be lost on inventories”.***

**Ringley’s tech stack enables us to:**

- Up skill and empower Site Staff to carry out inventories,
- Provide you with backup via our network of Roaming Site Inspectors.

***“We can train your teams  
& put the tech in their hands”.***

Connected with PlanetRent, making light work of Move-in and Move-out compliance can become a reality too.





# ights

90 High Street



## Front of House



### Concierge & Security

Security means a presence: Assertive, SIA trained team players patrolling the estate, logging in at tag points, and tech enabled for incident reporting and video inspection reports.

We upskill our Concierge: they make equipment reset videos for relief staff and 'how to' videos for Residents Apps.



### Leasing personnel

Not only can we recruit, induct and train on site leasing staff, we can put tech in their hands to do the deal and get referencing and holding deposits sorted on the spot. We recruit for attributes and train skills. Often people from a hospitality background, people who listen and can put themselves in others shoes so together they can paint the picture of the applicants living in.



# Back of House



## Caretakers

As nowadays equipment is usually more technical than a screwdriver fix our Caretakers take an active role in managing the Planned Preventative Maintenance Plan (PPM).

Part of the role of on site Maintenance Engineers is to gather inspection reports to evidence maintenance to relevant law or British Standards.



## Cleaners

Pride and rewards keep our cleaners on their toes. We provide resident feedback mechanisms, e.g., QR codes on doors or in lifts to encourage residents to engage and App Surveys.

For larger sites we can build a housekeeping team and provide Gold, Silver or Bronze Apartment cleans for residents to book through our Residents Apps.



# Maintaining Standards



You need a presence on site to maintain standards. Trust, occasional sharing of the rules and expecting a diverse group of people to all get along is not enough. Owners become landlords, sublet their properties and they or their letting agents rarely really instil a sense of stewardship in their tenants.

The Managing Agent's role is primarily administrative and financial management and to make a space a place needs personnel who are the face of the development, equipped with policies, procedures and connections to HQ systems pro actively managing everything from contractors to parking and of course residents on site.



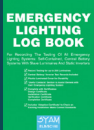
# Health & Safety

We are **ISO45001** Accredited, the international standard for Occupational Health & Safety. For you this means that we assess workplace risks, put safe systems of working in place, identify training needs and keep our people up to date.

**As well as the basics our personnel are trained in:**



CCTV handling



Emergency light testing



COSHH store

Handling chemicals



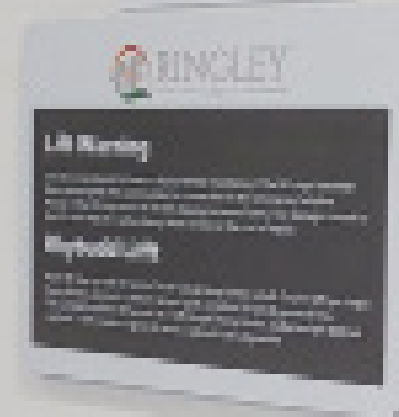
Fire Door Inspections  
Fire Risk Assessments



Health & Safety Inspections



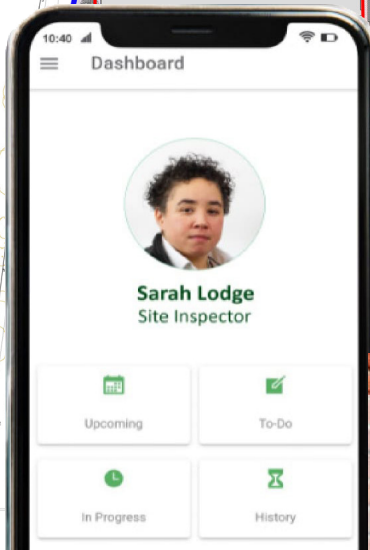
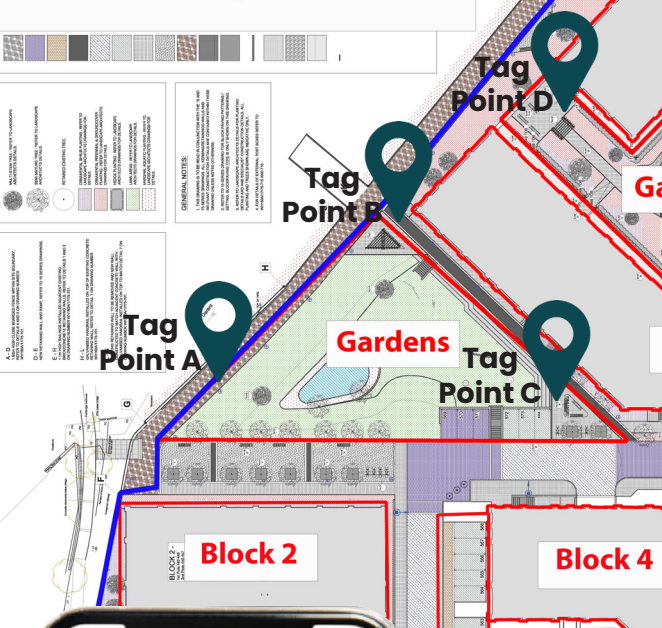
CCTV in operation





# Inspection Programme

	Week 1	Week 2
Monday	Block 1	Parking spaces
Tuesday	Gardens	Block 2
Wednesday	Block 3	Water features
Thursday	Plant room	Block 4
Friday	Block 5	Boundaries
Saturday	Footpaths	Block 6



Tag points prove security staff walk their rounds

# Inspection App Suite

Our suite of Inspection Apps connect you as the Client to what is really going on in your building(s).

## We can

- | Zone the site into small areas
- | Schedule daily mini-check-lists
  
- | Set up checklists for any, e.g. to evidence
  - emergency light or smoke alarm tests
  - inspection of plant warning lights
  - security walk-about
  - cleaning standards
  
- | Set up technical inspections
  - e.g. the 42 Fire Door checks



We then map responses to route to the Site Manager, Inspector or Customer Care.

# Fire Door Inspections

*“Our inspection reports are tender ready to power your upgrade programme.”*

Since 2005 six monthly communal fire door inspections have been required by the Fire Regulatory Order 2005. The requirement to inspect every apartment front door that adjoins a communal area is already law in Wales and coming in England soon too.

It takes 42 checks to determine if a fire door is doing its job correctly. Our tech produces a report per door, per block or per site designating each door as:

- **PASS**
  - **FAIL** some works required
  - **FAIL** new door set required.
- \* Ready for LPE1 pre-sales enquiries we issue Fire Door Inspection Certificates for pre-sales packs.
- \* One click to prepare a tender ready schedule of works.



## Fire Door Inspection App



SCAN ME

- Book
- Inspect
- Tender
- Manage



# FM & PPM Services

**Facilities Management 'FM' comprises 2 disciplines:**

- **Soft FM:** housekeeping & janitorial services  
For larger sites we replace weekly or fortnightly contract cleaning with locally sourced daily cleaning. Less hours, more attendance, better service.

- **Hard FM:** planned preventative maintenance 'PPM'

Our Engineers create the Plant/Equipment Register, attach QR codes, database details and build the PPM calendar setting out what maintenance or inspections are required by law or to meet the relevant British Standard.

We can then place contracts, database inspection reports, and either raise works orders or instruct you what works need to be done. Whichever way you prefer, you get a full calendar view of what's due and instant audit of what has been done.

Block	Budgeted £	Spent £	Term order	Contract
Block B-flats 7-14	£6,000.00	£0.00		ZURIC
70 Block F-flats 100-115	£2,520.00	£210.00		ACDC
56 Block A-flats 1-6	£11,850.00	£0.00		ACDC 7
71 Block A-flats 1-6	£1,935.00	£0.00		M&F Fire Protection LTD
	£2,540.00	£0.00		Woodside



# Small works inspections

With rising labour costs it is getting harder to get reasonable quotes for small works.

Our Small Works Inspection Service exists so that we can group a range of small jobs together. The mini tender doc we prepare comprises a description and photo schedule of what needs doing so we can cut costs for contractors so they can price our schedule. This way when we seek prices we can achieve value for money.

*“lets get the little things done”*

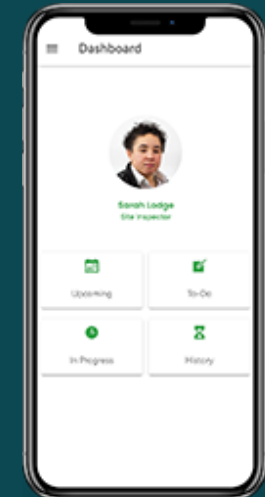
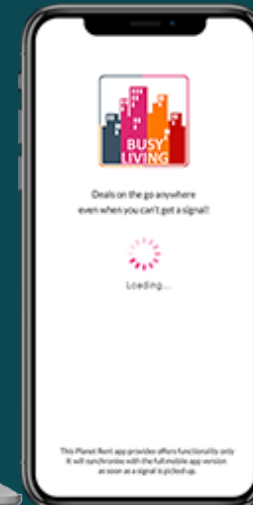


# Techstack

## Our tech is Open API:

- Meter readings & inventories sent to PlanetRent
- Diary to schedule inspections
- To do list to close out actions
- Residents Fire door inspections booking App
- Feedback surveys on Residents Apps
- Lease up to ledgers & accounting

Our brand promise is 100% transparency which opens up the services we provide to Client and residents to scrutinise and ultimately see and appreciate the vital role our teams play.



# Let's make a difference

**"We work in partnership with people who have drive, vision and integrity".**

**"We can also install the infrastructure to make remote working transparent which then helps people see the value in their work and connects them to the residents they serve".**

Hi Ian, thank you! 09:45

Also just wanted to say that it is great that your company joined us, I can see the difference and improvement and it is a very good feeling, thank you!

10:28



**I needed some assistance on a specific...**

I needed some assistance on a specific matter and have nothing but praise for the attention I received from the Concierge team at Prospect Place, Cardiff. In particular Mandy who contacted me on her day off to ensure that I did not feel that my enquiry was being ignored.



**I would like to say thank you to Byron**

I would like to say thank you to Byron, Assistant Facilities Manager for Ringley in Prospect Place. Byron is very helpful and understanding, always wanting to help and asking for feedback. A really great guy to have on your team.



**Great service from the team**

Had an issue in my apartment at Prospect Place, Cardiff. A quick call & the team were on site within 5 minutes. Dylan had a look around, sourced the issue and advised me how to rectify it straight away saving any potential damage - which I was really grateful.

21



# Covert Surveillance

(to get the evidence you need to improve the Tenant mix)

Our toolkit includes a range of strategies:



Install covert surveillance



Review Credit History



Put security staff on site



Implement sign in logs



Install dummy CCTV



Negotiate moving people on



IP links to monitor CCTV footage



House calls & on the spot right to rent checks

# Company Overview

We specialise in devising and implementing vertically integrated tech-enabled operational strategies that are underpinned by proactive management of the asset, the facilities and resident management.

We are ESG enabled and take a fully integrated whole lifecycle approach that draws on decades of residential experience.



Over 20 years of industry experience

**£6bn assets**  
under management

**13,000**  
homes

**120**  
people



# RINGLEY

GROUP

**Get in touch with us today!**



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**@RingleyGroup**

**Housing**  
Ombudsman Service

**DRO**

**Dispute Resolution**  
Ombudsman



**INVESTORS  
IN PEOPLE** | Silver



**iHASCO**

City  
Guilds  
NVQ



**irpm**  
setting standards



**FIRST INVENTORY**  
INVENTORY CLERK TRAINING COURSE

**HSQE**

Health Safety Quality Environmen



**High  
Speed  
Training**



RINGLEY INTEGRATED SITE SOLUTIONS LIMITED is registered in England, Company No.08633523  
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