



# ALL UNDER ONE ROOF

The past 12 months has seen some radical developments in MITIE's property services division. We've evolved our business model to meet the challenging requirements of current markets, and positioned ourselves to enter exciting new ones.



Through some strategic acquisitions and a new start-up, we've added more specialists and expertise to MITIE, bolstering our world-class business.

In March 2008, we expanded our national roofing capability by acquiring DW Tilley Ltd, the long-established roofing and cladding business with branches throughout the UK.

The company, renamed MITIE Tilley Roofing Ltd has been successfully integrated, and gives clients access to a wider national network of highly-skilled specialists. "Having combined our expertise with that of DW Tilley, customers can expect to work with some of the most experienced and forward-thinking people in the roofing industry." Bill Robson, Managing Director of MITIE's Property Services division.

DW Tilley has a customer focus and sector approach that complements our own. We share the same vision and values and together, will continue to deliver a first-class service to all our customers.

David Tilley, Director of MITIE Tilley Roofing, commented: "Being a part of MITIE, with its extensive capability and resourcefulness, means that we're able to draw on a range of expertise to provide customers with a full suite of property services – all under one roof." A MITIE good mix then...

#### **MITIE Property Management**

Our new start-up property management business really offers something new to social housing landlords and public and private asset owners. By using our systems thinking approach to take the waste out that exists between the traditional client building surveying and contractor function, we now deliver a one-stop shop service. This means providing long-term strategic partnerships where we manage and deliver all of the property management functions for a client, end-to-end. Simply put, we're thinkers, managers and deliverers!

The two business streams we provide are consultancy and outsourced landlord services. As part of our consultancy services we deliver business process transformation, housing inspection support as well as asset management and investment planning advice.

Being involved from the start of the planning phase, we're better placed to also provide our bundled property management and maintenance outsourcing services. MITIE's property services specialists now deliver asset management and investment planning services, budget and financial management, property surveying, supply chain management and integration. It doesn't stop there though; we can also deliver customer contact

centre management and integration, facilities management and maintenance and estate services.

Our end-to-end bespoke approach to delivering property services adds value to our clients by helping them reduce costs, procedural duplication and procurement costs. We're also able to make clients' assets more sustainable through better management and investment planning. By tailoring our services to each client we can help them meet their strategic goals.

By thinking, managing and delivering differently we will support our clients to achieve sustainable assets and communities, and provide world-class services even better than before.