



sedgwick®

Repair Solutions



Making property repair claims easy

We provide a wide variety of property repair services through our national managed network of 64 building contractors. We're trusted with over 15,000 new domestic and commercial property repairs annually – ranging from £500 to £1.5m – totalling +£70m.

We work hard to create a culture of collaboration within our network. Whether it's our customers, our clients, or our contractor colleagues – taking care of people is at the heart of everything we do. Our contractor retention rate is 90%, which makes us *the* management network to work with – across the UK.

Our services include:

- Restoration of contents and buildings
- Maintenance works
- Building repairs
- Specialist services for subsidence repairs
- Repair technical design service



Why choose us?



- **Happy customers:** our Net Promoter Score (NPS) of 85 and Customer Satisfaction Score 92%



- **Our three-year guarantee:** contractor funded, covering workmanship and materials – peace of mind for you and your customers



- **Our robust internal audit process:** we undertake 10,000 annually through automatic system checks, desk reviews and site visits



- **Cost certainty:** our Universal Rate Set (URS) is reviewed quarterly by Chartered Quantity Surveyors using market intelligence benchmarking



- **We collaborate with good, tried and tested contractors,** who like working with us



- **We've dedicated teams to guarantee a fully rounded service:**
 - Client, customer and contractor support hub
 - Supply chain team
 - Technical team
 - Risk and compliance team

We make claims easy for customers

- A consistent, single point of contact
- Approved, readily available building repair contractors – selected for quality of workmanship, professionalism and reliability
- Single repair options available for a simpler customer journey – no need for separate specialist contractors
- 24/7 access to emergency services and telephone support
- All contractor payments made directly by insurers
- No upfront payments for repairs or materials required by the customer
- And they don't need to source estimates or negotiate costs
- A separately held guarantee fund providing customer certainty
- All customers are invited to complete an end-of-repair satisfaction survey

Our 70 dedicated Repair Solutions colleagues work with our contractors, supporting and enabling the highest quality service delivery to clients and customers – every time.



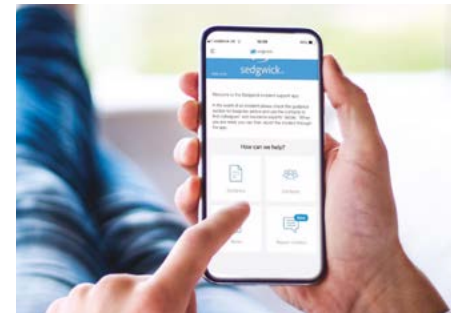
We make claims easy for our clients

- No network fees – you only pay for the cost of repairs
- Our management service helps reduce contractor overheads
- We share our knowledge and experience with you – we've been in the property repair business for 21 years
- Flexible and proven surge response
- Consistent delivery of workmanship – through stringent audits and Service Level Agreement (SLA) governance, conducted by our supply chain management team
- Our ISO 14001 (environmental) accreditation proves our commitment towards sustainability and we've carbon reduction and waste recycling initiatives in place
- Our dedicated risk and compliance team guarantees we're fully compliant with all relevant legislation including Construction Industry Scheme (CIS)
- We're ISO 45001 (health and safety) accredited – our health and safety manager makes sure we meet regulatory requirements



We're very easy to work with

- Contractors benefit from a dedicated supply management team – one supply chain manager oversees six contractors
- Our low management charge – inclusive in the repair rate – reduces the cost of delivery
- We act as business consultants for contractors, offering technical assistance and advice on operational structure and business model
- Our in-house design centre gives technical guidance to contractors – where responsible for designing structural repairs, obtains statutory approvals as needed
- We offer an award-winning contractor training and development programme on a wide variety of topics including customer care
- We typically provide contractors with 40% of their revenue, encouraging a collaborative culture and positive working relationship



Technology

2020 will see the launch of our exciting new IT platform, bringing the following additional benefits to our services:

- Complete integration between clients and contractors
- Digital appointment booking
- Customer portal for live updates
- Real-time dashboard for clients and contractors
- Contractor portal accessible from office and on-site
- Integrated customer satisfaction surveys during the repairs
- Automated process efficiencies for all parties

Global solutions. Local expertise.

Contact us

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