

Building Your Vision.

A trusted property maintenance partner for managing agents across London and the South East.

Why Managing Agents Choose JewelProperty Serve



Managing a property portfolio means keeping multiple plates spinning at once — and your maintenance contractor needs to make that easier, not harder. At Jewel Property Serve, we understand the pressures managing agents face. We're responsive, reliable, and we keep you informed at every stage.

■ One Point of Contact

A dedicated account manager for your portfolio. One call, one relationship — no being passed from pillar to post.

■ Rapid Response, Every Time

Whether it's a planned visit or an emergency call-out, our teams are prompt, professional and ready to act. We know that delays cost you time and damage tenant relationships.

■ Fully Documented and Compliant

Every job comes with a completion report and full compliance documentation. Your records are always in order and your properties stay safe.

■ Trusted Across London and the South East

We've been maintaining residential and commercial properties for years, and our reputation is built on doing the job properly, first time.

■ A Family Business That Cares

Jewel Property Serve is family-run. That means you'll always deal with people who take real pride in the quality of their work — and who are easy to reach when you need them.

"One call. One contractor. Total peace of mind."

We make managing your maintenance straightforward.

Our Maintenance Services



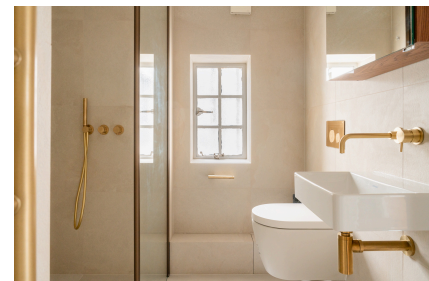
From day-to-day reactive repairs to fully planned maintenance programmes, we cover everything your portfolio needs.

- **Planned Preventative Maintenance**
Structured maintenance schedules covering building fabric, M&E plant, fire safety systems and communal areas — tailored to your portfolio with full reporting.
- **Fire Safety & Compliance**
Fire alarm maintenance, emergency lighting testing, AOV systems and sprinkler servicing. Full compliance certificates provided.
- **Reactive Repairs & General Maintenance**
Fast, efficient response to repairs across all trades. Carpentry, plumbing, plastering, decorating, tiling and more — we get it sorted quickly and cleanly.
- **Roofing & Waterproofing**
Flat and pitched roof maintenance, gutter clearance, waterproofing and minor repairs to keep the building envelope watertight.
- **Plumbing & Drainage**
Leaks, blockages, pipe repairs, hot and cold water systems, drainage maintenance and CCTV surveys. Above and below ground.
- **Building Fabric & External Works**
Brickwork, render, concrete and stonework repairs. External maintenance to protect the fabric of your buildings for the long term.
- **Electrical Works & Testing**
NICEIC Approved Contractor. Fault-finding, rewiring, lighting, sockets and general electrical maintenance, plus PAT testing and EICR inspections.
- **Communal Area Upkeep**
Internal and external communal area maintenance — painting, flooring repairs and general upkeep to keep shared spaces looking their best.
- **Mechanical & Heating Systems**
Boiler servicing, heating maintenance, HVAC, air conditioning and plant room management — keeping your building services running efficiently.
- **24/7 Emergency Call-Out**
Round-the-clock emergency response for urgent issues. Our teams respond promptly to protect the property and minimise disruption to occupants.

Specialist Services

As well as our core maintenance offering, we provide a range of specialist services that managing agents regularly need access to.

- **Thermal Imaging & Leak Detection**
FLIR thermal imaging and non-invasive leak detection to identify root causes quickly, without unnecessary disruption or damage to the property.
- **Damp Investigation & Treatment**
Diagnosis and treatment of rising damp, penetrating damp and condensation issues. Written reports provided with full photographic evidence.
- **CCTV Drainage Surveys**
Video survey inspection of below-ground drainage to identify blockages, root ingress, collapsed sections or other defects — with a full written report.
- **Asbestos Management Support**
We work alongside licensed asbestos contractors and can assist with management surveying coordination, encapsulation works and reinstatement following removal.
- **Fire & Flood Reinstatement**
Rapid-response damage assessment, strip-out, drying and full reinstatement following fire or flood damage. We liaise with insurers and loss adjusters throughout.
- **Defects & Warranty Management**
Systematic identification, tracking and rectification of defects within managed properties. A structured approach that keeps your records clean and disputes to a minimum.



"Expert diagnosis. Minimal disruption. Full documentation."

All specialist works are fully documented and certified. Reports available on request.

Ongoing Property Support



Jewel Property Serve is built around long-term relationships. Once you're on board, we become an extension of your team — keeping your properties maintained, your tenants happy and your compliance records in order.

■ 24/7 Emergency Response

Round-the-clock call-out service for urgent issues. Our teams respond promptly to protect the building and minimise disruption to occupants.

■ Planned Preventative Maintenance

Structured maintenance programmes covering M&E plant, building fabric, fire safety systems and communal areas. Tailored schedules with full reporting.

■ Thermal & Leak Investigation

FLIR thermal imaging, CCTV drainage surveys and non-invasive leak detection. Diagnostic precision that identifies root causes without unnecessary disruption.

■ Compliance & Safety Testing

PAT testing, emergency lighting, fire alarm maintenance, sprinkler servicing and AOV systems. Full compliance documentation and certification.

■ Building Systems Management

HVAC servicing, boiler and heating maintenance, air conditioning and plant room management. Keeping building services operating at peak efficiency.

■ Dedicated Account Management

Your own account manager who knows your portfolio, tracks open jobs and keeps you updated. A single point of contact you can rely on.

"Maintaining properties. Protecting relationships."

Jewel Property Serve — your long-term maintenance partner.

How We Work With You



We make it simple for managing agents to work with us. Here's what to expect from day one.

01

Getting Started

Contact us to discuss your portfolio. We'll arrange a meeting or site visit to understand your properties, your priorities and how you like to work.

02

Setting Up Your Account

We set up a dedicated account for your portfolio. You'll have a single point of contact and a clear process for raising jobs — by phone, email or our online portal.

03

Reactive & Planned Works

Raise reactive jobs as they arise. We respond quickly, complete the work to a high standard and send you a job completion report. For planned maintenance, we'll build a tailored programme around your portfolio and budget.

04

Communication & Updates

We keep you informed throughout. Live updates on ongoing jobs, advance notice if access is needed and prompt notification if anything unexpected comes up.

05

Documentation & Compliance Records

On completion of any works, you receive full documentation — job sheets, photographs and compliance certificates where applicable. Your records stay complete and up to date.

06

Ongoing Review

We're here for the long term. Regular account reviews ensure we're meeting your expectations, and we'll proactively flag anything we spot that needs your attention.

"Clear process. No surprises. Just results."

We make maintaining your portfolio straightforward from day one.

Accreditations & Credentials

Our accreditations give you confidence that every job is carried out safely, competently and in full compliance with industry standards.

- **CHAS Accredited**
Contractors Health and Safety Assessment Scheme — independently verified health and safety competence.
- **SafeContractor Approved**
Third-party assessed health, safety and environmental management systems meeting client procurement requirements.
- **Fire Aware Certified**
Specialist competence in fire safety, prevention and compliance for the built environment.
- **Vantify Pre-Qualified**
Pre-qualification verified through rigorous assessment of capability, compliance and financial standing.
- **Ecologi Member**
Carbon offsetting and environmental responsibility — contributing to reforestation and climate projects.



Let's Work Together.

We'd welcome the opportunity to discuss how Jewel Property Serve can support your portfolio.

Whether you manage a single block or a large estate, we're here to help.

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