Affordable Comprehensive Facilities Management

ACC FM • Unit 2 • Manor Farm Courtyard
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I first contacted ACC FM to question a quote for a repair by our previous AC service provider. Pete and his team visited the same day and established that the diagnosis made by our (then) service provider was incorrect. It was simply a small part replacement and a reset. I had been quoted £3000+ for a repair that wasn’t required and ended up paying ACC FM £120 for the call out and remedial action to sort the problem. Soon after I employed ACC FM as our AC service provider.

We are now receiving a better service and a saving of 30% pa on our AC service and maintenance.

Since ‘the switch’ I have used ACC FM not simply for AC, but for several facilities functions including; plumbing, heating service and install, partitioning work, yard repairs, white lining, decorating, carpentry to name a few!

ACC FM are always punctual and reliable, they have made the facilities part of my job much easier. The list of preferred contractors I provide to management for when I am not here has shrunk dramatically because ACC FM have become my preferred choice on facilities requirements.

Dage, Aylesbury
(Steve Knight – Health, Safety & Facilities Engineer)
From the smallest job to the largest project, from an emergency repair to planned maintenance, we can help you keep your buildings running smoothly with a highly responsive, FM service that takes care of everything for you.

You’ll have more time to concentrate on your business, safe in the knowledge that we’re getting on with the job responsibly, reliably and professionally.

**Our facilities support services include:**

- **Compliance maintenance**
  we can offer a total service that takes responsibility for your compliance on a regular basis.

- **Emergency response**
  - A/C failed?
  - Electricity not working?
  - No heating on a Monday morning?

**ACC FM CAN HELP.**
With us you will always know who to call when the unexpected happens. For your business critical systems, we can provide you with cover 24 / 7, 365 days a year. If you opt for our reactive maintenance service, we’ll be with you within four hours if required, day or night.

**Some Facilities Management services we offer:**

- Air conditioning
- Commercial & industrial heating
- Electrical
- Plumbing
- Fire & security systems
- Water treatment
- Legionella risk assessments
- Commercial pest control
- Painting & decorating
- Contract cleaning
- Landscaping & ground maintenance
- Office & building refurbishments

The list is not exhaustive, should you have any requirements that are not listed, please give us a call, we’ll be happy to help.

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ACC FM design and install air conditioning systems throughout South East England – including London and the Home Counties.

We provide first-class and competitively priced installation packages including quality units from the world’s leading manufacturers with fully fitted climate control. Bespoke designed installation systems for IT suites and other temperature sensitive equipment, mains electrical work and provide training on system usage. We also offer comprehensive after-sales service as well as service and maintenance packages.

Our Planned Air Conditioning Maintenance Contracts are specifically tailored to suit your particular environment and air conditioning installation. The frequency of our maintenance visits will be agreed with you to ensure the optimum reliability and efficiency of your air conditioning installation.

Avoiding air conditioning breakdowns is a major priority for everyone, call outs can be expensive and always inconvenient. Regular planned air conditioning maintenance is essential to ensure the efficient, trouble-free running of any air conditioning system. Cutting back on air conditioning maintenance is a false economy, reacting to a break down and repairing the system only when breakdowns occur, increases through-life costs due to premature component failure and inefficient energy use.

A proactive planned air conditioning maintenance contract from ACC FM offers a host of benefits.

- All work is carried out by fully qualified in-house air conditioning maintenance technicians
- Maintenance visits are scheduled and agreed with you in advance
- Cost effective. By only carrying out maintenance when necessary, depending on your environment heating and cooling requirements
- We offer a comprehensive, year round air conditioning maintenance service – especially useful if you operate from a number of sites
- Every air conditioning maintenance visit includes a free asset check and any remedial work found will be quoted for to enable repairs to be planned and work completed on a proactive basis, avoiding a costly call out.
Whatever kind of commercial / industrial heating system or maintenance support you’re looking for, everything you need will be provided for you as part of our carefully planned service with the minimum of fuss and maximum peace of mind.

How can we help you?

- Any size solution, from small commercial boilers to larger industrial heating installations
- Everything from air heaters & overhead radiant tubes
- A planned maintenance service from qualified engineers
- Mains gas, LPG or oil

Health & safety is our number one priority

We’re used to working safely on site including working at height with gas fired appliances and are totally committed to working at height safety.

We offer:

- Flexibility: you can enjoy a ‘one stop’ for all fuel types: or any of those services separately
- Peace of mind: we’ll make sure your industrial heating system is compliant
- Planned maintenance: to keep your industrial heating system running efficiently
- Minimising downtime: you can opt for emergency call out within 4 hours – 24 / 7 every single day
- Reassurance: we’re fully qualified to provide you with gas fired and oil fired systems and Gas Safe registered

Enjoy a service that gives you cost effective, high quality industrial heating products and services.
Over time all electrical installations will deteriorate.

We provide a comprehensive solution for all your electrical requirements including all planned and statutory work.

Legislation requires that all electrical installations are maintained in a safe condition and therefore must be periodically inspected and tested to ensure compliance with BS7671.

Under the health and safety at work act 1974 which incorporates the management of health and safety at work regulations 1999, a statutory legal duty is placed on all employers to ensure that employees and all others are not subjected to risks to their health and safety. In particular, the Electricity at Work Regulations 1989 requires those in control of part or all of an electrical system to ensure that the system is safe to use and it is maintained in a safe condition.

As well as installing new or upgrading existing installations our experienced contractors can undertake electrical inspections, testing and certification:

- Full rewiring, refurbishment or upgrade of existing electrics
- Additional sockets or lighting
- Security & flood lighting
- Security & burglar alarms
- Emergency lighting to BS5266
- CCTV systems
- Door entry systems
- Ventilation systems
- Data networking including CAT5 & CAT6 cabling
- Fault finding
- Testing & inspection certificates
- Portable Appliance Testing (PAT)
- Thermal imaging surveys & reports
Our contractors specialise in commercial plumbing services and can install maintain and repair plumbing systems on a commercial and industrial scale.

We offer professional yet affordable bespoke commercial and industrial plumbing services. As professional plumbing contractors some of our commercial plumbing services include:

- Industrial plumbing installations
- Commercial plumbing systems
- Commercial kitchen fitters
- Shower installations
- Testing & purging
- Commissioning
- Design & build of large scale plumbing projects
- Contract plumbing maintenance & repairs
- Sewage management including septic tanks
- Jetting & descaling
- Drainage
Fire alarm maintenance

NICEIC approved with experience in maintenance and servicing of all kinds of fire alarm equipment, panels and protocols.

Fire alarm systems need to be serviced regularly.

We can thoroughly service your existing fire alarm panel as well as checking all smoke detectors and call points in accordance with British Standards.

We fill out all service records providing you with a complete record of our actions on site.

We also supply all manner of safety and exit fire signs for buildings.

Our friendly and knowledgeable staff are on 24hr standby for any emergency.

We provide a comprehensive service providing all aspects of fire and security, whether it’s a call out or a planned maintenance throughout the site.

Fire alarm servicing

Fire alarm systems should be serviced regularly. We thoroughly service your fire alarm panel as well as checking all smoke detectors and manual call-points in accordance with British Standards.

We fill out all service records providing you with a complete record of our actions on site.

Radio fire alarms

Radio or wireless fire alarm make use of radio waves or wireless to communicate between the peripheral parts such as smoke detectors, break glass call-points etc. and the main fire alarm panel.

This can reduce the cost of installation as there is much reduced wiring and there is also far less disruption to premises during installation and no need for redecoration afterwards.

Radio devices can also be used to communicate between different buildings on a large site again reducing costs.
We offer comprehensive water management on site, whatever your requirements we offer:

- Water treatment for closed systems
- Swimming pool & spa pool water quality
- Private water supplies
- Rainwater & grey water systems
- Remedial works projects
- Legal compliance & support
- Staff training on in-house control tasks
- Work task risk assessments

We offer a professional and comprehensive Legionella control and prevention including associated environmental hygiene and risk management services.

We work in strict accordance with current legislation, Approved Codes of Practice and guidance standards. One such ACoP being L8, the control of Legionella bacteria in water systems.

ACoP L8 gives practical advice and guidance on the requirements concerning the risk from exposure to Legionella bacteria. It also gives guidance on compliance with the relevant parts of the management of health and safety at work regulations 1999.

**Your legal responsibilities**

In order to comply with their legal duties, employers and those responsible for the premises must assess and manage the risks from Legionella.

Under general health and safety law, as an employer or person in control of a premises (e.g. A landlord), you have health and safety duties and need to take suitable precautions to prevent or control the risk of exposure to Legionella.

- Identify & access sources of risk prepare a scheme for preventing or controlling the risk
- Implement, manage & monitor precautions
- Keep records of the precautions implemented
- Appoint a person to be managerially responsible
Legionella risk assessments have been developed in accordance with the guidelines and recommended practices issued by the UK health and safety executive ACoP L8 and the health and safety commission (HSC). A Legionella risk assessment will have a significant impact on reducing liability should any problems occur.

The objective is to identify all water systems where Legionella bacteria could potentially grow and assess the risk of people being exposed to contaminated aerosols from them. All water systems need to be included in the Legionella risk assessment. The assessment must be carried out by trained personnel who are competent to do so.

**Why do I need a Legionella risk assessment?**

- Legionella risk assessments are required by law
- They are a statutory requirement under the HSWA, MHSWR & COSHH
- Legionella risk assessments should meet the requirements of the HSE’s ACoP L8 & BS 8580:2010 which is the latest British Standard relating to Legionella
- The guidance to the ACoP L8 regulations says that the Legionnaires risk assessment should be reviewed at least every 2 years

Legionella risk assessments are an essential step in protecting your employees and the public from exposure to Legionella bacteria.

**What does a Legionella risk assessment involve?**

Legionella risk assessment involves a trained assessor visiting your premises and making an objective assessment of the water system’s potential to be colonised by Legionella bacteria and the various factors favourable for their continued growth along with any work or other activity associated with the water system that may increase risk.

Our Legionella risk assessments includes identification and evaluation of all potential sources of risk associated with Legionella within your building’s water system. This involves:

- A thorough inspection of water systems in the premises
- Water temperatures taken from all outlets with readings measured against acceptable parameters
- Identification of all pipe work configurations & water sources
- Identification of potential hazards & associated risks
- Control scheme recommendations against the potential hazards
Following a site survey, our qualified and experienced risk assessor will produce a comprehensive report. The Legionella risk assessment report will identify any risks, appropriate control measures as well as any remedial action necessary to meet current standards and legal requirements.

Water sampling is often a crucial part of any Legionella control scheme, by measuring the effectiveness of the control measures.

**Water storage tank cleaning and disinfection / chlorination**

We offer a comprehensive tank cleaning service to comply with all the requirements as set out in ACoP L8 and BS6700. The ACoP L8 says...

“The risk from exposure to Legionella should be prevented or controlled. Precautions include keeping the system and the water in it clean.”

Numerous types of bacteria can be present in water, including the potentially fatal Legionella. Neglected water tanks are extremely high risk areas for the spread of disease, as Legionella bacteria can proliferate where conditions in such water systems are allowed to deteriorate. It is a requirement of the ACoP L8 that they are inspected and most importantly cleaned and disinfected on a regular basis to prevent sediment / sludge build up which can act as a nutrient, facilitating bacterial contamination and proliferation. Quite often we see that this is not the case and over time deterioration occurs.

**Why do I need a water storage tank clean and disinfection?**

- When risk assessment or inspection findings deem it necessary
- If the water system, or part of it is substantially altered or has been entered for maintenance purposes where contamination is possible
- During or following an outbreak or suspected outbreak of Legionellosis

Following the disinfection a certificate will be issued with sample results for your log book along with detailed photographs. All our work is documented and filed, giving you peace of mind that you are fully compliant with current legislation. Our service and maintenance database will automatically generate a reminder for your next inspection / disinfection adding to that peace of mind.
We have experience working with the commercial sector in premises such as catering, engineering, manufacturing and leisure, factories and warehouses.

We know that in some cases all it takes is one pest to be found in your premises or in a product for you to lose both reputation and money.

Sighting one pest usually means there is a colony. Whether it be a small or large infestation in a local cafe or large factory or warehouse we are happy to deal with the problem humanely, quickly and with absolute discretion.

We also offer a regular prevention service to all commercial premises. Prevention is always better than cure.

Common pests we deal with are:

Wasps, fleas, bees, rabbits, rats, flies, cockroaches, mice, bedbugs, foxes, pigeons, moles, spiders, ants, crawling insects, biting insects, flying insects, carpet beetles, moths, mosquitoes & woodworm.

We provide:

- Routine pest prevention audits
- Supply & installation of fly screen doors & windows
- Supply & installation on electronic blue light fly control units (Zappers)
- Bird proofing work
- Field biologist visits & audits
- Free pest control surveys
- Routine pest prevention treatments & inspections with both verbal & written reporting service
We provide extremely high quality work with an honest, professional attitude.

We have a dedicated project management team committed to working alongside our clients in order to achieve the best job possible and to meet any previously discussed deadlines.

We understand that many people see a painting and decorating project as a difficult upheaval which is why we work together to assure the smallest amount of disruption to both you and your business.

We only employ professional and approachable tradesmen, who we trust to provide a great service.

We cover many different types of commercial work including the following:

✔ Hotels
✔ Offices
✔ Retail outlets

We provide tradesmen with full IPAF licences to operate any motorised working platforms and all of our operatives hold CSCS health and safety cards.

We provide full risk assessments and method statements prior to undertaking any work and this alongside our own health and safety policies and onsite training can provide you with full confidence in us as a company. We supply all necessary access such as cherry pickers / scissor lifts or scaffold towers.

**Our interior & exterior services include:**

✔ Emulsioning
✔ Woodwork painting
✔ Woodwork staining
✔ Masonry painting
✔ Wallpapering
✔ Field biologist visits & audits
✔ Timber resin repairs
✔ Dilapidation works
✔ Full preparation prior to any painting work
✔ Timber resin repairs
✔ Two-pack wood repairs
✔ Stabilising
✔ Contract wall coverings / image vinyls / graphics
We offer comprehensive contract cleaning, including schools, offices and commercial spaces to search your specific requirements, some of the services we offer:

- Carpet cleaning
- Floor treatment
- Washroom services
- Window cleaning
- Business cleaning
- Gutter cleaning
- Building facia cleaning

**Carpets**

A periodic and thorough professional cleaning is recommended by the majority of carpet manufacturers to keep their carpets looking good, prevent premature wear, and ultimately a costly replacement. We provide a professional carpet cleaning service that gets deep down into the pile, removing dirt and grit which routine vacuuming and sweeping cannot reach, keeping your carpets in tip top condition and giving your organisation the finishing touch it deserves.

Our contractors use the best carpet cleansing equipment and solutions to flush the dirt and pollutants from the fibres, leaving carpets clean and fresh within hours.

We can also provide you with floor treatment for hard floor surfaces including polishing.

**Floor treatment services**

In addition to ongoing polishing of your hard floor surfaces so that they continue to shine, we also restore tired and faded hard floor surfaces to their original finish.

Polished floors will inevitably degrade over a period of time depending on volume of traffic. Use of a proprietary floor maintainer as part of the normal routine cleaning cycle will help to prolong a high lustre. However, from time to time, it will be necessary to strip and reseal (polish) your hard floors. This specialised service can be arranged on a frequency basis that best meets your organisation’s requirements.

Many existing clients have non-slip floors on their sites. Whilst these are great for safety, it is difficult with just regular floor cleaning to preserve their clean looking appearance long term. Some non-slip floors are of a semi-porous nature, which over time allow dirt to become absorbed, they can
begin to look stained and dirty, even though the surface of the floor has been cleaned.

Periodic professional cleaning of this type of floor allows us to significantly improve and restore the clean appearance of the floors, by bringing the ground-in dirt to the surface, and allowing us to clean this away effectively.

**Washroom services**

Many of us judge the overall cleanliness of premises by the condition of their washrooms. Staff and visitors will appreciate the spotless end result.

We can offer a comprehensive range of quality washroom services tailored to your precise needs. These can include: vending services, sanitary services, hand driers, air fresheners, toilet seat and sanitisers. The supply of consumables such as: toilet rolls, paper towels, a range of dispensing systems and water sanitising and management systems.

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**Providing a safe & effective window cleaning service**

Our contract window cleaning service is based on the key elements of safety, effectiveness and speed.

It provides the finishing touch to your building, allowing you to take a fresh look at your surroundings through sparkling clean windows.

Always at the forefront of new developments in cleaning, our branches use ladderless pole window cleaning systems. This method is preferred by many organisations and allows us to safely, effectively and professionally clean those higher to reach areas.

In addition to our regular professional business cleaning services, we offer a range of specialist cleaning services including deep cleaning:

- ✓ One off deep cleans
- ✓ Upholstery cleaning
- ✓ Computer cleaning
- ✓ Light cleaning & tube replacement
- ✓ Short term cover for holidays & long term sickness
Landscaping & Ground Maintenance

Ground care & grass maintenance

Effective affordable groundcare makes a lasting impression.

Regular grass cutting visits and additional lawn maintenance services ensure that whether your grass needs cutting with a weekly or a fortnightly visit your grassed areas will always look their best.

Formal lawned areas, public open spaces and sports pitches are all within the scope of our service. From the care and attention required to deliver immaculate, striped ornamental lawns to the speed and efficiency needed to address amenity land, the package can be tailored to your needs. Our ground and grass service includes:

- Control release fertiliser
- White lining
- Aeration & scarifying
- Strimming
- Grass cutting & mowing
- Turfing & grass seeding
- Grass collection & removal
- Mulching

Maintenance of beds & borders

Once you have made the investment in structured planting to beds and borders it is important that the areas are regularly maintained to deliver the maximum benefit.

Our monthly or twice monthly site visits throughout the year will ensure that your planted areas will receive the attention appropriate to the season.

As a standard service we turn the soil where required and prune shrubs. Our professional weed control service uses qualified operatives, and where possible aims to limit the use of chemicals. Our complete annual programme for the maintenance of beds and borders can be tailored to your site to include:

- Hoeing
- Edging
- Weed control including invasive species
- Landscaping
- Summer & winter bedding
- Planting
- Pruning
- Litter picking & collection
Environment management service

In addition to ensuring that the green space on your site is well maintained we also offer a service to ensure that unwanted growth on paths, hard standings and car parks is also kept in check.

Our environment management service will ensure all areas of your site are kept weed free, tidy and as safe as possible.

From leaf collection and litter clearance to the professional application of weed killer and moss and algae removal our teams will ensure that your location looks cared for and well maintained.

Hedge maintenance & tree work

Regular pruning and maintenance is essential for hedges and trees within any site. Whether we are ensuring that informal hedgerows are kept tidy or that formal hedges receive more frequent attention, regular trimming is needed to ensure that the hedge remains dense and compact.

Our tree service includes tree surveys to assess required work and then a range of tree services including lopping, felling and if required removal of trees and stump grinding.

Our tree service includes:

- Leaf clearance
- Blowing & sweeping
- Litter clearance
- Weed control
- Moss & algae control
- Pond maintenance
- Tree felling
- Tree & hedge pruning
- Flail cutting
- Laying
- Stump grinding
- Brush chipping
In addition to our facilities management service, we offer office and building refurbishments in the following areas:

**Commercial**

**Offices / Shops / Cinemas / Schools**

- Project design & management
- CDM regulation assistance
- Strip-out works
- Asbestos consultation
- Preparatory works
- Site security assessment
- Structural engineer calculations

**Initial works**

- Office partitioning
- Suspended ceilings
- Flooring
- WC blocks
- Kitchen / canteen area
- Decoration
- Electrical & plumbing works
- Structural alterations
- Perimeter fencing

**Installation works**

- DDA requirement works
- Data centre installations
- Landlords dilapidation works
- Scaffolding
- School refurbishment projects
- Mezzanine floors
- Insurance company works

We will give you fully focused and professional attention to ensure that your project is completed, in a timely and cost effective manner.

We take care to minimise disruption during refurbishment. We pride ourselves on maintaining a neat and tidy workspace, whilst being respectful to your privacy and your property. Even during large scale fit-outs.

We have specialists to discuss your goals and suggest the most efficient way to achieve them. This may include ideas on materials, construction phasing, or perhaps a new approach to completing your refurbishment challenge.
We are really pleased with ACC FM, they provide an excellent friendly prompt response and will always try and fix the problem first time or as quickly as possible. We would be happy to recommend them.

The Nut Tree Inn, Murcott, Aylesbury
(Imogen North – Manager)

ACC FM have been our contractors for around 2 years now, and we’ve found them to be professional, courteous and responsive. They always respond quickly to any callouts and the installation of A / C in our Comm’s Room was handled quickly, and we are kept informed at all times, they also arranged for temporary cooling on site. I would recommend them.

Chemetall, Milton Keynes
(Jason Bird – Quality Manager)

The ACC FM team have been reliable, quick to respond and have provided creative cost-effective solutions that meet the needs and cost restrictions of the training charity.

atg training, Aylesbury
(Sally Green – Head of Corporate Services)

We are really pleased with ACC FM, they provide an excellent friendly prompt response and will always try and fix the problem first time or as quickly as possible. We would be happy to recommend them.

The Nut Tree Inn, Murcott, Aylesbury
(Imogen North – Manager)