



INNOVATE | INTEGRATE | INVEST

Linking Us Together

Management Solutions

Housing
Management

Estate
Services &
Repairs

Call Centre
Services

Recruitment
& Training
Provider

Security
& Concierge



At Unify 365 we believe it is possible to provide brilliant services, despite financial constraints and the nature of bureaucratic red tape.

At Unify 365 we fully understand the importance of putting the communities that we work in at the forefront of everything we do. This is our golden thread throughout our business. We believe that by actively listening to our customers we can create a bespoke but creative management solution. We promise to collectively unlock the services most important to you, bringing them together and reinvesting the saving back into the communities we work in. This way we can be assured that we are actually developing the communities we serve rather than just maintaining them.

In addition to providing a unified approach by continually integrating the services and reinvesting the money back into the communities we work in, we will also commit to reinvesting a minimum of 2.5% of all profits back into the local community. This will be a very transparent process at the end of each year and will involve relevant stakeholders.

Our people come with the correct expertise and wealth of experience to deliver an excellent service. With over 50 years of management experience the team at Unify 365 can ensure that they create a management solution which fits your requirements.

To achieve this we work alongside residents and community groups, combining their input to create brilliant services.

We fully believe that every partnership brings its own challenges and opportunities which we are eager to learn from. We hope to become the fastest growing community management organisation and a perfect choice for our partners.



Joynul Miah
Director



'When we met with the Unify 365 team we genuinely felt they were the only organisation who listened to our ideas and would implement them...'


Darren Joseph, Resident rep, Newham

Housing Management

We continually aim to raise management standards. Although safe and secure management is a rare commodity, we use the simple principles of working with our clients to unlock the services most important to them. Bringing them together and reinvesting that saving back into the communities we work in, allows us to improve services, reduce costs and maximise income in all situations.

We also make a commitment to provide regular performance data which fits the needs of our client. However we know that our client also have a wider social responsibility than just providing performance related services. We feel its our duty to give them our full support.

At Unify 365 we will combine our considerable experience to provide specialist services to all contracts and strong supportive management. This will ensure a consistent high level of service, reporting to contract administrators and residents at all times.

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- 🌀 Housing Management (includes leasehold management)
 - 🌀 Student accommodation management
 - 🌀 Tenant Management Organisations

Estate Services

'We were really happy with the window cleaning service Unify 365 provided. Following the regeneration works in the local area it was great to be able to see clearly from outside my tower block... it made a fantastic difference to the way I feel'

Chad Richards, Clean Way, Canary Wharf

The Unify 365 team are committed to providing award-winning estates and facilities management services to a wide range of properties. Our service focuses on the customer, offering high-quality deliverables. We pride ourselves on providing a quality service as we believe this confirms respect and pride for living conditions for those people living there.

Delivering a first class repairs service and support mechanism to complement large scale projects. In addition we provide a high level on-site contract management support service to our workforce and stakeholders.

A 'get it right first time approach', particularly at the flagship phase enables us to work to reduce unit costs pro rata as work grows, without detriment to the service outputs

Repairs

- 🔧 Day to day repairs and maintenance
- 🔧 Planned Preventive Maintenance
- 🔧 Handyman service
- 🔧 Pest Control

- 🔧 Cleaning
- 🔧 Grounds maintenance
- 🔧 Bespoke window cleaning service



'I rang the office at 1'o clock in the morning not expecting an answer. However when I heard a friendly voice at the end of the line I was amazed'

Intakab Alam, Elderly resident, Basildon

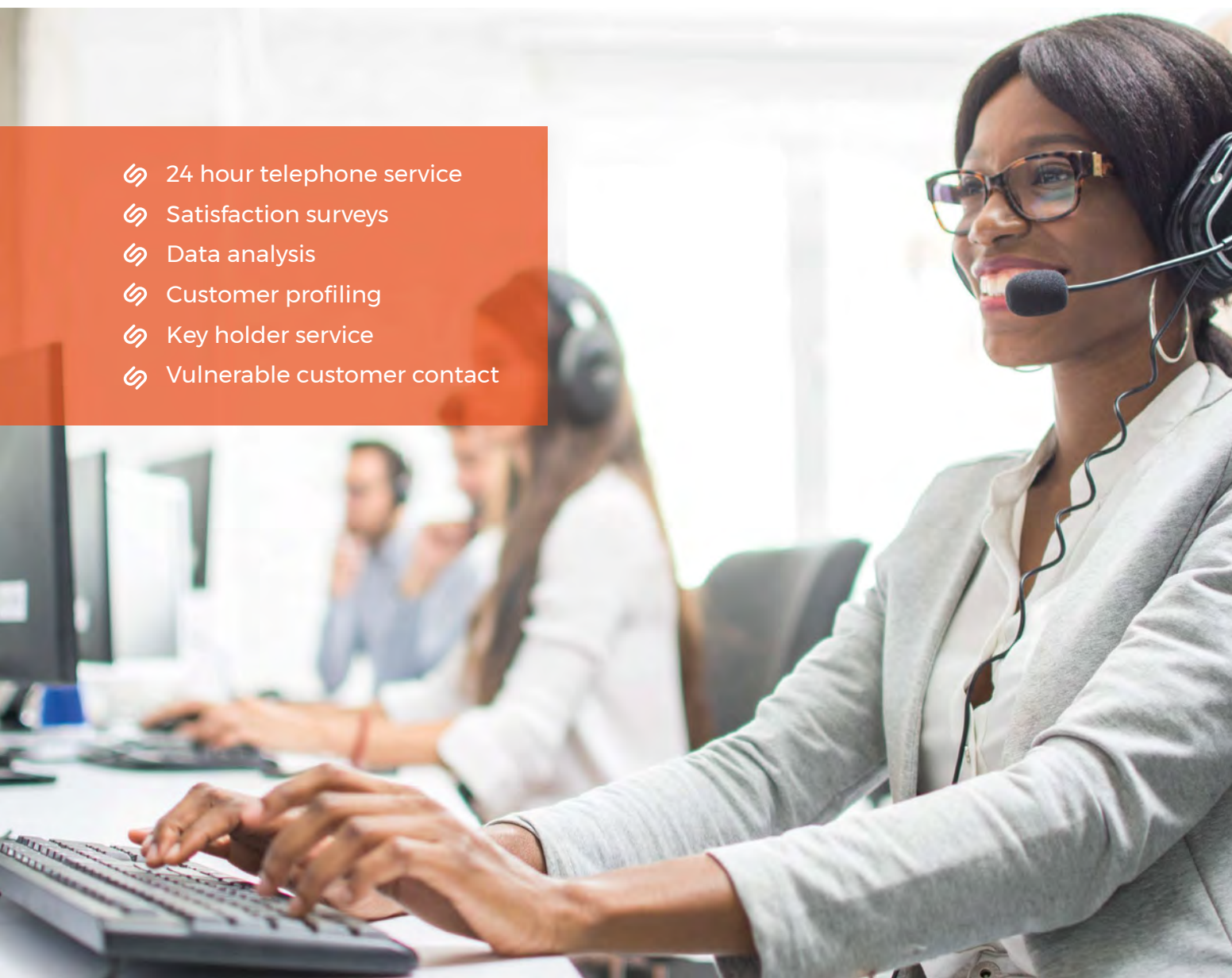
Call Centre Services

Our call centre operators are trained to understand and resolve the problem, no matter who is at the other end of the line. The callers urgency is instantly assessed and an appropriate course of action decided on there and then. In all circumstances, the response is structured in order to inspire confidence in the least amount of time.

Every call is logged on the system, so feedback can be given to clients instantly.

We can also provide customer profiling information and data analysis, depending on the clients requirements.

- 🌀 24 hour telephone service
- 🌀 Satisfaction surveys
- 🌀 Data analysis
- 🌀 Customer profiling
- 🌀 Key holder service
- 🌀 Vulnerable customer contact



Recruitment & Training Provider

Unify 365 provides an innovative approach to scheduling, confirmation and auditing of works, based on the concept of 'proof not promise'. We are focused on upskilling our customers to get them back into work or providing them with the skills they need to gain employment.

We are committed to putting the full weight of our company behind the future implementation of long term relationships, prioritising employment and training of people from within the local area.

We have a pro-active approach in conjunction with the client to restructuring the contract organisation and dealing with any TUPE liabilities.



Unify 365 have dedicated professionals in the areas of security contract management, youth development, community gatekeeping and social engagement.

We have a central point of contact for a fast response, as and when required, and for all reporting and contract administration issues.

Security & Concierge


We will take full ownership for the provision of the services. Service we perceive should be delivered on outputs to be agreed in advance of contract commencement, not restricted to the prescriptive specification provided. This will enable us to maximise the use of our staff and resources against ongoing change.

We will provide a customer service desk contact as first port of call for any queries or service issues and an allocated Manager on call 24 hours a day, seven days a week to deal with any emergencies.

In addition, our security officers will have a visual presence 24 hours a day, seven days a week. We believe by having this presence we will resolve numerous issues/incidents and we act as a supportive yet demonstrable deterrent to unsociable behaviors, limiting potential damage to property and landscape features and creating a safe environment.

At Unify 365, we like to approach our service pro-actively and we are always on hand to advise our clients how to be proactive and not just reactive.

We will always seek to establish a good working relationship with stakeholders, putting us in the privileged position of having a positive impact on the community from a strategic standpoint. It will allow us to pre-empt and prevent prospective issues as opposed to allowing them to embed within the community. This is altogether a proven and cohesive strategy to promote positive relations.

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- Security
 - Concierge
 - Gate locking
 - Youth development



Unify365

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