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PROPERTY SERVICES  
— EST 2010 —

Principal contractor



External Refurbishment Brochure

■ Internal Communal Refurbishment ■ Major Works ■ Section 20 Works ■ External Refurbishment





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## PROPERTY SERVICES

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**Return Property Services**, established in 2010, is a construction and refurbishment company based in Fitzrovia, London.

**Sectors we cover** - residential and mixed-use, commercial and education

**Buildings we work on** - traditional, heritage, modern

**Locations we cover** - London and the Home Counties

**Who we work with** - Employers - Corporate, Portfolio, Charities, Trusts, Housing Associations, Asset Managers, Block Freeholders + RTM companies, and Property Managers via the Clients Agent - Building Surveyors, Architects and Property Consultants

**Contract services and value range**

- External repair & decoration including hard landscaping
- Internal communal refurbishment including fire stopping
- Full refurbishment - heavy & light, multiple units & multiple sites
- Management team - Contracts Director, Contracts Manager, Quantity Surveyor & Site Foreman
- Our preferred contract value range is £200k to £2m however we will always try to accommodate our Client requirements where possible



INTERNAL COMMUNAL REFURBISHMENT



MAJOR WORKS



SECTION 20 WORKS



EXTERNAL REFURBISHMENT





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Principal Contractor



Project Case Studies

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## PROPERTY SERVICES

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## Leathermarket Court Southwark, London

Client: RTM c/o  
Principia Estate and Asset Management  
Clients Agent: Gradient Consultants  
Duration: 16 weeks  
Value: £400,000

### Details:

- External repair and decoration to 3nr blocks
- Full scaffolding including temporary roof to one block
- Re-slate to 1nr roof
- Window repairs
- Fencing
- Groundworks

### Key Objectives/Challenges:

- Resident liaison
- Traffic management
- Sequencing of work



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## Churston Mansions Gray's Inn Road Bloomsbury, London

Client: Freeholder  
c/o Philip Fisher Property Management  
Clients Agent: Schofield Surveyors  
Duration: 26 weeks  
Value: £610,000

### Details: Major Works Section 20

- External repair and decoration with extensive masonry and roof schedules
- Leaseholder liaison / direct payment for window repairs and decoration
- Internal, 2no communal stair cores, significant asbestos removal, 2no lift refurbishments, redecoration, new flooring, extensive fire stopping

### Key Objectives/Challenges:

- Resident liaison 27 units
- Working on a busy street
- Retail commercial units at ground level



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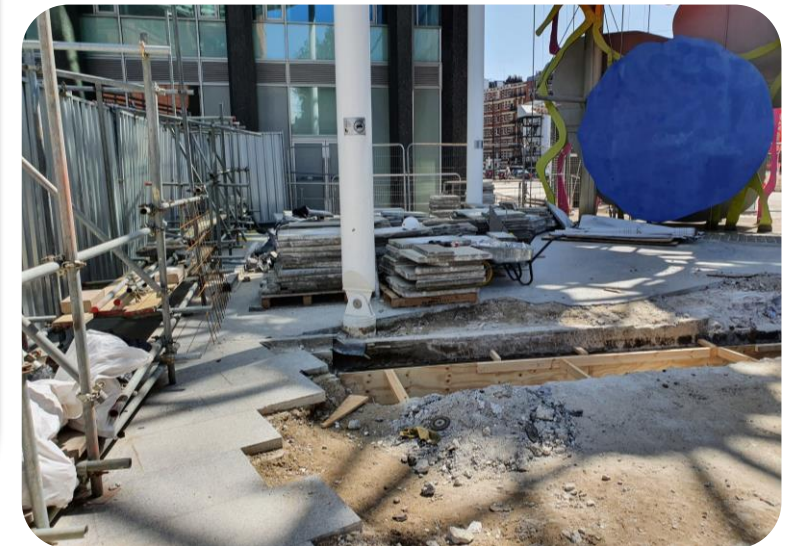
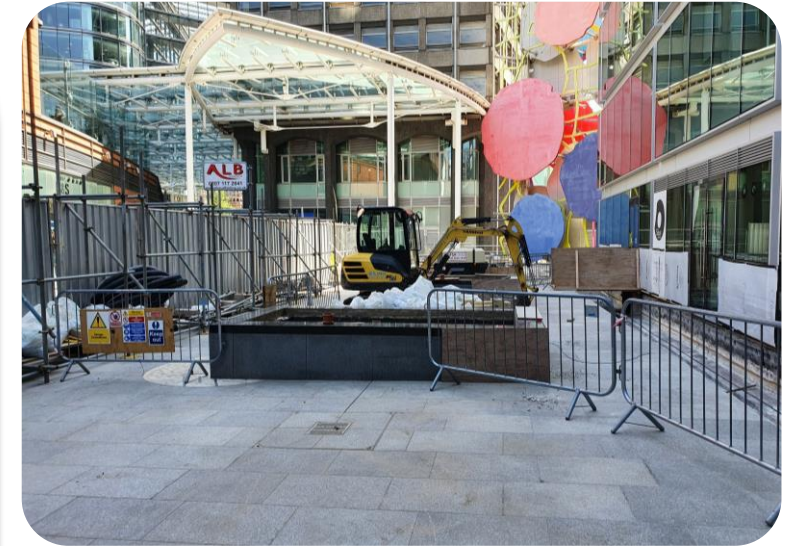


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### Verde Building Bressenden Place Victoria, London

Client: Deka Immobilien  
Clients Agent: Savills  
Duration: 30 weeks + EOT  
Value: £900,000

#### Details:

- Address multiple leaks to the basement
- This requires the lifting of the existing paving and removal of the structure below to the top of the basement slab
- Proteus application to the basement / structure
- Reinstatement of sub-base and paving

#### Key Objectives/Challenges:

- Working within a busy plaza with office accommodation and shops
- Existing sub structures were unknown due to the building having multiple modifications over time
- Poor detailing of existing waterproofing
- Increase in extent of work once issues encountered
- Trying to maintain the water tightness of the building whilst the works were ongoing

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## Hampton Hill Middlesex

Client: Akelius Residential  
Clients Agent: OCR Surveying  
Duration: 26 weeks  
Value: £800,000

### Details:

- Internal refurbishment of common parts including M&E services renewal
- Minor internal alterations and fit out works
- External repair and refurbishment to the building and grounds
- Masonry repairs, cladding roof works,
- External decorations
- External landscaping including perimeter walls and fences, block paving, drainage and tarmac

### Key Objectives/Challenges:

- Working in a busy residential environment with many residents and site operatives





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## St James Court Bethnal Green Road London

Client: Freeholders  
Clients Agent: Daniel Watney LLP  
Duration: 20 weeks  
Value: £250,000

### Details:

- Roof replacement, external repair & redecoration
- Complete re-roof of traditional church roof, all new counter battens & slates
- Installation of new Velux's and flashing kits
- Restoration, repairs, & redecoration to decorative masonry including the spire

### Key Objectives/Challenges:

- Working to traditional roofing methods, meticulous repairs to traditional church windows, liaising with 30no individual residents to arrange window repairs

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## Citybridge House Goswell Road London EC1

Client: Portfolio Landlord  
Clients Agent: Daniel Watney LLP  
Duration: 16 weeks  
Value: £230,000

### Details:

- External repair and redecoration including new roofing covering and partial repointing
- New weatherboarding to balcony
- Install new Proteus Pro-felt and Proteus Pro-system plus roofing system 660sqm
- Maintenance and decoration to crittall windows

### Key Objectives/Challenges:

- Careful pedestrian management controls
- Reduce impact to commercial & residential occupants

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### Bromyard Avenue Acton, London

Client: Berkeley Group c/o Mainstay  
Clients Agent: LBB Chartered Surveyors  
Duration: Phase 1 - 16 weeks  
Phase 2 - 12 weeks  
Value: £410,000

#### Details:

- 30 units, 3 communal/landlord areas, 1,400 m2
- Lift up and remove existing rotten timber decking and support structure
- Apply Proteus cold lay overcoating system to existing roof deck
- Supply and fit balcony slabs on a pedestal supports

#### Key Objectives/Challenges:

- Access was restricted to one point for each phase causing a lot of material movement by the workforce around this extensive building
- Major supply problems with the stone slabs due to Covid 19



■ Refurbishment    ■ New Build    ■ Planned Maintenance



## Aspen House, Kew London Borough of Richmond upon Thames

Client: The Wellcome Trust  
Clients Agent: Savills  
Duration: 10 weeks  
Value: £365,000

### Details:

- Timber window and door replacement scheme
- 214 units in 24 flats across 3 blocks
- Surveying of all windows and the manufacture of replacement windows and French door sets to comply with current U-values and building control requirements
- Provide scaffold access to install the windows and sealing externally
- Carefully remove and dispose of 214 windows

### Key Objectives/Challenges:

- Detailed survey
- Long procurement
- Resident liaison
- Organisation to ensure removal and replacement occurred to ensure security of the property was maintained
- Protection & making good in 24 flats plus clean





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## Catherine Wheel Yard St James's, London

Client: Althorp Estate  
Clients Agent: Savills  
Duration: 16 weeks  
Value: £240,000

### Details:

- Roof replacement project
- External repair and decoration to 4 elevations
- Provide designed scaffolding with temporary roof to access all relevant areas
- Remove and dispose of existing roof covering back to the rafters
- Supply and install new timber battens and breathable sarking felt
- Supply and install new natural, smooth Spanish Slates
- Supply and install new leadwork where required
- Install new render where required
- Upgrade rainwater goods
- Window repairs where required
- Supply & install new loft insulation
- Brick repointing where required
- Full redecoration to all wood, masonry & metal

### Key Objectives/Challenges:

- Working on a live building
- Resident liaison
- Sequencing of works
- Detailed condition survey
- Detailed repair schedule







## Draycott Place Chelsea London

Client: Al Khashlok Group  
Clients Agent: JLL  
Property Manager: JLL  
Duration: 24 weeks  
Value: £275,000

### Details:

- External repair & decoration
- One flat full refurbishment
- One flat part refurbishment
- Scaffolding to front & rear elevations plus chimneys
- Extensive masonry & render repairs
- Carpentry repair care to windows
- Full redecoration to all windows, masonry and metal work
- Replace marble entrance steps
- New kitchens and bathrooms including tiling
- New electrical fittings throughout
- New wardrobes & wooden flooring
- Two new sets of wooden patio doors with glazing - made to measure onsite
- Redecoration throughout

### Key Objectives/Challenges:

- Constrained site and live multi-unit building
- Busy street with bus stop outside impacting deliveries
- Moving residents between apartments



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## Royal Trinity Hospice Clapham Common, London

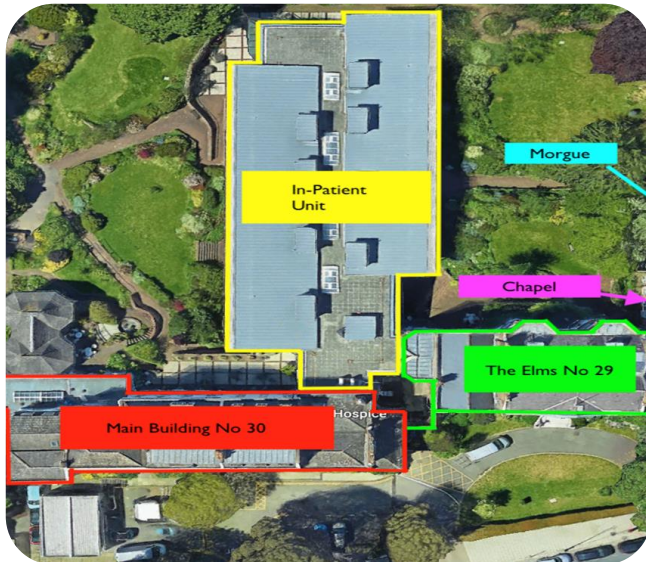
Client: Royal Trinity Hospice  
Clients Agent: Silver Grey Associates  
Duration: 16 weeks  
Value: £400,000

### Details:

- External repair and decoration project to 5no buildings
- Provide scaffolding and towers to access all relevant areas
- Sash window and casement window repair and decoration to approx. 200no units
- Ad hoc masonry structural repairs
- Extensive brick repointing
- Full redecoration to all wood, masonry, and metal

### Key Objectives / Challenges:

- Working in a live hospice
- Staff liaison
- Sequencing of works
- Detailed condition survey
- Detailed repair schedule





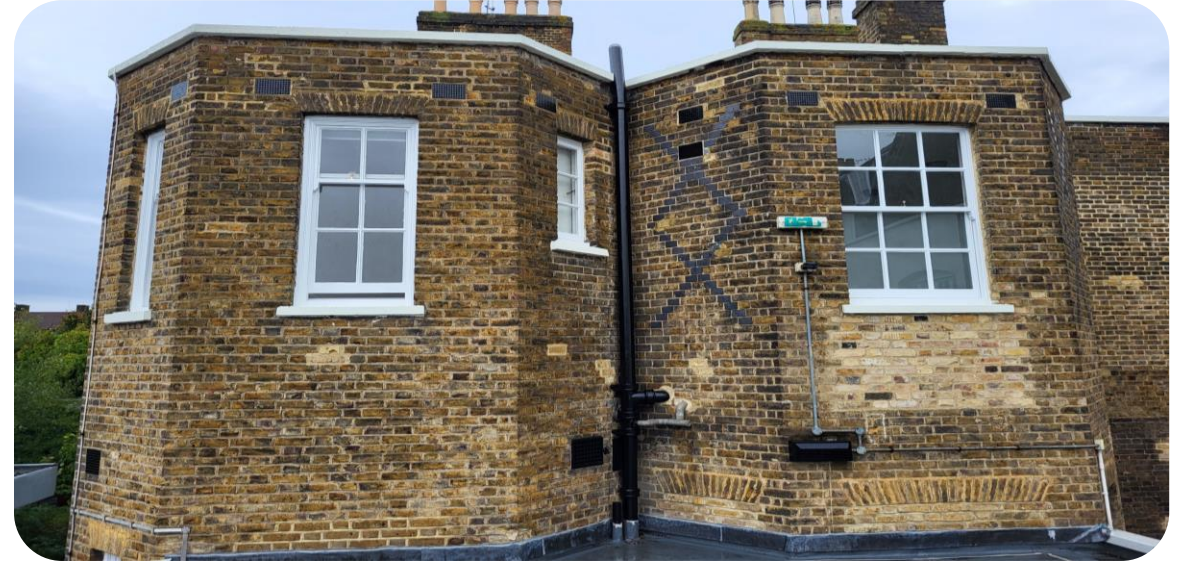
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## PROPERTY SERVICES

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### Meet the Return Team



**CHRISTIAN MILLER**  
MANAGING DIRECTOR

Christian has over 20 years' experience in the construction industry. As Managing Director of Return, Christian is passionate about building relationships and delivering a first-class service.



**JOHN YOUNG**  
CONTRACTS DIRECTOR

John has over 12 years of experience in the property and construction industry. John has the ability to lead teams, analyse complex project requirements, and manage budgets. He is a creative problem solver and excels at managing successful construction projects.



**PHIL O'BRIEN**  
SALES & MARKETING DIRECTOR

Phil is the co-founder of Return. He brings 35 years of successful business experience to his role as a Sales & Marketing Director to the Return team.



**ORNELA RUCI**  
MARKETING & OPERATIONS  
MANAGER

Ornela has 14 years of experience as a Business Consultant and Marketing Professional in the construction industry. She thrives on successfully completing projects and feeling proud of the team's achievements.

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## Meet the Return Team



**COLIN HART**  
**PRECONSTRUCTION**  
**& CONSULTANCY**

Colin has over 48 years' experience in the construction industry. His background includes new build and heavy refurbishment projects.



**KEVIN BAKER**  
**QUANTITY SURVEYOR**

Kevin has over 30 years' experience in the construction industry with professional training as Quantity Surveyor. Kevin has a successful record of delivering residential, commercial, refurbishment and industrial new builds.



**ALI MIAH**  
**ASSISTANT QUANTITY SURVEYOR**

Ali is working towards becoming a Quantity Surveyor. Under Kevin's supervision, Ali makes sure that projects are carried out within budget and that the client is always getting good value for their money.



**TERRY TOOMEY**  
**CONTRACTS MANAGER**

Terry has over 45 years of experience within the construction industry. His main expertise lies in the field of restoration and installation of external facades systems.

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## Meet the Return Team



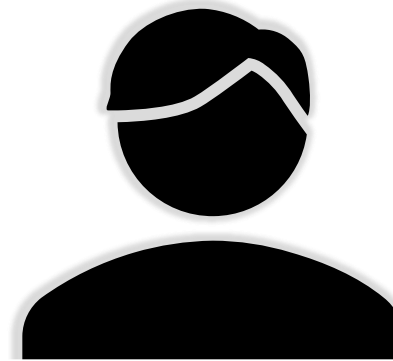
**KARINA IVANOVA**  
FINANCE MANAGER

Karina has 10 years experience in the finance sector She has a BA (Hons) in accountancy and is currently on the way to becoming a chartered accountant.



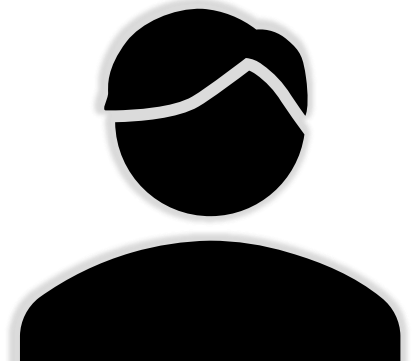
**CHARLIE SIMSON**  
CONTRACTS MANAGER

Highly skilled Contracts Manager with over 12 years of experience in managing and running various refurbishment contracts. Charlie enjoys leading teams of site managers, sub-contractors, and labourers on small to medium residential and commercial construction projects.



**TOBY LLOYD**  
QUANTITY SURVEYOR

Toby has over 25 years of experience in the construction industry. A results-driven, and resourceful quantity surveyor working as part of a busy team effectively managing the costs relating to refurbishment projects. .



**ANDY JACKSON**  
QUANTITY SURVEYOR/ESTIMATOR

Andy has over 29 years of experience in the construction industry. With expertise in construction management, estimating, and quantity surveying, they are adept at handling multiple projects simultaneously

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## Testimonials

*“We acted as contract administrator for an external repair and maintenance contract where Return Property Services were the main contractor. The building was a block of flats in Clapham. Return Property Services completed the specified works to good standard and importantly know the importance of communication during the contract which helped them provide a great result.”*

Dorian Smith MRICS MFPWS AaPS  
Co-founder and Director at Maurice Fitz George Surveyors

*“LBB have worked with Return Property Services for a number of years and undertaken many major works maintenance and repair projects with them, ranging in value from 30k through to 500k. All the projects have been delivered to a satisfactory standard every time. We find their communication, site management, health and safety and quality of work excellent on each project and would not hesitate to recommend them.”*

Iain Pendle BSc (Hons) MRICS  
Director at LBB Chartered Surveyors

*“Return have successfully completed an external works project in St. John’s Wood. The Contract went smoothly and our clients were extremely happy with the quality of the workmanship and the way the project was managed on-site. Return have just been instructed on another project in Lambeth and these works will be commencing shortly. Due to the professional way in which Return operate, both on-site and administratively, they are now regularly requested by Berrys to tender for various works for our clients.”*

John Rivett BSc (Hons) MRICS  
Director at Berrys Chartered Surveyors

*“I have worked with Return Property Services for five years and find them to be professional and easy to work with. The quality is to a high standard and I wouldn’t hesitate to recommend them for future projects”*

Sam Crowe MRICS  
Director of Building Surveying at OCR Surveying

*“I have used the services of Return Property Services to undertake repairs and redecoration to the exterior and interiors of a block of flats we manage over a period of circa ten years. The contracts have been awarded after a tendering process and normally on the basis of the most competitive price, but also taking into account the ability of the chosen builder to complete the works within time and to a suitable standard. I have found Return to be competitive, but also competent and responsive to changing circumstances. While we are all only as good as the next job I have no hesitation in confirming that my dealings with Return have always been professional and have produced successful results.”*

Tim Stevenson FRICS  
Director at Hillgate Property Management

*“ Philip Pank Partnership working as Employer’s Agent for the London Borough of Hillingdon on a part demolition, part refurbishment and part new build scheme of four houses. Return Property Services provided an excellent service during what was a challenging scheme dealing with properties affected by significant fire damage. As the design and build contractor Return Property Services delivered first-class units resolving any issues professionally and promptly. We thank Christian and the team and look forward to working on future projects together.”*

Will Galvin MSc FRICS MCI Arb MAPM  
Employers Agent, Philip Pank Partnership

*“Return have always been professional & courteous in their approach and a reliable contractor for meeting project deadlines and required high workmanship standards.”*

Mark Richardson BSc (Hons) MRICS,  
Managing Director at RichardsonGreenyer Chartered Surveyors

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INTERNAL COMMUNAL  
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MAJOR  
WORKS



SECTION 20  
WORKS



EXTERNAL  
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