



First Response Group

Total Security, Risk & Facilities Management

Total Facilities & Security Solutions for Student Accommodation

Helpdesk: **0330 174 2695**

fm@firstresponsegroup.com



First Response Group
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Introducing FRG Total Facilities & Security Solutions for Student Accommodation

FRG are a leading Facilities Management & Security services provider delivering complete and trusted solutions to student accommodation providers across the UK.

We design cost-effective packages tailored to your exact property, safeguarding requirements and expectations. Our experts simplify the day to day running of your accommodation and ensure a secure and fully supported environment for students to study, rest and socialise.

We are here to listen, offer honest advice and deliver a first-class service every time.

WE LISTEN - WE RESPOND - WE DELIVER

Benefits



Full range of FM & Security solutions



Busy check in period support



Highly experienced delivering to the student accommodation sector



Consistency of service through tailored training packages



24/7 contract management support & helpdesk



Dedicated FM and Security divisions



Responsive, attentive & locally based management



Integrity, transparency & innovation

Check In Period Support

We can supply additional staff resource to assist during busy student check in periods.

Our personnel are fully trained and ready to support you and your staff during demanding times:

- ✓ Reception & Concierge
- ✓ SIA licensed Security Officers
- ✓ Handypeople / Caretakers
- ✓ Temporary repair & maintenance



FM Solutions

Reactive & Planned Maintenance

Our maintenance and repair specialists span the full range of M&E and building maintenance services.

- Air conditioning
- Electrical services
- Plumbing & boiler services
- Heating & air ventilation
- Renewable technology
- 24/7 emergency call out
- Maintenance programmes
- Compliance management
- Landscaping & grounds
- Painting & decorating



Handyperson & Caretaker Services

Our onsite caretakers and handypeople are a fast and cost-effective way to maintain your student accommodation and surrounding grounds.

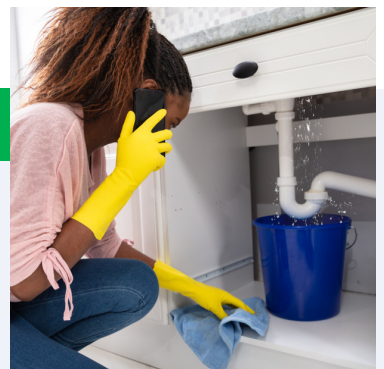
- Permanent or temporary
- Immediate, onsite response to maintenance & repair needs
- General building maintenance & fixed installations
- Health & Safety checks & compliance management
- Becomes part of your team and provides an extra pair of hands around your accommodation
- Mobile handyperson available for accommodation clusters



Emergency Triage Helpline

We can provide a 24/7 emergency triage helpline to diagnose and remotely assist with emergencies such as boiler and heating troubles, loss of power or leaks.

- Issues troubleshooted, diagnosed & resolved remotely
- If needed, FRG can dispatch qualified professionals to tend to the problem
- Triage helpline can be used to assist students & accommodation staff
- Cost saving – stops unnecessary emergency call out fees
- Fast resolution for the end user
- Whole process handled from start to finish by FRG



Fixtures, Furniture & Appliances

We supply and maintain a range of quality, affordable fittings, furniture and white goods to furnish your studios, rooms and communal spaces.

- Frustration free furniture & appliance procurement
- Appliance maintenance & repair services
- Installation, maintenance & repair by qualified professionals, giving you peace of mind your accommodation, staff & students are safe & secure.



Personnel Solutions

Reception & Concierge

To ensure the safety and wellbeing of students we can provide 24/7 reception, concierge and helpdesk services to deliver professional and reliable pastoral support to students.

- SIA licensed professionals
- Industry leading customer service training including mental health awareness & equality & diversity
- Contractor management
- Post room
- Additional administrative support where required



Security Officers

Our SIA licensed security officers provide professional and personable security to ensure the safety of students in residence.

- Monitoring access to ensure only authorised individuals & accompanied guests are allowed on site
- Patrols to deter antisocial behaviour & de-escalate situations before they become a public disturbance
- Marked vehicles can be provided to patrol larger estates
- First aid trained to help with minor injuries & deliver primary care to students during medical emergencies
- Professionally screened & vetted
- Tailored assignment instructions & risk assessments
- 24/7 support & robust lone worker procedures



Keyholding & Alarm Response

We deliver a fast and reliable response to student lock out incidents, alarm activations and incident reports.

- Student lock out services
- Fire alarm activations
- Unauthorised access, disturbance incident response
- Emergency entry needs
- Keys are carefully coded, sealed & secured within our key safes nationwide.



NSI Guarding Gold

Dedicated to high standards

NSI is the most rigorous inspection for businesses operating in the security industry. NSI Guarding Gold is the mark of approval for the elite reflecting our commitment to high standards of service, integrity, technical expertise and professionalism.

Waking Watch

We provide professional and experienced waking watch services tailored to your property.

- Walking patrols of communal areas, hallways & stairs.
- 24/7 monitoring of fire hazards
- Trained to initiate evacuation protocols & alert emergency services in the event of a fire
- Fast deployment
- Trained, vetted & SIA licensed officers

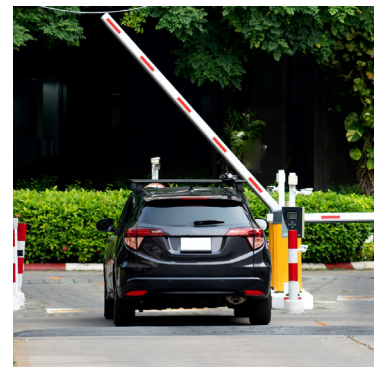


Fixed Security Solutions

Access Control Systems

Our wide range of access control solutions allow you to have full control of pedestrian and vehicle access and egress.

- New installations, systems upgrades & maintenance packages
- Manned & unmanned options – SIA licensed operatives
- Biometrics – Reliable, resilient & data protection compliant
- Proximity systems - Full range of cards, tokens, readers & keypads
- Intercoms - Wired or wireless with audio and/or video
- Turnstiles & pedestrian gates
- Vehicle barriers including ANPR
- Integrate with existing systems
- Wide range of reporting capabilities



CCTV Systems

As experts in HD CCTV, we supply a complete range of the latest technology.

- Simple configurations or bespoke, integrated systems
- New installations, system upgrades & maintenance packages
- Remote monitoring from the FRG Control Room
- Advanced analytics software
- Wireless options available



NSI NACOSS Gold

The mark of the security elite

NSI NACOSS Gold is the premier electronic security systems scheme designed for companies who meet the industry's highest technical standards and maintain a commitment to continual improvement.

Cleaning & Hygiene Solutions

Regular and Ad Hoc Cleaning

Keeping your communal areas hygienic and safe.

- Basic, specialist & deep cleaning
- Window & high-level cleaning
- Carpet cleaning
- Litter picking / graffiti & gum removal
- Member of the British Institute of Cleaning Science



Why FRG?

- ✓ National reach, local response
- ✓ Tailored solutions
- ✓ First Class service
- ✓ Dedicated FM and Security divisions
- ✓ Responsive, attentive & locally based management
- ✓ Robust 24/7 lone worker procedures
- ✓ 24/7 contract management support & helpdesk
- ✓ Bespoke service level agreements
- ✓ Accredited to the highest standards
- ✓ Socially & environmentally responsible
- ✓ Integrity, transparency & innovation at the heart of everything we do



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