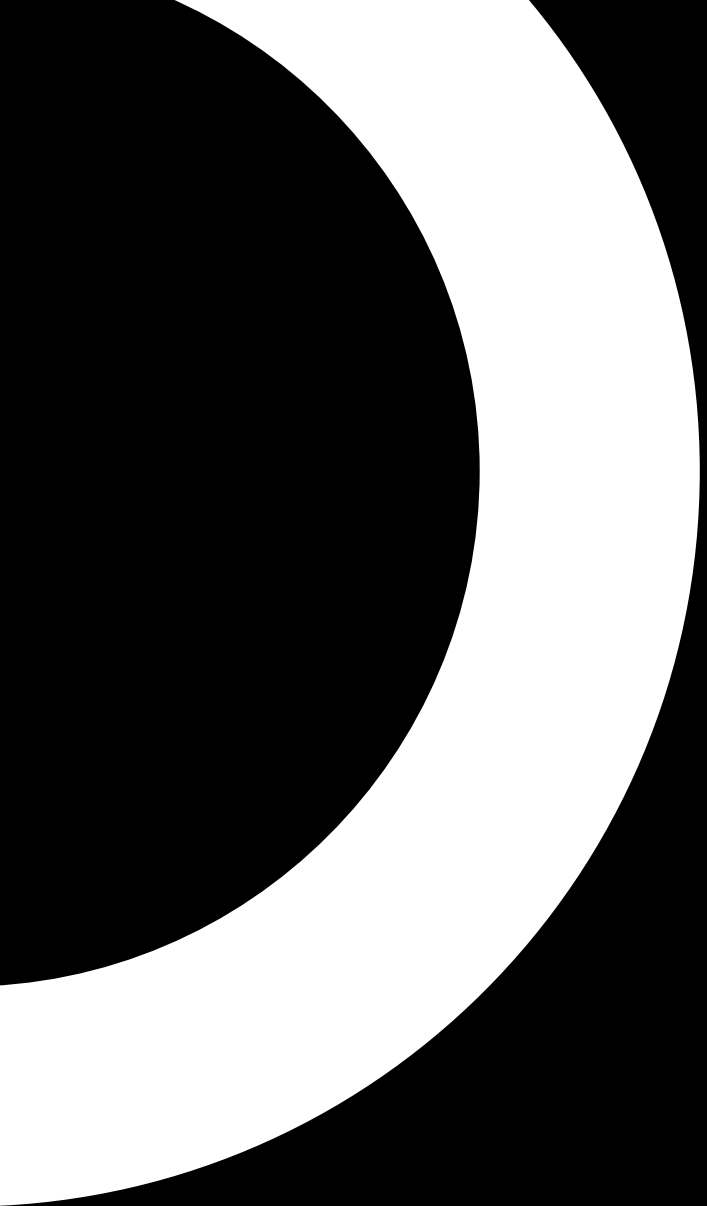




Obre carries out a survey on every job



99% of our reviews are 5 stars

Obre

www.obre.org | repairs@obre.org

TENANT CARE



Here's what we'll ask your tenants...

We have employed specialised Maintenance Coordinators to obtain feedback directly from tenants before our operative leaves site.

This ensures the tenant is totally happy with our workmanship and services - and allows us to resolve any problems or issues immediately, right there and then, without delay.

This process is totally transparent and we provide our client's with feedback following every job.

- ✓ **Has all the work described been completed?**
- ✓ **Has the work been completed to the highest possible standard? (Any reported snags or issues are rectified immediately).**
- ✓ **Is the work location clean and tidy - with all waste and packaging removed?**
- ✓ **What star-rating would you give our service?**

“Effectively managing the relationship with tenants is critical to our client's success - and to our own.

Donald Smith, CEO, Obre Limited

SO WHAT'S NEW?

ABOUT OBRE

We've been providing property maintenance services to letting agents for a long time, and have the privilege of supporting many prestigious clients across London and beyond.

However, we recognise there is always room for improvement and we have recently made some changes to improve our services to you, your clients and their tenants.

Please take a look and let us know what you think.

FREE QUOTATIONS

We've always provided free quotations but we're now benchmarking these against market rates to ensure they are as competitive as possible.

In addition, we'll beat any other professional quote immediately, with no delays or quibbling.



TOTAL FLEXIBILITY

We have done everything we can to make it simple and straightforward for you to use our services. Here's how we work:



- No contracts or upfront cost commitments.
- Immediate 31 days credit terms
- Payment only following tenant approval.
- A dedicated Account Manager to customise your service and deliver your expectations.

RELIABLE & RESPONSIVE SERVICE



We know you depend on us to be there for you and attend jobs quickly. With this in mind, we have redeployed our operational teams in London and across the UK, to ensure we attend 90% of jobs within one hour.

Whatever or wherever the job, we have skilled tradesmen at your disposal 24/7/365.

We are always available at short notice and will never refuse a work order or quote request.

OUR PROMISE TO YOU

We're proud to serve our customers and are fully committed to delivering a flexible, responsive and high quality service.

We can promise you that:

- We'll respond to jobs quickly and won't let you down with lateness and non-attendance.
- We'll always use fully qualified and experienced tradesmen.
- We'll do everything we can to keep your tenants happy and let you have their feedback.
- We'll manage the full job, end-to-end keeping you fully informed throughout.
- We won't be beaten on price.

NOT USED US FOR A WHILE?

We would love to welcome you back and can promise you our best efforts to impress!

Request a free quotation or send us a work order and we'll get started straight away.

In addition to our other benefits, we'll give you an attractive discount on your first five orders.

PROUD TO SERVE

Countrywide

NAPIER
WATT



Hamptons

PORTICO



99% of our reviews are 5 stars

SAY HELLO...



London & The South
Obre Limited
71 - 75 Shelton Street
Covent Garden
WC2H 9JQ

0330 912 7441
repairs@obre.org

Central & North
Obre Limited
15 Paternoster Row
Sheffield
S1 2BX

0330 912 7441
repairs@obre.org

www.obre.org