

VJA



CONSULTANCY LIMITED



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**Thanks for taking the time to read through our brochure.**

The fact that you haven't filed it in the bin already suggests that you recognise the benefits to outsourcing some aspects of your business, to either enhance your company profile, or support your hard working staff during those busy times.

Please take a few minutes to look over the next few pages and if you don't see the service that you need, please give me a call, as it could be something that we can develop and tailor specifically for your business or project.

## What We Do

- ✓ **Contract Mobilisation Support**
- ✓ **Skills Assessments**
- ✓ **Equipment Condition Surveys**
- ✓ **Helping complete 'that last 5%'**
- ✓ **Post contract customer Aftercare**
- ✓ **Defect management**

## INTRODUCTION

**VJA Consultancy Limited was formed in 2009 to provide a smooth handover service for new buildings. We use a tailored approach similar to the BSRIA 'Soft Landings' concept. Our main focus is on providing aftercare support for both the installer and Facilities Manager, focussing on personal, reliable and professional services.**

We aim to make the transition from the construction site to fully functioning premises as painless as possible, enabling everyone to focus on their primary roles. Additionally, we can provide extra support during your busy periods, without the need for you to carry the added overhead costs. We can also relieve the pressure on your 'in-house' teams who may already be over-stretched.

We are based in the South-East of England but work on a wide range of projects nationwide. VJA Consultancy draws upon over 25 years experience across a range of market sectors and disciplines including education, commercial, retail, leisure, healthcare and building maintenance. We will help you to provide a quality handover service, maintaining good business relationships and satisfied customers.

## HOW AFTERCARE WORKS

### Early Involvement

Our expertise is in identifying and addressing many common and potential problems during the early stages of a project, in order to avoid costly solutions later on.

### Project Involvement

We keep in touch with the site teams throughout the build as each project develops. By providing a fresh set of eyes during the installation phase, our experience means we are able to highlight any complications early and offer you a range of suitable solutions.

### The Last 5%

The last 5% is always the hardest to complete and can often prove to be very costly. By making time early in the process to prepare for handover, we can reduce many of the problems encountered, making practical completion a more pleasurable experience.

### Handing over the Baton

As the project draws towards the end your contract team naturally starts looking towards their next job. Amongst those team members left holding the baton, energy and moral can often drop, resulting in outstanding issues not being resolved effectively, or to the clients satisfaction. Introducing a new lease of life at this stage can help reduce the burden, allowing your team to focus on what matters most, whilst still retaining control during the crucial final stages.

### Retaining Contact

If your client is left with a bad experience or lack of support it effectively closes the door to future business. We see companies nation wide, investing large amounts of money to win customers but very little to retain them. With our help you can provide a bespoke aftercare package, meaning you complete each project to the satisfaction of all parties, fostering better long term relationships with your customers.

Our innovative approach allows your client to adjust to their new environment properly whilst having the safety net of dedicated support available. Should a problem occur, or questions arise, they know it will be addressed promptly.

### Are we too Late?

"The project has finished. Am I too late to implement something like this?"  
It's never too late to look after your customers and your business.

## Contract Mobilisation Support

After a long, hard tendering process you have been awarded the contract. The only problem is that they want you to start yesterday! You need to get the right resources on site to put your procedures in place, so what do you do? Call us today.



## Equipment Condition Surveys

Ideal for inclusion in your Dilapidation Report, our surveys can be adapted to meet your requirements and budget. Ranging from a standard written report to one that also includes full asset tagging with photos and HD video.



## Skills Assessments

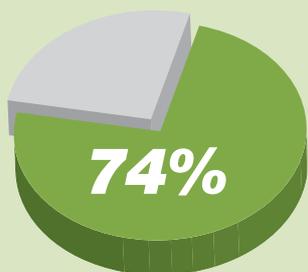
Do you have a new work force or do you want to 'up-skill' your current staff? Appoint us as your expert independent consultancy and we'll carry out all the necessary assessments in order to identify and plug any skills gaps we may find.



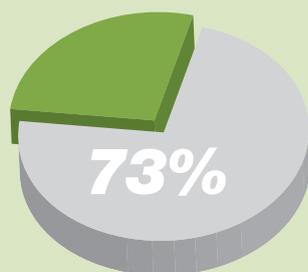
## Defect Management

As you handover a project the working environment changes significantly and so must working practices. When it comes to putting right any of those snags left behind, a different approach must be adopted when working in occupied buildings. This environment is second nature to VJA who can act on your behalf.

## Better Relationships = Better Profits



74% of clients would pay more for great service. <sup>(1)</sup>



73% of clients would end a relationship due to poor service. <sup>(2)</sup>

5x

Delighted clients are FIVE TIMES more likely to repurchase. <sup>(3)</sup>



## What's in the Pipeline - Future Plans

Not wanting to stand still, we are always looking at new services that we can offer. Why not give us a call to see 'what's in the pipeline' or make a suggestion so we can align our future business plans.

A photograph of a modern, multi-story building at night. The building features a mix of blue and purple metallic panels and large glass windows. The interior lights are on, showing a dining area with tables and chairs. A green rounded rectangle is overlaid on the left side of the image, containing contact information.

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