

**think!**  
PROPERTY SOLUTIONS

professional | reliable | economical

# About think!

PROPERTY SOLUTIONS

At Think! Business Support Ltd, we offer a one-stop shop of professional property services to our clients. Property owners, letting agents and property management companies - of all structures and sizes - trust us to help them take care of business.

We've just celebrated the first anniversary of our re-brand, having changed our company name from Enterprise Services to the more descriptive Think! Business Support Ltd and restructured our professional property services into five distinct divisions:

Think! Cleaning Services  
Think! Estate Services  
Think! Property Solutions  
Think! Lift Services  
Think! Office Furniture

So, whether your project is small - cleaning a window, changing a light bulb or supplying a new chair – or large – organising a complete refurbishment or managing an estate – Think! Business Support Ltd.

## History

Established in 1987, as a partnership, our business has grown steadily and organically and we've gained an enviable reputation for quality, cost-efficiency and customer satisfaction, along the way. Originally, we focused on commercial properties, offering cleaning and general maintenance services for offices and industrial units. Building on this expertise, to include the residential sector, was a natural progression for us. We now offer a range of services for premises of all types and have added estate agents, lettings agents, property managers and property developers to our client list.

## Our Approach

Our aim is simple: to ensure that your premises are clean and well maintained and that they provide a safe, healthy and welcoming environment for your staff, visitors and tenants, alike. We achieve this through the implementation of a series of internal benchmarks, relating to controlled supervision and detailed contract management; key – we believe - to any successful operation.

We solely employ permanent, conscientious and trustworthy individuals; a team of trained operatives who pride themselves on providing a friendly, personal and professional service. A Corporate Member of the British Institute of Cleaning Science, we are able to demonstrate procedures that raise environmental standards and implement these standards via our well-trained workforce. Our Senior Management team maintains a presence - on our clients' sites - to ensure that our exacting standards are upheld.

## Location

Conveniently situated, just off the M25 in Brentwood, makes for quick and easy access to the entire South East of England.



# Our Solutions

## Think! Property Solutions...

... for property maintenance that is professional, affordable and reliable.

We offer a one-stop shop for all aspects of property maintenance. We're the natural choice for property management companies and letting agents, providing a comprehensive service for residential and commercial properties, of all sizes.

Our highly skilled and professionally accredited workforce is on hand, whatever your requirement, whether it's to change a light bulb or to organise a complete refit.

With a team of trained operatives, permanently on-call, we can provide Emergency Call-Outs, scheduled visits and even offer our clients' own maintenance departments an extra pair of hands at busy times.

We understand property maintenance. Our service allows clients to ensure that their premises are properly maintained, aesthetically pleasing and, crucially, a safe environment for residents, staff and clients alike. We are committed to offering exceptional levels of customer service. And our innovative use of advanced communications technology sets us apart from our competitors.

How can we help?

Electrical testing, repairs and installation ✓



Painting & Decorating ✓



Gas safety checks, boiler repairs and plumbing ✓



General handyman services ✓



# "Our management "i-think""

When we set up our Property Maintenance division, we asked our customers what issues they have or are experiencing with their existing contractors. The response was unanimous – They wanted much more communication from their contractors, such as start dates and times, job progress reports and details of completion. They also wanted their tenants and landlords included within communication. With this in mind, we set about designing a system that would eliminate as much hassle as possible.

## Communication problems solved...

**"How do we advise the tenant of the property" ?**

As soon as we allocate an engineer, the tenant will receive a text message showing the date and timeslot of the

**"How will I know when your engineer is going to site" ?**

Just log into "i-think" and view the appointment details or check your emails for automatic updates.

**“How will I know when the job is finished” ?**

Just log in and view the job progress. This will show completion dates and times and any notes that our operative has left.

**“What if the tenant is busy that day” ?**

The tenant can reply to the text message and re-book. All of this information is available for you to view too, so you are always in the loop.

**“OK. How much does it cost” ?**

Nothing! This service is absolutely free of charge

**“I need a quote first. How do I go about this” ?**

Easy. Just log in and select the quotation option and enter the relevant details. We will quote through the system and if you want to proceed, you can authorise the work there and then. As soon as you do this, the quote becomes a live job and can be tracked in

**“Can I look back on previous jobs” ?**

Yes, you can. Every job is recorded and kept on the database, so you can always search for a particular property to look at job history.

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BUSINESS SUPPORT LTD

**think!**  
CLEANING SERVICES

**think!**  
ESTATE SERVICES

**think!**  
LIFT SERVICES

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OFFICE FURNITURE