



**URANG**  
**HOUSING**  
**DIVISION**

## The Unique Urang Understanding

Urang has operated in central and greater London since 1999 on behalf of both private and public landlords as well as its own managed properties and blocks of flats.

Urang has daily first-hand experience of managing over 1500 flats for freeholders and leaseholders. Therefore we at Urang understand more than most the importance of customer service, tenant care and communication, as well as the quality of the completed works.

Urang performs internal redecorations, replumbing and wiring, replacement kitchens and bathrooms as well as external refurbishments and insurance works.

Please read on for examples of the types and scope of works Urang fulfils.

### Health and safety

At Urang, health and safety is paramount as it affects everyone and everything we do — both during the crucial planning phase and on site during the works.

Urang has a fully compliant and up-to-date health and safety policy, which is regularly reviewed for compliance to changes in legislation and for accuracy and relevance to works carried out.

Urang has £10m of public and employer's liability cover and £5m of products cover.

### Equal opportunities

Urang operates an equal opportunity policy for all staff, whether office or site based. Urang recruits solely based on merit and suitability to perform the job.

Urang actively encourages diversity and does not discriminate based on race, gender, religion, sexual orientation or age. Urang employs people from many backgrounds, beliefs, interests and ages. Urang takes copies of passports of all employees to ensure compliance with UK immigration legislation.

## Internal works

### Kitchen and bathroom refurbishment

Kitchens and bathrooms bear the brunt of day-to-day living, and Urang are experienced in the full process of installing new and replacement bathrooms and kitchens, including:

- ▶ Making safe of gas, electrical and water services
- ▶ Safe and tidy disposal of old units, fixtures and fittings in accordance with current legislation
- ▶ Renewal of electrical and plumbing feeds as required
- ▶ Preparation of floors and walls for surface finishes
- ▶ Selection of appropriate units and appliances
- ▶ Design and cost engineering
- ▶ Design and installation of specialist disabled bathrooms and living facilities

### Redecoration

Urang are able to refresh a property between lets, as well as after water ingress or tenant damage. Services available include:

- ▶ Stripping of old-style wallpaper or lining papers
- ▶ Quality skim finish or durable paper lining
- ▶ Rapid paint finishes to high finish and durable quality
- ▶ Quick start and completion service
- ▶ Redecoration of common areas and staircases, including stair covers and nosings to comply with current regulations, as well as balustrades, lighting and emergency lighting

### Replacement floor coverings

Urang can look after every aspect of fitting carpets, vinyl or laminate flooring as required:

- ▶ Removal of old finishes
- ▶ Preparation of subfloor, repair and upgrades
- ▶ Supply and fit of chosen floor finish

### Insurance, fire and water damage works

When emergencies occur, both landlords and tenants need the reassurance that repairs will be made swiftly, thoroughly and with an understanding that life must go on.

Urang specialises in quick turnaround repairs and overhauls to enable tenants to return to their home, and work with many insurers and loss adjusters to provide good value with a quick response.

“ A really quite faultless service. Urang pulled out all the stops and came up trumps on every count. ”  
Metro Magazine

## **Mechanical and electrical**

### **Heating and hot water systems**

- ▶ Assessment and specification of boiler and radiator sizes and system suitability
- ▶ Making safe and removing old system
- ▶ Avoiding disruption
- ▶ Installing and commissioning new system
- ▶ Maximising energy efficiency as well as compliance with Part L of Building regulations

### **Electrical**

- ▶ Strip out and full re-wire
- ▶ Partial rewire for compliance
- ▶ Scheduled inspection, testing and landlord reporting
- ▶ Maximising energy efficiency as well as compliance with Part L of Building regulations

### **Air extraction and air conditioning maintenance**

- ▶ Assessment of requirements and compliance
- ▶ Making safe and removing old system
- ▶ Avoiding disruption
- ▶ Installing and commissioning new system

### **Fire and security**

Urang understands the importance of rapid evacuation in the event of a fire or security alert. We install the following systems:

- ▶ New and upgraded fire detection systems to be L1 compliant
- ▶ Disabled alert and assistance call systems
- ▶ Security and alert systems for fire only escape doors
- ▶ CCTV systems



Urang will shortly become a  
**CIBSE** accredited Energy  
Assessor and Inspector

“ Urang did everything they promised, on time and on budget. Very happy to recommend them to anybody. ”


P Dumas, Islington

## External works

It's not just what's inside that matters; Urang can take care of the upkeep of external aspects of your properties, including:

- ▶ Repointing and brickwork repair
- ▶ Window repair and replacement — including uPVC, casement and sash windows
- ▶ Decoration
- ▶ Stone repair
- ▶ Brick and stone cleaning — including soft clean

Where scaffolding is used in carrying out external works, Urang ensure it is alarmed and secured in line with our health and safety policy.

A banner for Urang Building Services is visible in the background, featuring the company logo and name in blue text on a white background.

“ We are extremely happy with all the work Urang has done for us and look forward to using them in the future. ”  
G Park, London