



A proactive
mechanical
& electrical
engineering
solution



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About TSS

TSS Facilities provides a full range of building services to organisations across the UK - services such as air conditioning, heating, water treatment, electrical and mechanical services that large public buildings need to function efficiently and remain compliant.

We co-ordinate a highly experienced team of qualified mobile engineers who are equipped to respond to contracted service calls 365 days of the year.

TSS Facilities provides a professional service to all its clients. Over the years we have been very successful in retaining contracts. We pride ourselves on building lasting relationships through good ethical practices that clients can depend upon.

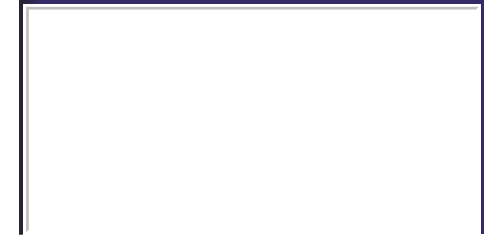
Our business is based on our ability to retain customers and to impress and delight them with the excellence of our service delivery. It's a belief that we've held for over 45 years and it's what drives us every day.

Customer service

We retain our existing customers by meeting and exceeding the targets set within each contract we win. Our record is exceptional - we've retained around 70% of our customers, including Brighton & Hove and East Sussex County Councils who have both recently renewed large maintenance contracts with us, among many others.

Fast response

All our engineers have customised PDA's and our vehicles are constantly tracked. These systems sync with our operating system to allow information to flow between our central systems and our engineers in the field. As a result, there is less need for engineers to bring in paperwork, and they are able to provide better, faster, more responsive customer service while spending more time at the point of service delivery.



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Company values

Our four company values guide our business. These are:

Customer Service

Deliver excellent customer service in line with training and company procedures. Ensure the highest level of customer service at all times.

Accountability

Conduct all maintenance and certification in a transparent and responsible manner to ensure regulatory compliance.

Quality

Strive to achieve the highest quality every time in the service provided, the systems recommended and the components used.

Safety

Prioritise a safety first ethos regarding equipment, customer liaison and staff.

The customer promise we make is:

**“your building
in safe hands.”**



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Accreditations

We are accredited and audited by many trade regulators, quality management schemes and health & safety organisations. All of which recognise our business to be compliant with rules and regulations issued by governing bodies - providing our clients with the assurances that are required in today's world.



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Heating

Contracted clients benefit from our service level agreement, ensuring peace of mind on critical equipment.

All contracted heating and boiler maintenance clients are provided with an out of hours emergency number giving full support 24 hours a day, 365 days a year.

We have a team of mobile heating and hot water service engineers working throughout the South East of England and we are committed to providing attendance on all priority calls received to our service department on the same day.



Refrigeration

TSS Facilities has an experienced team of installation engineers who are used to working in many different environments such as hospitals, pubs, hotels and restaurants.

All our refrigeration engineers hold appropriate qualifications such as Refcom and they also regularly attend manufacturers courses to ensure they are kept up to date with technological advances.



Air conditioning

In order to limit the frequency of equipment breakdown and help avoid emergency call outs, we offer tailor made air conditioning maintenance packages.

Naturally, if equipment is regularly checked and adjusted for optimum efficiency, the possibility of failure owing to neglect is avoided.

We offer equipment maintenance packages for air conditioning systems installed by us as well as equipment which has been installed by other air conditioning contractors.



Electrical services

The electrical services division of TSS covers complete electrical installation, maintenance, testing and reassurance services in all sectors, including industrial, commercial and local authority.

From electrical breakdowns to periodic inspections, our contracts offer a professional and flexible solution to suit all requirements.



Water hygiene

TSS offers a wide range of services to monitor water systems. Periodic visits can be made and recorded in accordance with L8 Approved Code of Practice.

TSS Facilities are an approved service provider and we've been testing for Legionella, issuing water hygiene risk assessments and advising clients how to minimise the threat of Legionella for more than 20 years. Our water treatment department is a category 1 member of the Legionella Control Association (LCA).

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TSS Facilities are proud hold to maintenance contracts with many universities, businesses, organisations and local authorities.

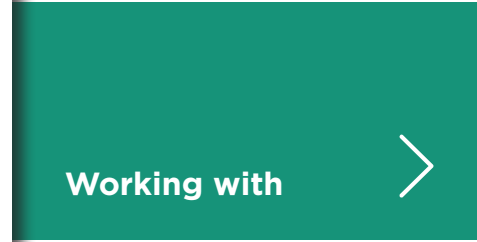
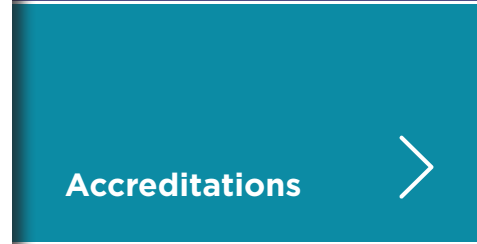


"I'm really happy with the callout service and all the info presented to me. All the jobs are executed quickly and effectively with a nice response time. I'll highly recommend their services across other sites"

Jason Williams, Royal Sussex County Hospital

"I have used TSS for Mechanical installation works and water treatment works, I have found them to be helpful and reliable always putting the customer first with a very quick response to any emergency call."

Dale West, Ardingly College



Get in touch

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