



**THE BLOOMSBURY GROUP**  
Chartered Standard in Maintenance

# PROPERTY MAINTENANCE BROCHURE

2025



# INDEX

- 4 Introduction
- 5 Our Services Overview
- 6 Heritage and Listed Buildings
- 7 Property Maintenance Expertise
- 8 Protecting Heritage & Facades
- 9 Professional Standards and Compliance
- 10 Sash Windows & Timber Repairs
- 11 Plumbing Services
- 12 Planned and Reactive Maintenance
- 13 Why Clients Stay with Us
- 14-15 Case Study: Royal Albion Hotel
- 16 Our Reporting and Transparency
- 17 Why Surveyors Trust Us



Acclaim

SSIP



citb



Chartered  
Building  
Company

Professionalism and Integrity in Construction

## About The Bloomsbury Group

The Bloomsbury Group is a Chartered Institute of Building (CIOB) member, delivering reliable, high-quality property maintenance and refurbishment services across the South East.

We work with surveyors, architects, housing associations, landlords, and commercial clients to ensure their buildings are well-maintained, compliant, and visually appealing. Our services cover painting and decorating, joinery, carpentry, roofing, sash window restoration, and the repair and refurbishment of listed and heritage properties.

Our team includes directly employed trades as well as a network of reliable subcontractors we have worked with for many years. Together, they share our commitment to safety, quality, and professionalism, ensuring every project is completed to the highest standard.

From planned maintenance to specialist restoration, our focus is on preserving and enhancing buildings with care, while offering clients a dependable service built on trust and attention to detail.





BACKED BY  
DECADES OF  
INDUSTRY  
EXPERTISE AND  
IN-HOUSE  
SPECIALISTS, OUR  
SERVICE IS  
STRUCTURED,  
SCALABLE, AND  
DEPENDABLE



# INTRODUCTION

Surveyors know better than most that property maintenance is about more than reactive fixes. It is about safeguarding value, meeting compliance obligations, and ensuring that every building continues to perform as it should for owners, tenants, and the wider community. At The Bloomsbury Group, we provide a full spectrum of property maintenance services designed to support surveyors in these responsibilities.

Our approach is built on partnership. We take the time to understand your project brief, whether it involves a one-off urgent repair, a scheduled programme of cyclical maintenance, or the sensitive management of a listed asset. With decades of experience working across Brighton, Hove, and the South East, we have developed systems that make surveyors' lives easier – delivering quality without unnecessary complexity.

What sets us apart is the breadth of services we provide. Instead of juggling multiple contractors, surveyors benefit from one trusted team of vetted contractors covering painting and decorating, electrical, plumbing, joinery, roofing, and fire safety. This integrated model ensures consistency, cost control, and clear communication throughout every stage of the project.

Our portfolio includes residential blocks, hotels, commercial premises, and heritage buildings. We are especially recognised for our expertise in listed properties, where compliance and craftsmanship must go hand in hand. Whatever the scope, our promise remains the same: reliable, reactive maintenance that enhances the fabric of a building and protects its long-term value.





## OUR SERVICES OVERVIEW:

Surveyors need confidence that maintenance works will be carried out with minimal disruption and maximum efficiency. That is why our service model is designed to provide everything under one roof. Whether it's a decorative refresh or a major systems upgrade, The Bloomsbury Group delivers with precision and care.

**We work with a carefully vetted selection of professional contractors**

**Painting & Decorating** – professional finishes for internal and external works, with heritage colour-matching and durable coatings.

**Electrical Services** – including EICR testing, compliance upgrades, lighting design, and emergency call-outs.

**Plumbing & Heating** – from small repairs to full system maintenance and energy-efficient upgrades.

**Joinery & Carpentry** – bespoke timber repairs, sash window works, and certified fire door installations.

**Roofing & Fabric** – surveys, repairs, and planned maintenance to extend building lifecycles.

**Fire Safety** – fire suppression, passive fire protection, and door compliance services.

Each service is supported by experienced managers and skilled tradespeople, all fully qualified, insured, and trained in health and safety compliance. By offering this breadth of expertise, we give surveyors a reliable single point of contact for property maintenance across diverse sectors.



“The outcome is straightforward: fewer complications, clearer accountability, and a standard of workmanship that ensures every project reflects well on the surveyor



# HERITAGE & LISTED BUILDINGS

Brighton & Hove and Sussex is home to some of the most distinctive listed and heritage buildings in the UK. Surveyors working on these properties understand the challenge: balancing historic character with modern safety and compliance standards.

## ***At The Bloomsbury Group, we specialise in exactly this balance.***

Our team has extensive experience working within conservation areas, Grade I and II listed properties, and buildings of significant architectural value. From Regency terraces to Victorian hotels, we respect the materials, techniques, and craftsmanship that make these structures unique. This means carefully selecting lime mortars, heritage paints, and traditional joinery methods where appropriate, while also incorporating discreet modern upgrades to meet today's building regulations.

Surveyors trust us because we understand that every decision matters. A poorly executed repair can compromise both the aesthetic and the long-term durability of a heritage asset.

That is why our tradespeople are trained not only in their craft but also in heritage-specific methodologies. Our processes include consultation with conservation officers and full compliance documentation, ensuring surveyors have the information they need for sign-off.

Equally important is our proactive approach. Heritage buildings are particularly vulnerable to hidden issues such as damp ingress, timber decay, or outdated electrical systems.

Our planned maintenance strategies identify risks early and provide surveyors with detailed reports, helping them deliver long-term value for their clients.

Whether it is a sensitive redecoration, a sash window restoration, or full-scale remedial works following damage, our aim is to preserve history while ensuring safety, comfort, and compliance for modern occupants.



# PROPERTY MAINTENANCE EXPERTISE

Brighton and Sussex's coastal environment creates unique property maintenance challenges, many of which are first identified by surveyors. Our construction managers are highly experienced in tackling these issues with practical, long-lasting solutions.

A common problem is the use of inappropriate renders, where dense cement has been applied in place of traditional lime-based mixes. This traps moisture, leading to blistering, cracking, and long-term damage to historic façades.

Other frequent concerns include water ingress around parapet walls, leaking valley gutters, and poorly detailed balcony thresholds. Untreated or incorrectly treated ironworks also pose a risk, as rust can reappear within just twelve months if the wrong preparation or coatings are used.

We address these problems with proven, heritage-sensitive techniques designed to extend the life of building fabric and protect long-term value.



“ We address these problems with proven, heritage-sensitive techniques designed to extend the life of building fabric and protect long-term value. ”



# PROTECTING HERITAGE & FAÇADES

With extensive experience across Sussex's seafront buildings, heritage homes, and landmark hotels, we understand the pressures of the coastal climate on external façades and joinery.

## **Our teams specialise in:**

- Traditional lime render repairs to allow buildings to breathe naturally.
- Careful detailing of balcony thresholds, parapets, and valley gutters to prevent water ingress.
- Ironwork restoration prepared and treated to the highest technical standard before decoration.
- Protective coatings selected in consultation with specification representatives from AkzoNobel and Crown Paints.

By blending heritage craftsmanship with modern specification expertise, we give surveyors and property owners the reassurance that decorative façades and traditional joinery will be preserved to the highest professional standard.





# TIMBER WINDOWS & TIMBER REPAIRS

## *Preserving Original Craftsmanship with Modern Expertise*

Sash windows and original timber joinery are often the defining features of Brighton & Hove's Georgian, Regency, and Victorian properties. Their proportions, glazing, and detailing are integral to the character of listed and seafront buildings, yet exposure to salt-laden air and years of under-maintenance mean these elements frequently fall into disrepair.

The Bloomsbury Group offers a comprehensive sash window and timber refurbishment service, combining traditional craftsmanship with industry-recognised methods of repair and conservation.

## *Expert Diagnosis*

**Before commencing work, our survey-trained team carries out a full inspection, identifying issues such as:**

- Wet rot or fungal decay in sills, jambs, and cills.
- Timber movement and shrinkage leading to rattling or sticking sashes.
- Failed putty lines and glazing bars causing water ingress.
- Corroded sash pulleys and weights leading to poor operation.
- Inappropriate past repairs with resin or cementitious fillers that accelerate decay.

This diagnostic process ensures we do not simply mask defects, but provide a long-term repair that extends the life of original joinery.

## *Specialist Repair Techniques*

**We use industry-recognised methods proven to preserve and restore timber windows without unnecessary replacement:**

- Spliced Repairs: Decayed sections are cut back to sound timber and replaced with matching hardwood sections, scarf-jointed and resin-bonded for strength.
- Resin Repairs: For isolated defects, we employ epoxy resin consolidants and fillers (e.g. Repair Care or Timbabuild systems), stabilising the remaining timber while ensuring flexibility.
- Lime-based Repairs: Where appropriate, lime putty and breathable coatings are used around glazing rebates to prevent trapped moisture.
- Re-cording & Balancing: We re-cord sashes using traditional waxed cotton or pre-stretched polyester cords, recalibrating counterweights to restore smooth operation.

# PROFESSIONAL STANDARDS & COMPLIANCE

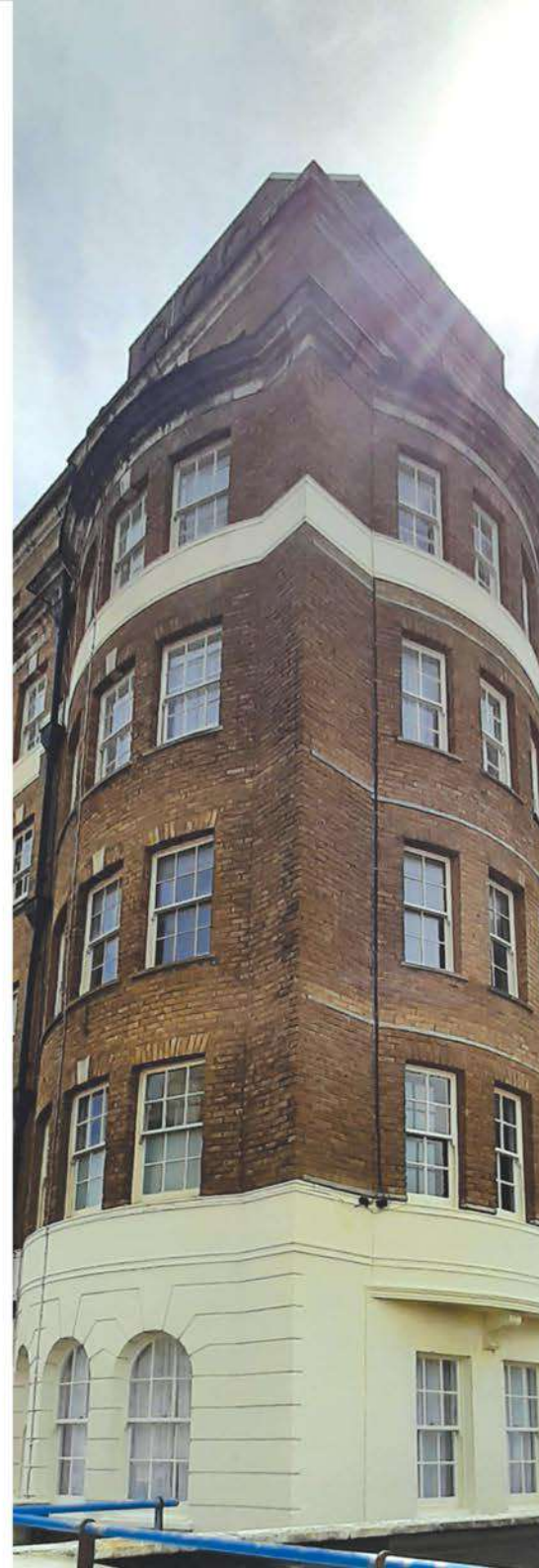
***Every project is delivered with full compliance and technical accuracy.***

- Works are carried out under the Construction (Design and Management) Regulations, ensuring complete CDM compliance.
- Our construction managers hold NVQ Level 6/7 qualifications and CSCS black cards, demonstrating competence at the highest level.
- Experienced site supervisors carry CSCS gold cards, overseeing safety and workmanship on every project.
- All operatives receive comprehensive health & safety training.
- Our contracts managers and directors are Chartered Institute of Building members, guaranteeing ethical and professional standards.

**This rigorous structure ensures that surveyors can rely on us for both technical precision and regulatory compliance.**

## ***Quality Assurance***

Our quality standards are overseen by our director (AssocRICS MCIOB), providing an additional layer of assurance for professional clients. This ensures that all works meet the expectations of surveying bodies while delivering the highest levels of technical performance, durability, and compliance.



“

We recognise the vital role surveyors play in diagnosing defects and advising property owners. Our construction managers work in close partnership with surveyors, providing tailored, technically accurate solutions that resolve underlying issues rather than surface symptoms.

”



## PAINTING & DECORATING

For surveyors, specifying decoration works goes far beyond choosing colours. It's about ensuring durability, compliance, and the right finish for each property type. At The Bloomsbury Group, our painting and decorating services are tailored to meet these professional standards, making us a trusted partner for surveyors across Brighton, Hove, and beyond.

We work on everything from modern commercial units to historic Regency terraces, applying finishes that respect both the architecture and the client's expectations. Our decorators are trained in the use of heritage-appropriate materials such as breathable paints and lime washes, as well as high-performance modern coatings for environments requiring additional resilience.

Preparation is the cornerstone of our approach. Before any paint is applied, we address underlying issues such as damp ingress, timber decay, or surface irregularities. This ensures surveyors can confidently sign off on works that not only look good but also protect the building fabric for years to come.

For listed properties, we liaise directly with conservation officers to ensure compliance with planning requirements. For commercial clients, we provide flexible scheduling — working nights or weekends if necessary — to minimise disruption to occupants and businesses.

Whether restoring a heritage façade, redecorating a block of flats, or upgrading a commercial space, our painting and decorating services combine craftsmanship with practicality. For surveyors, that means peace of mind: a finish that enhances both value and longevity.



“ We also understand the importance of documentation. Surveyors can expect full specifications, method statements, and detailed reports outlining materials used and compliance with relevant standards. ”



## PLUMBING SERVICES

Plumbing plays a vital role in the performance and safety of any property, and surveyors need to know they can rely on contractors who deliver dependable, compliant solutions. At The Bloomsbury Group, we provide a full range of plumbing services that surveyors can trust to meet both modern regulations and the unique requirements of older buildings.

Our services cover everything from small-scale repairs to full system installations, including:

- Hot and cold-water systems
- Drainage and soil systems
- Bathroom and washroom refurbishments
- Commercial plant room upgrades
- Leak detection and remedial works

We understand that surveyors require more than reactive repairs. That's why we combine practical plumbing solutions with an emphasis on long-term value. Our approach prioritises not just fixing problems, but preventing them. This reduces risks for both surveyors and their clients, ensuring works stand the test of time.

Heritage and listed buildings demand special care. Our team is experienced in working with traditional pipework and fabric, ensuring new installations are sympathetic to historic structures while still meeting compliance and performance standards. For Brighton & Hove's Regency and Victorian stock, this expertise is particularly valuable.

Documentation is always provided, including full compliance certification, water safety checks, and detailed reports.



“From rapid repairs to major refurbishments, The Bloomsbury Group’s plumbing team delivers reliability, compliance, and quality workmanship every time.”



## PLANNED & REACTIVE MAINTENANCE

Surveyors know that well-managed maintenance is the key to protecting property value, avoiding costly emergencies, and ensuring compliance.

At The Bloomsbury Group, we provide both planned and reactive maintenance services designed to support surveyors in managing their clients' portfolios effectively.

**Planned Preventative Maintenance (PPM):** We create tailored maintenance schedules to keep buildings in prime condition. Whether it's regular servicing of plant rooms, electrical testing, or cyclical redecoration, our PPM programmes ensure surveyors can demonstrate proactive management to their clients. Regular inspections reduce the risk of unexpected failures and keep costs predictable.

**Reactive Maintenance:** When urgent issues arise, our responsive maintenance team is on hand 24/7. From burst pipes to electrical faults, we act quickly to resolve problems, minimising disruption and safeguarding building users. Our rapid response capability is particularly valued by surveyors managing multiple sites where downtime can have significant consequences.

We provide surveyors with full reporting, including photographic records and transparent cost breakdowns. This makes it easier to evidence maintenance works and provide accurate updates to clients.

Our experience extends to a wide range of properties, from modern developments to heritage-listed buildings. The Royal Albion Hotel fire refurbishment is one example of how we have stepped in as principal contractor to deliver complex, sensitive works to exacting standards.

With our maintenance solutions, surveyors gain a trusted partner who prioritises risk reduction, compliance, and building performance. We focus on preserving the long-term value of assets, helping surveyors to provide reassurance and reliability to their clients.

# WHY CLIENTS STAY WITH US

**Our client relationships aren't short-term — they're built to last.**

**We retain over 90% of clients year-on-year. Why? Because we deliver:**

- **Clarity** – No jargon. No ambiguity. Just crystal-clear reports and updates.
- **Control** – You set the priorities, timelines, and budgets — we make them happen.
- **Compliance** – Full CDM and Health & Safety coverage from day one.
- **Continuity** – A dedicated account manager and team, always available.
- **Cost Certainty** – Planned works, budget forecasts, and fewer surprises.
- **Care** – We treat your buildings like they're our own.

We're more than a maintenance company. We're a dependable, proactive partner — always working behind the scenes to protect your people, property, and peace of mind.

***No upsells. No reactive panic. Just well-planned, well-executed maintenance that speaks for itself.***





## CASE STUDY: ROYAL ALBION HOTEL, BRIGHTON

In July 2023, the Grade II\* Listed Royal Albion Hotel suffered a devastating fire. The Bloomsbury Group (Southern) Ltd was appointed as Project & Construction Managers, acting as Principal Contractor under CDM Regulations.

Our role involved coordinating emergency works to stabilise and preserve the historic structure. This included extensive strip-out to contain mould breakout, a new traditional slate roof with leadwork, and the restoration of original timber sash windows.

The demolition phase was highly complex. Taking over from the initial contractor, we managed the safe clearance of 2,500 tonnes of asbestos and oversaw the careful dismantling of the adjoining Lion Mansions structure on the western wing.

We assembled and appointed the full professional team on behalf of the client, including heritage consultants, architects, planning consultants, fire strategists, structural engineers, and our own in-house quantity surveyors. We also acted as the point of contact for Brighton & Hove City Council, securing demolition consents and managing road traffic plans.

With the building now watertight and structurally stable, the hotel is positioned for full refurbishment and sensitive restoration. Moving forward, a full design package is being developed for a proposed 250-room, four-star hotel, to be operated under a new brand, marking a fresh chapter for this historic seafront landmark.

Bloomsbury are now proactively working with international hotel groups, with a proven track record in delivering large-scale, complex projects. This demonstrates our competency not only in understanding construction processes, but also the intricacies of building fabric and heritage preservation.

Our expertise makes us the perfect choice for both reactive and planned maintenance across historic listed properties as well as modern developments, ensuring the highest standards of care and long-term performance for our clients' assets.



“For surveyors, it is a clear example of our ability to protect both the commercial viability and historic value of a landmark property.”







## OUR REPORTING & TRANSPARENCY

For surveyors, reliable reporting is just as important as quality workmanship.

We know surveyors need precise, verifiable information to advise their clients. That's why our reporting process includes:

- Condition Surveys & Schedules of Works – detailed reports prepared before works commence, giving a clear baseline.
- Photographic & Video Evidence – visual records at every stage to support professional assessments.
- Technical Documentation – method statements, risk assessments, fire compliance data, and sustainability reporting.
- Progress Reports – issued weekly or monthly, tailored to your client's needs.
- Final Completion Packs – including warranties, guarantees, O&M manuals, and compliance certificates.

We also use a digital project management system, giving surveyors live access to updates, reports, and compliance records. This ensures complete transparency and reduces the need for repeated site visits.

By combining digital tools with face-to-face communication, we help surveyors remain in control of their projects while reducing administrative burden.



“ It's this blend of technology and trust that makes us an invaluable partner. ”

## WHY SURVEYORS TRUST US

More and more surveyors have turned to The Bloomsbury Group not just for our technical capability, but for our reliability and approach. We understand that surveyors are the link between clients, contractors, and compliance bodies.

Our role is to make your job easier by removing risks, delivering consistent results, and keeping communication open. Surveyors trust us because:

- We Understand Your Priorities – from compliance to cost management.
- We Minimise Risk – through structured planning, health & safety leadership, and rigorous quality control.
- We're Heritage Experts – ensuring sensitive works on Brighton & Hove's listed properties.
- We're Proactive – identifying issues early and suggesting value-engineered solutions.
- We're Accountable – every project is backed by guarantees, insurances, and transparent reporting.

Our track record includes projects of every scale – from day-to-day maintenance contracts to multi-million-pound refurbishments.

Surveyors appreciate that we can handle both reactive maintenance and complex, long-term projects with equal professionalism.

***When you recommend The Bloomsbury Group, you're recommending certainty – certainty of compliance, quality, and delivery.***





## THE BLOOMSBURY GROUP

Chartered Standard in Maintenance

Telephone  
01273 282317

Web  
[info@thebloomsburygroup.co.uk](mailto:info@thebloomsburygroup.co.uk)  
[www.thebloomsburygroup.co.uk](http://www.thebloomsburygroup.co.uk)

Registered Address  
4 Cavendish House Newhaven,  
East Sussex BN9 0EH

Company info  
Company number. 12672655  
VAT Registered. 466 9989 03



**CIOB**  
THE CHARTERED INSTITUTE OF BUILDING

Chartered  
Building  
Company

Professionalism and Integrity in Construction



Acclaim

SSIP

  
Constructionline  
Gold Member

citb

  
LABC  
Registered  
Partner Authority Scheme