



**MAKING HOMES OUR PRIORITY
FOR OVER 20 YEARS**



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Established in 2000, Saltire Facilities Management has grown steadily. We are currently one of the UK's largest central heating, renewables, and electrical service providers, operating across Scotland and the Southwest of England.

Saltire is a comprehensive home services provider, specialising in Renewables, Gas and Electric installs, servicing and repairs. We work with public sector clients all over the country, helping to decarbonise housing stock and meet zero-carbon obligations. All of our operatives have the correct training and professional qualifications to carry out all work safe, compliant and efficient with a key focus on quality. Our 20+ years of experience have led to us being specialists in providing services to both social landlords and private residents.

ABOUT US

Saltire have a portfolio of over 7,000 domestic properties. We partner with many public sector organisations and serve more than 80,000 social housing tenants. Our aim is to deliver customer service-focused results and we believe that maintaining a happy workforce is key to achieving our goals. We always ensure that the service our customers receive reflects the hard-working attitude of our staff and is reliable, friendly, honest, and efficient.

We are committed to investing in continuous improvement and strive for excellence as a safe, professional, and reliable company. We work closely with our social housing clients and customers to enhance all aspects of service delivery.

With our extensive experience, knowledge, and unsurpassed project management, we provide bespoke solutions that ensure value for money and the essential expertise to ensure that retrofit, maintenance, and installation projects are in good hands.



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OUR PROMISE TO YOUR RESIDENTS

At Saltire we treat your residents as if they are our own. All residents are treated to a first class, priority service.

Our commitment to customer service is second to none and our expert customer service team are always on hand to speak with residents and clients 24/7. Whether it be to resolve a product issue or talk through a boiler problem, or to simply discuss your repairs programme, there is always someone there to help. In the event of emergency repairs we want to ensure that when your tenants call to book an urgent appointment, that a convenient time and date can be arranged with them there and then, without having to hold or be transferred to anyone else.



At Saltire, we believe that the key to providing a great service is down to the staff we employ. Giving training and guidance which empowers them to go beyond the basic requirements, creating an exceptional service with the added human touch. Understanding what is expected of us helps to achieve our customers' goals and provide value, effectiveness and a better experience to people and businesses who use our services.

Our people are professional. We have an enviable talent pool, and we are passionate about what we do.

Modern apprenticeships, multi-skilling staff, delivering recognised qualifications, and our overall commitment to local recruitment are testaments to our long-term business viability. While our goal is to continue growing, we remain steadfast in our commitment to making a positive impact on people's lives and the communities in which we operate. This dedication is a core part of our identity that we will never compromise.

Our industry accreditations, combined with a commitment to innovation, investment in technology, and staff training, guarantee that our people operate to the highest standards, are passionate about what they do, and continue to meet the industry's demands for safety compliance.

- We continually review our business performance in all areas to ensure that improvement is embedded in our culture and that we can offer our customers a good value quality service.
- We are committed to meeting the changing needs of our customers through a clear focus on innovation and investment in our people.
- We are committed to ensuring that our clients and their customers are at the heart of everything we do.



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OUR VISION

At Saltire, we are continually looking to expand our current field of work. We are driven by the client's needs and achieving customer satisfaction, getting it right first time, every time. We understand that subsequent changes within our scope of work, requires us to adapt in order to ensure our continued success for the future.

OUR MISSION

Our mission is to create clear goals for all staff on how we fulfil the needs of our customers. We aim to give both customers and staff confidence in our vision for the company whilst producing maximum value for our shareholders.

OUR PEOPLE

At the heart of our mission are our people. Our team's diverse talents, dedication and passion drive our success. We are committed to fostering an inclusive and supportive environment where everyone can thrive, innovate and grow together.

OUR VALUES

Saltire is driven by shared values that are fundamental in who we are as a company and helps us to function as one. They are embedded within us, enabling us to provide a consistent service performance and fulfil the Saltire Approach. These values represent our behaviour, not only as managers or colleagues but also as partners to our customers and suppliers.

- Professionalism** ✓
- Reliability** ✓
- Integrity** ✓
- Transparency** ✓
- Innovation** ✓
- Respectfulness** ✓
- Safe** ✓
- Inclusion & Diversity** ✓



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COMPLETE HOME SERVICES OFFERING

- Solar PV
- Solar battery storage
- Electric vehicle chargers
- Air source heat pumps
- Ground source heat pumps
- Hydrogen boiler installation
- Dual fuel heating
- Renewable power supplies
- Electrical testing and installations
- Plumbing
- Joinery
- Roofing
- Tiling
- Cladding
- Central heating
- Masonry work
- Groundworks
- Drainage
- Lighting
- Water
- Ventilation
- Planned and reactive maintenance

OPERATIONAL EXCELLENCE

Our teams take pride in the vital job that they deliver. We use advanced monitoring and reporting systems to provide complete transparency to our clients. We're proud to have consistently high customer service and satisfaction scores, as well as industry leading first-time fix scores.

Level of
customer
complaints
0.24%

First time
fix rate
98.39%

Customer
satisfaction
level
97%

Every year our growing team complete tens of thousands of jobs including over 12,000 electrical jobs, 78,000 repair jobs, 75,000 servicing jobs, and install over 2,700 new heating systems. Plus our support trades deliver almost 14,000 jobs.



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As one of the UK's largest home service providers, Saltire Facilities Management is committed to ensuring the mental and physical health, safety and well-being of our people, customers and stakeholders who visit or work in partnership with us. We are committed to maintaining the highest quality of health and safety at work controls through excellent communication, that raising of awareness and building a community spirit to cultivate a healthy & happy workforce.

As a business we acknowledge that the key to successful health and safety management requires an effective policy, organisation and arrangements, reflect the commitment of senior management. To maintain that commitment, we will continually measure, monitor, improve and revise where necessary, our Occupational Health and Safety (OHS) management system to ensure that health and safety standards are adequately maintained.

Our accreditations and registrations demonstrate our competence, impartiality and performance capabilities in our field.



BUILDING PARTNERSHIPS FOR OVER 20 YEARS

Saltire Facilities Management is building sustainable communities in partnership with public sector organisations and social landlords all over the country. We pride ourselves on building long-lasting relationships, delivering outstanding and reliable services for our clients tenants and communities.

“Saltire is THE decarbonisation partner for the public sector. Our expertise in delivering large-scale sustainability contracts is unmatched, and social landlords trust us to work with them in building cleaner, greener communities, fit for the future.”

Alan Murray

Managing Director, Saltire Facilities Management



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TESTIMONIALS

NORTH LANARKSHIRE COUNCIL

Saltire Facilities Management have been carrying out all servicing, maintenance and adhoc boiler replacements throughout the Council's stock of circa 37,000 Housing Properties since 2011.

Saltire continually achieve high standards which are carefully monitored via our service key performance indicators.

TRUST HOUSING, CARE & SUPPORT

Saltire have successfully completed several gas central heating and replacement boiler contracts, demonstrating exceptional skills and expertise in the field. I highly recommend Saltire. Their expertise, professionalism, and track record make them an excellent choice, consistently delivering exceptional results and ensuring customer satisfaction.

WELLHOUSE HOUSING ASSOCIATION

Saltire has worked with Wellhouse HA for the last 5 years carrying out servicing, repairs and installing new Worcester Bosch boilers as part of our replacement programme or one offs. We are extremely happy with the service, quality and value for money provided by Saltire and look forward to continuing to work closely with them in future.

SOUTH LANARKSHIRE COUNCIL

Saltire Facilities Management have really delivered during our time working together. They are well structured to cope with our projects both from an administrative and technical point of view. We would have no hesitation in working with Saltire in the future.



CLEANER HOMES FOR A BRIGHTER FUTURE

Saltire Facilities Management has been working with North Lanarkshire Council since January 2001, maintaining safety and compliance in gas properties as well as other fuel types within their housing stock.

The initial servicing and maintenance contract award was for 10 years. This was re-tendered in 2011 and Saltire was awarded a new contract to deliver gas servicing, maintenance and ad-hoc boiler installations for North Lanarkshire Council's housing stock of circa 37,000 properties.

This is a comprehensive contract providing central heating service, repair, maintenance and ad-hoc installations, encompassing gas, electric storage, electric panel, and electric wet, Biomass, ASHP, Solid Fuel and Solar PV for tenanted and void properties.



OUR PARTNERS



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Maintaining a long-standing partnership with Stonewater Housing, Saltire was granted a 15-year contract in 2020. This contract involves servicing, maintaining, and performing reactive repairs on gas and electric heating systems for 3,500 properties in the West Midlands.

As part of our comprehensive service, we conduct new installations and thorough LD2 alarm checks and installations to ensure the safety of Stonewater's properties and residents.

We prioritise bringing social value to the local community, achieved through initiatives like local employment opportunities, training programs for new hires to acquire gas and electrical qualifications, and providing work experience and apprenticeships for residents in the area.

Our commitment to Stonewater Housing goes beyond just fulfilling a contract — it's about creating a positive impact. By prioritising the safety and comfort of residents in the West Midlands. Through our initiatives, we strive to empower individuals by offering job opportunities, training programs, and apprenticeships, thus contributing to the growth and prosperity of the local community. At Saltire, we believe in not only servicing properties but also in building relationships and making a difference.



Saltire Facilities Management secured a £3 million gas servicing and maintenance contract from Viewpoint Housing Association. The contract covers over 1300 properties, including domestic and commercial ones. Services include gas servicing, repairs, and boiler maintenance for various properties. Additionally, Saltire also undertakes bathroom replacement and accessible shower room works to adapt properties for diverse residents.

This partnership between Saltire Facilities Management and Viewpoint Housing Association highlights the commitment to providing safe and comfortable living spaces for all residents. By ensuring regular gas servicing and maintenance, the properties are not only compliant with regulations but also offer peace of mind to those who call them home.

The additional services offered by Saltire, such as bathroom replacements and accessible shower room works, demonstrate a proactive approach to creating inclusive environments that cater to the diverse needs of residents. These adaptations play a crucial role in promoting accessibility and enhancing the quality of life for individuals with varying abilities.

As the contract continues, both parties have the opportunity to continue making a positive impact on the communities they serve. Through their collaborative efforts, they are not just maintaining buildings but also fostering a sense of belonging and well-being among residents.



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Saltire Facilities Management performs EICRs and electrical tasks for Falkirk Council, emphasising safety and convenience. Their services include identifying and resolving electrical problems, rewiring, evaluating alarm systems, and installing custom alarms for residents with special requirements such as hearing impairments. The committed team delivers excellent service with minimal disturbance, placing the community's welfare at the forefront.

What sets Saltire Facilities Management apart is their thoughtful approach towards residents with unique needs, such as those with hearing impairments. By offering custom alarm installations tailored to specific requirements, they demonstrate a deep commitment to inclusivity and accessibility. This level of care and attention to detail reflects their genuine concern for the well-being of every individual in the community.

With a focus on delivering exceptional service while minimizing disruptions, Saltire Facilities Management has earned a reputation for reliability and professionalism. Their dedication to ensuring the safety and convenience of Falkirk Council residents is truly commendable, making them a trusted partner in maintaining a secure and harmonious living environment for all.



Saltire Facilities Management started an electrical heating installation project with Southside Housing Association in 2023.

Up to now, more than 300 new systems have been installed, including high efficiency Dimplex storage heaters, providing residents with dependable, cost-effective, and eco-friendly heating solutions.

The feedback from residents has been overwhelmingly positive, with many expressing their delight at the improved warmth and comfort in their homes. The partnership between Saltire Facilities Management and Southside Housing Association has not only enhanced living conditions but also contributed to energy efficiency and sustainability goals. As part of the project, residents were also provided with comprehensive information on how to use and maintain their new heating systems effectively. This initiative showcases the power of collaboration in creating positive impacts within communities and sets a great example for future sustainable projects.



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OUR ESG COMMITTMENTS

We are committed to doing our bit to make our part of the World a better place. From environmentally friendly policies, to continuing to support our people, we want to support our communities, and play an active role in improving the lives of the people who live in them.



OUR PLANET

Our planet first approach to business has our group focussed on operating sustainably, whilst supporting our clients to become more sustainable. We are always looking for ways to be a more sustainable business. We have an ongoing programme of vehicle upgrades, are currently trialling new fleet management software, and recycling just over 90% of all waste.



OUR PEOPLE

We believe in communities, and we want to participate positively, and actively in all communities in which we operate. By investing in the well being and careers of our employees, and continuously finding new local initiatives to support in our neighbourhoods, SFM will ensure more fulfilling employment, and better lives for all of our people. We support many local initiatives including food bank donating and community events.



OUR POLICIES

We are committed to be better tomorrow than we were today, and our policies for continuous review and improvement will ensure we never stagnate. We continue to adopt new initiatives as they are created, and will ensure we lead from the front in terms of our adoption of legislation, guidance, and accreditations. SFM will always be a modern, progressive, and dynamic workplace.

SALTIRE IN THE COMMUNITY

We genuinely care about our communities and love getting involved in various activities and charitable events to support the people around us. We believe in the power of community and in giving back to those in need. Over the past 20 years we've supported lots of causes and will continue doing so moving forward, it's part of who we are.

Whilst we're only too keen to help out, we ask our team for input on making the difficult decision of which organisations to help. Currently we support a number of charities.



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Saltire

Est. 2001



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Saltire Scotland

Carnbroe House, 1 Finch Way,
Strathclyde Business Park,
Bellshill, ML4 3PE

Saltire Midlands

The Ciba Building,
Suite203D, 146 Hagely Rd,
Birmingham, B16 9NX

Telephone: 0330 202 0444

E-Mail: saltire@sfml.co.uk

Registered in Scotland No 211524