



MRS

Maintenance Risk Solutions

INCIDENT MANAGEMENT SPECIALISTS

We operate 24/7 – 365



MRS SPECIALISED INTEGRATED SERVICE OFFERING ...



Global trends are towards an integrated and cost-effective service solution,

More clients are benefitting from multiple services provided through a single and specialised integrated service provider.

MRS integrated service accounts are managed by a dedicated service manager (Portfolio Manager) depending on the clients needs.

This mean that our clients have a single point of contact and will enjoy improved service delivery from one supplier only.

This structure results in increased risk mitigation, reduction of vendor base, and utilisation of best practices that have been developed and implemented by the various MRS subsidiaries, who are all leaders in their respective industries

MRS The market leader in Managing your facility Maintenance Incidents.

WHY MRS ?



The unique hands-on approach of all our subsidiaries creates a welcoming and seamless customer experience. Our one stop service offering enhances the level of overall service delivery. MRS's clients are assured of the tangible benefit of asset longevity and sustainable service delivery at reasonable costs.

We ensure the longevity of your assets through our regimented and stringent maintenance plans.

Adherence to local and regulatory compliance requirements through transparency and ethical governance.

Continued training and certification programs enhance our personnel and improves the overall service offering.

THE MRS INCIDENT MANAGEMENT CALL CENTRE SERVICE OFFERING



Our Assistance Products and Services are designed with our customers in mind. Always providing relevant and valuable solutions in their time of need.

Our Products and Services are a perfect fit to any industry. We specifically specialise in the Facility Maintenance industry.

Our products can be tailor-made to meet your requirements.

Our Claims Centre is manned by experienced Portfolio Managers. We can manage your end-to-end maintenance process and provide continued feedback on progress.

Our clients vary from Corporate Companies, Brokers, UMA's, Administrators and Insurers, Body Corporates, Property Management Companies, Developers

CUSTOMER EXPERIENCE CENTRE



Our Customer Experience Centre is managed by well-trained Customer Experience Ambassadors.

All of our Customer Experience Ambassadors work from our Customer Experience Centre.

Our advanced CRM systems and telephony allow us to be available 24/7, offering exceptional service to your clients, irrespective of where our business is operational from.

Our service levels will never be compromised.

WHY MRS CONT



MRS and their subsidiaries comply to local and regulatory requirements

- Plumbing - PIRB, IOPSA
- Maintenance - DWASA
- Painting - Dulux, Plascon, Prominent Paint
Approved applicators
- Electrical - ECB,
- Fire - SAQCC, SACAS
- Disinfecting / Sanitizing - NO Compulsory Governing Body
- POPIA - Weavind Legal
- Insurance - Contractors Liability Insurance
(Insure City)
- Vat -
- Statutory Requirements - UIF, Compensation Commissioner, PAYE

In 2021 the Polori Trust acquired 51% of MRS in a broad-based black economic empowerment transaction.

This positioned MRS to pursue our business strategy and continue our strategy of expansion, all while delivering exceptional service to our clients

This partnership makes us a leading majority black-owned facilities Maintenance Company in the Country

We are a level 2 B-BBEE contributor and remain committed to a long-term strategy of broad-based black economic empowerment.

Plumbing



- **Blocked Drains**
 - Drain Camera Inspections
 - Drain Machines
- Leak Detection
- Geyser replacements
 - Insurance Accredited, Insurance Rates COC's
- Burst water pipes
- Water meter installations
- Heat Pumps and Boilers
- All general plumbing work

18
TEAMS

Proudly Associated with



FACILITY MAINTENANCE SPECIALISTS



- **Ceiling replacements**
- **Carpentry**
- **Painting and Waterproofing**
- **Roof repairs**
- **Wall and Floor Tiling and Laminating Flooring**
- **Structure repair work, wall repairs, paving**
- **Glazing include High Rise installations**
- **All steel work include new structures**
- **Home Locksmiths**
- **White Goods Appliances**
- **Tree Felling**

**12
TEAMS**

Proudly Associated with



ELECTRICAL, AIR CON's AND ACCESS CONTROL



- Complete installation of wiring of the main dwellings and Electrical Certificate of compliance (E.C.O.C.)
- Fault-finding and trouble shooting on single phase and three phase electrical premises.
- Installation of gate motors, electrical fencing, access control, garage door automation and motor supply.
- Lightning repairs, power failure problems and earth leakages are all covered by our electricians.
- Installation of sub pre-paid electricity meters.
- New installation of lights, switches, ceiling fans, air conditioning systems, upgrading of the electrical distribution board and circuit breakers, garden floodlights and security lights.

Proudly Associated with



**5
TEAMS**

PROJECT - PAINTING AND WATERPROOFING SPECIALISTS



- **Painting,** We offer Professional Painting Services. We do specialize in Townhouse Complexes, Office blocks, Commercial Spaces etc.
- **Waterproofing** done with the best guaranteed products. We have developed special techniques to ensure the water stays out.
- **Refurbishments** We specialize in breathing new life into old structures. By stripping existing structures and making them new and improved again.
- **Damp Proofing,** We also offer to do damp proofing to your existing space. Whether it is positive or negative damp pressure we have the corrective measures to rectify those problem

- **Proudly Associated with**



Target Fire Protection ...



TARGET
FIRE PROTECTION

Specialise in service, supply and installation of fire protection equipment

Fully equipped service teams allow to service at the client's premises ensuring faster turnaround times.

Specialist service and equipment are aimed all kind of businesses, factories, workshops, stores, homes, offices, housing estates, schools, apartment buildings and shopping malls.

All equipment serviced in accordance with the regulations of SANS 1475.
Accredited and Authorised by SACAS to service fire equipment. And registered member of SAQCC.
Experience technicians fully qualified and registered with SAQCC FIRE"

Our CRM system keep records for yearly maintenance service intervals

3
TEAMS

Products/Services:

- Servicing and maintenance of:
- Fire extinguishers, Fire hose reels, Fire hydrants, Supply and installation of new fire equipment
- Fire blankets, Safety/emergency signage
- Provide training during service intervals to operators

All new equipment that we supply is SABS approved." – Proudly i-Cat distributor and installer

Proudly Associated with



SACAS

South African Certification and Auditing Services

Quote Assessors ...



Our Specialist Quotation/Building Assessors; - Investigate the extent of the loss or damage and provide the correct Solutions;

- Professional Reports
- Quotations
- Specifications
- Home inspections for Buyers and Sellers
- Inspections for Start & End of Rentals

6
ASSESSORS

All Maintenance Related Quotation Requests will be assessed, and the correct recommendations provided;

Quotations that involve Multiple Service providers like Redecoration Projects, large Projects/Tenders Our Assessors will provide the Specification to allow the Service Providers to quote from the same Specifications to illuminate discrepancies as all Service Providers will quote (Appels for Appels)

Our Quotation Assessors turnaround time for quotes are between 3 – 5 days

Proudly Associated with



OUR SERVICES – SUMMERY



1. Plumbing
2. Electrical
3. Property Maintenance
4. Renovation Projects
5. Aircon services
6. Heatpumps
7. Pest Control
8. Access Control
9. Tree Felling
10. Lock Smith
11. Fire Equipment
12. Quotation Assessors
13. Waterproofing
14. Landscaping
15. 24/7/365 Incident management Call Centre

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ASSESSORS

PROUDLY ASSOCIATED WITH ...



Property Management companies & Rental Companies

Mid City	Mamre
Huurkor	Angor
Vision Properties	Belmont Group
Trafalgar	Mat Properties
Pretor	Ease Properties
Pro Admin	Indluplace Properties
Primo Properties	Infinity Property Management
Gems	Scheme Square
API	Fitzanne
Eatern region Properties	Anet Properties
IHS	Reno Properties
Martenique properties	Just Imagine Properties
First Property Trust	Astrodon
Mems Properties	Venter en van Wyk
Cosmopolitan	Affluence Property Management
Solver	Aula property Mangement

Other

TUT
Pretoria School for Cp Learners
University of Pretoria
Rieks Towing

Corporates

Broll
Woolworths
Emerald Dunes

UMA's

Rodel
Legacy
Renansa
Avo Risk

Utility Management Companies

Pro Admin Utilities
Mid City Utilities

Brokers

Insure City
Best sure
Brolink
Univem Brokers
Glenwood Brokers
Beukes Brokers
Allan de waal
Sentravaal
Integri Sure
RBS
Equity trust
Eldorado
PSG
Juslan
Constantia
Comm Risk
Abpco
Taylermade Brokers
Alonza
Securitas Brokers
PSG
IUM
A2Z Borkers
PWG Group

Insurance Companies

One Sure
King Price
Bryte Insurance
Santam
Hollard
Discovery
CIS
CIA
Mutual & Federal
Integrisure

Home Assist / Call Centres

Europe Assist
Turnkey Hub
First Assist
Biz Extend
CLC
Can Infinity

Retirement Villages

The Retreat
Wilgers Retirement Village
Twee Riviere Retirement
Fleurenville





Contact us – 24 HOURS:

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