



We are a finalist at the 'Housebuilder Awards 2020'



Improving customer care by simply caring



# Is it time to consider alternatives to your customer care support?

CURA Homecare specialise in supplying high quality, reliable customer care & after sales maintenance services to national house builders, retirement villages, care homes and student accommodation across the UK

## Some of our customers

Cura Homecare are currently in partnership with 20 of the UK's Top 25 House Builders supplying quality, reliable and cost effective support services to their Customer Care and Construction Teams





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## Who are we?

### We specialise in the very niche market of Customer Care & After Sales Maintenance works to National House builders

As one of the most experienced property maintenance providers in central England, we cover all trades with directly employed qualified craftsmen hand picked for each individual job.

Our tradesmen are coordinated by a helpful team of experienced planners operating intuitive and innovative systems incorporating PDA technology, vehicle tracker data and a web based management system 'Markus' to enable maximum efficiency and live job status updates.

## Why try us?

- ALL trades covered In House with Uniformed and ID Badged Cura Operatives.
- We load every work instruction onto our system and make contact within 48 hours of receipt.
- We respond to all emails and calls within 24 hours.
- We send a Snap Shot Update to every Client within 24 hours of each job completing which includes reports, photos, customer sign off and feedback. Each Snap Shot is accompanied by a simple Icon driven customer feedback survey to enable us to continually tweak and mould our service to your needs.
- We supply only the best Tradesman and by utilising our unique Skill Set Matrix and grading system, Operatives are hand picked to ensure exactly the right person is booked for every job.
- Our Quality Control Managers visit sites randomly on a daily basis to ensure best service is delivered. Constantly reviewing Operative Skill Sets in the field and updating the Master Skill Set Matrix to suit.
- Full Range of services from Small Reactive Works to Major Works fully Project Managed. Surveys, Fault Detection and Resolution reports as we as Full Administration/Call Centre support, and contra charge 'chasing service'.
- We Desk Top Manage each project through to completion and sign off through care calls and PDA data throughout the day ensuring updates and follow on work is approved and communicated live.
- Through the PDA device we receive immediate advice on any unsatisfactory homeowner feedback enabling our CRM to make contact and deal with any issues.
- Our invoices are bespoke to the client's requirements with fully transparent cost records including Date and Time stamped On and Off site times and Live Purchase Order data for materials purchased or used from stock, all available along with photos and sign off via our Client Login.
- Premier Web Based Scheduling and Management System backed up by Trained Co-ordinators offering a full Call Centre and Admin Support Service.
- We're committed through open and regular communication to working as partners and working with our clients rather than for them.



## Some of our Happy Homeowners

*"I just wanted you to pass on our thanks to Lee the decorator that has been here for the past 3 days, he has done an amazing job and was a pleasure to deal with and went out of his way to match the paint colours."*

*"They have done such a good job and everything has been left so immaculate."*

*"With the quality of his work, how courteous he is, we must say*

*congratulations to CURA. I have never had such quality of workmanship in my house before."*

*"Not only is Cura's standard of work very high but they take pride in their work and ensure a high standard of finish. Which to me as a new build owner is important as this is one of the reasons you buy a new 'shiny' home, Cura's work putting things right is very much valued by my wife and I."*

*"It has been an absolute pleasure to have had Cura working in my home; a truly honest and hard working Team. It is rare these days to find people with such dedication at doing an excellent job and at the same time provide excellent customer service."*

*"The care that Cura took to ensure my home was respected whilst carrying out the job impressed me greatly; my home, thanks to Cura looks 100% better."*

## Our Premier Web Based Scheduling and Management System

**'Markus'**  
Our online management system, PDA and van tracker software



For your no obligation presentation

01329 800 128

enquiries@cura-home-care.co.uk



## Customer Feedback

*"I have had the privilege of working with yourselves at CURA for a few years now. Your people have always been, polite, tidy and the residents of properties have always given me great reports of your operatives work. It is a privilege to work with CURA, and to know the job will be professionally done and that I will have happy residents, even when the work is in challenging circumstances."*

*"Exceeded our expectations is perhaps the best way I can phrase the feedback for the level of service received on these 2 days to do the rectification work carried out by CURA."*

*"Things are going well using CURA, and I'm delighted that you found us!"*

*"Thank you. All the team were lovely. I would welcome them back anytime. Very accommodating to extra instructions, and have a 'can-do' approach. Refreshing to see to be honest."*

*"We have been using CURA for our remedial maintenance for many years....*

*In summary I would say:*

- Customer Service - Unquestionable
- Value for money - Excellent
- Quality of work - Excellent"

*"Not only is their standard of work first rate but they have exceptional organisational, managerial and customer service skills and always act above and beyond what I normally would expect."*

*"We have been using Cura for 6 months to carry out our maintenance. We have received some excellent feedback from our clients, stating that the operatives are professional, courteous & carry out the work to a high standard. The booking team are very efficient & jobs are logged & booked in a timely manner. We receive a weekly update so that we can keep track of outstanding jobs. We would highly recommend Cura!!"*

*"Thank god for Alan! It was a real pleasure having him on site and he has made a great impact. Please keep him here!"*



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