



**CROWN**  
FLOORING &  
FACILITIES

# ELEVATING SPACES WITH PRECISION AND INNOVATION

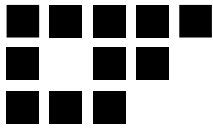


Crown Flooring & Facilities

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# About Us



Integrity - Innovation - Customer Focus - Excellence - Teamwork

28	150+
Years Established	Clients
24/7/365	5,000+
Services	Jobs Per Year
125+	6
Employees	Regional Offices



## Why Choose Us?

- Consistent high quality Installations: Supported by ISO 9001 and industry leading accreditations.
- Local service: Delivery from our regional offices in England, Wales and Scotland. We are accessible 24/7 - 365 days of the year.
- Local employment: Directly employed Enhanced DBS-cleared and certified teams working within their local communities.
- Professional and responsive: Crown embraces technology and innovation to offer customers market leading quality standards supported by ISO 9001 accreditation.
- CSR: The highest levels of compliance and environmental and social governance.

## History

Crown Flooring & Facilities is a trusted national provider of flooring and property maintenance services, specialising in delivering high-quality solutions to the public sector and private sector companies with large property estates. With over 28 years of experience, we work closely with clients to provide cost-effective, reliable, and innovative solutions. We are the first choice for many public sector

organisations due to our commitment to high quality and compliance standards, reliability and sustainability. Our team consists of directly employed professionals who are Enhanced DBS-cleared. We operate across six regional offices, ensuring accessibility and quick response times. Our ethos is built on delivering the highest service standards with social and environmental responsibility.





Consult.  
Create.  
Complete.  
...Only with **Crown**

Crown Flooring & Facilities

## Our Core Services

Crown Flooring & Facilities delivers a comprehensive range of flooring and property maintenance solutions.

Whether it's small scale reactive repairs or large scale refurbishments we deliver best value solutions in every situation.



## Flooring Services

Crown are now the largest flooring contractor serving the public sector. Our goal is to continue to lead the market in providing the highest levels of customer service whilst delivering best value and innovative solutions with social and environmental responsibility.

Our flooring services encompass assessment, selection, installation, and maintenance. These services are crucial for ensuring the safety, functionality, and aesthetics of public sector premises.

We offer solutions that range from small repairs to large, multi-million-pound projects covering entire estates. Our approach is focused on building long-term partnerships and delivering solutions tailored to each client's needs.



# Our Services

Crown Flooring & Facilities



## Solutions

### **Carpet Tiles:**

Popular for their durability, ease of maintenance, and variety of colours and patterns. Widely used in schools, government offices, and social housing.

### **Sheer Carpet:**

Traditional fitted or bonded carpets are warm and easy to install, clean and maintain. Widely used in social housing.

### **Vinyl Flooring:**

Vinyl's non-porous surface, making it easy to clean and disinfect. Ideal for healthcare facilities, care homes, and high-traffic areas like kitchens and restrooms.

### **Safety Flooring:**

Safety vinyl options offer textured surfaces for slip resistance, suitable for areas prone to spills.

### **Rubber Flooring:**

Rubber flooring is shock-absorbing and slip-resistant, making it suitable for classrooms, playrooms, gymnasiums, and other areas where safety is a priority.

### **Resin Flooring:**

Resin flooring is robust and durable, suitable for demanding environments such as commercial kitchens and prisons.

### **Linoleum Flooring:**

Linoleum is durable, easy to maintain, and ideal for healthcare environments due to its hygienic properties.

### **Luxury Vinyl Tiles (LVT):**

LVT is durable, easy to maintain, and available in various styles, making it a good option for government offices and other commercial spaces.

### **Timber Flooring:**

Timber flooring solutions are available for spaces requiring a natural and aesthetic appeal.

### **Sports Flooring:**

Crown Flooring also provides specialised sports flooring solutions suitable for gymnasiums and sports facilities.

### **Entrance Matting:**

Entrance matting solutions support property managers in controlling cleaning and maintenance costs.



# Our Services

Crown Flooring & Facilities

## Property Maintenance Services

Our property maintenance services encompass hard FM services related to the physical structure of buildings including plumbing and electrical systems.

We are specialists in planned and reactive maintenance services typically ranging from small reactive repairs up to £0.5m building refurbishment projects.

Crown employs a team of Building & Quantity Surveyors, Project Managers and Trade Operatives to deliver a broad range of property maintenance services. Our Quantity Surveyors will provide impartial specification and technical advice, including site surveys, lifecycle analysis, environmental / carbon assessment, technical suitability reports, sampling and pricing.

Crown's Project Managers manage the delivery of each project liaising with customers to ensure high quality results are achieved with minimum disruption.



## Solutions

### General:

Project Management | Health & Safety | Building Surveying | Consultancy Advice (Building / Electrical) | Life Cycle Plans | Specification Advice | Drone Surveys

### Interior Building Works:

Resin Floors & Repairs | Joinery & Carpentry | Hygienic Wall Finishes & Protection | Decoration & Ceiling Tiles | Shower & WC | Refurbishment Works & Fit-Out

### Electrical:

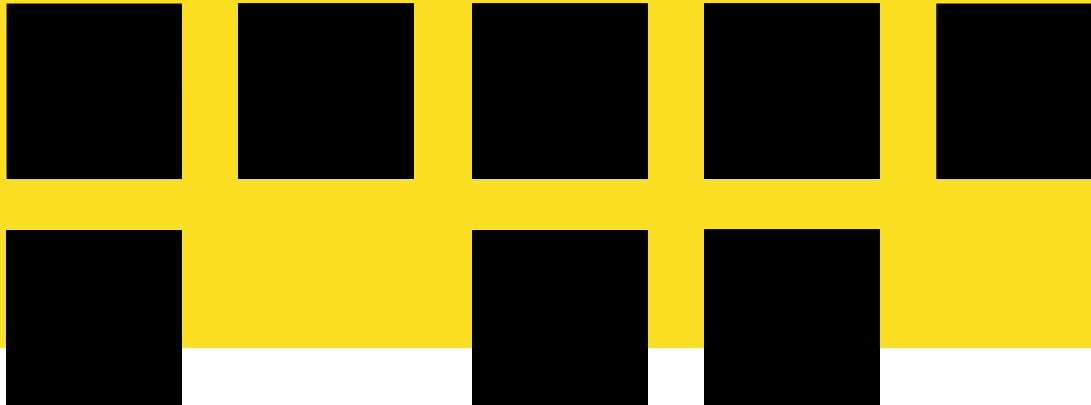
NICEIC Approved Contractor | Lighting, LED & Emergency | DB Boards | Cabling Auto Doors | Gates

### Fire Protection:

Fire Door Inspections | Fire Door Remedial Works | Passive Fire Protection

### Mechanical & Civil:

Plumbing & Boilers | Paving / Slabbing | Drainage | Road Repairs



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# Transforming Enviroments with Cutting-Edge Solutions

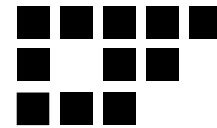




Crown Flooring &amp; Facilities

# Key Sectors

## We Serve / Universities & FE



### Project: University of Manchester

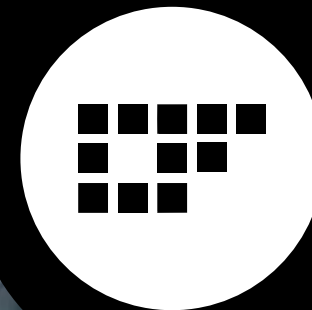
#### Planned & Reactive Maintenance

- Crown has provided planned and reactive flooring services consistently to the University of Manchester for over 10 years.
- Services range from small adhoc flooring repairs to full refurbishment and cover the entire academic estate and the University's student accommodation.
- Crown's work covers 887,000m2 of internal floor area across 229 buildings and over 50,000 rooms.



### Crown Flooring & Facilities BENEFITS

- Site Surveys
- Product & Installation Specification Support
- Nominated Account Manager
- KPI Reporting



### Project: Nottingham Trent University

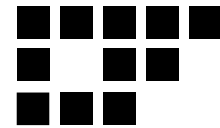
#### Flooring Projects

- Crown delivered flooring refurbishments for the Belgrave Centre and T-Block buildings on the campus.
- These included a project to create new study spaces, meeting rooms & flexible active learning classrooms and refurbishing state-of-the-art Containment Level 2 laboratories.

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# Key Sectors

## We Serve / Schools



### Project: Bridgewater High School

### Sports Floor Replacement



- Crown Flooring was appointed to replace the sports floor at Bridgewater High School, part of The Challenge Academy Trust.
- Crown removed the existing timber flooring, installed a new timber substrate and new vinyl sports flooring, complete with a full suite of line markings.

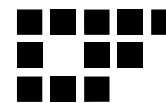
#### Crown Flooring & Facilities BENEFITS

Site Surveys

Product & Installation  
Specification Support

Nominated  
Account Manager

KPI Reporting



### Project: Dalkia UK

### School Refurbishment Programme

- Since 2015, Crown has been regularly awarded school refurbishment programmes by Dalkia UK, comprising both reactive and planned flooring works.
- The majority of works are undertaken during busy summer refurbishment programmes where resourcing and collaboration with other on-site contractors have been key to successful delivery.





# Key Sectors

## We Serve / Care Homes

Crown Flooring &amp; Facilities

### Project: Sanctuary Care

### Bridgeview House

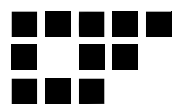
- Crown refurbished 22 bedrooms at Bridgeview Care Home in Dundee. All Bedrooms were fully occupied in the home so Crown refurbished one at a time over the course of 2 months, completing 3 bedrooms per week.
- Each bedroom was decanted by our team, storing furniture safely away from residents and we ensured each room was completed with furniture repositioned before the resident required access again in the evening.

#### Crown Flooring & Facilities BENEFITS

 Site Surveys

 Product & Installation  
Specification Support

 Nominated  
Account Manager

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# Key Sectors

## We Serve / Social Housing

### Project: Your Housing Group

### Flooring Services

- Crown provides a range of works for Your Housing from small reactive flooring repairs through to the supply and fit of multi-site refurbishment projects.
- Crown undertakes works in live/occupied supported living buildings and unoccupied social housing voids as well as in foyers supporting young people.

### Project: Great Places

### Flooring Services



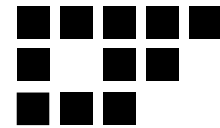
- Crown provides a range of works for Great Places including all soft floor finishes across their 16,000 schemes in the North West and Yorkshire regions.
- Working in collaboration with Great Places, Crown has evolved and adapted our service delivery and communication strategy to suit the different housing environments, including working with vulnerable residents and managing access challenges in tenanted properties where we have a narrow window to complete works.



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# Key Sectors

## We Serve / NHS



Project:  
Harplands Hospital, Stoke-on-Trent

### Shower Room Conversion

- Crown delivered this small refurbishment project for Serco, uplifting the existing flooring and wall coverings and preparing them for new hygienic wall cladding to be welded throughout the room.
- Crown installed a shower former and connected to existing drainage before completing the non-slip flooring, adding shower doors, a radiator with an anti ligature cover, an anti ligature shower curtain, uPVC T&G ceiling and an anti-ligature light fitting.

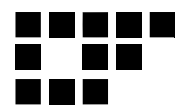


Site Surveys

Product & Installation  
Specification Support

Nominated  
Account Manager

KPI Reporting



Project:  
Queen Elizabeth Hospital, Birmingham

### P23 Lifecycle Works

- Crown Flooring was appointed to deliver the lifecycle flooring refurbishment at QEH Hospital in Birmingham.
- Works were phased over a 6 month period, during days and nights, to allow continuous use of all clinical areas and access to other areas outside of the scope of the works.

# Key Sectors

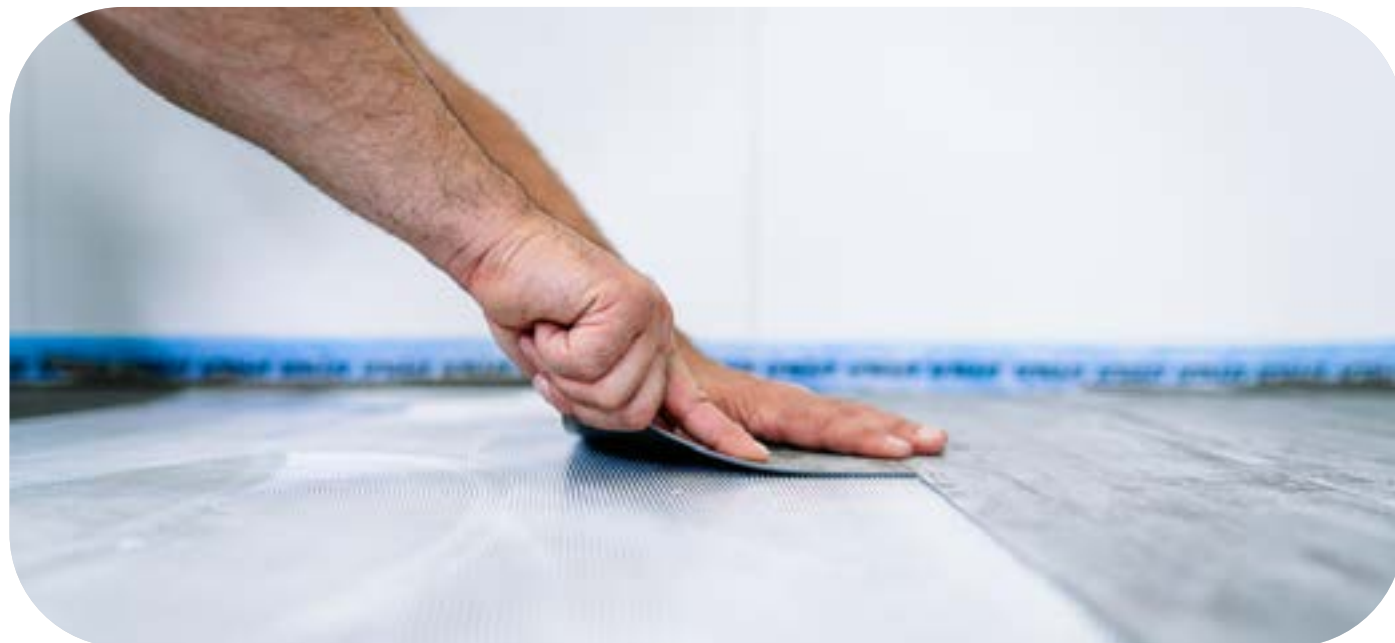
## We Serve | Ministry Of Defense

Crown Flooring & Facilities

### Project: Vivo Defence

### Carpet Replacement

- Crown was selected by Vivo Defence Services (a 50:50 joint venture between Serco and Equans) to undertake carpet replacement in service personnel housing across three United States Air Force bases in the UK.
- Works include installation of sheet carpet and LVT working closely in partnership with the Vivo team delivering c. 25 house flooring refurbishments per month.

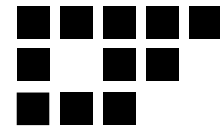




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# Key Sectors

## We Serve / Prisons & Ministry Of Justice

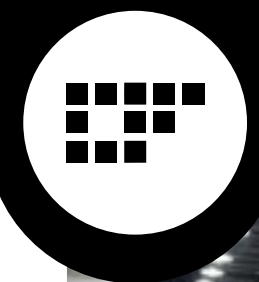


### Crown Flooring & Facilities BENEFITS

Site Surveys

Product & Installation  
Specification SupportNominated  
Account Manager

KPI Reporting



## Project: HMP Northumberland

### Kitchen Floor Refurbishment



- Crown secured a direct award to refurbish the ceramic flooring in the busy prison kitchen for Sodexo.
- With the kitchen fully operational throughout, all works needed to be out of hours and the site cleared of hazards prior to the morning service.

## Project: HMP Liverpool

### Sports Hall Lighting Replacement

- Crown replaced failing lamps in the Sports Hall at HMP Liverpool. A 12-metre-high mobile tower was utilised and existing support chains were redeployed saving time and money for the client.
- Crown offered the option of delivering the works over weekend to minimise disruption to the inmates sports programme.





Crown Flooring &amp; Facilities

# Key Sectors

## We Serve / Private Sector

Project:  
Smart DCC

Canteen  
Refurbishment

- Crown were appointed by Wates to deliver a high profile refurbishment of Smart DCC's Canteen in Manchester. Smart DCC, part of Capita, manage the smart meter data network in the UK.
- Crown engaged in the flooring, lighting and plumbing design to deliver a value for money solution to the client that achieved their goal of delivering a biophilic feel to the canteen.



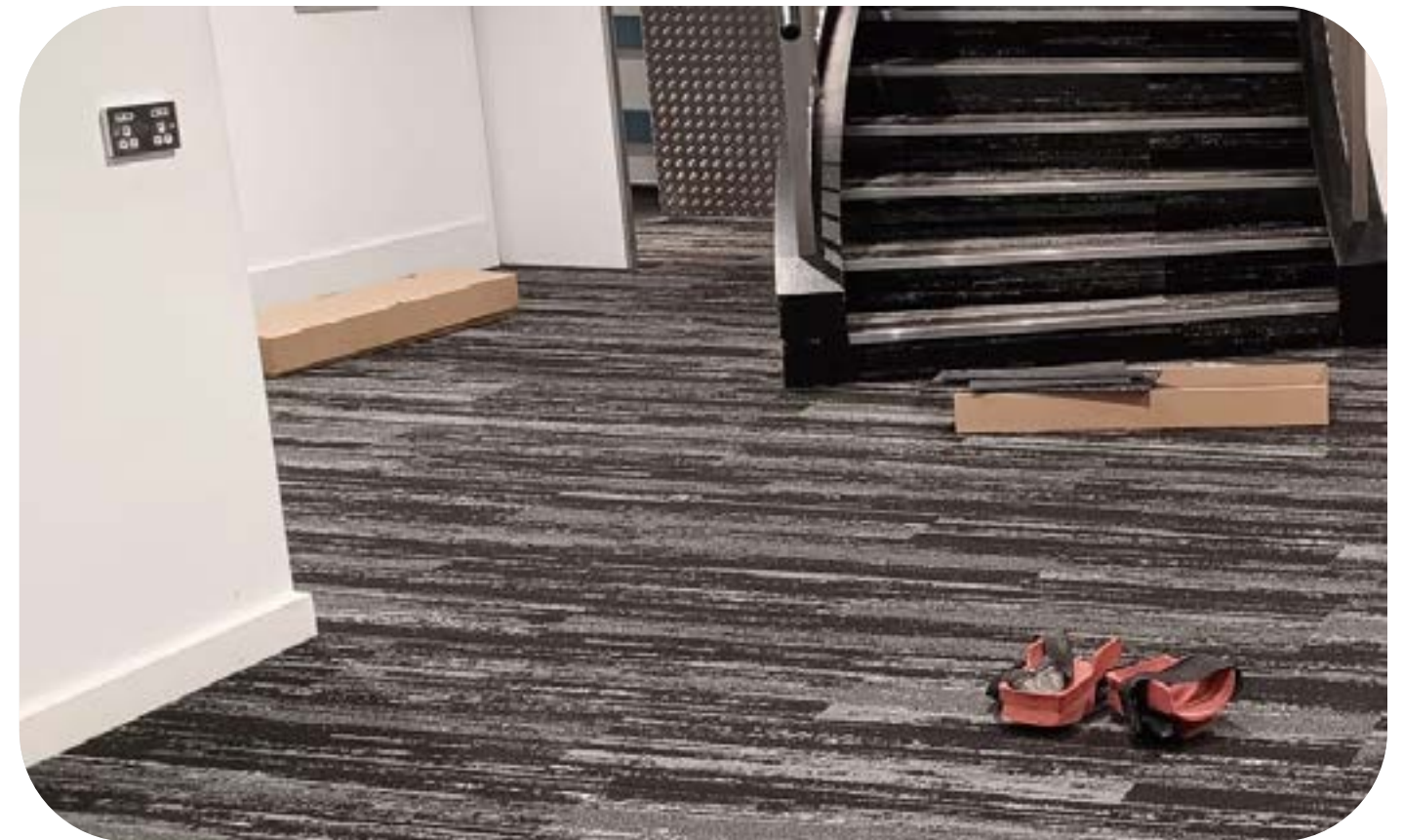
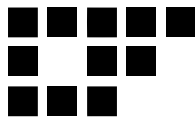
### Crown Flooring & Facilities BENEFITS

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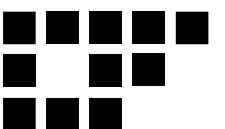


Project:  
Novotel Tower Bridge

Flooring  
Works

Crown worked closely with manufacturer Balsan to secure stairway and break-out area flooring works at Novotel Tower Bridge in London. The project involved the uplift and disposal of the old carpet tiles (recycled by a local business), self-levelling compound and installation of new Balsan carpet tiles and Morleys stair nosings.

Crown completed the project within 2 days in order to minimise disruption for the hotel.



# Our Team



Innovation

Excellence

Committed

## Martin Cotterill

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## Marc Denison

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## Martyn Critchley

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## Olga Austin

Finance Director  
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## James Hennessy

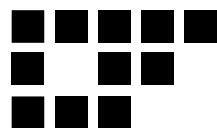
Head of Direct Sales  
Contact: 07980 212208





# Corporate Social Responsibility (CSR)

Crown Flooring & Facilities



## Sustainability, Compliance & Certifications

**Crown Flooring & Facilities is committed to environmentally responsible business practices. We continuously implement strategies to reduce our carbon footprint and ensure ethical service delivery.**

Our company is actively working towards Net Zero by 2050, with an interim goal of a 50% reduction in emissions by 2035. We take sustainability seriously, integrating environmentally responsible solutions into our work.

Our working practices, delivery methods, choice of products and recycling and waste management all make a material difference to decarbonisation of the buildings we refurbish and maintain as well as our operations across our fleet, offices and warehouses.



Trusted By

Our Accreditations





## Crown Flooring & Facilities

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