



**Richardson  
& Starling**

# Richardson & Starling

## Building Preservation and Refurbishment

Delivering Property Care since 1935





G L A S G O W • E D I N B U R G H • S T I R L I N G • A B E R D E E N • E L G I N • K I R K

# Introduction

Welcome to Richardson & Starling, a long established member of the Veitchi Group of companies, offering local services since 1935.

We are specialists in property preservation, repair and refurbishment. Our dedication to excellent customer service and quality of workmanship makes Richardson & Starling a company you can trust.

## Property Preservation

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Our fully trained and experienced staff will deal with your initial enquiry arranging a comprehensive property survey by one of our Institute of Wood Science qualified surveyors. This will be supported by a report detailing our findings and will include recommendations for eradication and repair. Works will be carried out using our experienced technicians.

Richardson & Starling survey all types of property and our clients cover all property owners, domestic, local authorities and commercial

On larger projects we work with Main Contractors and the Project Management team to deliver the Building Preservation requirements for the project.

Finally our completed works are supported by our Long Term Guarantee for clients' peace of mind which is fully transferable to future owners. An insurance backed guarantee can also be offered if required.

## Property Repair

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As an All Trades, Property Repair & Maintenance Contractor, we cater for the specific needs of Property Owners, Insurance Companies and Maintenance clients. We undertake building refurbishment and insurance repairs from start to finish and deliver a professional and friendly service combined with in house expertise.

We provide both a reactive and planned maintenance service for customers across a range of sectors, including hospitality and leisure, retail, education, public, health and facilities management.

With our highly qualified and experienced surveyors, we provide a fast response service to inspect properties and prepare schedules and quotations for our client's requirements.

**Our customers include:** • Homeowners • Local Authorities • Solicitors & Building Societies  
• Architects & Surveyors • Housing Associations • Property & Estate Management • Building Contractors & Property Developers • Banks • Shops & Offices • Community Projects • Churches • Historic Buildings  
• All Domestic and Commercial Property Owners and Managers



C A L D Y • P E R T H • D U N D E E • O B A N • D U M F R I E S • C A R L I S L E • A Y R

## Services

With branches throughout Scotland and North England, we offer a wide range of services:



**PROPERTY  
SURVEYS**



**DRY & WET ROT  
ERADICATION**



**WOODWORM  
TREATMENT**



**RISING DAMP  
TREATMENT**



**PENETRATING  
DAMP  
TREATMENT**



**BASEMENT  
WATERPROOFING**



**TIMBER  
WINDOW  
RESTORATION**



**MASONRY  
REPAIR SYSTEMS**



**MAINTENANCE –  
PLANNED &  
UNPLANNED**



**COMMERCIAL  
REFITS**



**FIRE & FLOOD  
RESTORATION**



**BUILDING  
REFURBISHMENT**



## Wood Rot Eradication

30 year guarantee for your peace of mind



WOOD ROT REPAIR

Unprotected timber in properties that become damp are susceptible to fungal attack. Dry and Wet rot can decay timber if the damp conditions persist. Unchecked the rot attack can degrade the structural integrity of the timber and cause failure.

It is essential that an accurate inspection, report and specification be produced to detail the remedial action to eradicate the attack affecting the fabric of the property. Our qualified surveyors carry out surveys to all types of property and our experienced technicians ensure that the eradication works are completed to a quality finish.

On completion our 30 year guarantee is issued to protect the client and is fully transferable to future owners.

## Woodworm Treatment

30 year guarantee for your peace of mind



WOODWORM

Wood boring insects affect unprotected timber in all types of property and can structurally affect timbers causing localised failure. It is important to determine what species of insect is affecting the timber as not all wood boring insects degrade timber within a property.

The insect attack may not be active and our experienced surveyors will inspect the infestation and specify if remedial treatment is required. There are various options on the type of treatment that can be delivered to ensure successful eradication and on completion of the remedial works our 30 year guarantee is issued to protect the property.



TIMBER STRUCTURE REPAIRS

## Basement Waterproofing

10 year guarantee for your peace of mind

Creating dry basements increases property floor space and increases value. Richardson & Starling offer a complete range of solutions for waterproofing underground structures. This includes, but is not limited to:

- Wet basements
- Damp cellars
- Flooded vaults
- Dripping railway arches
- Turf roofs
- General damp areas that require a long lasting flexible damp and waterproofing solution

Remedial specifications are designed by our qualified surveyors to BS 8102 standard and installation is carried out by our trained and experienced technicians. Many types of property have need of basement waterproofing and clients range from the domestic property owner to commercial clients and major refurbishment contracts. On completion, a 10 year warranty is given on full basement systems.



NEW BASEMENT ROOMS

## Damp Control

Damp is the major issue affecting the health of buildings. Excessive dampness causes deterioration of building fabric and the germination of fabric destroying organisms such as dry and wet rot affecting timbers in buildings.

In order to protect buildings it is important to keep them dry and existing damp problems should be assessed and the appropriate remedial action taken to preserve the building fabric. Dampness affecting buildings can originate from **Rising Damp, Penetrating Damp, Condensation** or **Plumbing Defects**.

It is important to accurately diagnose the cause of the damp affecting the property and our qualified surveyors have the expertise and up to date technology to diagnose the cause of the damp and specify the appropriate remedial action.



PENETRATING DAMP CONTROL



# Timber Window Restoration and External Structural Timber Repair

5 year renewable guarantee for your peace of mind



SASH AND CASE WINDOWS



PIVOT WINDOWS



GLAZED TIMBER STRUCTURES

Once damage has occurred to timber windows it usually can be repaired by using one of our approved Timber Window Repair Systems. Where timber decay has affected the window frame, this can be repaired with our specialist timber resin repair system. Typical problems affecting windows are caused by lack of maintenance and general wear and tear. Full operational condition will be restored after our experienced technicians overhaul and adjust the window. Sash and case windows may suffer from rattles and draughts and this can be eliminated with fitting our draught-proofing system.

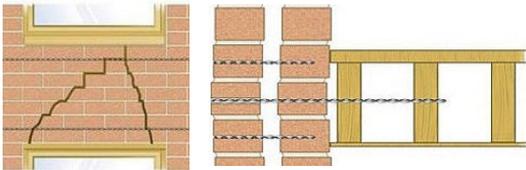
Also using our timber repair systems on external structural timbers such as conservatories gives our client significant savings by opting to renovate rather than replace. Disturbance to the property and the client is also significantly reduced during the works.

Our qualified surveyors will carry out a survey and issue a detailed report, specification and quotation in order that the client can assess the most cost effective option for them. On completion of the works Richardson & Starling give a 5 year renewable guarantee on the works.



GUARANTEED REPAIRS

## Masonry Repair Systems



LINTEL REPAIR

FLOOR TIES

Richardson & Starling offer a cost effective repair system to damaged or unstable masonry. Our trained surveyors will visit the property to develop a specification to repair the damage using the wide range of Thor Helical products which provide a concealed, nondisruptive solution for many forms of remedial masonry stabilisation including; **Crack stitching, Lintel repairs, Overbeaming, Expansion joints, Lateral restraints and Remedial wall ties.**

## Property Surveys



ALL TYPES OF PROPERTY SURVEYED

It is important that a thorough and accurate survey is carried out on the client's property to identify damp and timber infestation problems causing deterioration of the building fabric.

Our qualified surveyors have a wide experience in all types of property from castles to council houses and are focused on recommending the appropriate remedial action to eliminate the problems affecting the property.

Feasibility surveys, reports and costings are often requested by Architects, developers and other clients to help assess a project's viability.

Aware of the need to eradicate dampness and destructive organisms, Richardson & Starling approach every property with an understanding of the problems that exist coupled with the expertise to recommend the best course of action to preserve the building.



# Maintenance – Planned and Unplanned

**Richardson & Starling** offers a comprehensive, reactive and planned maintenance service to the hospitality and leisure, retail, education, health and public sectors. This service includes:

**A dedicated reactive maintenance team, manned by highly experienced staff**

**Large geographical coverage by qualified and skilled trades and contract supervisors**

**Transparent and competitive reactive maintenance rates**

**Tracker fitted vehicles allowing accurate confirmation of arrival times to clients**

**Customer satisfaction calls on all jobs**

**Site inspections, to monitor the quality and service of our workmanship.**

**Management of contract to meet customers' KPIs along with daily updates on jobs**

You can be assured that Richardson & Starling are committed to providing the highest level of professionalism, service response, and quality workmanship, thereby ensuring that we meet the high standards set by us as a service provider.





COMMERCIAL TOILET, FULL REFURBISHMENT

## Commercial Refits

Richardson & Starling and the Veitchi Group have established themselves as one of the leaders in the Commercial Re-fit market. We carry a full multidisciplined team of Surveyors and Contract Managers working throughout Scotland and have close relationships with many blue chip companies.

Our dedicated team eliminate conflict and communication gaps that can lead to schedule and budget over runs, ensuring a smooth interface between all aspects of our project planning and design brief through to the procurement and construction phase.

We pride ourselves on the time management of our projects ensuring that we deliver on time, on budget and to specification. Whether it's delivering a stand-alone project or bringing enhanced resource as part of the Veitchi Group of Companies, we consistently strive to demonstrate our flexibility and ability to deliver an outstanding product. This is how we build strong relationships with our customers.

Our company promotes "strength through diversity". By harnessing the complimentary skill sets of our sister companies, we are able to provide a one-stop shop for clients with varying requirements.

## Health & Safety

The Veitchi Group and Richardson & Starling are committed to raising the safety, health and environmental awareness of all those who work for or on behalf of the Group. This commitment is fully endorsed at board level and the ethos is supported by all Veitchi employees, with a continued and sustained program of education and training.



EXAMPLES OF COMMERCIAL REFIT



## Fire & Flood Restoration

Our expertise enables us to react swiftly and in a safe and effective manner in removing contaminated fire and flood damaged materials to allow us to mitigate loss.



We are able to reduce the time that the client is out of their home. We work continually with all relevant parties to ensure that the reinstatement is carried out efficiently, and to the client's satisfaction. This ensures that the client's needs are considered throughout the project.

Our BDMA qualified surveyors are able to assess the damage to provide a clear definition of what can be remediated to ensure the appropriate course of action and negate the risk of future consequential damage. Our surveyors then employ a range of leading edge techniques to restore the property to its pre incident condition.

Our dedicated contracts team have many years experience in both fire and flood reinstatement works and treat each job individually, evaluating on a "job specific" basis the best method to resolve the problems as quickly and cost effectively as possible.

At every stage of the process we keep the client informed of the progress of works to ensure a speedy and satisfactory conclusion to the project.



WE SPECIALISE IN RESTORATION AND REFURBISHMENT

## Building Refurbishment

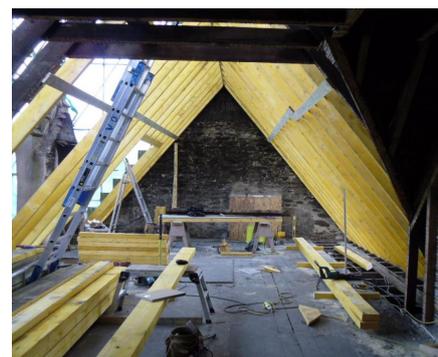
Our success and growth over the last few years is based on good building practice and sound principles. Our dedication to professionalism and our ability to be flexible without compromising on detail has put us at the forefront of the Building Refurbishment market.

We have a large team of dedicated professionals from building surveyors and estimators through to contracts managers and site agents. This ensures that a full cross discipline of building techniques are adhered to and that the work is carried out in a practical and professional manner, in line with current regulations and our clients requirements.

A large proportion of our works are in occupied buildings. We liaise closely with our clients and pay strict attention to Health & Safety requirements by fully maintaining an on-site supervision presence during the course of works. In this way we ensure that all projects are delivered professionally, on time and to budget.

With our strong repeat client base and ongoing investment, Richardson & Starling is looking to continue this steady growth and development through the refurbishment market.

**For more information visit**  
**[www.richardsonandstarling.co.uk](http://www.richardsonandstarling.co.uk)**  
**or contact your local branch for advice or property survey.**



REPAIR AND RENOVATION



# Richardson & Starling



Richardson & Starling is a Veitchi Group company. From our offices in Scotland and England, we operate throughout the whole of the United Kingdom. We can work independently to meet our client's needs, or alternatively work with our sister companies to provide a one-stop-service from building preservation, timber window restoration, basement waterproofing through to all types of flooring, interior fit out and building maintenance.



**Basement Waterproofing Association**



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