



Building Better Homes Delivering Better Outcomes

Specialist Development, Investment, Property
Maintenance, Management & Compliance
Services for:



Registered
Providers



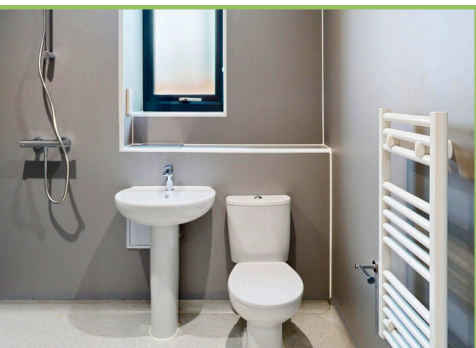
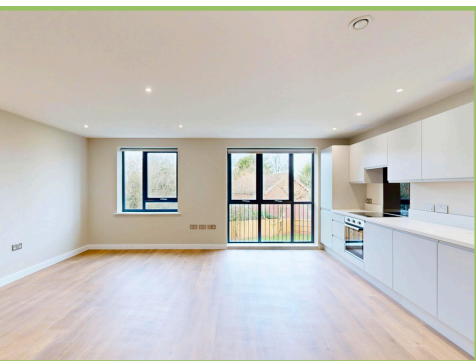
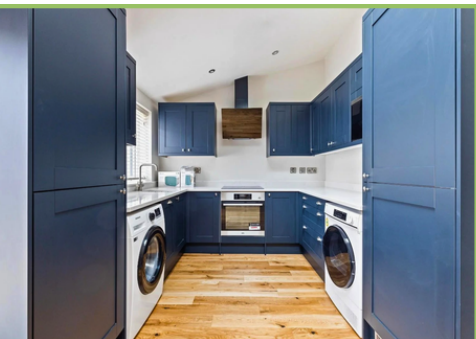
Housing
Associations



Local
Authorities



Supported
Living Providers



Creating Better Homes.

Building for the Long-Term.

At Touchstone Developments & Investments, we specialise in delivering high-quality development, refurbishment, maintenance and compliance services for Registered Providers, Housing Associations, Local Authorities and Supported Living Providers.

We understand that every property is more than a building; it is someone's home. Our focus is on creating safe, durable and compliant environments that improve residents' quality of life while reducing long-term maintenance costs for landlords.

From planned maintenance and responsive repairs to full-scale refurbishments, adaptations and specialist supported living developments, we work collaboratively with our clients to deliver projects that are completed safely, efficiently and to the highest standards.

WHY CLIENTS CHOOSE TOUCHSTONE:



SPECIALIST SOCIAL HOUSING EXPERTISE

Designed around the needs of landlords and vulnerable residents.



WHOLE-LIFE ASSET THINKING

We specify robust materials to reduce future maintenance costs.



ADAPTATIONS & ACCESSIBILITY

Creating homes that enable independence and meet individual needs.



COMPLIANCE BUILT IN

Fire safety, electrical, gas, water hygiene and statutory compliance integrated into every project.



TRUSTED DELIVERY PARTNER

Reliable communication, transparent reporting and dependable service.



VALUE FOR MONEY

High-quality workmanship that protects assets and maximises long-term investment.



Why Housing Associations, Local Authorities & Commissioners Choose Touchstone



LOWER LIFECYCLE MAINTENANCE COSTS

We specify quality materials and durable solutions that reduce repairs, extend asset life and lower total cost of ownership.



IMPROVED COMPLIANCE & RISK MANAGEMENT

Compliance is built from day one. We help you meet and maintain all statutory requirements and building safety regulations.



FASTER VOID TURNAROUND

Efficient planning, reliable scheduling and experienced teams minimise void periods and maximise rental income.



BETTER OUTCOMES FOR RESIDENTS

Homes designed around people's needs - safe, accessible and comfortable environments that promote independence and wellbeing.



A SINGLE TRUSTED DELIVERY PARTNER

From development to day-to-day maintenance, we provide an end-to-end service that reduces complexity, improves communication and simplifies your supply chain.



STRONG SOCIAL VALUE & ESG COMMITMENT

We create jobs, support communities and deliver environmentally responsible projects that help you meet your social value objectives.



Delivering Long-Term Value.
Building Stronger Communities.



350+

Homes Improved



25+

Year's Experience



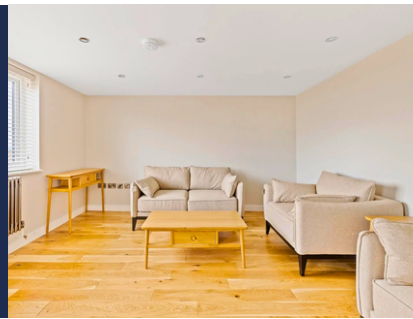
98%

Compliance Success



100%

Client Focused





Our Services, Your Peace of Mind

We provide a fully integrated range of development, refurbishment, maintenance and compliance services tailored to the needs of housing providers, local authorities and supported living operators. We are one partner bringing you solutions.



DEVELOPMENT

New build and specialist developments designed around people and communities



REFURBISHMENT

Complete refurbishments and modernisations that transform properties and extend asset life.



REACTIVE MAINTENANCE

Fast, reliable repairs to keep homes safe, comfortable and in great condition.



PLANNED MAINTENANCE

Proactive programmes that prevent problems, reduce costs and protect assets.



ADAPTATIONS

Bespoke adaptations that enable independence and improve quality of life.



FIRE SAFETY

Fire alarm systems, fire doors, compartmentation and emergency lighting specialists.



ELECTRICAL SERVICES

Installations, rewires, ECRs and compliance works carried out by qualified experts.



WET ROOMS & BATHROOMS

Durable, easy-clean wet rooms and bathrooms designed for safety and wellbeing



KITCHENS

Tough-spec kitchens built to withstand daily use and reduce long-term maintenance.



LANDSCAPING & EXTERNAL WORKS

Landscaping, fencing, patios, pathways and external improvements that add value.



VOIDS & TURNAROUNDS

Fast, efficient void works to re-let properties quickly and cost effectively.



COMPLIANCE SERVICES

Complete compliance management to meet statutory requirements and reduce risk.

24/7 EMERGENCY RESPONSE

We are here when you need us most.

Our dedicated team is available 24 hours a day, 7 days a week, 365 days a year to respond quickly and keep your properties and residents safe.



24/7
Call Handling



Rapid
Response



Experienced
Engineers



Minimising Risk
& Disruption

Custom Accommodation to meet Tenant Needs

We have extensive experience delivering high-quality, safe and well-designed homes for individuals with learning disabilities, autism, mental health needs and complex support requirements.

Our homes promote independence, dignity and wellbeing while making day-to-day support safer and more effective.

05 Supported living specialists



WHAT SETS OUR SUPPORTED LIVING HOMES APART



PERSON-CENTERED DESIGN

Every home is designed around the needs, abilities and behaviours of the individuals who live there.



SAFETY & RISK REDUCTION

We integrate safety features, fire protection and robust finishes to minimise risk and damage.



FUNCTIONAL & PRACTICAL LAYOUTS

Spacious, easy-to-navigate layouts that support 24/7 care and promote independence.



COMPLIANCE BUILT-IN

All works are fully compliant with relevant regulations, Building Safety Act requirements and best practice standards.



ROBUST & LOW MAINTENANCE

We use tough, easy-clean materials and high-quality finishes that reduce ongoing maintenance costs and downtime.



BETTER OUTCOMES FOR RESIDENTS

Well-designed homes create calming environments that support positive behaviour and improve quality of life.

“

Touchstone consistently deliver homes that are safe, high quality and perfectly suited to our residents' needs. They understand supported living and are a partner we can rely on.

”



Housing Association
Client

Experienced Reliable Delivery Partner

We are proud to deliver high-quality projects that improve homes, enhance communities and make a real difference to people's lives.

Here are some of the examples of our work:



16 APARTMENT REFURBISHMENT Complete Overhaul

Full refurbishment of two blocks of 8 one-bedroom apartments including:

- ✓ Full mechanical & electrical upgrades
- ✓ New kitchens and bathrooms
- ✓ Fire safety improvements
- ✓ External landscaping and grounds works
- ✓ Air source heat pump installation
- ✓ Renewable energy solutions
- ✓ Delivered on time and on budget



ADAPTATIONS & ACCESSIBILITY WORKS Promoting Independence

Bespoke adaptations to support individuals with a range of needs:

- ✓ Wet rooms and level access showers
- ✓ Widened doorways and ramp installations
- ✓ Grab rails, hoists and specialist equipment
- ✓ Designed around individual needs
- ✓ Improved safety and quality of life



FIRE SAFETY & COMPLIANCE WORKS Keeping Homes Safe

Upgrades and installations to meet the latest fire safety and compliance standards:

- ✓ Fire alarm and detection systems
- ✓ Fire doors and compartmentation
- ✓ Emergency lighting installations
- ✓ Regular servicing and maintenance
- ✓ Full certification and reporting



Our Track Record Speaks for Itself



350+

Homes improved across social housing and supported living schemes.



25+

Years' experience delivering projects for RPs, Local Authorities and Care Providers.



98%

Compliance Success proven track record in achieving and maintaining compliance 100%



100%

Client focused long-term partnerships built on trust, quality and reliability.

Preserving Homes, Protecting Value.

Planned maintenance and responsive repairs are essential to protect your investment, ensure compliance and keep residents safe and satisfied. Our proactive approach helps prevent issues before they arise, reducing costs and extending the life of your assets.

We keep your homes safe, compliant and performing.



PLANNED MAINTENANCE Prevent Problems, Reduce Costs

- ✓ Cyclical servicing and inspections
- ✓ Roofing, gutters and drainage maintenance
- ✓ Heating systems and boiler servicing
- ✓ Legionella water hygiene management
- ✓ Electrical testing, PAT and compliance checks
- ✓ Asset condition surveys and reporting
- ✓ Fire doors, alarms and emergency lighting



REACTIVE & REPAIR SERVICES Fast. Reliable. Responsive.

- ✓ Day-to-day repairs and fault resolution
- ✓ Multi-trade operatives for fast turnaround
- ✓ Minimising disruption to residents
- ✓ Clear communication and updates
- ✓ Right first time, every time



VOID MANAGEMENT Fast Turnaround. Ready to Let.

- ✓ Efficient void works and refurbishments
- ✓ Kitchens, bathrooms and decoration
- ✓ Flooring, doors and minor works
- ✓ Compliance checks and certification
- ✓ Returning properties to standard quickly



GROUNDS MAINTENANCE Safe. Attractive & Well Maintained.

- ✓ Grass cutting and hedge maintenance
- ✓ Tree works and shrub management
- ✓ Pathways, fences and external repairs
- ✓ Litter clearance and weed control
- ✓ Seasonal and scheduled programmes

Adapted Homes, Improved Lives.

We design and deliver practical, high-quality adaptations that support independence, safety and dignity. We deliver tailored solutions, focussed on expert delivery.



OUR ADAPTATION SERVICES



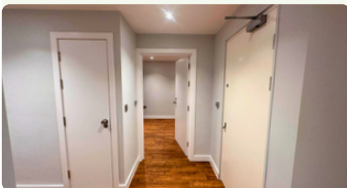
WET ROOMS & LEVEL ACCESS SHOWERS



- ✓ Slip-resistant flooring
- ✓ Level access & step-free entry
- ✓ Designed for ease and safety



WIDENED DOORWAYS & EASY ACCESS



- ✓ Wider doors for mobility
- ✓ Improved access throughout
- ✓ Compliant with accessibility standards



RAMPS & EXTERNAL ACCESS SOLUTIONS



- ✓ Safe, durable ramp installations
- ✓ Handrails & edge protection
- ✓ Tailored to individual needs and property



GRAB RAILS & SUPPORTS



- ✓ High-quality, discreet finishes
- ✓ Strategically positioned for safety
- ✓ Secure, compliant installation



ADAPTED KITCHENS & LIVING SPACES



- ✓ Lowered worktops & sinks
- ✓ Accessible appliances
- ✓ Functional, stylish designs



LVT FLOORING



- ✓ Durable & hard-wearing
- ✓ Water resistant & easy to clean
- ✓ Slip resistant for added safety



Designed Around People

Every adaptation is thoughtfully designed around the person's needs, abilities and future requirements.



User focused



Safe & Compliant



Independence promoted

Transforming Spaces, Creating Bright Futures.

09 Developments & Refurbishments

From full developments to complete refurbishments, we deliver high-quality, cost-effective solutions that breathe new life into homes and communities.

Built to last. Designed for the people who matter.



FULL REFURBISHMENTS

Bringing Homes Back to Life

Complete property refurbishments that improve quality, comfort and efficiency.

- ✓ Kitchens and bathrooms
- ✓ Heating and energy improvements
- ✓ Electrical and plumbing upgrades
- ✓ External works and landscaping
- ✓ Flooring, doors and decoration



DEVELOPMENTS & CONVERSIONS

Building Better Communities

New build, conversions and reconfigurations that create spaces people can thrive in.

- ✓ New build and extensions
- ✓ HMO and supported living schemes
- ✓ Conversions and reconfigurations
- ✓ End-to-end project management
- ✓ Loft conversions and room transformations

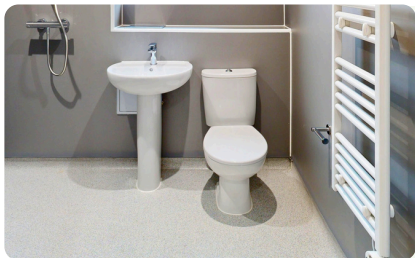


ENERGY EFFICIENCY & RENEWABLES

Sustainable Homes. Lower Costs.

Smart energy solutions that reduce running costs and carbon footprints.

- ✓ Air source heat pumps
- ✓ Insulation and loft upgrades
- ✓ Boiler upgrades and controls
- ✓ Energy assessments and advice
- ✓ Solar PV and battery storage



SPECIALIST ADAPTATIONS & ACCESSIBILITY

Independence. Dignity. Safety.

Tailored adaptations that support independence and meet individual needs.

- ✓ Wet rooms and level access showers
- ✓ Grab rails, hoists and specialist equipment
- ✓ Ramps, handrails and step-free access
- ✓ Working with care providers and local authorities
- ✓ Widened doorways and layouts

Protecting People, Ensuring Compliance.

We help you meet your legal obligations and maintain safe, compliant properties through expert installations, servicing and certification. Compliant today – protected tomorrow.



OUR COMPLIANCE & SAFETY SERVICES



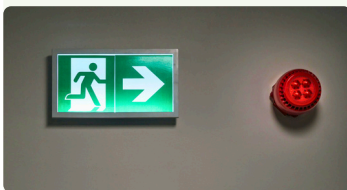
FIRE ALARMS & DETECTION SYSTEMS



- ✓ Supply, installation & upgrades
- ✓ Servicing and maintenance
- ✓ Routine testing & repairs
- ✓ Certification & compliance reporting



EMERGENCY LIGHTING



- ✓ LED emergency lighting solutions
- ✓ Installation & testing
- ✓ Monthly & annual inspections
- ✓ Certifications & records



FIRE DOORS & COMPARTMENTATION



- ✓ Fire door inspections
- ✓ Repairs, upgrades & installations
- ✓ Intumescent seals & ironmongery
- ✓ Compliance with BS standards



LEGIONELLA WATER MANAGEMENT



- ✓ Risk assessments
- ✓ Water testing & monitoring
- ✓ Control valves & disinfection
- ✓ Compliance reporting



PAT TESTING & ELECTRICAL SAFETY



- ✓ Portable appliance testing (PAT)
- ✓ Electrical installation checks
- ✓ Fault finding & repairs
- ✓ Certification & labelling



PLANNED MAINTENANCE PROGRAMMES



- ✓ Tailored maintenance plans
- ✓ Routine servicing & inspections
- ✓ Lifecycle management
- ✓ Full compliance records



In my experience, Touchstone Developments always meet these standards. I look forward to working with them in the future, and I happily recommend them for similar works elsewhere.



– Commissioner



Meeting Your Legal Compliance Obligations.

Staying compliant isn't just good practice — it's a legal requirement. Our Compliance & Safety Audits give you the clarity, evidence and confidence that your properties are safe, compliant and protected.

WE AUDIT ALL KEY COMPLIANCE AREAS

- ✓ Fire Safety
- ✓ Fire Doors
- ✓ Fire Alarms & Emergency Lighting
- ✓ Gas Safety
- ✓ Electrical Safety (EICR)
- ✓ Legionella & Water Hygiene
- ✓ Asbestos Management
- ✓ Lift & Lifting Equipment (LOLER)
- ✓ Ventilation & Air Quality
- ✓ Fixed Wiring & Portable Appliance Testing (PAT)
- ✓ Building Fabric & Structure
- ✓ Damp & Mould
- ✓ Health & Safety Compliance
- ✓ Risk Assessments
- ✓ Means of Escape
- ✓ Emergency Procedures
- ✓ Sprinkler System
- ✓ ...and more.



FULLY ALIGNED TO:

- **Housing Ombudsman**
- **Regulator of Social Housing**
- **Building Safety Act**
- **HSE Guidance**
- **BS EN Standards**

OUR AUDIT PROCESS



1 PLAN

We understand your portfolio, requirements and compliance obligations.



2 INSPECT

Our experienced auditors conduct thorough on-site assessments.



3 REPORT

You receive a detailed report with findings, photos and priorities.



4 DELIVER & SUPPORT

We deliver remedial works, provide support and help you stay compliant.

WHAT YOU GET



DETAILED REPORT

Clear findings, photos, risk ratings and recommendations.



RISK PRIORITISATION

Identify critical, high, medium and low risk issues.



ACTION PLAN

A practical plan to address issues and meet deadlines.



PEACE OF MIND

Confidence that your residents, staff and assets are protected.

Keeping Homes Safe, Protecting Value.

Our responsive, reliable and cost-effective maintenance services help you protect your properties, keep tenants happy and ensure compliance all year round.



MAINTENANCE SERVICES



REACTIVE REPAIRS



- ✓ Emergency call-outs
- ✓ Day-to-day repairs
- ✓ Planned & responsive solutions
- ✓ Minimising disruption to tenants



PLANNED MAINTENANCE



- ✓ Annual & cyclical maintenance
- ✓ Heating, plumbing & electrical
- ✓ Roofing, fabric & structure
- ✓ Scheduled inspections & servicing



VOID & REFURBISHMENT WORKS



- ✓ Void property turnaround
- ✓ Refurbishments & upgrades
- ✓ Decorations & finishes
- ✓ Kitchens, bathrooms & flooring



SAFETY & COMPLIANCE



- ✓ Fire alarms & emergency lighting
- ✓ Anti-slam Fire doors & compartmentation
- ✓ Legionella control & testing
- ✓ PAT testing & electrical safety



GROUNDS MAINTENANCE



- ✓ Grass cutting & hedge trimming
- ✓ Landscaping & planting
- ✓ Fencing, paving & paths
- ✓ Seasonal & one-off clearance



INSTALLATIONS & UPGRADES



- ✓ Boiler replacements & upgrades
- ✓ Heating & hot water systems
- ✓ Kitchens, bathrooms & adaptations
- ✓ Renewable energy solutions



Our Promise

We are committed to delivering a maintenance service you can rely on. We take pride in the quality of our work and the lasting relationships we build with our clients and tenants.



Quality Workmanship



Safe & Compliant



On Time, Every Time



Better Homes, Better Communities

Attention to Detail, Quality Finishes.

From kitchens and bathrooms to flooring and decorating, our expert team delivers high-quality finishes that make every space functional, beautiful and built to last.

MAINTENANCE SERVICES



KITCHEN INSTALLATIONS



- ✓ Full kitchen installations
- ✓ Upgrades & modernisations
- ✓ Durable, easy-clean finishes
- ✓ Tailored to budget & tenant needs



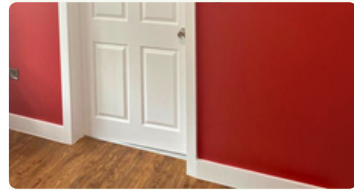
BATHROOMS & WET ROOMS



- ✓ Bathroom & wet room installations
- ✓ Accessible & step-free designs
- ✓ High quality, waterproof finishes
- ✓ Built for safety & easy maintenance



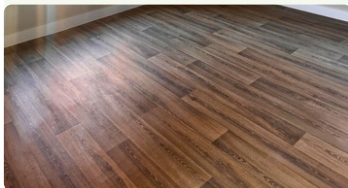
DECORATING SERVICES



- ✓ Internal & external decorating
- ✓ Walls, ceilings, woodwork & metal
- ✓ Low odour, durable paints
- ✓ Neat, professional finish



FLOORING SOLUTIONS



- ✓ Vinyl, LVT, laminate & carpet
- ✓ Slip-resistant & hard-wearing options
- ✓ Professional installation
- ✓ Perfect for high-use environments



DOORS, IRONMONGERY & JOINERY



- ✓ Internal doors & frames
- ✓ Ironmongery & security hardware
- ✓ Bespoke joinery & fitted furniture
- ✓ Repairs & replacements



BESPOKE STORAGE & JOINERY



- ✓ Fitted wardrobes & cupboards
- ✓ Bespoke shelving & storage
- ✓ Made to measure solutions
- ✓ Smart storage, great value



We combine skilled craftsmanship, quality materials and thoughtful design to create spaces that people are proud to call home.

Inside and Outside, Everything Matters.

Our grounds maintenance and landscaping services create safe, attractive and well-kept environments that enhance kerb appeal and protect your assets.



OUR INTERIORS & FINISHING SERVICES



GRASS CUTTING & TURF CARE



- ✓ Regular mowing & edging
- ✓ Turf treatments & fertiliser
- ✓ Weed control
- ✓ Seasonal lawn care



HEDGE & SHRUB MAINTENANCE



- ✓ Hedge trimming & shaping
- ✓ Shrub pruning & maintenance
- ✓ Overgrowth clearance
- ✓ Seasonal pruning & tidy ups



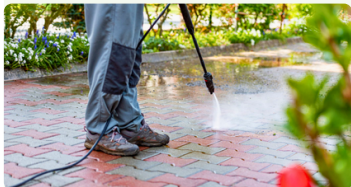
PLANTING & GARDEN CARE



- ✓ Planting schemes & borders
- ✓ Weeding & seasonal planting
- ✓ Mulching & soil improvement
- ✓ Garden maintenance



HARD LANDSCAPING & INSTALLATIONS



- ✓ Patios, paths & paving
- ✓ Fencing & gates
- ✓ Decking & timber work
- ✓ Retaining walls & edging



CLEARANCES & OUTDOOR WORKS



- ✓ Rubbish & leaf clearance
- ✓ Tree cutting & pruning
- ✓ Overgrown area clearance
- ✓ Jet washing & outdoor cleaning



SAFETY SURFACES & PLAY AREAS



- ✓ Play area inspections & maintenance
- ✓ Safety surface maintenance
- ✓ Repairs & replacements
- ✓ Compliance with BS EN standards

OUR PROCESS



ASSESS

We survey your site and discuss your needs.



PLAN

We create a tailored maintenance plan and schedule.



DELIVER

Our team carries out works to the highest standards.



MONITOR

We inspect, report and keep your site in top condition.

A Contractor that Understands Your Needs.

Unlike many contractors, we understand that every property is someone's home. Our teams work safely in occupied environments, communicate clearly with housing teams and care providers, and deliver durable, compliant solutions that reduce future maintenance costs.

Built around social housing and focused on long-term partnerships.



THE TOUCHSTONE DIFFERENCE



SUPPORTED HOUSING DELIVERY SPECIALISTS

Designed specifically for housing associations, registered providers and supported living organisations.



DIRECTLY DELIVERED TRADES

Directly employed teams supported by trusted specialist contractors.



FULLY COMPLIANT

Health & Safety, Building Regulations, Fire Safety and landlord compliance built into every project.



DISABLED ACCESS DESIGN AND INSTALLATION

Specialists in adaptations, wet rooms, accessible environments and supported living.



RAPID RESPONSE

24/7 emergency response and reactive maintenance capability.



TRUSTED LONG-TERM PARTNER

We don't just build projects – we help manage and protect your housing stock.



Our Commitment

We are committed to building safe, high-quality homes and relationships that last. Your residents, your properties and your reputation are in safe hands with Touchstone.



People First



Quality Assured



Sustainable Approach



Clear Communication

GET IN TOUCH

Discuss Your Property & Accommodation Requirements

We work with local authorities, housing providers, supported living organisations, landlords, and care providers across a wide range of supported housing and specialist accommodation projects.

Whether you require refurbishment, adaptations, compliance works, or ongoing maintenance support, our team is here to help.

Contact us



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www.touchstonedevelopments.co.uk



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INVESTORS IN PEOPLE®
We invest in people Silver



/ Touchstone Developments

