



BUILDER REPAIR NETWORK PARTNER

prospectus

Hello there!

If you're reading this document, you're probably contemplating making a very important decision. So, thank you for showing an interest in working with MA Assist.

The following information is designed to help you understand the benefits of joining our Builder Repair Network. This isn't an elaborate sales pitch, but apologies if we do get quite excited while talking about it! It's simply an informative guide to working in partnership with MA Assist.

At MA Assist we have a proven track record in building long-term working relationships with our supplier partners to deliver consistent volumes of profitable work. We support you with the tools and training you need to be a successful supplier partner. This starts with the solid foundations of a respected brand, renowned in the UK insurance sector for delivering world class customer service and is underpinned by the ongoing support and investment from MA Group to continuously improve.

Today we manage £10Ms of Building Insurance Repairs across the UK, for some of the largest insurers. For an established building repair business this is a tried-and tested route to further profitable growth. Our model isn't for everyone, but if you have the skills, experience and drive to make it work, you'll be halfway towards mapping out your future success.

Think MA Assist might be for you? Read on to learn why we might be your ideal partner...



Why us?

As a respected and trusted supplier of insurance property reinstatement services, MA Assist can truly give you a leg-up to further business success.

As a part of the renowned insurance property repair specialist, MA Group, we help businesses and homeowners recover from fire, floods, leaks and accidental damage, working with insurers and private customers to offer restoration and reinstatement solutions across the UK. You can also work for our sister company NHCC, which provides customer care solutions for house builders, housing associations and build to rent specialists across the UK. So, what does this mean for you? Well, because our work is diversified across different sectors of the UK economy, you can build a recession resilient business that can continue to thrive even when the economy comes under pressure.

By partnering with MA Assist, you're not just joining a tried-and-tested business model and a respected brand. You also become part of a tightknit family that will support you every step of the way to business success.

We have a strong reputation for reliable and predictable weekly payments, consistent volumes of work, together with the provision of business and performance feedback and support for suppliers.

Our partners also benefit from a bespoke training programme, as well as ongoing mentoring and support. You'll be equipped with world-class technology to facilitate smooth workflow onsite, automating laborious tasks to maximise your earnings potential. As a member of the MA Assist family, you become a vital part of a nationwide network of entrepreneurs, each committed to upholding a sterling reputation in their region.

Unlike other networks we pay all supplier invoices on time (regardless of whether we have been paid), provide payment dates weeks in advance and we don't charge for using our systems and software.



Who do we want to partner with?

Let's cut to the chase

Your success is our success, which is why we look to partner with driven individuals who have the skills, experience and passion to have built a successful building repair business and the ambition to develop it further.

Working in partnership with MA Assist is a sound investment, and you'll need a certain set of skills to make it work and thrive.

You'll see that our recruitment process will help you figure out whether our offering is ultimately for you. But before you reach that point, have a read of the kind of people we want to work with.

We will take it as a given that you know your stuff when it comes to reinstatement, but when it comes to working together, we know we work best with businesses and people that have the same culture and ethos as we do, the words that spring to mind are:

- > Honest
- > Ethical
- > Good communicator
- > Understand great customer service
- > Engaged
- > Performance focused
- > Proud
- > Can do attitude
- > Problem solver
- > Willing to admit when a mistake has been made and own it
- > Keep it simple

If these words describe you and your business, pardon the pun, but we are probably going to get on like a house on fire.



Let's talk money

As safe as houses

Build the vision for your future by investing in a proven business model that has been refined and developed over more than 25 years. The initial investment will be minimal but to be compliant and receive work from MA Assist, you will be required to have the following in place first:

- > Public and employers' liability insurance
- > CHAS or Safe Contractor
- > Gas Safe and NICEIC if applicable
- > Waster carriers' licence

Then you will gain access to your 'claims in a box.'

Your claims in a box

"But what exactly is in the box?", you may be wondering. Well, these are just a few of the exclusive benefits our supplier partners can take advantage of:

- > Industry leading initial training, with a dedicated support manager
- > Intensive initial support programme, to ensure you start off on the right foot
- > National account work, provided by our central office
- > Industry leading claims handling software and on-site iPad based scoping, free of charge
- > Ongoing support and training, to enhance your performance
- > Dedicated operating manuals and systems
- > Weekly payments made to you on time without fail and notification of payments to be made in future weeks.

Now that we've got money out of the way, let's move on to the meat and bones of how joining the MA Assist Builder Repair Network works.



Our recruitment process

Working with MA Assist is an important decision. As such, it's essential not to rush things. Our 4 step recruitment process may seem in depth, but it's designed to ensure we both reach the right conclusion.

Every stage has a specific purpose, helping you discover more about MA Assist – as well as your own needs and goals, while allowing us to determine whether you might be a suitable partner for us.

You may be itching to get started, but it's vital to ensure you're making the right move. And we promise that it's worth the wait...

1. A match on paper

Once you have let us know you want to progress your interest in becoming an MA Assist supplier partner, we will arrange for either a short telephone call or an online video call, just to talk through the basics and establish if it is right for you. If all is still good, we will send you an application form. This will give you the opportunity to tell us a little more about you, to see if we're still a good match.

We will also send you a Non-Disclosure Agreement to sign, which is standard procedure to allow us to have a conversation involving commercially sensitive information.

2. Talk, Talk!

Next, we'll arrange a date to chat things through, at your offices. We'll spend a few hours learning more about one another, this is the perfect time to raise any questions you may have.

A tour of your premises, where applicable, is normally carried out to get a full picture of your operation. This meeting also gives you the opportunity to question how the MA Assist operation works. Typical subjects and discussions might be:

- > Background/History of MA Assist and the MA Group
- > What services do we offer clients?
- > How do we manage our licensees?
- > Commercial terms
- > What are the payment terms?
- > How does the interaction with the Call Centre work?
- > What are the SLA's?
- > How we deal with complaints?
- > Costs – set up and ongoing
- > Potential earnings

We will want to review the last three years accounts, and the company is checked with Dun & Bradstreet. Once we have both completed our due diligence and are happy to proceed, we'll invite you to the MA Assist offices in Aylesbury.

3. Off to Aylesbury

Yet again this meeting is expected to last approximately 2 hours and we will discuss in detail your application, together with other areas that may need reassurances identified during due diligence. A tour of our offices is carried out to give a full picture of the MA Group's operations, including meeting with key team members.

In essence the second meeting is to finally establish whether this will be a 'good fit' for both parties.

Once this stage has been completed and both parties wish to progress, the final piece of due diligence is undertaken, in the form of a Disclosure & Barring Service Certification (DBS).

4. Signed, sealed, delivered

Once the DBS has been completed and both parties are still happy to proceed, we will issue our Agreement for Services for signing.

Upon receipt of the signed documents your induction to the MA Assist network will commence.



Your toolkit for success

Paving the way for your independence

You're ready to go now and it's time for us to start supporting you. Training is integral to the prosperity of our supplier partners, which is why we offer an industry-leading support programme to everyone that joins the family.

But first, we'll share the secrets of being a successful building repair network partner with our bespoke training that will give you the skills and knowledge you need to get started, covering but not limited to:

- > Overview of MA Assist and the MA Group
- > Extranet use & navigation
- > Client in depth & briefing sheets
- > Initial scoping and pricing
- > Administration & software
- > Closing & invoicing

At the end of the training programme, you'll be able to start the exciting bit of working for MA Assist. However, the support doesn't end there. We'll work closely with you over the initial weeks, to ensure you hit the ground running and continue to support you in maximising your potential on an ongoing basis as part of the MA Assist family.

Thanks for reading

Interested and would like to find out more? Please get in touch with David Shimwell, Group Procurement Director:

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MA Group Property Claims Website - <https://www.magroup-property-claims.com/brand/ma-assist/>