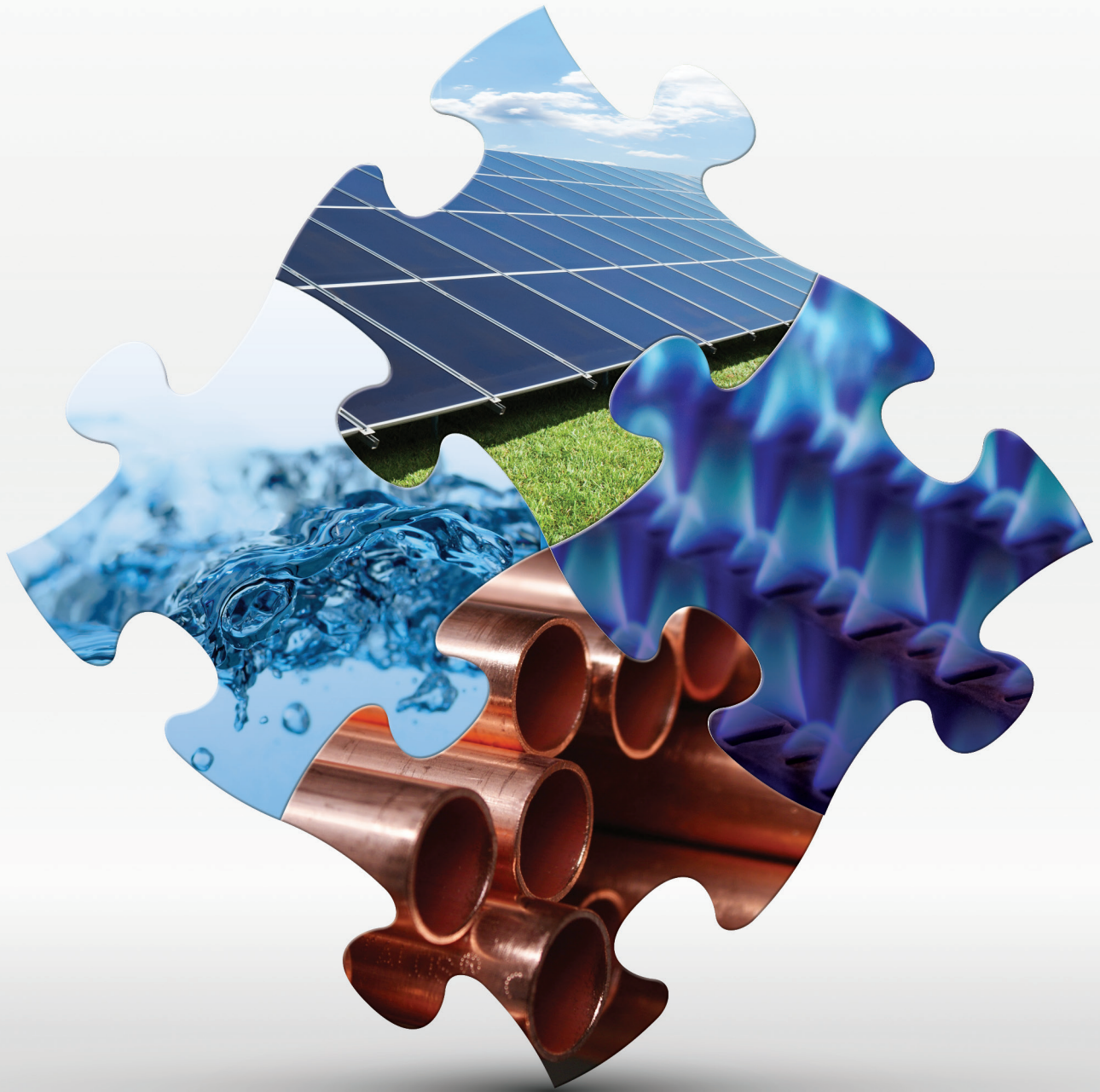




**M&N Heating
& Plumbing**



**Leading heating & plumbing solutions
for house builders & developers.**

Mission Statement

M&N was founded on the belief a Plumbing company should offer a consistently great client experience.

Our mission is to deliver an evolving service line that moves with the pace the economy, latest technology and best practice. A transparent pricing structure that's easy to understand and that's affordable. High quality workmanship provided by a reliable and professional workforce that's backed up by solid warranties that are honoured.

Founders Martin O'Neil and Nigel Watts explain:

"We're driven to do things differently, wanting to do our part to change the way that the industry is perceived. For too long UK Plumbers have had a poor reputation when it comes to professionalism, transparency and reliability. We're doing everything in our power to change that, we want to show the public and companies alike that this stereotype no longer exists. M&N is and will continue to be synonymous with professionalism, reliability and affordability."

As part of our commitment to customer satisfaction and safety M&N work closely with an ever growing list of governing bodies ensuring standards set out by Gas safe, Oftec, REAL and the NHBC are intertwined with M&N's values.

M&N believe you are only as good as the staff you employ, after all, they carry your reputation on their shoulders. M&N actively seek to employ from the local community, encouraging new apprentices to join the trade, training and developing individuals into productive, qualified members of M&N. M&N genuinely care about staff happiness and retention as we understand these are critically important to the company's success.

M&N will work hard and remain focused on establishing themselves as the number one Local Plumber of choice for Banbury and the surrounding villages, giving customers a real alternative to larger national companies. We'll achieve this by closely listening to our customers needs and aligning our services and standards to their expectations.



Established over 29 years ago, M&N has grown to be one of the leading Heating and Plumbing Contractors in Central England.

Reputation is everything

We've a solid and reliable reputation, spanning three decades, working on domestic and non-domestic projects. Our client base includes many of the UK's largest house builders, bespoke developers, housing associations and property management companies.

Complete plumbing services

We design, supply, install, service and repair heating and plumbing solutions that span water, gas, oil and renewables.

Specialism and expertise

As independent specialists, we pride ourselves on giving no nonsense impartial advice, and are committed to only using the best products from manufacturers that offer our clients both performance and value.

Always learning

As part of our on-going commitment to sustainability we've developed our technical knowledge and experience in the design and installation of bespoke renewable heating systems, as well as acting as renewable energy consultants.

The best team

Our business is built on highly skilled knowledgeable staff, insurance-backed quality guarantees, thorough professionalism and excellent customer service. We operate week days 8am to 5pm, and can offer an emergency response 365 days of the year. Our engineers are qualified professionals that give experience, based advice and recommendations, and pride themselves on exceeding expectations.

Price is very important and M&N's prices are always very competitive. Combine this with the quality of workmanship and I am always confident that once they are awarded a contract they will do an excellent job.

Where any problems or issues arise I know they will be dealt with efficiently resolving the matter quickly.

Their reliability, flexibility and the ability to 'fit in' with all the variables that inevitably occur during the course of a contract are extremely important.

Without any hesitation I would recommend their services. M&N are considerate to clients, work in a professional, efficient and tidy manner and all employees are polite and courteous.

Geoff Sampson Architects

Engagement with M&N: 8 years+



Through our investment in technology and innovation we benefit from unique operational efficiencies and a high level of consistency delivered on time - every time.

The right accreditations

It's important to choose a provider with the right accreditations. Aligned with the right organisations and registered with the right governing bodies, they should prove they take the safety and needs of their customers seriously. M&N are approved by Gas Safe, OFTEC, Safemark and LPG Qualified.



Health & safety

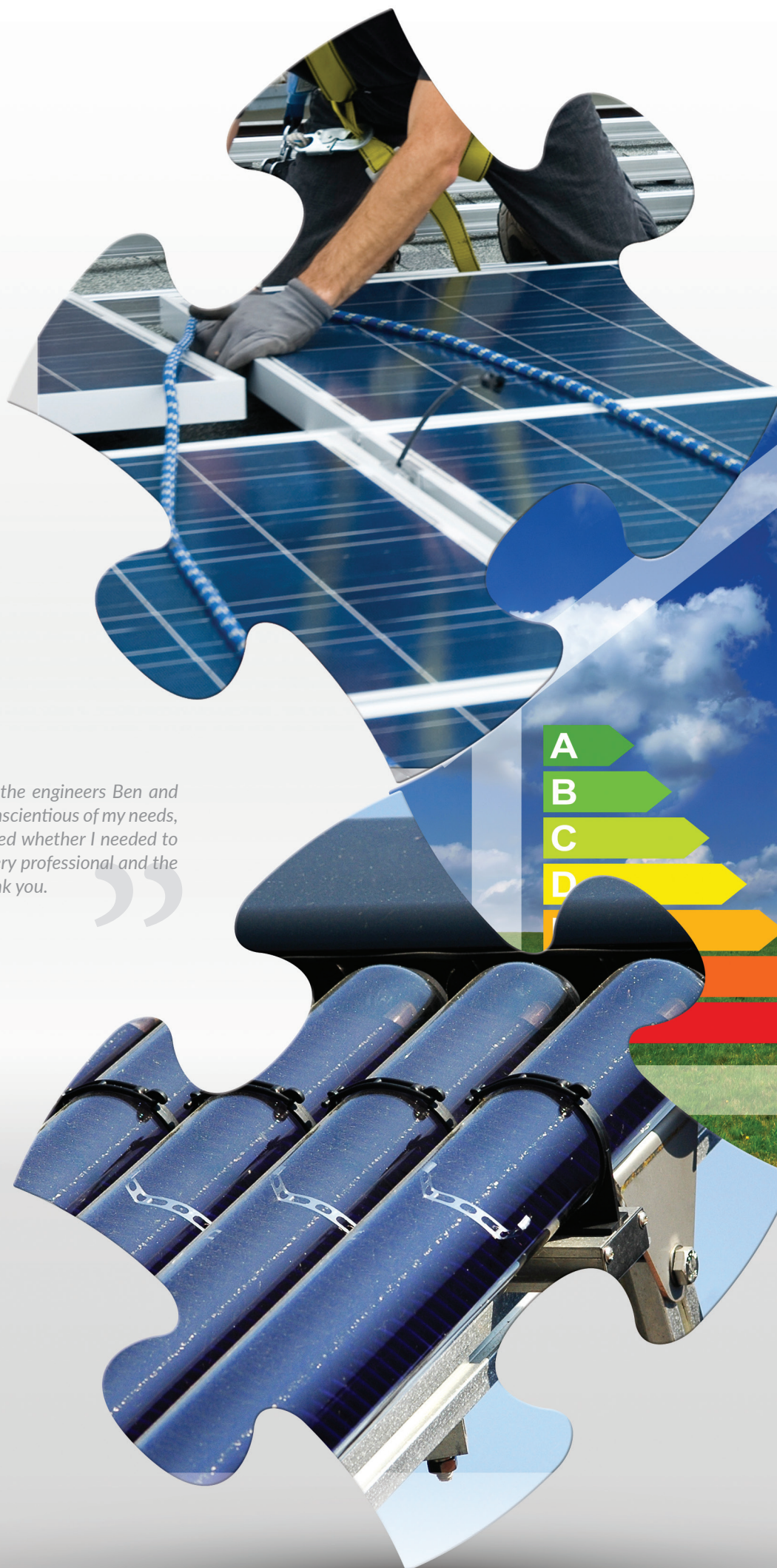
We take the responsibilities to our people seriously, and we strive for the highest Health and Safety standards. M&N demand that all operations are conducted in such a way as to ensure the health, safety and welfare of our team, the customer and the wider community, wherever affected by our activities. Our Health & Safety management is conducted by Nebosh certified experts.

Buying power

As one of the largest plumbing contractors in the county we are also able to offer competitive economies of scale with purchasing, enabling us to bring further cost benefits to our clients.

Best in class

M&N strive to offer best-in-class heating and plumbing solutions. We're committed to clients, evolving our company's offerings inline with client demands, regulatory requirements, best practise and through our own innovation. Our eagerness to adopt new technologies, meet higher energy targets and adapt to the ever-changing market makes M&N an ideal partner as a Heating and Plumbing provider.



“

M&N are very customer orientated, the engineers Ben and Dan are a credit to you. You were very conscientious of my needs, e.g. before turning off the water you asked whether I needed to use it! Your engineers were very clean, very professional and the work was done to a great standard! Thank you.

Mr Monks

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M&N recognise that as a Heating and Plumbing provider we are in a unique position to champion viable, greener heating and plumbing solutions.

Renewable, sustainable heating

We firmly believe that renewable and sustainable energy is increasingly more important to the community. We've taken serious steps to attain a high level of knowledge and competency in green technologies, incorporating them into our service offerings and our solution mix.

Green products and services

We offer a range of products and services focused on reducing the use of fossil fuels and the provision of environmental sustainability for domestic heating and hot water. This includes high efficiency condensing boilers, solar hot water, ground or air source heating. As a leader in green heating and plumbing solutions, we'll continue to explore and expand our range with more forms of renewable and sustainable energy solutions as the market evolves.



“

Just wanted to let you know we were so impressed with the fantastic work that Ben and Daniel did at our house last week. They were so professional, tidy and took such great pride in their work.

They both did a fantastic job. I could not recommend them highly enough. Thank you so much for making the installation of our new system such a seamless process.

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M Jenvy





**M&N Heating
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The house building sector is the primary focus of M&N's business. We fulfill contracts to both national house builders and small local developers.

Working for both large and small

We take on work ranging from individual bespoke projects through to large-scale developments of up to 400 homes. Our customers include Bellway, Bloor, Country & Metropolitan, Miller, Redrow and Taylor Wimpey plc.

The full spectrum of services

Our heating and plumbing services encompass the entire spectrum including: guttering, sanitaryware fitting, above-ground drainage, domestic water supplies, and the design and installation of complete heating and hot water systems.

Expertise in every energy

Our expertise and qualifications include solutions such as gas, LPG and oil, as well as renewable products like heat pumps and solar panels.

We're in it for the long term

We build relationships for the long term, and the fact that some customers are still using M&N two decades on is testament to this. But we never take our clients for granted. We're driven to understand your culture and that of your customer in order to align ourselves with your goals. Expect thorough account management of your project from the initial kick-off and pre-start meetings, through prompt and accurate tender submission, to project fulfilment. We monitor progress through regular site inspections and feedback, ensuring a level of transparency that's rarely matched in our trade.

Total quality management

M&N implement a Total Quality Management process to ensure that your work is completed to an exacting set of standards. We understand that the quality of our work is fundamental to your reputation and that it's your reputation that sells homes.

100% customer care

It's a fact of life that problems occur, but it's how we deal with them that sets us apart. Our customer care team are personable engineers who appreciate the distress plumbing issues may create in the home, be it damage to property or simply the inconvenience of the situation. We go to great lengths to ensure the customer's experience is second to none. We genuinely care about our ability to deliver customer satisfaction.



“ Thank you for your help with getting my boiler installed in such challenging timescales. The guys have done a sterling job, both Ben and Stuart were very pleasant to have working in my house.

A Sharma

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**M&N Heating
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If you'd like to discuss a project, invite us to tender or just find out more about M&N, please don't hesitate to contact us.

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Website www.mnheating.co.uk

M&N Heating & Plumbing

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Problem solved.



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