

Experienced . Qualified . Dedicated

R Benson Property Maintenance Ltd

Unit 2 Waterside Business Park
Waterside
Chesham
Buckinghamshire
HP5 1PE

Telephone: 01494 810 059

Email: info@rbensons.co.uk

 Find us on LinkedIn



Social housing refurbishment and building contractors for over 25 years



About us

As social housing refurbishment and building contractors operating in London and the South East of England, we have gained over 25 years of valuable experience.

We are a family run business that have enjoyed long-standing success due to our focus on social value, developing a successful track record of improving quality of life for our residents and the wider community. Our work also creates local employment and training opportunities, leaving behind a lasting legacy of thriving communities.

Our broad range of services include working as multi-trade contractors for Decent Homes, planned and preventative maintenance, as well as responsive maintenance. We also conduct external building and new build works to high quality standards.



Our services

Decent Homes

We transform neighbourhoods and the lives of our residents as Decent Homes contractors operating in London and the South East. To date, we've refurbished over 20,000 kitchens and bathrooms, in addition to completing central heating installations, re-wires and disabled adaptations.

Planned and responsive maintenance

Our fully trained and experienced in-house team deliver both planned and responsive maintenance works, from the smallest repair to large planned contracts for social housing providers, such as cyclical and replacement programmes.

Disabled adaptations

Taking the individual requirement of clients into account, we offer full disabled adaptations in a prompt and efficient manner. Often, this requires close liaison with medical professionals such as occupational therapists to ensure that each adaptation is fit for purpose.

External works

Whether part of a single project or an ongoing programme, we have the expertise to complete roof replacements and external cladding systems, as well as brick works, mortar repairs and external decoration.

New build

In collaboration with clients and all relevant stakeholders, we have worked on new housing builds including flagship developments that range from £200k to £2m to help regenerate communities. We can provide full NHBC design and warranty services with all new builds.

Mechanical and Electrics

Our full mechanical and electrical service includes surveys, plans, installation and self-certification. We are Gas Safe and NIC EIC accredited and offer a full range of associated building works such as accommodating new boilers and other equipment, builder's works in connection to forming holes or chases, making good and any necessary scaffolding.

Why choose us?

Here are some of the many reasons why our clients choose to work with us:



On Time, On Budget and High Quality

As a fully accredited company in the construction field, we consistently deliver high standards of workmanship and quality. Adhering to strict project management principles and practices at all times, we are proud of our proven track record of on time and on budget delivery, which our previous clients would be pleased to testify to.

Skilled local workforce

With a directly employed, highly trained and experienced workforce, our reliance on sub-contractors is minimal, enabling us to better control levels of quality and ensure competitive pricing. By creating a motivated and positive company culture, we also experience high levels of employee retention.

Excellent health, safety and risk management

Refurbishment works are conducted whilst premises are still occupied, meaning that health, safety and risk management are paramount to our business.

With an excellent health and safety record and no reported incidents to date, our managers are CITB and NVQ trained in safety management and are equipped with CSCS cards. They also attend regular health and safety awareness training.

We ensure that all health and safety documentation is in place prior to the commencement of works and hold CHAS accreditation.

Meaningful social value commitment

We are fully committed to creating a prosperous environment for clients, employees and people in the local communities we impact.

We consistently review our corporate social responsibility, environment and training and development policies to ensure our business operations are benefiting all stakeholders. Our key successes include creating many training and employment opportunities for young people in local communities by partnering with various colleges to run apprenticeship schemes. In addition, we have supported many local charity, community and volunteering initiatives. Upon securing a contract, we support a local charity for each year of the contract's duration by providing a combination of monetary and material donations, as well as offering the time and expertise of our employees and contractors. Wherever possible, we utilise the services of local suppliers.

Efficiently tracking and minimising levels of waste for all projects is another area in which we excel.

Exceptional resident and client satisfaction

By transforming the lives of residents and improving local communities, we create lifestyle benefits that endure long after our projects are completed.

To constantly improve our service, we always invite feedback from our clients and residents on the completion of works and have received excellent feedback to date. Our Resident Liaison Manager liaises with residents during all aspects of works to ensure disruption is minimised and that any issues are resolved early on.

We identify and address client priorities from the outset through effective communication and regular performance meetings, building open and trusting relationships.



Our people

Marcus Neal

Operational Director

Marcus leads the operational team to ensure that projects are delivered to programme and budget, whilst ensuring that the highest standards of quality are met at all times.

Marcus is an extremely focused and dedicated individual who has been a fundamental part of the development of the business and understands what is required to meet the operational challenges. Marcus joined the company as an apprentice carpenter in 2003, taking on site management duties following the completion of his apprenticeship. He developed strong, hands-on experience onsite and developed strong managerial skills as he progressed through the company. Marcus recently completed an NCFE Level 7 NVQ Diploma in Strategic Management.

Russell Neal

Commercial Director

Russell is responsible for all commercial activities within the organisation and ensures that we are able to provide our clients with the highest standard of work at a competitive price. Russell has been influential in developing new commercial systems and procedures in line with the growth of the business and this has enabled the business to offer further savings to our clients.

Russell started his career with R Benson working as an apprentice carpenter in 2002, after completing his apprenticeship, he began to take on site management duties. Russell developed a passion for the commercial side of the business, developing our supply chain which allows us to ensure that we are able to provide our clients value for money by providing competitive tenders whilst overseeing the accounts to ensure that they are on time and to budget.



Dale Clinton

Operations Manager

Dale has over 22 years of experience in the industry and is an experienced professional with a proven track record. He has worked in all sectors of the construction industry. With this experience, Dale has acquired a thorough understanding of the different challenges each sector and contract present. He has an enthusiastic, motivational leadership style which enthuses delivery teams and as such delivers excellent results for our clients.

Lee O'Loughlin BSc (Hons)

Managing Quantity Surveyor

With over 15 years of experience in the industry across various sectors including, Private, Public, Residential and Social Housing covering refurbishment projects and New build. Lee is enthusiastic, motivated and customer focused. Lee manages a broad range of commercial activities, with a focus on accurate cost reporting for all our clients to ensure that the works are carried out within budget.

Lucy Gatfield

Resident Liaison Manager

Lucy has over 10 years of experience as a resident liaison manager covering all aspects of social housing contracts. Prior to getting into the construction industry, Lucy had a full-time role as a support worker, working with a wide range of vulnerable adults. Lucy has used her skillset to further develop resident engagement within the business, her involvement at every stage of the construction process enables us to tailor our services to ensure that the residents are always considered, leading to a high level of resident satisfaction.