



## Novus reveals ambitious five-year growth plan

Leading national maintenance and construction contractor Novus Property Solutions has set its sights firmly on the future and rolled out a forward-thinking strategy to achieve substantial growth across all areas of the business.

The Stoke On Trent headquartered business, which has 24 offices across the UK, has revealed an ambitious five-year plan to strengthen its presence in its key sectors of housing, education, healthcare, construction and compliance services.

The past twelve months has seen Novus invest in the appointment of several senior business and operations specialists, in order to identify key areas of opportunity and deliver strategic road maps to achieve targets.

The dynamic plan will see the family-owned contractor shift focus from a largely practical delivery model to one that is dedicated to business growth, operational excellence and innovative business practices.

In addition to building on Novus' existing reputation in the repair and maintenance markets, the company has set its sights on gaining a larger market share in the specialist build and compliance sectors.



The plan is being championed across all areas of the business with commercial director Matt Hiley playing a central role in aligning all areas of the strategy.

Commenting on the business' ambitions, Matt said: "Novus has been seen as a well-kept secret within the industry for some time. We have an excellent reputation for customer service, with a large proportion of our work generated from repeat business. We want to preserve this personal and caring approach to projects, which has been a strength of ours for many years, while also recognising that the time has come for us to set our sights on larger contracts and to develop ongoing partnerships with our key clients."



To support this, Novus has invested in an in-depth analysis of its position within the market to provide focus for the future development of the company. With a clear goal in mind, the business has taken a strategic approach to its post-pandemic business development programme and chosen to retain its five-year growth target, despite the challenging economic conditions caused by the Covid-19 pandemic.

Matt continued: "Despite the pandemic, we have continued to deliver projects to exceptional standards to the delight of both our clients and the end users alike. We've remained dedicated to providing first class service and value whilst having to radically change our working practices to ensure our teams are able to work within Covid safe environments. We have a talented team of people and capability across several sectors and specialisms, but we know we can aim higher in terms of the types of contracts we pursue – which is the central theme of our strategy.

"In order to rise to the challenge, we are ensuring we engage with potential clients early in the process, offering creative solutions for their projects, and building lasting and mutually beneficial relationships for the future. Ultimately, our business development objective is to grow the size and value of our contracts, while still offering our clients the personal service and outstanding levels of expertise they have come to associate with the Novus brand."