



Lighthouse
Property Solutions

Public Services & Commercial

Proud of our promise
www.novussolutions.co.uk



NOVUS
Property Solutions

Who We Are

Novus is a trusted multi-disciplinary principal contractor with a proud 128 year heritage. We specialise in maintenance, refurbishment and fit-out services, delivered through our dedicated Housing and Public Services & Commercial divisions.

We offer:

- Fast Track Fit Out
- Fire Safety Work
- Full Asset Management
- Planned Maintenance
- Reactive Maintenance
- Refurbishment
- Remodeling
- Retrofit / Decarbonisation Work

Sectors:

- Commercial Buildings
- Education
- Health
- Hospitality
- Public Buildings
- Retail
- Social Housing
- Student Accommodation

At Novus, we combine tradition with innovation to deliver high-quality, client-focused results across the UK.



Our Public Services & Commercial Division

Our Public Services and Commercial division comprises two distinct specialist business units, each designed to deliver focused expertise and value across key sectors. Together, they enable us to respond with agility and precision to the unique demands of our clients, whether in fast-paced fit-out environments, long-term public sector partnerships, or complex, large-scale construction projects.

“



Matt Hiley
Executive Director

At Novus, we're proud of our 128-year legacy, but it's our forward-thinking approach that truly sets us apart. Through our specialist teams - **Major Projects** and **Fast Track**, we deliver tailored, high quality solutions that meet the evolving needs of our clients and their customers. Our people, our values and our commitment to excellence are at the heart of everything we do. ”



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Why we do business

Building a legacy where people can live, work and thrive



We Build A Profitable Future



We Do Business Responsibly



We Create Great Teams



We Deliver Excellence to our Customers

The University of Manchester Building Maintenance Measured Term Contract (MTC)

Value: £5m per annum

Novus has partnered with the University of Manchester to deliver a comprehensive building maintenance service across its academic and residential estate. This long-term collaboration supports the university's commitment to maintaining a safe, functional, and high-quality environment for students, staff, and visitors.

Scope:

The contract encompasses a wide range of services, including:

- **Reactive Repairs:** 24/7 emergency response and routine maintenance.
- **Planned Preventative Maintenance:** Scheduled works to ensure asset longevity and compliance.
- **Minor Project Works:** Refurbishment of student accommodation, kitchens, canteens, fire doors, classrooms, lecture theatres, and listed buildings.
- **Specialist Services:** Asbestos management, scaffolding, and MEP support via approved subcontractors.
- **Digital Management:** Real-time job tracking and reporting through the Oneserve IT system.

Over 8,000 work orders are completed annually, delivered through a combination of in-house operatives and specialist subcontractors.

Successes:

- Achieved 99.6% SLA compliance in 2024.
- Strong working relationship with the University's Estates team, fostering collaboration and transparency.
- High-quality outcomes across a diverse and complex estate.

Challenges:

- Operating within a live university environment, requiring careful coordination to minimise disruption.
- Managing a broad and varied estate with differing building types, ages, and usage patterns.
- Balancing urgent reactive works with planned maintenance and project delivery.



NOVUS
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CASE STUDY

The University of Warwick Building Maintenance Measured Term Contract (MTC)

Value: £1m per annum

Novus is the sole contractor appointed under the University of Warwick's Measured Term Framework. This long-term partnership supports the University's Estates team in delivering high-quality maintenance and refurbishment projects across both its main and satellite campuses. Balancing urgent reactive works with planned maintenance and project delivery.

Scope:

The framework covers a wide range of planned and design-led works, including:

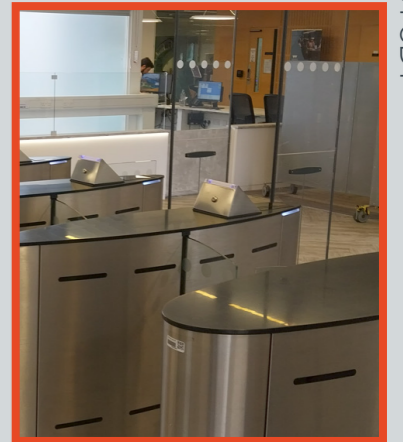
- **Refurbishments:** Classrooms, laboratories, and student accommodation.
- **Infrastructure Works:** Roofing, drainage, paving, and fire safety upgrades.
- **Specialist Services:** Mechanical and electrical works, asbestos management, and scaffolding access.
- **Design Integration:** Projects typically commence from RIBA Stage 2 or 3, with Novus providing early-stage value assessments at RFQ to support efficient procurement and cost certainty.

Successes:

- Streamlined project mobilisation through early design briefings and budget banding at RFQ stage.
- Co-located site teams and on-campus presence enables agile communication, seamless coordination and rapid issue resolution.
- Consistently high service delivery across a diverse and operationally active estate.

Challenges:

- Initial procurement delays were addressed through innovative process changes, improving overall framework efficiency.
- Managing multiple concurrent projects across a live campus environment required flexible planning and close coordination.
- Multiple stakeholders across departments added communication complexity, highlighting the need for clear channels to streamline decisions.



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CASE STUDY

Manchester University Hospital NHS Foundation Trust Measured Term Contract (MTC)

Value: £3m - £ 6m per annum

Since 2015, Novus has been a trusted partner of Manchester University NHS Foundation Trust – one of the UK's largest acute healthcare providers. Operating under an MTC, Novus supports the Trust's estate with a long-term, co-located delivery model that ensures responsive, high-quality maintenance and refurbishment services across a wide range of clinical and non-clinical environments, embedded service model focused on compliance, efficiency, and quality.

Scope:

The contract covers a full spectrum of planned and reactive works, including:

- **Infrastructure Upgrades:** M&E systems, fire protection, HVAC, and PAT testing.
- **Refurbishments:** Operating theatres, laboratories, and specialist clinical areas.
- **General Building Works:** Joinery, plumbing, roofing, and listed building refurbishments using heritage techniques.
- **Specialist Services:** Asbestos removal, landscaping, and compliance consultancy.
- **Emergency Response:** 24/7 availability for urgent repairs.
- **Digital Delivery:** Project management and reporting via Procore, with regular stakeholder engagement and co-located teams.

Successes:

- Consistently delivered safe, compliant, and cost-effective works with minimal disruption to healthcare operations.
- Met programme, budget, and quality targets across sensitive, live clinical environments.
- Enabled continuity of care by adapting delivery methods to suit operational constraints.

Challenges:

- Working in live clinical settings required careful coordination to avoid disruption to patient care.
- Managing complex logistics across a large and diverse estate.
- Ensuring flexibility in delivery to accommodate emergency works and evolving Trust priorities.



CASE STUDY
NOVUS
Priority Solutions

Aston University Institute of Technology Centre

Value: £1.9m

Novus successfully delivered a major refurbishment of Aston University's Institute of Technology Centre – an important hub for innovation and advanced education. The project aimed to modernise the facility to meet evolving educational and technical standards while enhancing its visual appeal and long-term functionality.

Scope:

The comprehensive refurbishment included both external and internal upgrades:

- **External Works:** Cladding upgrades, curtain walling and window replacements to enhance energy efficiency and aesthetics and external paving.
- **Internal Works:** Full internal fit-out, partitioning and FF&E installations, M&E upgrades, energy-efficient lighting and upgraded data infrastructure, new drainage systems and a sleek open ceiling design in the cyber factory area.
- **Architectural Feature:** A bespoke airfoil-inspired canopy, developed through on-site mock-ups, providing both architectural interest and practical shelter.

Successes:

- Delivered a state-of-the-art educational and research facility that supports Aston University's teaching and innovation goals.
- Created a future-ready environment that balances form, function, and long-term value.
- Achieved high-quality outcomes through close collaboration with stakeholders and innovative design solutions.

Challenges:

- Coordinating a wide range of complex upgrades within a live university environment.
- Balancing architectural ambition with practical delivery constraints.
- Managing logistics and sequencing to ensure minimal disruption and timely completion.



CASE STUDY
NOVUS
Priority Solutions

Manchester University NHS Foundation Trust Cobbett House

Value: £4.5m

Novus was appointed to deliver a significant refurbishment at Cobbett House, a Grade-II listed building to transform a former Doctor's residence into new executive offices for MFT's headquarters. The project was delivered in phases across three floors, ensuring minimal disruption to the occupied building.

Scope:

The refurbishment project at Cobbett House includes:

- **New Floor Installation:** Structural and interior works to create a new floor within the hospital building.
- **Mechanical and Electrical Upgrades:** Installation of modern systems to support clinical and operational needs.
- **New Facilities:** Construction of updated toilets and wet rooms to enhance accessibility and hygiene.
- **Compliance and Safety:** All works delivered in line with healthcare regulations and infection control standards.

Successes:

- We accelerated delivery by extending working hours to complete the third-floor works ahead of schedule.
- Delivered the full scheme one month ahead of schedule.
- Maintained quality and minimised disruption in a Grade-II listed environment.

Challenges:

- Delivered works within an occupied building with minimal disruption.
- Operated under strict safety protocols and complex site logistics.
- Navigated strict heritage requirements and approval processes for a Grade-II listed site.



NOVUS
Partnership Foundation
CASE STUDY

Wythenshawe Hospital Cardio Theatre Refurbishment

Value: £2m

As part of its ongoing partnership with Manchester University NHS Foundation Trust, Novus was appointed to refurbish two cardio theatres and associated ancillary areas within the Cardio Thoracic Department at Wythenshawe Hospital. The project reflects Novus' expertise in delivering complex healthcare refurbishments in live, high-risk environments.

Scope:

The project involved a comprehensive upgrade of critical clinical spaces, including:

- **Refurbishment of Cardio Theatres 3 & 4:** Full strip-out and fit-out of specialist surgical environments.
- **Ancillary Areas:** Upgrades to supporting spaces including scrub rooms, preparation areas, and staff facilities.
- **Mechanical and Electrical Installations:** Complex M&E works tailored to clinical requirements, including ventilation, medical gases, and lighting.
- **Compliance and Infection Control:** All works delivered to HTM standards, with strict adherence to infection prevention protocols.

Successes:

- Maintained uninterrupted hospital operations through phased delivery and close coordination with clinical teams.
- Held weekly "look ahead" meetings with clinical teams to align on activity and minimise disruption.
- Delivered with care, adaptability, and respect in a high-risk environment.

Challenges:

- Working in a live hospital setting required meticulous planning to avoid disruption to patient care.
- Managing complex M&E installations within tight spatial and operational constraints.
- Ensuring compliance with stringent healthcare standards while maintaining programme and budget targets.



NOVUS
Partnership Foundation
CASE STUDY

Gatwick North Terminal Hotel

Value: £9.3m

As part of its national refurbishment programme for a major hotel partner, Novus was appointed to deliver a major upgrade of their Gatwick North Terminal Hotel – the largest hotel in their portfolio. This high-profile project formed part of a broader contract covering 18 full hotel refurbishments across the UK, demonstrating Novus' capacity to manage large-scale, multi-site hospitality projects.

Scope:

The refurbishment of the Gatwick North Terminal hotel included:

- **Full Bedroom Refurbishment:** Modernisation of 700 guest rooms to meet brand standards.
- **Public Areas:** Upgrades to reception, corridors, and communal spaces to enhance guest experience.
- **Mechanical and Electrical Works:** System upgrades to improve energy efficiency and operational reliability.
- **Interior Finishes:** New flooring, lighting, fixtures, and fittings throughout.

Successes:

- Phased floor-by-floor handovers kept works fully segregated from guests.
- Off-site compound used for material logistics, reducing on-site congestion.
- Demonstrated capability to manage large-scale hospitality projects with tight timelines and logistical constraints.

Challenges:

- Managing refurbishment works in a fully operational hotel with minimal guest disruption.
- Coordinating a large team across a vast site footprint and project phases, while maintaining safety and quality standards.
- Limited on-site storage managed via off-site compound and timed deliveries.



NOVUS
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CASE STUDY

Double Tree by Hilton

Value: £4.5m

Novus was appointed to transform a former Best Western Plus hotel into a DoubleTree by Hilton in Stoke-on-Trent. This high-profile rebrand and refurbishment project was delivered during a period of significant operational restrictions, requiring innovative working methods to ensure safety, continuity, and timely delivery.

Scope:

The comprehensive refurbishment included:

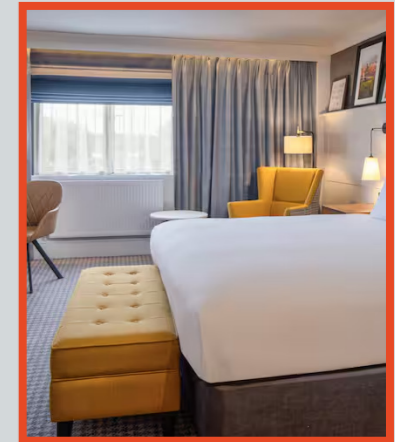
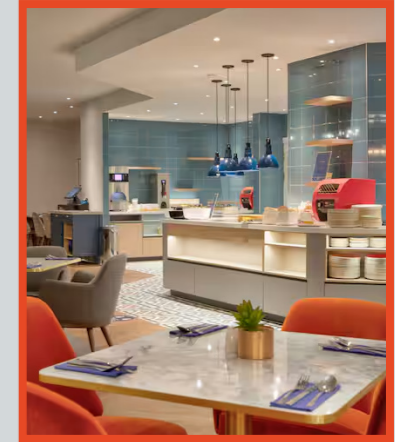
- **Furniture Strip-Out:** Removal of all existing bedroom and bathroom furnishings.
- **Bedrooms:** New ceilings and timber frame plasterboards, full electrical rewire, redecoration and new flooring and installation of new bedroom furniture.
- **Bathrooms:** New doors, mirrors, and over-bath shower screens, vanity and bath panels, vinyl flooring and LED lighting and replacement of WC seats and showerheads.

Successes:

- Delivered the Hilton hotel ahead of expectations, enabling early reopening and reduced revenue loss.
- Maintained uninterrupted progress through a tailored room-by-room working model.
- Ensured consistent quality and safety throughout the project.

Challenges:

- Start dates were detailed due to external challenges affecting the wider industry.
- Operatives worked in a phased one-room-at-a-time approach.
- Complex site logistics required a unique one way system to manage operative movement and minimise disruption.



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CASE STUDY

iQ: Student Accommodation

Value: £1.2m

Novus refurbished two student blocks in Edinburgh under a long-term framework with iQ Student Accommodation, active since 2017. Delivered during the summer, the project benefitted over 168 students annually.

Scope:

Refurbishment across four blocks included:

- **Bedrooms & Kitchens:** 92 studio bedrooms and kitchens, 107 cluster bedrooms, 20 cluster kitchens.
- **Communal Areas:** 20 cluster corridors, 3 staircases, 4 corridors, 10 lift landings, reception, cinema, gym, dance studio, diner, social kitchen, and study space.
- **Trades:** Joinery, plumbing, electrical, flooring, painting.

Successes:

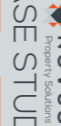
- Delivered in a live environment with residents in place, managing noise and working hours to avoid disruption.
- Sequenced delivery with limited storage: furniture manufactured off-site and installed floor-by-floor, each handed over within seven days.
- Smart programming: 75 operatives on-site at peak, staggered works from top to bottom, with each floor signed off before handover.

Challenges:

- Tight summer schedule to ensure readiness for September intake and avoid revenue loss.
- Live site logistics in central Edinburgh required precise planning and coordination.
- Limited storage required strict delivery scheduling and floor-by-floor furniture installation, with overlapping handovers to avoid trade clashes.



CASE STUDY



Get in touch today



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