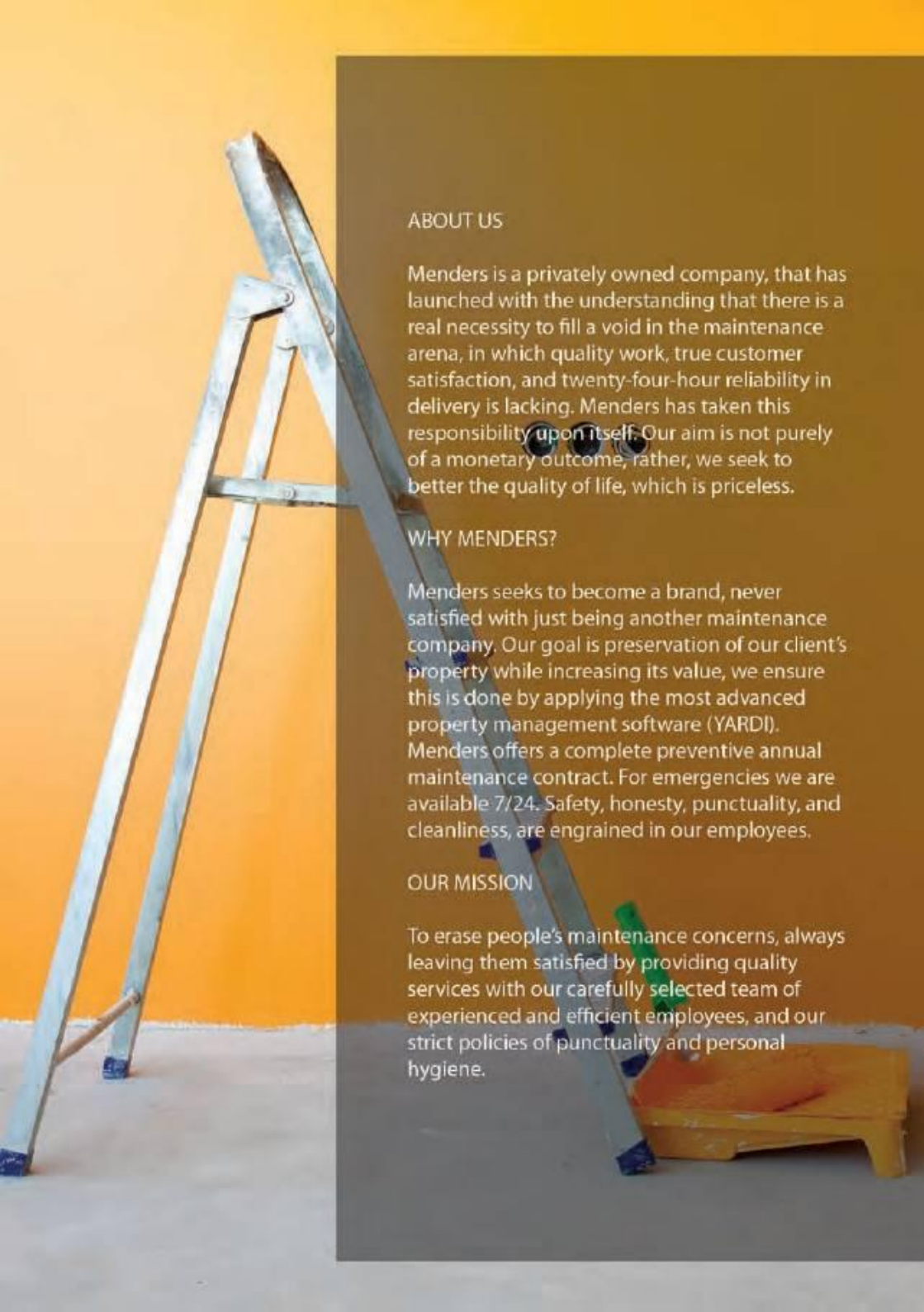

MENDERS



ABOUT US

Menders is a privately owned company, that has launched with the understanding that there is a real necessity to fill a void in the maintenance arena, in which quality work, true customer satisfaction, and twenty-four-hour reliability in delivery is lacking. Menders has taken this responsibility upon itself. Our aim is not purely of a monetary outcome, rather, we seek to better the quality of life, which is priceless.

WHY MENDERS?

Menders seeks to become a brand, never satisfied with just being another maintenance company. Our goal is preservation of our client's property while increasing its value, we ensure this is done by applying the most advanced property management software (YARDI). Menders offers a complete preventive annual maintenance contract. For emergencies we are available 7/24. Safety, honesty, punctuality, and cleanliness, are engrained in our employees.

OUR MISSION

To erase people's maintenance concerns, always leaving them satisfied by providing quality services with our carefully selected team of experienced and efficient employees, and our strict policies of punctuality and personal hygiene.



COMPANY PROFILE

Menders offers a whole range of building maintenance services for residential as well as commercial properties. Menders aims to be leaders in the industry, to be pioneers of innovative practices in developing, sustaining, and maintaining our clients' properties.

Menders provides all essential maintenance services whether mechanical, electrical, carpentry, painting or plumbing-related. These services are provided based either an annual contract or through a simple phone call to our helpdesk for any service required.

MENDERS CIVIL WORKS

Menders has a passion for remodeling. We devote ourselves to the individuality of each and every project. From home remodeling to office fit-outs, room extensions, and bathroom/kitchen makeovers, our dedicated team of handpicked specialists (ranging from masons and painters to excellent marble and wood experts) are here to achieve your desired outcome with a devotion to top-notch finishing which we consider to be our trademark.

THE TEAM

Our team of handpicked, skilled professionals ensures a consistent level of excellence across Dubai. Our team is multinational, with years of experience in the various fields of maintenance. Menders believes that customer satisfaction is preceded by employee satisfaction. Employees are treated humanely, with respect and compassion, these are our morals and values which we expect our employees to reflect back to our clients, we also believe that this leads to a more productive work experience.

A satisfied team is more likely to result in a satisfied customer.



OUR SERVICES

Menders is dedicated to maintaining our client's properties through a whole range of service provided, such as:

Plumbing and Sanitary
Painting
All Kinds of AC repairs & Servicing
Carpentry Services
Masonry Services
Contracting Services
Cleaning Services
Security and Access Control
Home or Office Renovation
Gypsum and False Ceiling
Glass Works
Floor and Wall Tiling
Waterproofing and Leakage Repair
Pest Control

WHY ANNUAL MAINTENANCE CONTRACTS

An Annual Maintenance Contract (AMC) with Menders ensures our client's property is preserved in its original state. Our preventive maintenance software allows us to track appliances at a client's property so that we provide timely services before any problems arise. The most important reason for this is safety, as a neglected unit will decay and eventually pose a threat to its occupants and visitors. Regular maintenance also preserves a unit's appearance, ensuring its aesthetic appeal does not decrease with time. Both these aspects are crucial to retaining any unit's investment value.

QUALITY ASSURANCE

At Menders we choose our employees based on their skills, past experience, and good manners. Right from the start of our recruitment process we are keen on introducing potential employees to our company's value, including punctuality, honesty with our customers, and strict personal hygiene.

Our employees are representatives of our company, and therefore we believe they should reflect our dignity and integrity, this is why we at Menders place a high importance on the conduct of our employees. Menders employees are taught always to be clear and straightforward with our clients, to be punctual, never to make any false promises, as well as to maintain a clean, presentable appearance. Our supervisors are assigned to check up on our employees before sending them off to their tasks to ensure they are following our company guidelines.

CUSTOMER FEEDBACK

At Menders, we take our clients' feedback very seriously. It is only together with our clients that we can achieve two of our most important goals: customer satisfaction, and a continuous rise in our company standards.

In the case of a complaint, we will take the appropriate measures against an employee depending on the nature and level of the complaint.



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