

MK ONE GROUP

PROPERTY & BLOCK MANAGEMENT · CONCIERGE & SECURITY · MAINTENANCE & DECORATION · CONSTRUCTION & DEFECTS · CONTRACT CL

Capability Statement

Your all-in-one property partner.

Integrated property, facilities and construction support for residential developments, managing agents, landlords and commercial property owners.

Birmingham & the Midlands

Property · Concierge · Security · Build Support

2026

mkonegroup.co.uk

WHO WE ARE

MK One Group is a Birmingham-led property-services group supporting residential developments, managing agents, letting businesses, landlords, commercial properties and construction teams across the Midlands.

Our work ranges from commercial cleaning, security and concierge through to apartment readiness, maintenance, residential refurbishment and post-completion defect management. This breadth lets clients reduce interfaces and place responsibility with one coordinated team.

The business is led by Muhammed Mbye, whose background in quantity surveying, development management and commercial project leadership brings developer-side discipline to operational service delivery.

WHAT CLIENTS RECEIVE

- A named management lead with authority to coordinate delivery and resolve issues
- A clearly defined scope covering labour, materials, exclusions, programme and reporting
- A scalable workforce supported by supervisors and competent specialist trades
- Centralised job, issue and defect tracking with photographic evidence
- Commercial control through quotations, authorised variations and transparent invoicing
- One route for cleaning, maintenance, security, resident support and build matters

5

Integrated service lines

400+

Apartments at flagship site

20+

Developments serviced

10+ yrs

Construction & real estate

MIDLANDS DELIVERY

Birmingham and surrounding areas, close to the developments we serve.

PLANNED + REACTIVE

Recurring contracts, project works and urgent same-week requirements.

CLIENT-SIDE CONTROL

Commercial oversight, clear scope and auditable reporting throughout.

Five connected service lines, designed around the complete property lifecycle and coordinated by one team.

01

COMMERCIAL & CONTRACT CLEANING

Planned cleaning for offices, residential blocks, communal areas, managed buildings and venues.

Schedules · audits · consumables · supervision

02

RESIDENTIAL & PROPERTY READINESS

End-of-tenancy, deep cleaning, check-in/out, carpets, upholstery, windows, appliances, waste and re-let preparation.

Inspection · clean · repair · evidence · release

03

MAINTENANCE, REMEDIAL & REFURBISHMENT

Painting, decorating, joinery, locks, fixtures, sealants, minor plumbing, competent electrical trades and residential refurbishment.

Survey · quote · programme · deliver · close out

04

SECURITY, CONCIERGE & BLOCK SUPPORT

Overnight and weekend security, resident support, access control, visitor management, patrols, incidents and building operations.

Assignment instructions · logs · escalation · reporting

05

CONSTRUCTION & JCT DEFECT MANAGEMENT

Pre-handover support, post-completion inspections, defect trackers, contractor coordination and making-good verification.

Contract interface · evidence · access · close-out

One partner. Five service lines. One accountable team.

SECTORS WE SUPPORT

RESIDENTIAL DEVELOPMENTS

Build-to-rent, apartment blocks and mixed-use assets

MANAGING AGENTS

Communal services, contractors, residents and reporting

LETTINGS & SHORT-LETS

Check-out, cleaning, repairs, waste and re-let preparation

COMMERCIAL PROPERTY

Offices, reception, cleaning, security and maintenance

DEVELOPERS & EMPLOYERS

Handover, post-completion, defects and contractor interfaces

LANDLORDS & INVESTORS

Asset readiness, compliance support and responsive works

EVENT & HERITAGE VENUES

Time-critical deep cleaning and presentation standards

CONSTRUCTION TEAMS

Pre-handover, remedial works and close-out support

VALUES IN PRACTICE

RELIABILITY

Attend, deliver and communicate as agreed.

ACCOUNTABILITY

Own issues and track them through to closure.

QUALITY

Inspect outputs against a defined standard.

PEOPLE

Support the workforce that represents us.

CLARITY

Set out scope, price, programme and evidence.

OUR OPERATING PROPOSITION

01 PROJECT ENTRY

Cleaning, maintenance, decorating, refurbishment or defect support establishes the property requirement.

02 INTEGRATED DELIVERY

Related services are coordinated through one manager, one programme and one reporting structure.

03 LONG-TERM SUPPORT

Recurring cleaning, security, concierge, block support and planned maintenance protect the asset.

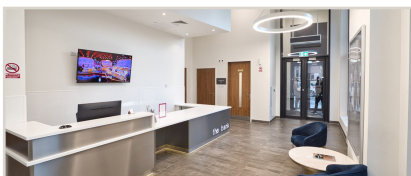
Designed around the complete property lifecycle.

Prime Birmingham developments where MK One has delivered services.



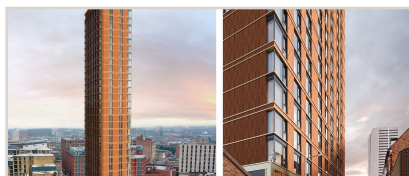
THE BANK · FLAGSHIP MANAGED FM & SECURITY

Bank Tower 1 & 2 · Sheepcote Street, B16



The Bank

Sheepcote Street, B16
MANAGED FM & SECURITY



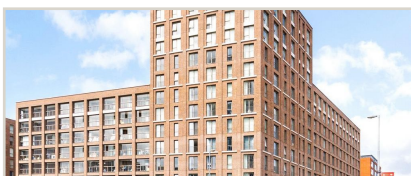
South Central

Essex Street, B5 4BX
SECURITY & CONCIERGE



Arden Gate

19 William Street, B15
MULTI-TRADE APARTMENT WORKS



Timber Yard

146 Hurst Street, B5 6RY
MAINTENANCE & CLEANING



Snowhill Wharf

Shadwell Street, B4
CLEANING & DECORATION



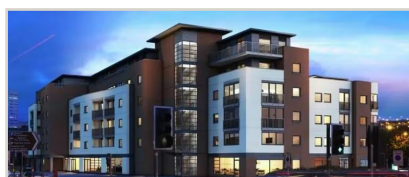
Beaufort House

94-98 Newhall Street, B3
CLEANING & MAINTENANCE



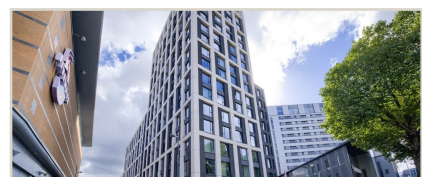
Axiom

Windmill Street, B1 1NS
DECORATION & MAINTENANCE



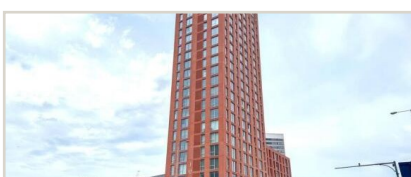
The Quadrant

150 Sand Pits, B1 3RL
MAINTENANCE & CLEANING



St Martin's Place

169 Broad Street, B15
CLEANING & DECORATION



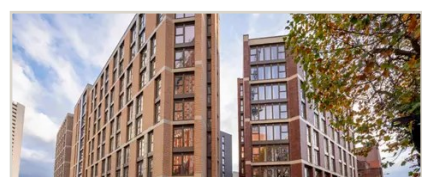
JQ Rise

1 Goodman Street, B1 2SY
END-OF-TENANCY & REPAIRS



Cleveland Street Lofts

25 Cleveland Street, B19
INSPECTION & WORKS



City Greens

Block A & B, B26 3YY
DECORATION & REPAIRS

SECURITY & CONCIERGE CAPABILITY

MANNED SECURITY

Overnight, weekend and site-specific guarding using SIA-licensed personnel for licensable activity.

ACCESS & VISITORS

Resident, visitor and contractor checks, controlled entry and refusal of unauthorised access.

PATROLS & PRESENCE

Internal and external patrols, entrance management, deterrence and visible building support.

INCIDENT RESPONSE

Noise, disturbances, loitering and welfare concerns, with escalation to emergency services.

CONCIERGE SUPPORT

Front-of-house assistance, resident enquiries, deliveries, keys and contractor attendance.

REPORTING

Daily occurrence logs, incident reports, footfall, handover notes and management summaries.

RESIDENTIAL SECURITY EXAMPLE · SOUTH CENTRAL



REQUIREMENT

Weekend coverage at South Central, Essex Street from Friday evening through Monday morning in a managed residential environment.

OPERATIONAL RESPONSE

Attendance to noise complaints, refusal of entry where visitors could not verify their destination, and management of people congregating at the entrance.

CLIENT OUTPUT

Structured incident reporting, shift records and a management summary to support future service and building-control decisions.

PROPERTY & BLOCK MANAGEMENT SUPPORT

- Resident and occupier communication
- Contractor attendance and access coordination
- Key-control and appointment records
- Building inspections and issue escalation
- Cleaning, maintenance and security coordination
- Operational reporting to the managing agent

A professional presence, backed by accountable reporting.

Client-side management of the JCT contract defect process, protecting the asset through the Rectification Period.

MK One Group manages the operational and evidential process required to identify, notify, coordinate, inspect and close contractor defects following Practical Completion, working on behalf of the Employer alongside the appointed Employer's Agent, the contractor, managing agent, residents and specialists.

END-TO-END DEFECT PROCESS

01 MOBILISE

Review contract, Practical Completion, Rectification Period, roles and notice routes.

02 CAPTURE

Inspect apartments and common areas; receive resident, agent and consultant reports.

03 TRIAGE

Separate defects from snagging, damage, maintenance and operational matters.

04 RECORD

Controlled tracker: description, location, photographs, dates, ownership and status.

05 NOTIFY

Prepare evidence and coordinate formal issue through the contractual channel.

06 COORDINATE

Agree contractor proposals, access, appointments, materials and sequencing.

07 VERIFY

Inspect making good; record incomplete or recurring issues; obtain evidence.

08 REPORT

Ageing, closure, risk and escalation reporting to support notices and certificates.

POST-COMPLETION EXPERIENCE · ESSEX STREET PROPERTIES

Client-side coordination of post-completion defects on a major Birmingham residential development, working across the Employer, Employer's Agent, main contractor, independent surveyor, manufacturers, managing agents and occupiers.

SCOPE MANAGED

- Apartment and communal defect capture, categorisation and tracker control
- Water ingress, flooring, doors, windows, access control and communal services
- Independent survey findings, manufacturer inspections and recurring defects
- Resident access, contractor visits, evidence, correspondence and escalation

Approach informed by JCT Design and Build 2016 and comparable arrangements, subject to the specific contract. Formal contractual notices, instructions and certificates remain with the appointed Employer's Agent or Contract Administrator unless expressly agreed otherwise.

Client-side control from Practical Completion to close-out.

MANAGEMENT ACCOUNTABILITY

ROLE	PRIMARY RESPONSIBILITY	CLIENT VALUE
Managing Director	Strategic oversight, commercial approval and key client relationships	Authority and accountability
Operations Manager	Mobilisation, resourcing, rotas, standards and issue resolution	Continuity and control
Contract / Project Lead	Scope, programme, access, reporting and client coordination	Single point of contact
Site Supervisor	Attendance, task allocation, inspections and corrective action	Visible daily management
Operatives & Trades	Deliver approved work safely; record completion and exceptions	Competent execution

PERFORMANCE FRAMEWORK

MEASURE	EXAMPLE INDICATOR	CONTROL
Coverage & attendance	Shifts or visits completed; punctuality and absence	Relief plan and escalation
Quality	Inspection scores, defects and recurrence	Named corrective action
Responsiveness	Acknowledgement and resolution against priority	Priority matrix and escalation
Commercial control	Quote approvals, variations and invoice accuracy	Authorisation & reconciliation
Client experience	Complaints, feedback and reporting timeliness	Root-cause review & improvement

HEALTH, SAFETY, EMPLOYMENT & INFORMATION

SAFE DELIVERY

Risk assessments and method statements, COSHH, PPE, manual handling, incident and near-miss reporting.

PEOPLE & SECURITY

Right-to-work and role checks, SIA licences for licensable activity, TUPE and employee-information support.

INFORMATION & SUPPLY CHAIN

UK GDPR and confidentiality, controlled records and access, competence checks for specialist trades.

PEOPLE & SOCIAL VALUE

Creating local employment is central to MK One Group. We recruit locally, provide clear expectations and training, recognise good performance and create routes into supervisory responsibility. Environmental controls focus on appropriate chemical selection, efficient scheduling, reduced waste, recycling and responsible disposal.

Governance and evidence scaled to every appointment.

SELECTED CLIENTS & PROPERTY PARTNERS

SETTIO PROPERTY
EXPERIENCE

HAPI.SPACE

ESSEX STREET
PROPERTIES

SOUTH CENTRAL

KWB-MANAGED
PROPERTIES

REPRESENTATIVE EXPERIENCE

JCT POST-COMPLETION MANAGEMENT

Employer-side defect coordination on a major Birmingham residential development: master trackers, categorisation, consultant and manufacturer inputs, resident access, contractor liaison, evidence and escalation.

MANAGED SECURITY & FACILITIES

Weekend and overnight security, access control, incident response, building presence, cleaning support and structured reporting within high-rise residential environments.

APARTMENT TURNAROUND & REMEDIAL WORKS

End-of-tenancy and pre-let cleaning, painting, joinery, electrical coordination, furniture or fixture replacement, waste and photographic close-out.

EVENT VENUE DEEP CLEAN

Measured deep-clean planning for a Coventry heritage venue: a four-person team, professional equipment, specialist areas and 26 internal windows.

LEADERSHIP

MUHAMMED MBYE

MANAGING DIRECTOR

More than a decade across construction and real estate, with a BSc (Hons) in Quantity Surveying and expertise in development management, commercial strategy, procurement, risk and project delivery, bringing developer-side discipline to operational service delivery.

Trusted property services, done right.

Your all-in-one property partner.

Muhammed Mbye · Managing Director

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Insurance, licensing and RAMS provided per appointment.