



NTS

PRIORITY+

COMMERCIAL MAINTENANCE MEMBERSHIP

Priority response.
Proactive maintenance.
Complete *peace of mind*.



NORTHERN
TRADE
SOLUTIONS



FAMILY RUN
VALUES



RELIABLE
& TRUSTED



QUALITY
CRAFTSMANSHIP



NORTH WEST
COVERAGE



PEACE OF MIND. DELIVERED.

With NTS Priority+, you're not just buying a service – you're investing in reliability, protection and long-term value for your commercial property.

A BETTER WAY TO MAINTAIN COMMERCIAL PROPERTIES

Maintenance shouldn't start when something breaks.

NTS Priority+ is a proactive maintenance membership designed for commercial property owners and operators who expect more—faster response times, better visibility and predictable costs.

We combine experienced engineers, preventative property inspections and a powerful digital platform to deliver a seamless maintenance experience that keeps your business running smoothly.

MEMBERS ENJOY:



PRIORITY RESPONSE

Jump the queue with guaranteed priority for your maintenance requests.



PROPERTY HEALTH CHECKS

Regular inspections identify issues early and help prevent costly downtime.



MAINTENANCE CREDITS

Included hours for small repairs and make-safe works – simple, flexible and hassle-free.



LABOUR DISCOUNTS

Save more on planned maintenance and larger repair works.



DEDICATED ACCOUNT MANAGEMENT

A single point of contact who understands your property and your priorities.



DIGITAL MEMBER PORTAL

Report, track and manage everything from your desktop or mobile device.



LOWER COSTS

Prevent issues, reduce downtime and control maintenance spend.



HAPPIER GUESTS & OCCUPIERS

A well-maintained property creates a better experience for everyone.



PROTECT YOUR ASSET

Proactive care extends the life of your property and protects your investment.

HOW IT WORKS

NTS Priority+ makes commercial property maintenance simple, efficient and stress-free. From the moment you join, we're by your side every step of the way.

One membership.
Complete peace of mind.

“

From small fixes to urgent repairs, we make sure your property is **always** our priority.

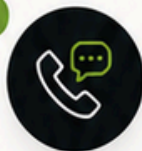
WE RESPOND.
WE RESOLVE.
YOU RELAX.



1

JOIN PRIORITY+

Choose the membership that suits your business and activate your account in minutes.



2

WELCOME CALL

We'll schedule a call to understand your property, discuss your needs and explain how Priority+ works for you.



3

PROPERTY HEALTH CHECK

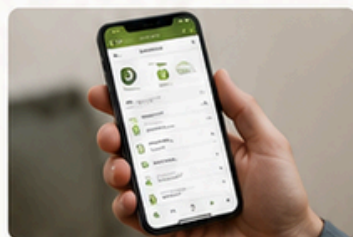
We carry out a comprehensive inspection of your property and provide a detailed digital report with recommendations.



4

DOWNLOAD THE PORTAL

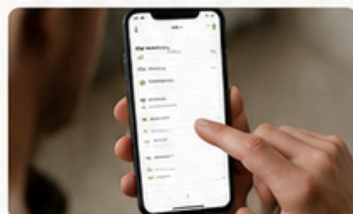
Access your personalised member portal and mobile app to manage your property maintenance anytime, anywhere.



5

REPORT REPAIRS

Report any issues through the portal or app. Upload photos, add details and we'll take care of the rest.



6

PRIORITY ATTENDANCE

Your request is fast-tracked and assigned to our nearest available engineer for priority attendance.



7

ONGOING REPORTING

Receive regular updates and reports so you can stay informed and plan with confidence.



FAST RESPONSE

Priority access when you need us most.



TRUSTED EXPERTS

Experienced engineers. Quality workmanship.



RELIABLE PARTNER

We build long-term relationships.



COST EFFECTIVE

Prevent issues and save on future costs.

CHOOSE YOUR MEMBERSHIP

Priority maintenance. Proactive care. Complete peace of mind.
Select the membership that's right for your business
and enjoy exclusive benefits all year round.



ALL MEMBERSHIPS INCLUDE:

- ✓ Priority Response
- ✓ Qualified & Experienced Engineers
- ✓ Access to Member Portal & App
- ✓ Transparent Pricing
- ✓ No Call Out Charges



ESSENTIAL

Perfect for smaller commercial properties.

£99

PER MONTH



Annual
Property Health Check



4
Maintenance Credits
(1 credit = 1 hour)



10%
Labour Discount on
Planned Maintenance
& Repairs



Priority
Response



Dedicated
Account Manager



Monthly
Reporting



Emergency Response
Guarantee

MOST POPULAR



PROFESSIONAL

Ideal for growing businesses
and multi-site operators.

£219

PER MONTH



Bi-Annual
Property Health Checks



10
Maintenance Credits
(1 credit = 1 hour)



15%
Labour Discount on
Planned Maintenance
& Repairs



Priority
Response



Dedicated
Account Manager



Monthly
Reporting



Emergency Response
Guarantee



ENTERPRISE

Designed for larger portfolios
and demanding operations.

£399

PER MONTH



Quarterly
Property Health Checks



20
Maintenance Credits
(1 credit = 1 hour)



20%
Labour Discount on
Planned Maintenance
& Repairs



Priority
Response



Dedicated
Account Manager



Monthly
Reporting



Emergency Response
Guarantee



12 MONTH MINIMUM TERM
AUTO RENEWS AFTER 12 MONTHS

All memberships require a minimum
commitment of 12 months and will
automatically renew unless cancelled
in accordance with our terms.



UPGRADE ANYTIME
Move to a higher plan
whenever your needs
evolve.

MAINTENANCE CREDITS EXPLAINED

Priority+ includes a set number of Maintenance Credits each year, giving you the flexibility to cover small repairs and make-safe works when you need them.



CREDITS ARE SIMPLE



Credits are allocated at the start of your membership year.



Use them whenever you need small repairs or make-safe works.

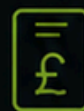


Unused credits expire at the end of your membership year.



SIMPLE. FLEXIBLE. TRANSPARENT.
Designed to give you value, control and peace of mind.

For larger works or planned projects, we'll provide a discounted quotation as part of your membership benefits.



NOT SUITABLE FOR:



LARGE REFURBISHMENTS

Credits cannot be used for full refurbishments or major renovation projects.



PLANNED PROJECTS

Not valid for scheduled or planned works that require multiple days or resources.



INSTALLATIONS

Not valid for new installations, upgrades or new equipment fitting.



MULTI-DAY WORKS

Credits cover up to 1 hour only and cannot be used on works exceeding this.



STRUCTURAL WORKS

Structural repairs or specialist works are excluded.



LABOUR-ONLY DISCOUNT

Percentage discounts apply to labour only and do not cover materials or subcontractors.

PROPERTY HEALTH CHECKS

Prevent problems.
Protect your investment.

Our Property Health Checks are designed to identify potential issues before they become costly repairs or cause disruption to your business.

Regular inspections help you stay compliant, extend the life of your assets and plan maintenance with confidence.



ANNUAL HEALTH CHECK

Ideal for smaller properties or businesses with lower footfall and simpler assets.



**1 COMPREHENSIVE
INSPECTION PER YEAR**



BI-ANNUAL HEALTH CHECKS

Perfect for growing businesses that want to stay ahead of maintenance needs.



**2 COMPREHENSIVE
INSPECTIONS PER YEAR**



QUARTERLY HEALTH CHECKS

Designed for larger portfolios or high-usage properties requiring maximum protection.



**4 COMPREHENSIVE
INSPECTIONS PER YEAR**

EVERY HEALTH CHECK INCLUDES:



INTERNAL INSPECTION
Assessing key areas and systems.



EXTERNAL INSPECTION
Checking structure, fabric and exteriors.



PHOTOGRAPHS
Clear images of findings and key areas.



DIGITAL REPORT
Detailed report with findings and photos.



MAINTENANCE RECOMMENDATIONS
Practical advice to prevent future issues.



BUDGET PLANNING SUPPORT
Plan ahead and control maintenance spend.



Catching small issues early can **save up to 70%** on the cost of reactive repairs.



SMART MAINTENANCE.
STRONGER ASSETS.
BETTER BUSINESS.



THE PRIORITY+ MEMBER PORTAL

**Everything you need.
All in one place.**

Our secure online member portal gives you complete visibility and control of your property maintenance 24/7.

Simple. Efficient. Transparent.



BOOK REPAIRS

Report issues in seconds and choose the best time for us to attend.



VIEW & TRACK REPAIRS

Track the status of your repairs in real time.



VIEW CREDITS

Check your remaining Maintenance Credits anytime.



HEALTH CHECKS

View upcoming inspections and access your health check reports.



DOWNLOAD REPORTS

Access inspection reports, job records and compliance documents instantly.



VIEW INVOICES

Download invoices and check your payment history.



MANAGE APPOINTMENTS

View and manage upcoming visits, health checks and bookings.



ACCOUNT MANAGEMENT

Update your company details, users and communication preferences.



BUILT FOR BUSY PROPERTY MANAGERS

The Priority+ Portal is designed to save you time, improve communication and help you plan ahead with confidence.



SECURE ACCESS

Enterprise-grade security to keep your data safe and confidential.



24/7 ACCESS

Access your account anytime, anywhere, on any device.



REAL-TIME UPDATES

Get instant notifications and updates as work progresses.



CLEAR REPORTING

Detailed reports and records to help you stay compliant.



COST CONTROL

Monitor spend, track credits and manage budgets easily.



DEDICATED SUPPORT

Our team is always on hand when you need us.



The portal gives us visibility, control and peace of mind. It's maintenance management made simple.



Priority+ Member
Property Management Company



PRIORITY RESPONSE

Get fast access to our expert engineers when you need us.



TRUSTED PARTNER

20+ years supporting businesses across the North West.



PROACTIVE APPROACH

We prevent issues before they cause disruption.



COST EFFECTIVE

Reduce downtime and extend the life of your assets.



WHY CHOOSE NORTHERN TRADE SOLUTIONS?

We are a North West based, family-run company with over 20 years of experience delivering reliable, high-quality commercial maintenance services to businesses, property managers and organisations across the region.

**We don't just fix problems.
We prevent them.**



20+
YEARS
EXPERIENCE

A proven track record of delivering quality and reliability.



1000+
PROJECTS
DELIVERED

From minor repairs to large-scale planned maintenance.



98%
CUSTOMER
SATISFACTION

We build lasting relationships through trust and results.



FAST
RESPONSE
TIMES

Priority attendance when you need us most.



**NORTH WEST
COVERAGE**

Local teams.
Local knowledge.
Local commitment.

OUR COMMERCIAL FOCUS



**HOTELS &
HOSPITALITY**

Keep your guests happy with minimal disruption.



**PROPERTY
MANAGEMENT**

Supporting your portfolio with reliable maintenance solutions.



**CARE HOMES
& HEALTHCARE**

Safe, compliant and comfortable environments for residents and staff.



**RETAIL &
LEISURE**

Maintain your spaces and protect your reputation.



**COMMERCIAL &
INDUSTRIAL**

Planned and reactive maintenance tailored to your operations.



We take pride in our workmanship, our communication and our commitment to your business.



**QUALITY YOU CAN SEE.
SERVICE YOU CAN TRUST.**

PEACE OF MIND ALL YEAR ROUND

NTS Priority+ is more than a maintenance plan – it's a partnership.

We help you protect your investment, reduce risk and ensure your property is always ready.

Because when we look after your property, you can focus on running your business.



THE BENEFITS OF PRIORITY+



REDUCE DOWNTIME

Fast response and proactive maintenance keeps your operations running smoothly.



CONTROL COSTS

Predictable monthly costs and exclusive discounts on planned maintenance.



PROTECT YOUR ASSETS

Regular health checks and preventative care extend the life of your property and systems.



PRIORITY RESPONSE

When you need us, we're there first – minimising disruption to your business.



DEDICATED SUPPORT

A dedicated account manager and local team who understand your property inside out.

FREQUENTLY ASKED QUESTIONS

Q Is there a minimum contract term?

A Yes, all Priority+ plans have a minimum term of 12 months. They then auto-renew annually.

Q What if I don't use all my maintenance credits?

A Credits must be used within your 12-month membership period and cannot be carried forward.

Q Can I upgrade or downgrade my plan?

A Yes, you can upgrade or downgrade at any time. Changes will be applied from your next billing date.

Q Are the health checks mandatory?

A Health checks must be booked within your membership year but do not roll over to the following year.

Q Are there any exclusions?

A Yes, credits cannot be used on larger planned maintenance projects. They are for small repairs and emergencies only. You'll also receive a labour-only discount on planned works.

Q Is VAT included?

A All prices are subject to VAT at the current rate. Discounts apply to the labour element of planned works only.



READY TO TAKE CONTROL OF YOUR PROPERTY MAINTENANCE? JOIN NTS PRIORITY+ TODAY.

Secure your plan and experience the benefits of priority service, exclusive discounts and complete peace of mind.



BOOK YOUR
HEALTH CHECK TODAY
and keep your property
in peak condition.



TRUSTED EXPERTS
Over 20 years delivering
quality commercial
maintenance.



QUALITY ASSURED
High standards on
every job, every
time.



LOCAL & RELIABLE
North West based
teams you can rely
on.



**NORTH WEST
FOCUSED**
Proudly supporting
local businesses.



LET'S **PROTECT** YOUR PROPERTY **TOGETHER**

READY TO BECOME A
PRIORITY+ MEMBER?



BOOK YOUR
FREE DISCOVERY MEETING



*Scan to
book now!*



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NTS
PRIORITY+


RIVERVIEW
HOTEL