

The PHS logo is rendered in a large, bold, white sans-serif font. It is positioned in the upper left quadrant of the image, set against a background of green tree foliage.

PHS

Home
solutions,
expertly
delivered.

The text '0800 REPAIR' is written in a bold, white, sans-serif font. It is enclosed within a bright yellow rounded rectangular border. The background behind the text is a blurred image of a brick house with a brown roof.

0800 REPAIR

The Oakes logo features the word 'Oakes' in a white, sans-serif font. The letter 'O' is stylized with a green leaf-like shape integrated into its left side. The logo is centered at the bottom of the image, with a background of solar panels on a roof.

Oakes

Climate Solutions for Business



Welcome to PHS

At PHS, we offer a comprehensive range of high-quality services for both homes and businesses. Whether you need heating, plumbing, renewable energy, insulation, or other energy efficiency measures, we provide the complete package.

Our expertise in delivering turnkey solutions ensures that all your building needs are met. Our mission is to make your spaces more comfortable and energy efficient.”

0800 REPAIR

Oakes
Climate Solutions for Business

PHS
Home solutions,
expertly delivered.



Expertise You Can Trust

Established in 2003, PHS has grown to become one of the UK's leading Home Services providers.

We provide insulation, heating, and renewable energy solutions, including installation, inspection, repair, and replacement.

Our wide-ranging clients include domestic homeowners and commercial entities such as Local Authorities, Utility Companies, Construction, Social Landlords, Private Landlords, Commercial Property, Insurance, Facilities Management, Schools, Universities & Colleges, Agriculture, and Care Homes. With over 380 engineers and more than 200 support staff, we provide UK-wide coverage to ensure that our services are always within reach.

Making a Difference

We're proud that our work has made a significant impact across the UK. Our achievements include:

22,500 properties made more energy efficient.

£200 million saved on energy bills.

77,000 tonnes reduction in carbon emissions.

1,200 renewable installations annually.

30,000+ Trustpilot reviews with a 4.8-star rating.

Why PHS?

At PHS, our focus is on quality, reliability and providing solutions that make a real difference. Our approach is all about you: we listen to your needs and tailor our services to fit. We advocate sustainable practices, using eco-friendly solutions, and our expert team ensures every job is done right.

In 2022, PHS became part-owned by Viessman, a global leader in high-efficiency heating and renewable energy systems. This partnership brings a wealth of innovation and technical expertise to PHS. With Viessmann's cutting-edge technology our clients benefit from the latest advancements in the industry.

Join Our Satisfied Customers

We invite you to join the thousands of satisfied customers who have benefitted from our services. Whether you are a business looking to improve energy efficiency or a homeowner wanting to make your home more comfortable, PHS is here to help.

Our Parent Company | Viessmann



Viessmann Group
Established in 1917

4000 + Employees Worldwide

In 73 countries

In 2021 Viessmann strategically purchased 0800 Repair, the customer-facing brand of PHS Home Solutions Ltd and Oakes Energy Solutions

Viessmann investments Global Turnover 800 million Euro

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0800 REPAIR



Introduction to 0800 Repair



About 0800 Repair



0800 Repair is a leader in renewable energy installation and management with over 14 years' experience in the market. In 2022, PHS became part-owned by Viessmann investments. As one of the world's largest manufacturers of heating systems, such as air source heat pumps, Viessmann add a high level of innovation and technical expertise to the 0800 Repair offering.

In-house Engineers & Training Academy

We pride ourselves on developing our people to be at the cutting edge of the renewable energy market. Our in-house engineers are all fully qualified and constantly trained to the highest standards through our in-house academy. This is important, not only for the installation of our renewable energy products, but also for their maintenance and repair.

5000+ Air Source Heat Pumps. We are one of the UK's leading air source heat pump installers.

Our engineers, among the country's most experienced technical experts, have installed over 5,000 air source heat pumps. 0800 Repair, with a turnover of £45 million and over 250 directly employed staff, provides national coverage.

Let's talk about how we can help.



Our Mission

Leading the transition towards an affordable, sustainable and eco-friendly world by creating energy efficient homes, businesses and communities across the UK.



Our Vision

To be the UK leader in delivering energy efficient solutions today, in our journey to a sustainable tomorrow.

Our Experience



1,200 renewable installations per year.



30,000 Trustpilot reviews with 4.8 star rating.



75,000 heating & renewable repairs per year.



100,000 customer calls handled per year.



15,000 heating & insulations per year.

0800 Repair Offerings

We specialise in a whole range of professional, gas, heating and boiler services, as well as home insulation and PV throughout UK.



Air Source Pumps



Boiler installations



Biomass Heating



Boiler Repairs



Ground Source Heat Pumps



Heating Care



District Heating



Insulation Measures



Home Energy Storage Batteries



Central Heating Install



Solar Panels



Gas Repairs & Servicing

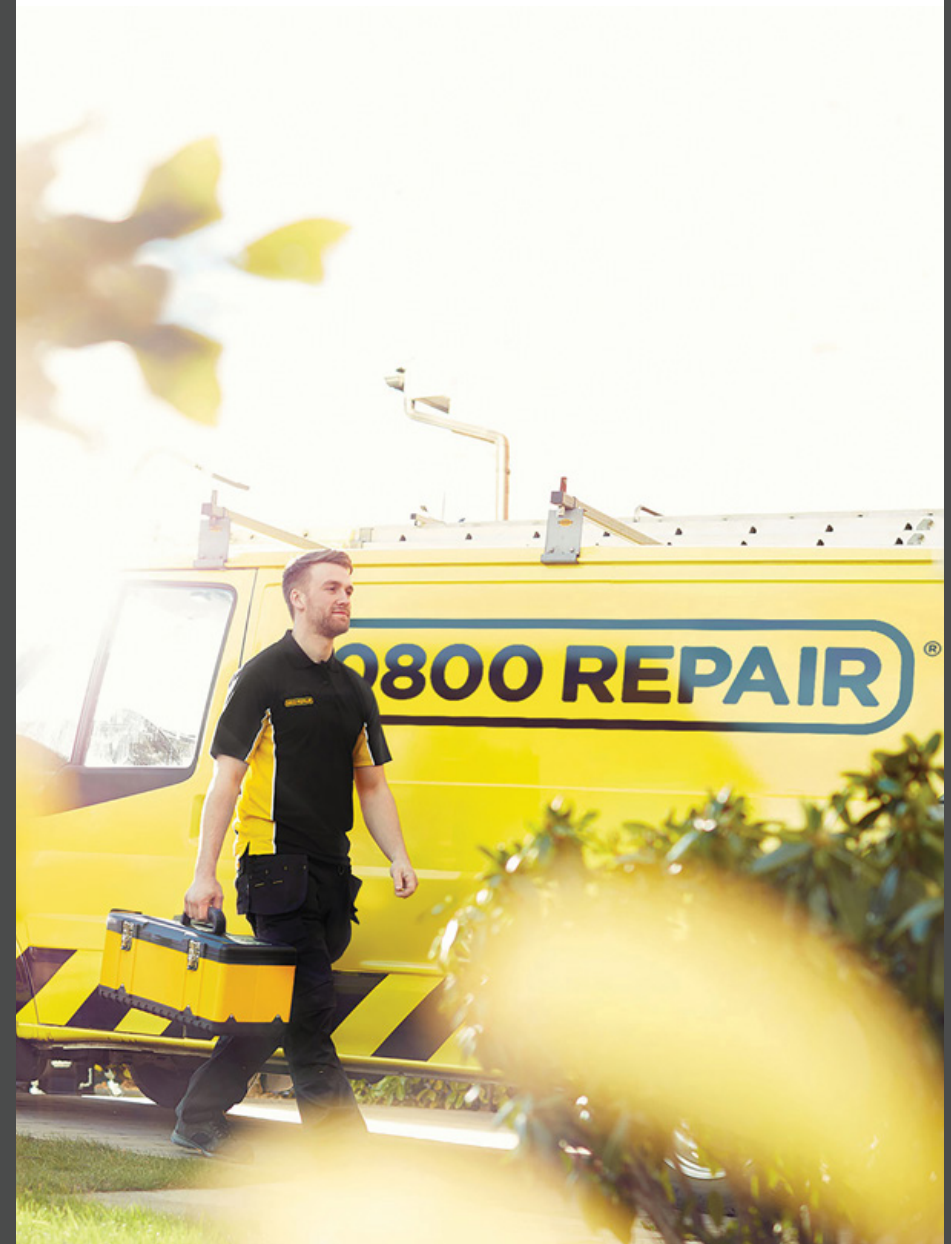


Retrofit



Boiler Grants

0800 Repair has earned recognition not only on a regional scale but also nationally. 0800 Repair was honoured as the National Boiler & Heating Installer and Contractor of the Year, achieving second and third place respectively in these prestigious categories. These accolades underscore the company's widespread expertise and commitment to excellence across the entire country.





Client Projects

Bernicia

Social Housing Landlord

£7M Social Housing
Decarbonisation Fund
(SHDF)

Bernicia awarded a £7 million project to PHS trading as 0800 Repair. This project involves full end-to-end Project Management including Retrofit Assessment, Design, Coordination, installation and Evaluation of energy-saving and renewable energy systems across the North East. These improvements encompass various measures, including enhanced insulation, air source heat pumps, and the installation of solar panels, windows and doors.

We have collaborated with Bernicia to deliver their retrofit strategy and improve their housing stock condition data. Upgrades followed a competitive tender process. The collaborative mission aligned with Bernicia's strategic goal of achieving a 'SAP C' energy efficiency rating for 90% of its housing stock by 2025-26, surpassing the government's target by five years.



A comprehensive range of improvements will be implemented across the homes, focusing on enhancing energy efficiency through a fabric-first approach. This includes measures such as external wall insulation, loft insulation, cavity wall insulation, and underfloor insulation. Some properties will receive state-of-the-art renewable technologies, including solar photovoltaic (PV) panels and air source heat pumps. This marks a shift away from reliance on fossil fuels for powering and heating buildings, thus contributing to a reduction in the environmental footprint.

Client Projects

North Star Housing Group

North Star Housing Group are a North East based housing association that provides affordable housing across the Tees Valley, North Yorkshire and County Durham.

We were awarded this contract by North Star in September 2019 to take responsibility for the Servicing and the maintenance of heating installations, air source heat pumps, renewables and insulation at the Housing Associations stock at 4000 properties throughout the North East.

This contract is ongoing and applies to every domestic property owned or managed within the North Star Housing Group. We use our own Gas Safe registered engineers as we do not subcontract. The contract achieves all required contractual SLA's and is being delivered successfully. This included continuation of works without interruption during the Covid pandemic. As we were deemed to be a provider of an essential service, emergency gas repairs, we were able to continue and maintain all our similar contracts withal Local Authorities and Councils throughout the North East, including this North Star contract.



Oakes

Climate Solutions for Business

Introduction to Oakes

About Oakes

Delivering the complete solution, we're the only climate partner you need.

In the age of climate change, it's crucial that your business decarbonises and harnesses the many advantages of efficient renewable energy.

Your needs are our starting point. That's why we spend time getting to know your HVAC and renewable energy requirements before making recommendations for how we can reduce your carbon footprint and energy costs.

With over 25 years' experience, which includes completing more installations of air source heat pumps than anyone else, we're the UK's No.1 climate solutions provider for commercial customers.

Let's talk about how we can help you.

Leading innovation since 2007.

Oakes Energy Services was established by Jason Oakes and Derek Dowson in 2007 and is today part of the PHS group of companies.

Across the UK, our partners benefit from the efficient energy solutions we bring to their operations. Sustainability is at the heart of our business, as we deliver innovation and value in everything we do.

Oakes designs, installs and maintains all types of HVAC and renewable technology to support long-term sustainability and reduce business overheads.





Our Vision

To be the UK leader in delivering energy efficient solutions today, in our journey to a sustainable tomorrow.



Our Mission

Leading the transition towards a sustainable, eco-friendly world by creating energy efficient businesses & communities across the UK.
























Our Values

- Proud & Passionate
- All About the Team
- Respectful
- Innovative

Oakes Offerings

Incorporated in 2007 Oakes have offered a full turnkey design, installation, planned and reactive maintenance solution across the UK in traditional HVAC and Renewables for 17 years.

 PV & Batteries	 Solar Thermal	 Flues
 CHP	 Chilled Water	 Sanitaryware
 Biomass	 Hydrant Mains	 Electrical
 Gas Testing & Purging	 Air Conditioning	 Underfloor Heating
 Testing & Commissioning	 Water Treatment	 Above Ground Drainage
 Ground Source Heat Pumps	 Air Source Heat Pumps	 Energy Management
 Heating (Gas, LPG & Oil)	 Automatic Controls & Wiring	 Ventilation, Natural and Forced

Text



Oakes Statistics



6300+
Air Source Heat
Pumps installed



2400+
Ground Source Heat
Pumps installed



710+
Solar PV systems
installed



51+
Solar Thermal
systems installed



42+
Biomass systems
installed



**Supporting
long term
sustainability**



**Multiple
award-winning
company**



**Care Homes,
Tower Blocks**



**Large commercial
installations**



**Apprenticeship
program**



Case Studies

Project

Northumberland Council
- GSHP Plant room



Following retrofit projects across 3 fire stations Oakes were asked to transform two high energy usage buildings using GSHP technology.

3,000m² council depot, workshops and offices

Total running cost savings of £240,000 over 20 years

Total RHI income of £900,000 over 20 years

Total lifetime carbon emissions reduction of 1150 tons

Project

LSST, Witham & Lincoln Academies (Lincoln)

Value

£820,000

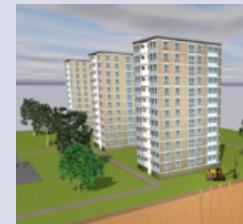


Oakes secured the projects through a traditional tender process based upon a mixture of price, experience and quality, the works which were funded in part by the Public Sector Decarbonisation Fund (PSDF) and Salix consisted of the decarbonisation of the Academies Swimming Pool Buildings. Oakes provided a turnkey solution from detailed design, installation, commissioning and ongoing maintenance. The traditional gas boilers were removed and our team installed Remeha Air Source Heat Pumps along with new pipework, inverter driven high efficiency pumps, buffer vessel, hot water calorifier, air handling unit upgrade, power and BMS controls, upgraded internal heat emitters, water treatment and balancing. The works were partly completed during the school term whilst the academies and all of their buildings remained in operation.



Project

Gentoo 364 Tower Block



Working as part of a team with Engie and Kensa Contracting Oakes carried out the full mechanical upgrade of seven tower blocks which consisted of 364 apartments in Sunderland. The decarbonisation project involved the removal of gas boilers and the installation of a GSHP open loop technology communal network, shoebox units to each dwelling along full new pipework, controls, commissioning and balancing. Oakes provide the ongoing planned preventative maintenance to the site.



Project

Salisbury Hospital
Chiller Upgrade

Value

£300,000

Oakes were appointed to provide a Chiller upgrade to the Hospitals Operating Theatres and Burns unit, we completed the detailed design and utilized Keyter Chillers from within our group of companies along with high efficiency Grundfos pumps. The project encompassed a complex specialist crane lift, structural steelwork, pipework, insulation power, controls, water treatment and water balancing. Our team managed to remove both chillers, locate the new chillers and to have one up and running within 7 hours of starting to minimize disruption to the busy hospital, the second chiller was commissioned the following day.



Project

Greggs' Factory

Value

£220,000

At Greggs' factory in the northeast, we have begun installation of a 421.5 kWp system. The system will produce a predicted 361,463kWh in its initial 12 months of operation. This will save 83.5 tonnes of carbon in the systems initial year, or the equivalent to over 520 trees.

There are multiple roofs planned to hold installations of PV on, building a large-scale clean energy production for the factory to generate both carbon saving energy and cost savings.

PHS

Home
solutions,
expertly
delivered.

For more information contact us at
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0800 REPAIR

For more information contact us at
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Oakes

Climate Solutions for Business

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