



Urban Design and Building Services

An introduction to our specialist services



Contents

Welcome to Urban Design and Building Services (UDBS).

About us	2
How we work with you	3
What we do	4
Project types	6
Our achievements	7
Sustainable design: planning for the future	8
Working with you	9
Our commitment to you	10

Our team will be pleased to hear from you:

UDBS_info@sandwell.gov.uk

0121 569 4541

www.udbs.co.uk



About us

Award-winning, one-stop design and building maintenance services.

UDBS is a specialist team of architects, designers, engineers and surveyors. We have been delivering building and maintenance service excellence on public-funded projects since 1997.

From design, construction and maintenance through to demolition, we expertly handle every stage in the lifecycle of a building, making UDBS a 'one-stop shop' when you're seeking ease and expertise.

We are based within Sandwell Council, working for internal clients as well as on external projects. Our designers work directly alongside council planners, so we have immediate access to local, technical insight.

This – as well as our extensive knowledge of the Black Country – makes us your smart and cost-effective choice for local projects.

Of course we are also happy to travel – across the Midlands and beyond – to bring our knowledge and skills to wherever you are. And we are proud to be recognised nationally, winning many awards for our services.





How we work with you

High-quality consultation at every step.

Imagine the lifecycle of a building, filmed by time lapse over many years and then sped up. From the acquisition and surveying of vacant land, to designing and building a property on it, maintaining that building through its useful life and finally handling its demolition, UDDBS' multi-disciplined team is qualified to manage every stage.

Our in-house specialist team of professionals and trusted framework contractors complete our team, ensuring the smooth delivery of your project.

As our client, you have a dedicated point of contact at UDDBS to guide you seamlessly through.

Just because we can do everything doesn't mean you're tied to UDDBS for an entire development, though. Our flexible approach allows us to handle every kind of demand – including partnership arrangements and a variety of contract types (for example: 'design only', 'design and build' or 'demolition only').

UDDBS is proud to maintain a customer service rating of 97% (2023/2024) and we're confident that you will be delighted with our work.



What we do

Design and maintenance that makes your life easier.

Our multi-disciplined, expert team provides a full scope of specialist consulting and contracting support through every stage of your public-funded building project. From initial concept and feasibility, through to detailed planning, design, on-site construction and repairs and maintenance, we deliver excellence and value for money at every step.

Thanks to our architects, designers, surveyors and construction partners, UDDBS' core service elements include:

Design services

- Design - architecture and landscaping
- Quantity surveying and project management
- Interior design
- Engineering design - structural and civil engineering
- Site surveying and quality inspection
- Demolition
- Geotechnical services.



The UDBS team also includes highly qualified engineers to ensure the ongoing maintenance and repair of buildings, both planned and reactive.

Repairs and maintenance services

- Strategic maintenance planning
- School repairs and maintenance plans - 'buy back' schemes
- Statutory inspections and cyclical maintenance
- Asbestos management
- Energy management
- Water hygiene management
- 24-hour helpdesk/call-out service.

Our professional and dedicated team is here to make your life easier and keep your buildings open, functioning and safe for everyone who uses them.



Project types

Public-funded projects, delivered seamlessly.

We love that no two projects are the same. Over the years our team of architects, designers, engineers and surveyors – as well as our in-house professional support staff - have acquired vast experience in:

Housing

Social housing
Refurbishment projects
High-rise decent homes
Estates planning

Historic

Memorial halls and museums
Parks and park buildings
Listed buildings

Civic projects

Libraries
Office facilities
Urban/public realm

Education

Nurseries and pre-school
Primary schools
Secondary schools and sixth form centres
Colleges and education trusts

Sports and Recreation

Swimming centres
Sports halls
Changing facilities
Playgrounds and parks.



Our achievements

Excellent work, nationally recognised.

We are extremely proud of our work – and pleased to have the following awards and recognitions to show that expert judges appreciate it too.

Lion Farm Estate

Shortlisted

RICS West Midlands - Residential Category

Oxford Road Development

Shortlisted

MJ Awards - Best Social Housing Initiative

Oxford Road Development

Finalist - UK Housing wards -
Housing Developer of the Year

Lion Farm Estate

Finalist - Celebrating Construction/Constructing
Excellence: Project of the Year - Building Projects
and Preservation & Rejuvenation

Oxford Road and Doulton Road

Awarded - Garden City Status

Lightwoods House and Park

National Finalist - Commended
AABC Conservation Awards

Lightwoods House and Park

Commendation
The Historic England Angel Awards.



Sustainable design: planning for the future

Attention to detail, for people and the planet.

Sustainable development is not just a responsibility to consider: it's essential to safeguard our planet for future generations.

UDBS' design strategy is innovative, incorporating renewable sources of energy from early concept stages through to project delivery, to guarantee the most sustainable and environmentally friendly build possible.

We have achieved two BREEAM buildings, several very good, and housing that meets Level 4 under the Code for Sustainable Homes – a government assessment for environmental standards.

Our designs pay particular attention to:

- Acoustic quality
- Thermal comfort
- Lighting levels
- Views and landscapes
- Natural ventilation
- Sustainable urban drainage systems.

We look forward to exploring sustainability with you on your next project.





Working with you

Are you ...

- ✓ Part of Sandwell Council?
- ✓ Working for a different local authority or organisation?

Whether you're an internal or external client, we've set UDDBS up as a one-stop shop to make your job easier at every stage.

Three big reasons to choose UDDBS:

1. Being part of Sandwell Council ensures we bring the transparency, high standards and excellent value for money that the public sector demands and deserves. Our designers work side by side with council planners, so we have immediate access to their local, technical insight.

2. We have extensive knowledge of the Black Country and surroundings: its brownfield sites and industrial buildings. Since 1997 we have been designing and delivering buildings that rise to the area's unique challenges and are sensitive to its special heritage. Also, we're on your doorstep, making UDDBS your smart and cost-effective local choice.

3. Our customer service is second to none: we've won awards for it. We are Customer Service Excellence-accredited (CSE) and have held ISO 9001 since 2009. Our latest customer rating is 97% - and we're committed to retaining that high standard for you too.



Our commitment to you

Every member of the UDBS team is signed up to our Customer Charter, which means we promise to:

- Deal with your requirements as quickly and efficiently as possible, to the highest possible standard
- Engage with you and clearly explain the services we provide and how much it will cost
- Involve you and keep you informed
- Behave in a courteous and professional manner;
- Keep customer satisfaction at the heart of everything we do
- Value your opinion and act on your feedback.



Get in touch

Explore your next project with us.

We'd be delighted to talk about how UDBS can support you, at any (or indeed every) stage of your project.

For enquiries about any aspect of our services:

Phone: **0121 569 4541**

Email: **UDBS_info@sandwell.gov.uk**

Connect with us on LinkedIn: search for Urban Design and Building Services.

Visit our website for our latest news: www.udbs.co.uk.





Urban Design and Building Services
Sandwell Council House
Oldbury
West Midlands
B69 3DE

Telephone: **0121 569 4541**
Email: **UDBS_info@sandwell.gov.uk**
Website: **www.UDBS.co.uk**



CUSTOMER
SERVICE
EXCELLENCE®



INVESTORS IN PEOPLE™
We invest in people Silver

