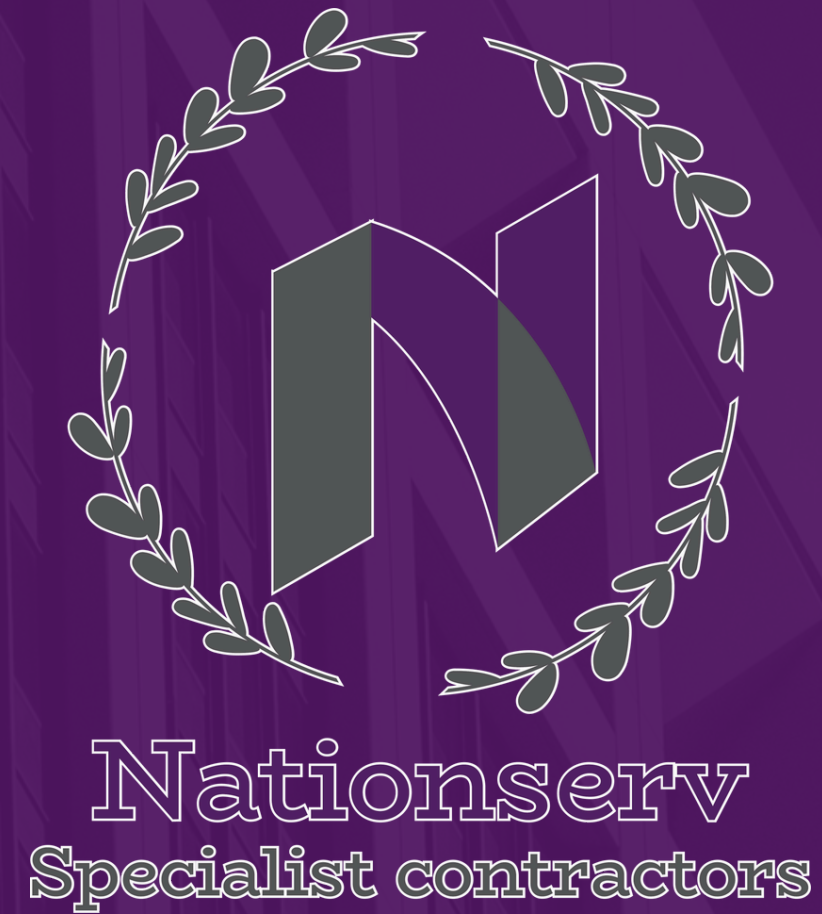




Introducing **NationServ** Building Services

www.nationserv.co.uk

Intro.

Nationserv is a specialist insurance repair contractor delivering end-to-end building solutions across residential and commercial properties. Founded on clear communication, technical excellence, and accountability, we work in close partnership with insurers to restore properties efficiently while protecting policyholder experience and insurer brands.

Nationserv operates with strong regional coverage across **Hertfordshire, Bedfordshire, Buckinghamshire, Cambridgeshire, Northamptonshire, Oxfordshire, London, Essex, Peterborough, Norfolk, Suffolk, and Cornwall.** Supported by directly employed specialist teams and a proven track record of sustainable growth,

Nationserv provides a reliable, responsive, and quality-driven repair solution built around the needs of modern insurance claims, ensuring consistent service delivery across both residential and commercial properties.



History.

Nationserv was formed in 2015 by founders **Rhys and Darren**, business partners with a shared vision: **to create a contractor capable of delivering a truly end-to-end building solution**, underpinned by trust, accountability, and exceptional service.

The business began modestly, operating from a single room in a family home, but with a clear and deliberate focus on **excellent communication**. From the outset, Nationserv committed to being open and honest with clients and customers alike, sharing the good, the bad, and the ugly to ensure clarity, confidence, and informed decision-making throughout every project.

Nationserv secured its first client within the insurance repair sector in 2015, setting the foundation for a repair-led business built around insurer requirements and policyholder experience. Since then, the company has grown year on year, adding new clients annually through sustainable, controlled growth, never compromising on service quality or core values.

Our team has grown organically alongside the business. As Nationserv expanded, we carefully introduced key personnel with complementary skills, strong ethics, and a shared sense of empathy for policyholders, ensuring alignment with both client expectations and our own values.



Today.

By 2026, Nationserv has grown into a £10 million business, recognised by our clients as one of their top-performing contractors and receiving annual awards in recognition of our service and performance.

Today, we operate from substantial offices in Hertfordshire, supported by a dedicated yard, plant, and storage facilities, a fleet of branded vans, and a workforce of more than 100 skilled tradespeople.

Despite our growth, Nationserv remains grounded in the principles on which it was founded: **clear communication, accountable delivery, and putting people first**—values that continue to guide our partnerships with insurers and the service we provide to policyholders.



Who we are.

Nationserv is a specialist insurance repair contractor delivering high-quality reinstatement services across both commercial and residential property sectors. We work in close partnership with insurers, loss adjusters, and property managers to provide a reliable, compliant, and customer-focused repair solution following insured events.

Operating throughout London, Hertfordshire, Bedfordshire, Buckinghamshire, Cambridgeshire, Northamptonshire, Oxfordshire, Essex, Peterborough, Norfolk, Suffolk, and Cornwall, Nationserv offers strong regional coverage supported by experienced management, skilled directly employed trades, and trusted supply chain partners. Our structure allows us to scale quickly while maintaining consistent quality and service standards.

We specialise in the full lifecycle of insurance repairs, from initial damage assessment and scope validation through to reinstatement and final handover. Typical works include fire, flood, escape of water, impact damage, and subsidence-related repairs, with particular strength in multi-trade coordination and occupied property environments.



Nationserv understands the priorities of our insurance partners.

Our processes are designed to align with insurer requirements, ensuring clear communication, accurate reporting, and efficient delivery at every stage of a claim. We place strong emphasis on health & safety, quality assurance, and customer care, helping insurers protect their brand while reducing claim lifecycle times.

By combining regional expertise with a professional, insurer-led approach, Nationserv provides a dependable and scalable solution as an Approved Repairer, supporting insurers in delivering consistent outcomes for their policyholders.

- Speed of response
- Cost control and transparency
- Technical accuracy and compliance
- Excellent policyholder experience



Insurance-Led Delivery Model

Nationserv is structured specifically to support insurers and their policyholders. Our processes are aligned with insurer expectations around cost control, governance, reporting, and customer experience, ensuring consistency across every instruction and claim type.

Regional Strength with Scalable Coverage

With an established operational presence across London, Hertfordshire, Bedfordshire, Buckinghamshire, Cambridgeshire, Northamptonshire, Oxfordshire, Essex, Peterborough, Norfolk, Suffolk, and Cornwall, we combine strong local knowledge with the ability to scale resources quickly. This enables us to respond rapidly to insured events while maintaining consistent service quality, even during periods of increased demand or surge activity.

End-to-End Repair Capability

We deliver the full scope of insurance reinstatement works across commercial and residential properties, managing multi-trade repairs efficiently from first attendance through to completion. This reduces handovers, shortens claim lifecycles, and improves overall outcomes.

Why Choose Nationserv as Your Repair Partner



Focus on Cost Certainty and Transparency

Our estimating and project controls are designed to provide clear, auditable costs. We work collaboratively with insurers and loss adjusters to validate scopes early, minimise variations, and avoid unnecessary spend while maintaining repair integrity.

Policyholder Experience That Protects Your Brand

We recognise that we represent the insurer in the eyes of the policyholder. Our teams are trained to communicate clearly, manage expectations, and operate considerately in occupied environments—helping deliver positive customer outcomes and reduce complaints.

Strong Governance, Health & Safety, and Compliance

Nationserv operates robust H&S, quality assurance, and compliance frameworks across all works. This ensures safe delivery, consistent standards, and reduced risk exposure for our insurance partners.

Collaborative, Long-Term Partnership Approach

We view Approved Repairer status as a partnership, not a transaction. Nationserv works proactively with insurers to refine processes, improve performance metrics, and support long-term portfolio objectives.



Our Mission.

Our mission is to deliver trusted, high-quality insurance repairs that put customers first, protect insurer brands, and restore properties safely, efficiently, and right first time.

Through skilled people, integrated services, and a partnership-led approach, Nationserv aims to be the repair partner of choice for insurers—delivering consistent outcomes, reduced claim lifecycles, and a positive experience for every customer we serve.

Our Values.

Customer First, Always

We understand that property damage is disruptive and stressful. We put customers at the heart of every decision, communicating clearly, acting empathetically, and delivering solutions that minimise disruption and restore confidence.

Right First Time

We believe quality starts with getting it right from the outset. Through accurate scoping, skilled trades, and strong supervision, we deliver durable repairs that reduce rework, delays, and inconvenience.

Trust & Transparency

We operate openly and honestly, providing clear explanations, realistic timescales, and transparent costs. Customers and insurer partners can rely on us to do what we say we will do.

Respect for People & Property

We treat every home and workplace as if it were our own. Our teams work considerately, maintain clean and safe sites, and respect the needs of occupants at all times.

Responsiveness & Accountability

We act quickly, take ownership, and remain accountable from first contact to final handover. Customers always know who is responsible and what will happen next.

Safety Without Compromise

We prioritise the health, safety, and wellbeing of customers, colleagues, and partners, ensuring all works are delivered safely and in compliance with industry standards.

The areas we cover.

Hertfordshire
Bedfordshire
Buckinghamshire
Cambridgeshire
Northamptonshire
Oxfordshire
London
Essex
Peterborough
Norfolk
Suffolk
Cornwall



Meet Our Leadership Team.



Rhys
Morosco

CEO



Darren
Notschild

Partner



Sam
Clifton

Senior Surveyor



Sam
Higgins

Senior Surveyor



Kate
Lewis

Office Manager

Rhys Morosco

CEO

Leadership Bio

Delivering Excellence



Rhys began his career after completing a business degree at university, moving directly into the construction industry with a small start-up maintenance company. Over the next eight years, he played a key role in helping the business grow significantly — an experience that proved both formative and eye-opening. As the company evolved, creative and ideological differences with the directors ultimately led Rhys to take a bold step and establish his own business. While this first venture was unsuccessful, it provided invaluable lessons that strengthened his resolve and sharpened his leadership approach.

Undeterred, Rhys went on to establish Nationserv in 2015, founded on a clear vision and strong identity. His goal was to deliver the highest standard of professional electrical and building services, underpinned by uncompromising values, open communication, and industry-leading health and safety standards. Under his leadership, the business has focused on delivering clients' visions on time, on budget, and without compromise.

Rhys believes that integrity is the defining factor of long-term success. His philosophy is simple: when honesty, accountability, and respect guide decision-making, both the business and its people naturally stand out. He is committed to building an approachable, solutions-driven team that listens first, collaborates openly, and consistently delivers confidence to clients at every stage of a project.

As CEO of Nationserv, his role is to continually drive the business forward, challenge standards, and demand excellence at every level. He is committed to giving clients absolute confidence that their projects, people, and critical systems are in the safest possible hands.

When you choose Nationserv as your trusted partner, we take that responsibility personally; your objectives become our objectives, your risks become ours, and your success becomes the measure by which we judge ourselves.



**Rhys
Morosco**

Darren Notschild

Partner

Leadership Bio
Delivering Excellence



Darren Notschild began his career in construction as an apprentice, gaining hands-on experience from the ground up. Early on, he developed a strong practical understanding of the industry by working across multiple trades, building a broad skill set that gave him a clear appreciation of how quality workmanship and effective coordination come together on site.

As his experience grew, so did his responsibilities. Darren moved into supervisory and leadership roles, where he developed a reputation for reliability, problem-solving, and a calm, solutions-focused approach to complex projects. His practical background, combined with his ability to manage people and processes, naturally led him into senior operational roles within the business.

Today, as a Partner of Nationserv, Darren leads a large-scale trade network, supported by an experienced office team and a fleet of surveyors working across multiple sites. He is responsible for ensuring projects run efficiently, safely, and to the highest standards, from initial survey through to completion. His leadership style is rooted in real-world experience, clear communication, and a commitment to delivering dependable results for clients.

Darren's journey from apprentice to director reflects his belief that strong foundations, hard work, and attention to detail are the cornerstones of long-term success in construction. He continues to focus on building capable teams, maintaining high standards, and ensuring Nationserv consistently delivers quality, reliability, and professionalism on every project.



**Darren
Notschild**

Sam Higgins

Senior Surveyor

Leadership Bio
Delivering Excellence



Sam is an experienced Surveyor at Nationserv and a Member of the Chartered Institute of Building (MCIOB), playing a key role in the assessment, scoping, and management of insurance repair works across both residential and commercial properties.

With a strong understanding of insurance-led repairs, Sam works closely with insurers, loss adjusters, and policyholders to deliver accurate scopes, clear costings, and practical repair solutions following insured events such as escape of water, fire, impact damage, and subsidence-related claims.

Sam is known for a professional, methodical approach and a strong focus on customer experience. From first site visit through to repair approval, he ensures clear communication, technical accuracy, and timely reporting—helping to reduce claim lifecycles and avoid unnecessary variations.

Committed to quality, compliance, and safety, Sam supports Nationserv's insurer partners by ensuring repairs are specified correctly from the outset, enabling right-first-time delivery and positive outcomes for policyholders.



**Sam
Higgins**

Sam Clifton

Senior Surveyor

Leadership Bio
Delivering Excellence



Sam is a Surveyor at Nationserv, playing an important role in the assessment, scoping, and management of insurance repair works across residential and commercial properties.

With a solid understanding of insurance-led repairs, Sam works closely with insurers, loss adjusters, and policyholders to produce accurate scopes, clear costings, and practical solutions following insured events such as escape of water, fire, impact damage, and other property-related claims.

Sam is known for his organised, methodical approach and strong attention to detail. From the initial site visit through to repair approval, he focuses on clear communication, accurate reporting, and efficient coordination—helping to keep projects on track and reduce claim lifecycles.

Committed to quality, compliance, and safety, Sam supports Nationserv's insurer partners by ensuring repairs are specified correctly from the outset, enabling smooth delivery and positive outcomes for policyholders.



**Sam
Clifton**

Kate Lewis

Office Manager

Leadership Bio

Delivering Excellence



Kate Lewis is the Office Manager at Nationserv, bringing many years of experience across logistics, office administration, and trade support environments. Her background gives her a strong understanding of both the operational and customer-facing sides of the business, enabling her to keep day-to-day activities running smoothly and efficiently.

With extensive experience working alongside trade teams and coordinating field operations, Kate plays a central role in managing schedules, resources, and communications between clients, surveyors, and contractors. Her practical knowledge of the industry allows her to anticipate challenges, streamline processes, and support the delivery of projects on time and to a high standard.

Known for her organised approach and strong customer service skills, Kate ensures that every client interaction is handled professionally and with care. She is committed to maintaining clear communication, resolving issues quickly, and creating a positive experience for both clients and colleagues.

At Nationserv, Kate is a key part of the operational backbone of the business, supporting the team, improving workflows, and helping to ensure consistent, reliable service across every project.



**Kate
Lewis**

Case Study

Royal Society of Medicine, London

Complex Commercial Ceiling Repairs

Project Description

Nationserv was appointed following a leak originating from offices above, which caused damage to ceilings within the Auditorium and Reception areas of the Royal Society of Medicine. The works were particularly complex due to the nature of the building and the sensitivity of the environment.

The auditorium featured fixed, arced seating, hardwood flooring, ceiling-hung lighting rigs, and an enclosed projection screen. Extensive protection and specialist access solutions were required to prevent secondary damage while repairs were undertaken within a prestigious, operational venue.

Our Approach

Nationserv adopted a carefully planned, methodical approach to manage risk and ensure quality:

- Extensive protection works to all fixed seating, flooring, lighting rigs, and equipment
- Design and erection of internal scaffold access, installed over multiple days to safely reach ceiling level
- Additional layered protection to lighting and ceiling features using foam, polythene, and Correx systems
- Detailed supervision and coordination to ensure safe working at height in a confined internal space

Scope of work delivered

- Multiple plaster repairs to damaged ceiling areas
- Specialist preparation of ornate ceiling details and coving
- Spray decoration to achieve a high-quality, uniform finish while minimising disruption
- Full reinstatement completed with protection maintained throughout the works

The Outcome

Nationserv successfully delivered the repairs with no damage to existing fixtures, fittings, or specialist equipment, demonstrating our ability to operate within sensitive commercial environments. The use of controlled access, specialist protection, and spray finishes ensured a high-quality result while reducing programme time and disruption.

This project highlights Nationserv's capability to manage complex commercial insurance repairs, combining technical expertise, careful planning, and strong on-site control to deliver right-first-time outcomes for clients and insurers alike.



Case Study

Project Description

Nationserv was instructed to manage a complex subsidence claim affecting an iconic commercial property in Hoxton Market. Due to the building's age, heritage features, and urban location, the claim required an extended period of monitoring to confirm movement patterns and identify the root cause.

After approximately two years of monitoring, the cause of subsidence was confirmed as a collapsed drain, triggering the need for carefully sequenced structural repairs. The works had to be undertaken within a live commercial environment while protecting original brickwork, architectural details, and finishes

Hoxton Market, London

Complex Subsidence & Structural Repairs

Our Approach

Nationserv adopted a phased, insurer-led approach, balancing technical accuracy, risk management, and cost control:

- Close coordination with engineers and stakeholders throughout the monitoring period
- Detailed planning to protect historic fabric and minimise disruption
- Use of specialist structural techniques appropriate to a heritage setting
- Strong site supervision and health & safety controls within a confined urban location

Scope of work delivered

- Structural crack identification and monitoring
- Drain investigations to confirm cause of movement
- Careful preparation of affected internal areas
- Drain repairs and ground stabilisation works
- Controlled breaking out and reinstatement
- Installation of specialist structural repair solutions to arrest movement
- Making good of internal masonry and finishes
- Restoration of architectural and decorative elements
- Final inspections and sign-off following stabilisation period

The Outcome

Nationserv successfully stabilised the structure and completed reinstatement works, allowing the property to return to full commercial use. The phased delivery ensured technical compliance while reducing insurer risk and avoiding unnecessary or premature repairs.

This project demonstrates Nationserv's capability to manage complex subsidence claims, including long-term monitoring, structural remediation, and sensitive reinstatement within heritage commercial buildings.



Case Study

Uxbridge, London

Emergency Escape of Water – Communal Area

Project Description

Nationserv was instructed following an emergency call from Sedgwick after a main water pipe burst within the communal area of an apartment block in Uxbridge. The incident caused flooding and damage throughout shared corridors and affected services within the building, requiring immediate action to prevent further damage and ensure resident safety.

The priority was to stabilise the situation quickly, make the property safe, and minimise disruption to occupants.

Our Immediate Response

Nationserv mobilised an emergency response team and attended site within four hours of instruction. Working in coordination with local authorities and building representatives, the team focused on rapid risk reduction and safe access for residents. Key actions included:

- Emergency make safe works to affected communal areas
- Clearance of debris caused by water damage and ceiling failures
- Coordination with local authorities to manage site safety
- Initial assessments to identify ongoing risks

Follow on actions

Within hours of arrival, Nationserv had:

- Fully cleared all loose and damaged materials
- Checked electrical systems to ensure safety
- Installed temporary lighting to maintain safe access for residents
- Provided access to our 24-hour remote support team, ensuring continuous assistance outside normal working hours

The Outcome

The property was made safe quickly and effectively, allowing residents to continue using communal areas safely while longer-term repair plans were progressed. Swift attendance, decisive action, and clear coordination helped prevent further damage and reduced the overall impact of the incident.

This project demonstrates Nationserv's capability to deliver rapid emergency response services, manage high-pressure situations, and protect both residents and insurer interests during escape of water claims.



Immediate Response & Make Safe

We provide rapid attendance to secure properties following an insured event, carrying out emergency make safe works to prevent further damage and protect occupants and assets.

In-House Mechanical & Electrical Expertise

Our directly managed electrical and plumbing teams deliver specialist services in-house, reducing reliance on third parties and improving control over quality and timescales.

- Electrical works completed by NICEIC-approved electricians
- Gas and plumbing works undertaken by Gas Safe registered engineers

End-to-End Insurance Repair Management

Nationserv provides a fully integrated, **end-to-end repair solution**, managing the complete repair journey from initial survey to sign off. This single-point responsibility model reduces handovers, improves accountability, and shortens overall claim lifecycles.

Specialist Claims Services

Nationserv coordinates and delivers all specialist elements commonly associated with insurance claims, including:

- Contents removal and secure storage
- Drying and moisture management
- Asbestos sampling, removal, and air testing via accredited partners
- Structural and remedial solutions, where required

Policyholder Support & Accommodation Management

Where properties are uninhabitable, we manage the arrangement of temporary accommodation, working sensitively with policyholders to minimise disruption and ensure continuity of care.



Single Partner, **Complete** Control

By managing all elements of the repair under one coordinated framework, Nationserv provides insurers with:

**Improved cost
control and
transparency**

**Consistent quality
standards**

**Reduced delays
and duplication**

**A smoother,
more reassuring
customer
journey**

This holistic approach ensures repairs are delivered safely, compliantly, and efficiently—while protecting insurer brands and enhancing policyholder satisfaction.

Our Accreditations

Nationserv maintains a robust suite of industry-recognised accreditations, providing assurance to insurers, clients, and policyholders that all works are delivered safely, compliantly, and to recognised best-practice standards.

Together, these accreditations reinforce Nationserv's commitment to quality, safety, technical competence, and risk reduction, ensuring confidence for our insurance partners when appointing us as an Approved Repairer.

CHAS

Demonstrates our commitment to effective health & safety management, risk assessment, and compliance across all operational activities.

SafeContractor

Confirms our adherence to stringent safety, sustainability, and ethical working practices, providing independent verification of our contractor competence.

Constructionline Gold

Validates Nationserv's financial stability, governance, health & safety systems, and supply chain compliance —meeting enhanced pre-qualification standards required by major clients and insurers.

BDMA (British Damage Management Association)

Accredits our technical capability in the identification, treatment, and prevention of damp and mould issues, supporting compliant and long-term repair solutions.

Helifix Approved Installer

Confirms our specialist competence in structural repair solutions, including crack remediation and masonry reinforcement, supporting subsidence and structural insurance claims.

Compliance, Security & Assurance.

- **Cyber Essentials Certified** – Protecting customer and insurer data through recognised cyber security standards.
- **Business Continuity Planning** – Structured plans in place to ensure uninterrupted service delivery.
- **Insurance-Aligned Costing** – Working within agreed insurer budgeted rates for transparent, controlled repairs.
- **CDM 2015 Compliant** – Full adherence to construction health and safety regulations on every project.
- **IOSH-Certified Leadership** – Qualified management driving strong health and safety standards on site.



Integrated Digital Systems

Nationserv uses a suite of industry-leading systems to manage claims, repairs, communication, and reporting. Our integrated digital approach ensures transparency, accuracy, and real-time visibility for insurer partners throughout the repair lifecycle.

- **Xactimate & Symbility** – Insurer-aligned estimating for consistent pricing and faster approvals.
- **Blueprint** – End-to-end job management, scheduling, and progress tracking.
- **Salesforce** – Centralised communication and customer relationship management.
- **Pulse** – Live operational updates and performance monitoring.
- **Atoms** – Integrated job costing, financial control, and reporting.



“I highly recommend Nationserv Builders to anyone looking for a professional, all round, highly-skilled, and trustworthy builder”

Excellent building services provided by Nationserv Builders
Nationserve builders recently completed a major bathroom renovation and decoration at my house - and I am extremely happy with the fantastic results.

The entire Nationserv team were professional, technically-able and very responsive. The management team, in particular, Kate and Dean, were very helpful and professional.

The quality of their tradesmen's workmanship was exceptional. The final finish, especially the bathroom renovation, exceeded my expectation”.

Google, February 26

“Made a home insurance claim virtually hassle-free”

Really pleased with the service from NationServ and Serena, she's was extremely efficient and polite. She sign posted everything and it was also very handy having a WhatsApp group with the project manager and the staff at the office on to raise any issues via messages and photos.”

“The whole process and the ease of communication was first class”

Our insurance company instructed Nationserv to carry out repairs after water damage to our property. All the employees were friendly and professional all work was done to a very good standard and any concerns we raised were dealt with appropriately and efficiently. The whole process and the ease of communication was first class I would recommend”.

Google, February 26

Turning Construction Surplus into Community Strength.

In the construction industry, valuable materials are often thrown away. At the same time, families and community groups struggle to afford basic improvements to their homes or facilities.

We saw an opportunity to do things differently. **The Community Build Hub** was created to bring people and resources together — turning surplus materials into community projects that make a real difference.

We collect surplus materials from construction projects and give them a new purpose — helping local families, schools, and community groups while reducing waste and protecting our planet.



Quality Design. Expert Construction.

Alongside our core role as a specialist insurance repair contractor, Nationserv has evolved into an award-recognised design and build partner for high-quality residential developments and extensions.

Drawing on the same technical expertise, project control, and customer-focused approach that underpin our insurance work, we deliver bespoke construction projects with the same commitment to quality and communication.

This approach was recognised at a national level when our Woodfield Road, Hertfordshire project was shortlisted as a National Finalist in the Best Residential Extension category at the LABC Building Excellence Awards Grand Finals. Standing among the best projects in the country, this recognition reflects the craftsmanship, attention to detail, and collaborative spirit that define Nationserv's work across both repair and new-build sectors.



Get in Touch

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NationservLtd



Nationserv Limited



Nationserv
Specialist contractors