



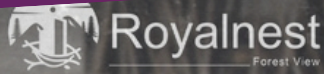
[www.urest.in](http://www.urest.in)

## INTEGRATED FACILITY MANAGEMENT

MANAGE . MAINTAIN . ENHANCE

*Powered By CMMS Software*





royalnest.in | royalnestdharamshala.com

### 24+ years of REAL ESTATE experience.

Sh. Vimal Kumar | Group Managing Director

#### Royal Nest Group

What began as a modest venture in Delhi NCR has today become a name synonymous with trust, quality, and commitment. The group's journey began under the parent company Omkar Nests Private Limited, incorporated on October 5, 2000, under the Companies Act, 1956, in the National Capital Territory of Delhi and Haryana.

Royal Nest's early focus was on constructing builder floors—a humble start, but one that laid the foundation for what would become a diversified and expansive real estate portfolio. Over the years, the group steadily built its reputation, taking on projects that embodied a clear vision of quality infrastructure development.

- **Customer-Centric Philosophy:** From the beginning, customer satisfaction has been Royal Nest Group's core focus.
- **Expansion & Growth:** This principle has driven the company's expansion into Delhi NCR, Amritsar, Dharamshala, Jammu, and Kashmir.
- Delivered over **8 million square feet of group housing and commercial projects.**
- Maintained a **100% delivery rate** with a strong focus on quality.
- **Reputation for Excellence:** Known for reliability and thriving despite industry challenges.
- Core Values: **Trust, customer focus, and infrastructure expertise** continue to guide its success.



## OUR ROOTS: THE ROYAL NEST GROUP

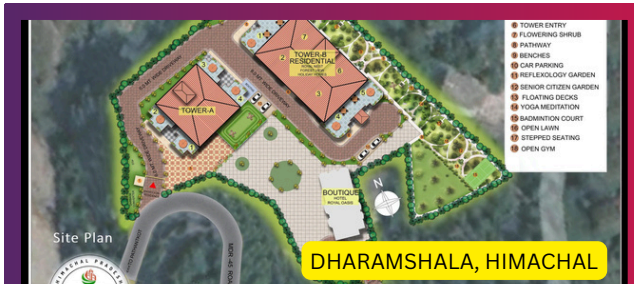
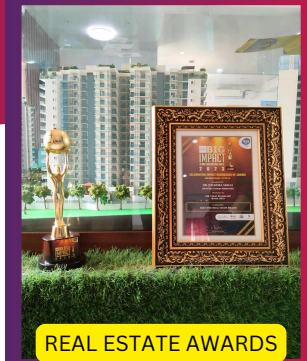
Recognizing the growing need for continued property care and sustainability check, the Group Management envisioned a specialized company dedicated to managing and enhancing real estate assets. *This vision led to the creation of UFIRM TECHNOLOGIES PRIVATE LIMITED, designed to focus on property management, comprehensive preventive maintenance, and green building enhancement.*



In year 2016, building on the strong foundation of Royal Nest Group, **Ufirm Technologies Private Limited** was established to expand and enhance our service offerings within the real estate sector.

Ufirm Technologies operates through two distinct divisions:

- **UFIRM Estates:** Specializing in property sales and leasing, Ufirm Estates focuses on connecting clients with premium residential and commercial real estate opportunities.
- **UREST Integrated Facility Management:** Operating under Urest.in, this division is dedicated to providing comprehensive facility management, manpower outsourcing, and sustainable green building services. Urest.in ensures that properties not only function efficiently but are also managed with long-term sustainability in mind.

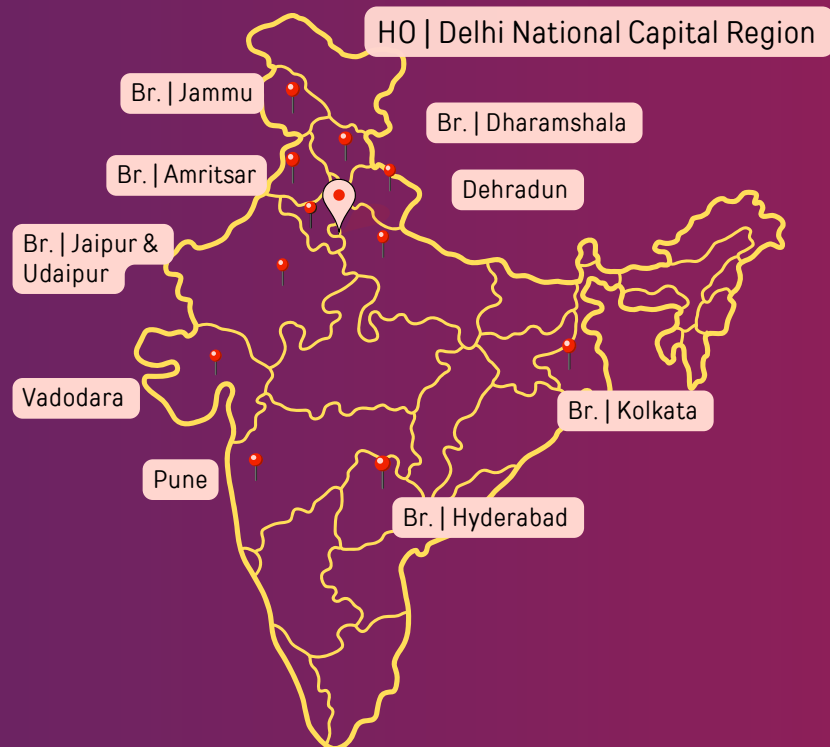


**Urest.in IFM started its services in Yr. 2019  
& our 1st Client was our own built project.**

*Site name- Royal Nest GNW  
Contract- Comprehensive IFM  
Started Yr. 2019 - ongoing*



**HEAD OFFICE, BRANCHES & CLIENT SITES:  
Presently Managing 110 LAC+ SQ.FT.**



Delhi NCR, India  
65 Lac. + Sqft.

Dharamshala, Himachal, India  
3 Lac+ Sqft.

Pune, Maharashtra, India.  
3 Lac. + Sqft.

Dehradun, Uttarakhand, India  
8.55 Lac+ Sqft.

Vadodra, Gujarat, India.  
6 Lac. + Sqft.

Kolkata. West Bengal, India.  
3.45 Lac+ Sqft.

Amritsar, Punjab, India  
7.21 Lac+ Sqft.

Hyderabad, Telangana, India .  
10 Lac. + Sqft.

Rajasthan, India  
12 Lac+ Sqft.

Jammu, J&K, India  
5 Lac.+ Sqft.

## We Deeply Care for..

PEOPLE . PLANET . PROFITS

### VISION

#### “Manage, Maintain, Enhance Estates”

-We manage, maintain, and enhance estates with a focus on people, process, sustainability and technology. We start, by building a strong partnership with clients site to ensure seamless facility management. Next, we provide comprehensive maintenance to keep everything running smoothly. Finally, we enhance each property by integrating smart solutions and green building practices to elevate its value, sustainability and performance.

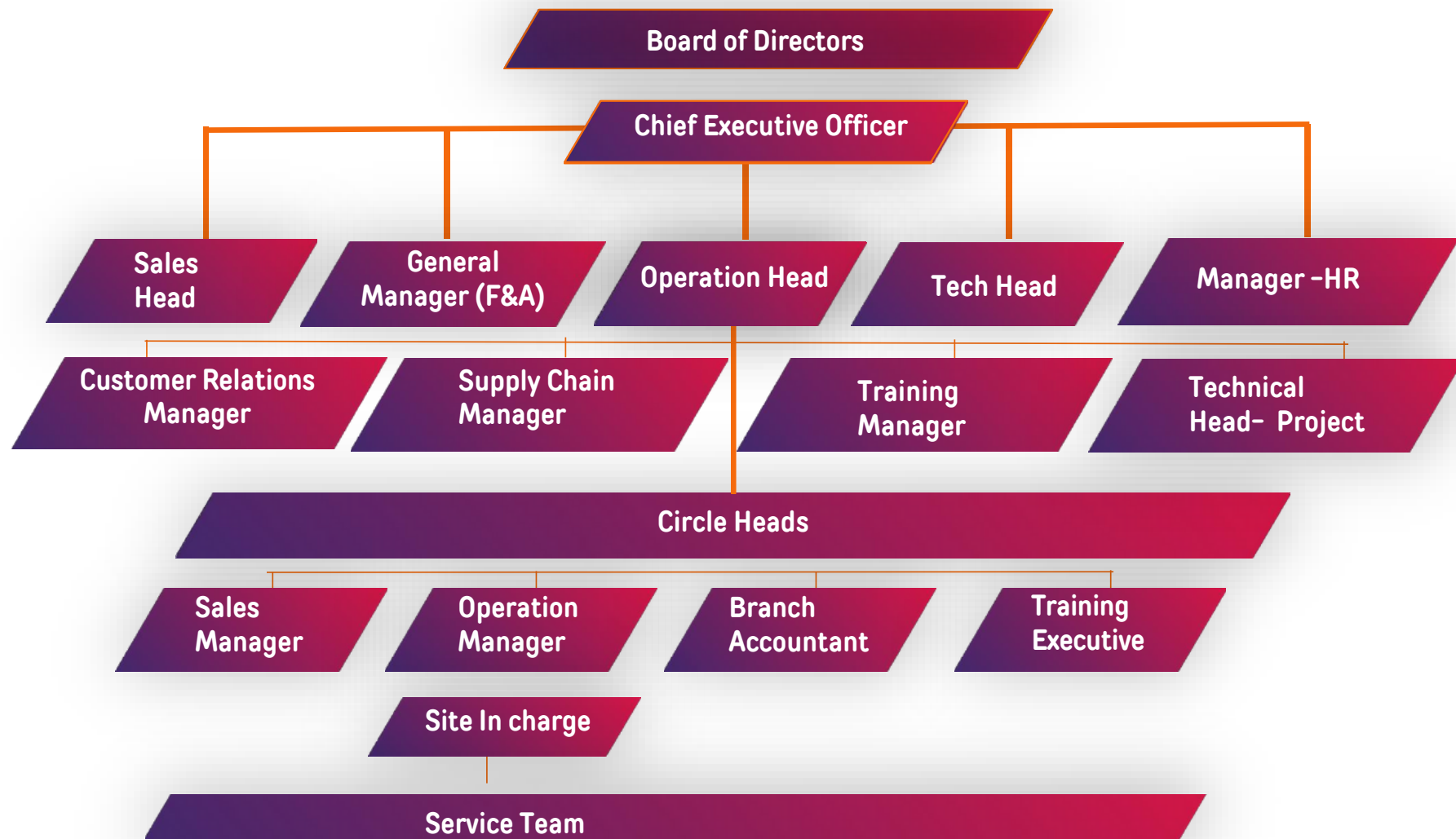


### MISSION

#### “On mission to manage, maintain, and enhance estates while caring for people, planet, and profits.”

-Create value by consciously managing, maintaining, and enhancing estates. We focus on building strong client relationships, providing efficient maintenance, and improving properties through smart, sustainable solutions. By caring for People, protecting the Planet, and driving Profits, we ensure long-term success and positive impact for all our stakeholders.

## ORGANISATIONAL STRUCTURE



UREST Manpower & Facility Management, 'urest.in,' excels with its in-house estate development team, skilled in revitalizing poorly maintained properties into well-managed, comfortable spaces. By utilizing CMMS technology and years of development expertise, Urest.in addresses building maintenance, hygiene, and green cover with founder-level insight and precision.

## CORE 5

1. REAL ESTATE EXPERIENCE OF **24 YEARS**.
2. OUTSOURCE THE PAYROLL HASSLE with **100% COMPLIANCE & BGV** GURANTEE.
3. EMPLOYEE **TRAINING & RECOGNITION** PROGRAMS for HIGH RETENTION RATE.
4. **IN-HOUSE CMMS** SOFTWARE FOR DATA PRIVACY & TRANSPARENT WORKING.
5. PROFESSIONAL EMPLOYEE **REPLACEMENT POLICY**.

## CERTIFICATIONS:



## SERVICES WE SPECIALIZE

**Concierge Services:** Reception Services  
Event Management, Travel Assistance, In-room  
Clean & Maintainance, Promotion & More.



**Technical Maintenance:**  
Plumbing, Electrical, Lift, Machinery & More.



**Housekeeping & deep cleaning services:**  
Housekeeping, Deep Cleaning, Anti-Bacterial  
Sanitization & More.



**Mechanised Clean Pest control & Façade:**  
Safe, Hygiene Sanitized & More.



**Security & Parking Management:**  
Gate, Tower, Visitor, Tenant & More.



**Comprehensive Facility Management:** 24/7  
operational support, Skilled, trained workforce,  
100% Complaint & Background verified staff.



**Rain Water & Sewerage Treatment:**  
Reduce water waste, Purity check,  
Recycle & More.



**Waste Management:**  
Collection, Segregation, Organic  
composting & More.



**Horticulture Services**  
Landscaping, Urban Forest, Garden Maintenance,  
Maali & More.



**Computerised Maintenance Management Software:**  
Generates complete maintenance  
records, asset maintenance & More.

## CONCIERGE SERVICES:

- "Smooth operations & personalised facility care,  
Integrated facility services with a Luxury Flair."

At UREST.IN, we enhance the concierge experience in residential, business, and healthcare centers by offering a blend of personal and professional services. Our **24/7 team handles lifestyle needs**, corporate assistance, patient care, visitor support, and facility management. In healthcare, we focus on patient services, green building enhancement, sanitation, and wellness management.

### Concierge Serviced Homes & Business Park:

- Reception Services
- Event Management
- Travel Assistance
- In-room Clean & Maintenance.
- Wellness Fitness & Food
- Personal Assistance

### Concierge Services in Hospitals & Healthcare:

- Patient assistance
- Visitor & Guest support
- Clean, GREEN & Maintain
- Wellness, Fitness & Food
- VIP & INTERNATIONAL Patient Service
- Patient Care Centric Events



## COMPREHENSIVE FACILITY MANAGEMENT.

- "Comprehensive Solutions, Seamless Operations."

At Urest.in, we provide end-to-end facility management services that ensure smooth operations, safety, and enhanced living and working environments. Our services encompass housekeeping, security, technical maintenance, and more, tailored to meet client-specific needs across residential, commercial, and industrial properties.

### Key Features:

- 24/7 operational support.
- Skilled, trained workforce.
- Customized maintenance solutions.
- State-of-the-art equipment and technology.
- Sustainable, eco-friendly practices.
- 100% Compliant & Background verified staff.



## TECHNICAL MAINTENANCE SERVICES

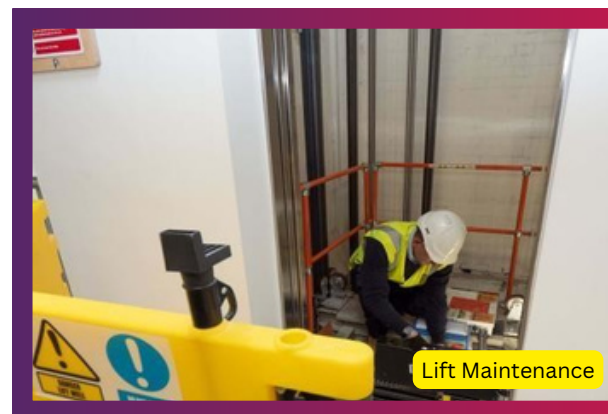
- Skilled Technicians, Seamless Operations.

- Urest.in offers specialized technical maintenance services, providing skilled professionals such as plumbers, electricians, pump operators, lift technicians, MST experts, and more.

Our team ensures smooth operations, timely repairs, and preventive maintenance for residential and commercial properties, guaranteeing safety and efficiency at all times.

### Key Benifits:

- Certified and experienced technicians.
- Fast response and resolution time.
- Regular preventive maintenance schedules.
- Compliance with safety standards and regulations.
- 24/7 emergency support for critical systems.



## WATER & SEWAGE TREATMENT SERVICES

- Clean Water, Efficient Systems, Sustainable Future & More

- Urest.in ensures WATER in our served facilities is preserved reused & cleaned to the best possibility. From regular system checks to deep cleaning and repairs, we optimize performance and longevity, meeting regulatory standards.

### Key Services:

1. Sewage Treatment Plant Maintenance: Ensuring proper waste treatment, sludge management, and compliance with environmental regulations.
2. Water Treatment Plant Operation & Maintenance: Regular monitoring, filtration checks, and chemical balancing to ensure clean and safe water supply.
3. Rainwater Harvesting System Maintenance: Cleaning catchment areas, filters, and storage tanks to ensure efficient water collection and usage.



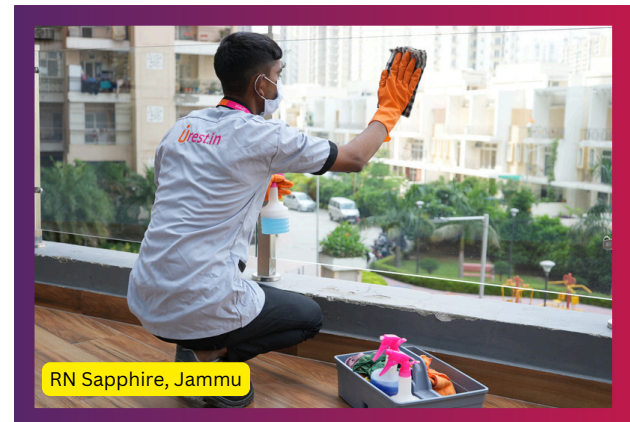
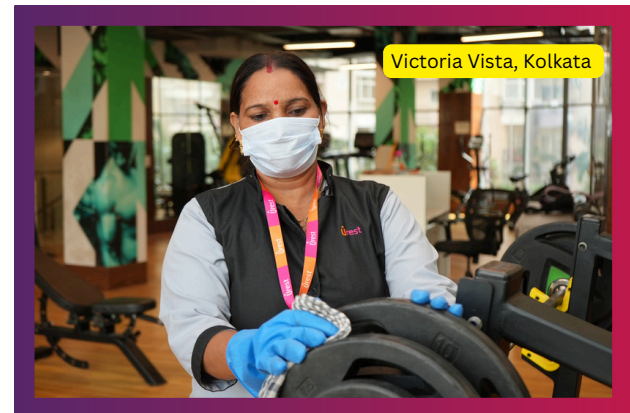
## HOUSEKEEPING & DEEP CLEANING SERVICES

- Hygiene Sanitization & More

- Urest.in provides professional housekeeping and deep cleaning services tailored to maintain the highest standards of hygiene and cleanliness in facility common areas. Our team ensures that lobbies, corridors, washrooms, and shared spaces remain spotless and welcoming, enhancing the overall environment for residents and visitors.

### Key Features:

- Daily cleaning and sanitization of common areas.
- Deep cleaning of floors, walls, and high-touch surfaces.
- Restroom hygiene maintenance and replenishment.
- Mechanised Periodic Cleaning.
- Official Partner with eco-friendly cleaning brands.



## WASTE MANAGEMENT SERVICES

- Turning Waste into Wealth Responsibly.

- Urest.in provides comprehensive waste management services, starting with segregated waste collection and processing. Tentatively a 50% of wet waste is converted into compost, plastic, paper & bottles are recycle that is further 40% of waste, and remaining 10% to landfills. This approach minimizes environmental impact while responsibly managing all types of waste.

### Key Benifits:

1. Converts organic waste into valuable compost, supporting sustainability.
2. Reduces overall waste volume by 90%, minimizing landfill impact.
3. Ensures responsible disposal of hazardous and non-recyclable waste.
4. Promotes eco-friendly practices by recycling a significant portion of waste.
5. Enhances cleanliness and hygiene in residential and business environments.

### ORGANIC COMPOSTING JOURNEY



## SPECIALISED & MECHANISED CLEANING

- Lasting Hygiene Sanitization Shine & More.

- At Urest.in, we bring expert care and advanced technology to deliver specialized cleaning solutions like carpet cleaning, marble polishing, tank sanitization, and concrete surface cleaning. Our services guarantee deep, efficient cleaning that revitalizes surfaces, ensuring a cleaner and more polished environment.

### Key Benifits:

1. High-performance equipment for fast and effective cleaning.
2. Revitalizes and protects surfaces for long-term durability.
3. Provides enhanced hygiene and a fresh, clean appearance.



## PEST MGMT FOGGING & FAÇADE CLEANING

- Safe, Hygiene Sanitized & More.

*- Urest.in offers comprehensive services to maintain cleanliness and hygiene, including pest control, sanitization, and mosquito fogging. We also provide façade cleaning with specialized equipment to enhance your building's exterior and curb appeal.*

### Types of Services:

1. Pest Management: Termite control, rodent management, insect prevention, and cockroach treatments.
2. Sanitization Services: Disinfection and deep cleaning of high-touch areas and common spaces.
3. Mosquito Fogging: Regular fogging for effective mosquito control in outdoor and indoor spaces.
4. Façade Cleaning: Professional exterior cleaning for glass, stone, and metal surfaces.



## HORTICULTURE SERVICES

- Landscaping, Urban Forest, Garden Maintenance, Maali & More

- Urest.in provides comprehensive horticulture services, including landscaping, garden design, maintenance, and skilled gardener services. Our team of experienced horticulturists and skilled gardeners works closely with clients to create beautiful and functional green spaces tailored to their specific needs.

### Key Features:

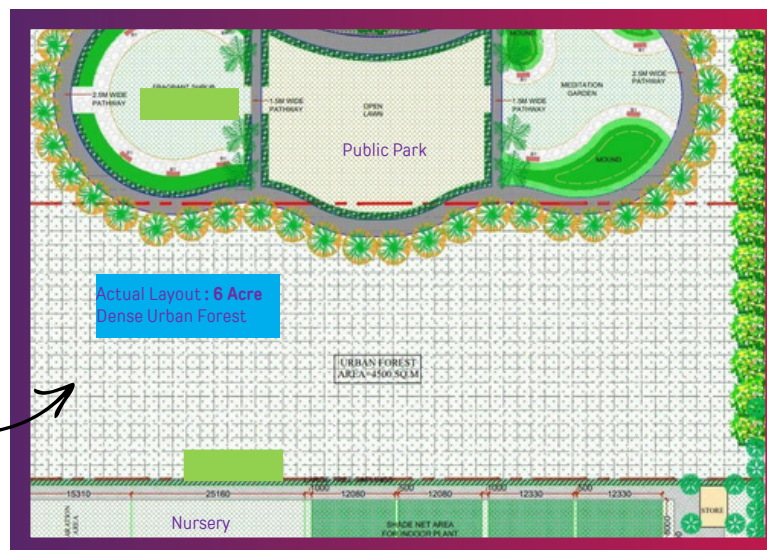
1. *Customized Design:* Tailored landscaping solutions that reflect your vision and enhance property value while maximizing space.
2. *Expert Maintenance:* Regular upkeep ensures healthy plants and vibrant gardens, promoting sustainability and environmental health.
3. *Skilled Gardener Services:* Our skilled gardeners provide professional care and attention, ensuring the best growth and maintenance of your plants and landscapes.

### Authority Tender Designed by UREST.IN

PROJECT Name: GNIDA Green belt , Tech Zone 4  
LOCATION: Greno West, U.P

Scope: Tender guidelines & horticulture layout designing.

TENDER LINK:  
[https://www.greaternoidaauthority.in/395\\_71222](https://www.greaternoidaauthority.in/395_71222)



## SECURITY & PARKING MANAGEMENT

- Securing Spaces, Managing Parking with Precision & More

- Urest.in provides comprehensive security and parking management services designed to ensure safety and efficiency in residential complexes, commercial spaces, and business parks. Our trained security personnel monitor premises round-the-clock, while our parking management solutions optimize space utilization, streamline traffic flow, and enhance overall safety for residents, employees, and visitors.

### Key Benefits:

1. Enhanced Safety: 24/7 surveillance and trained security staff reduce the risk of incidents and create a secure environment.
2. Efficient Parking Solutions: Smart parking management systems maximize space utilization and improve traffic flow, reducing congestion.
3. Professional Support: Our experienced team ensures prompt response to security concerns and efficient management of parking facilities, providing peace of mind for all users.



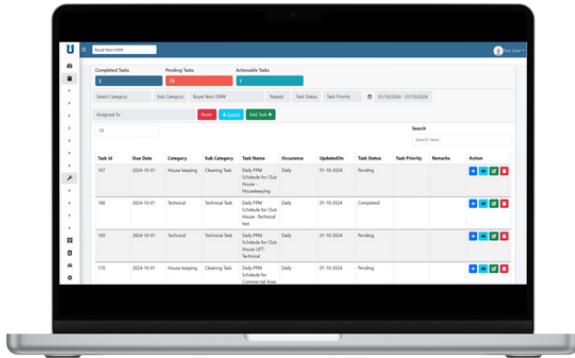
## IN-house CMMS Developed by On-site Real Time Experiences.



## Computerised Maintenance Management Software: Transparent & Accountable

- **Interactive Design:**  
Urest Dashboard is easy to navigate and use.
- **Integrated Approach:**  
Designed for optimal performance on desktops, laptops, smartphones and tablets.
- **Data Protection:**  
Implement robust security measures to protect sensitive data.
- **Authentication and Authorization:**  
Proper user authentication and authorization is ensured.

## Computerised Maintenance Management Software: Transparent & Accountable



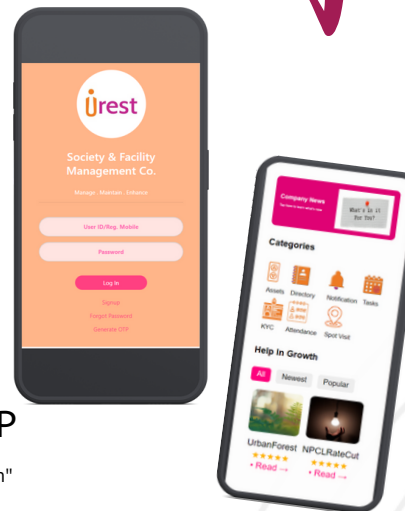
### Facility Manager & Help Desk Dashboard

"PPM MONITORING, TASK MANAGEMENT, COMPLAINT MANAGEMENT, EMPLOYEE MANAGEMENT, PARKING MANAGEMENT"



### Owner/ Administrator Dashboard

"Dashboard overview, Module-Specific Dashboards, Reporting and Analytics, Communication"



### Maintenance Supervisor(s) & Team APP

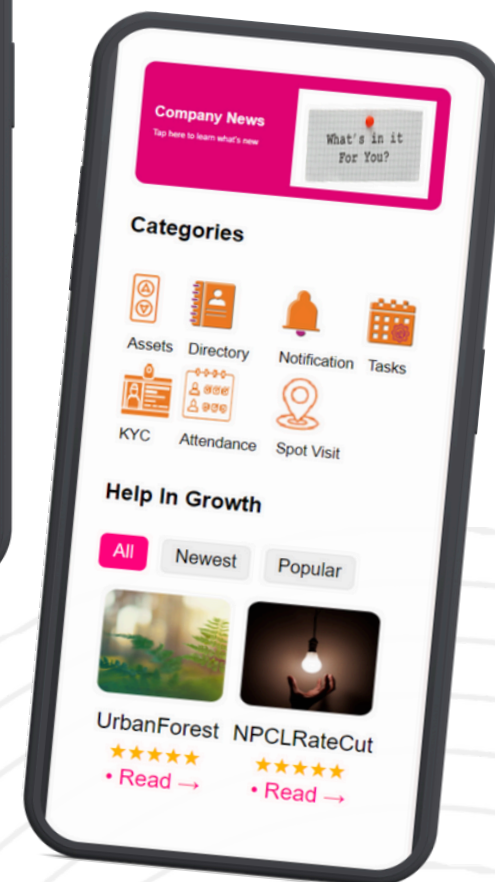
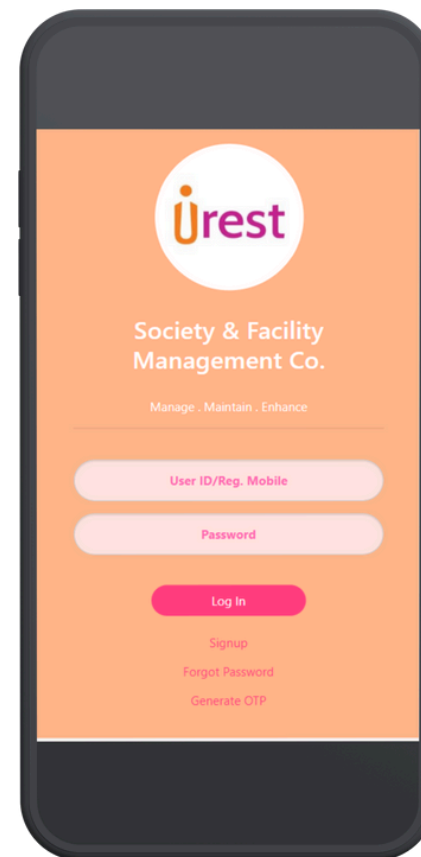
"Task Management, KYC Management, Ticket Management, Communication"

1

## Maintenance Supervisor(s) & Team APP:

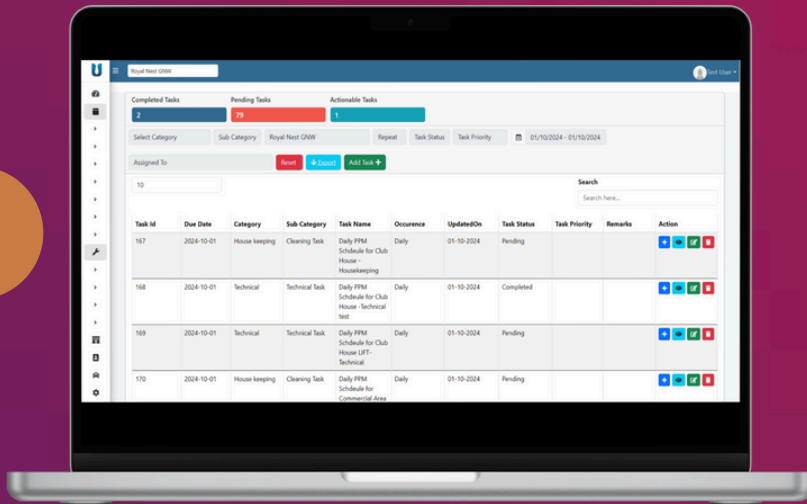
ON-TIME & ON-THE-SPOT REPORTING ENABLED

- **Task Management:** Viewing, tracking, and completing tasks.
- **KYC Management:** Updating and verifying employee information.
- **Complaint Management:** Viewing, tracking, and resolving complaint tickets.
- **Communication:** Internal messaging, announcements, and Image sharing.



## TRACK PREVENTIVE MAINTENANCE COMPLAINT & ASSET HEALTH WITH ONE CLICK

2

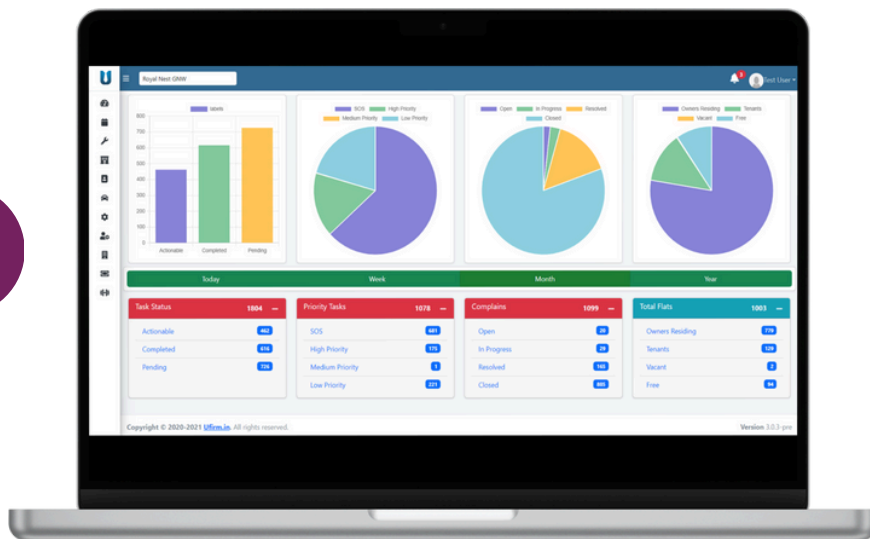


## Facility Manager & Help Desk Dashboard:

- **Site Monitoring:** Real-time data on facility operations and Asset status.
- **Employee Management:** Tracking employee schedules, attendance, and performance.
- **Task Management:** Assigning, tracking, and completing facility-related tasks.
- **Complaint Management:** Handling tenant complaints and issues.
- **Parking Management:** Managing/Allotment/Recording Parking.

## ANY-TIME REVIEW: FACILITY & IT'S TEAM'S WORK

3



## Facility Owner/ Administrator Dashboard:

- **Dashboard:** Overview of facility operations, KPIs, and alerts.
- **Module-Specific Dashboards:** Detailed insights into PPM, asset management, facility management, parking management etc.
- **Reporting and Analytics:** Generating custom reports and analysing data.
- **Communication:** Managing communication with operation team and stakeholders.

## WHY UREST.IN?



### Upkeep

- Upkeep of site starts with detailed site lay outing.
- Upkeep of employee though welfare policies & engagement programs .
- Upkeep of Plant & Machinery with Database mgmt. & service record keeping.



### Revenue Generation

- ROI Review.
- Manpower & Machine Optimization.
- Energy Savings.
- Event Management. Branding & Sponsorship Collaborations.



### Economic Budgeting

- CAM Budget Allocation.
- Preventive Maintenance Budget Allocation.
- Event Budget Allocation.
- Proactive Maintenance powered by CMMS Dashboard prevents undue spends.



### Statutory

- 100% Statutory Compliance.
- Enhanced Safety & Security.
- Operational Transparency with technology & ISO guidelines.



### Training & Evaluation

- Monthly mgmt. review & report.
- Reward & Recognition Programs.
- On-site work & CMMS training.
- Quarterly Progress Evaluation.

# CUSTOMER CONNECT

'Quality through Training, Guided by Your Feedback'.

## MMR (Monthly Management Report):

"The Monthly Management Report (MMR) is designed to provide a clear overview of the ongoing efforts toward maintaining the facility. Covering key areas such as work scope, training updates, and escalation procedures, it offers valuable insights into the status of tasks, complaint resolutions, and proactive planning.

- Comprehensive Scope of work.
- Executive Summary.
- Escalation Matrix.
- Training Program Update.
- Monthly Reward and Recognition Program Update.
- Complaint Reports Status.
- Major Tasks Lists.
- Additional Task: Action PLAN
- General Security Reports.
- AMC Details.
- Activity Updates and More.

### Our Philosophy

"We are not just managing brick & mortar, plant & machinery, grass & garbage. We are managing Urban Societies Environment which today more than ever needs technology empowered skilled team, committed to present on-ground transformational results."

URest in Team

- Housekeeping Services
- Technical Services
- Landscaping Services
- Security & Other Vendor Mgmt

### Executive Summary

Sr. No.	Designation	MM Requirement
1	Estate Manager	1
2	Facility Manager	0
3	Head of Maintenance	1
4	Technical Supervisor & Housekeeping Supervisor	3
5	Technical Staff	30
6	H.K. Key	39
7	Garbage Supervisor (SPP Part)	0
8	Garbage (SPP Part)	0
<b>Total</b>		<b>80</b>

Sr. No.	Designation	Security (SPP Part)
1	Security Officer	5
2	Security Supervisor	2
3	Land Guard	3
4	Security Guard	42
<b>Total</b>		<b>52</b>

### Month OF Aug-2023 To July-2024 Complaint Reports Status

#### RG RESIDENCY APARTMENT OWNERS ASSOCIATION

Plot No.- GH-02 Sector 120  
Noida - 201307

COMPLAINT REPORT from 01/08/2023 to 31/07/2024									
Previous Pending	Opened	Resolved	Total Outstanding	Resolved	Non Solvable	No Escalation	Escalated to L2	Escalated to	
-	4138	4131	7	21	2824	68.77%	12.22%	19.00%	
2	505	500	7	20	367	24.20%	13.60%	62.20%	
2	3540	3540	2	11	2395	81.33%	11.33%	6.70%	
-	52	52	-	1	25	100.00%	-	-	
-	27	27	-	2	19	55.55%	21.92%	18.51%	
-	115	114	1	1	80	40.85%	18.42%	41.22%	
-	82	82	-	1	72	100.00%	-	-	
-	203	203	-	4	169	11.82%	10.34%	77.83%	
3	2251	2252	2	14	1520	70.55%	9.50%	19.93%	
-	64	63	1	-	58	100.00%	-	-	
3	8876	8870	9	72	6079	79.12%	11.56%	9.31%	
-	68	68	-	1	57	37.87%	18.18%	43.93%	
-	151	149	2	7	115	61.74%	14.09%	24.16%	
10	20079	20058	31	153	13780	74.16%	11.45%	14.37%	

We are working on reducing the ticket re-opening by further training technical team & we have started requesting clients for app feedback/ rating.

### Activity Updates

#### Decoration Work . For Republic Day

25-Jun-2024 @ 8:45:05 AM  
Sector 120  
Noida  
Mandir Complex  
Upar Prasth  
Atmashilpa  
Speed & Security  
Security & Safety

# CUSTOMER CONNECT

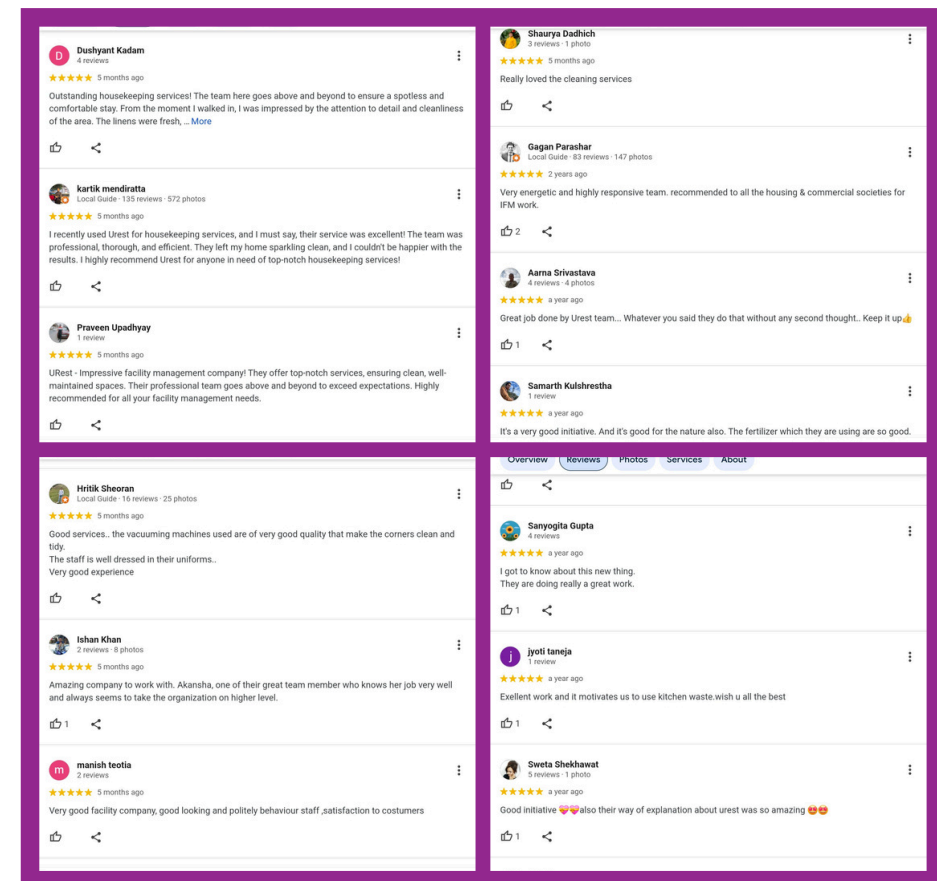
'Quality through Training, Guided by Your Feedback'.

## Google Reviews & Client Feedback Forms:

Client service quality is a top priority for us, and to ensure continuous improvement, we actively seek formal feedback every month through emailed questions related to our scope of work.

We've received both praise and constructive feedback, and we value both equally. Positive feedback inspires us, while areas for improvement drive us to raise our standards and deliver even better service.

- Ensures consistent, high-quality service by addressing areas of improvement.
- Strengthens client relationships through active engagement and responsiveness.
- Provides valuable insights to enhance operational efficiency and satisfaction.



# EMPLOYEE CONNECT

'Empowering People, Elevating Lives'.

## Usha 'Ray of Hope':

An employee fund pool trust is in place to provide support during difficult times, this ensures that employees have the help they need when it matters most.

- Education Aid
- Insurance Policies
- Parental Treatment AID
- Long/ Short term Loan
- Health & Wellness Camp
- Kanya Daan Grant
- Natural Calamity Fund



Effective from January 25\*\*

## Reward & RECOGNITION Program:

Each month, holding a team meeting to recognize one standout employee based on discipline, ethics, and work efficiency. The "Employee of the Month" receives a certificate, a token award of INR 500/-, and a small celebration funded by the company in their honor. This program boosts morale and motivates the team to go the extra mile, especially during challenging times. In many cases, our clients personally congratulate the winner, adding to the recognition.



## EMPLOYEE CONNECT

'Empowering People, Elevating Lives'.

### Monthly Training Calendar:

Each month, holding a team meeting to recognize one standout employee based on discipline, ethics, and work efficiency. The "Employee of the Month" receives a certificate, a token award, and a small celebration funded by the company in their honor. This program boosts morale and motivates the team to go the extra mile, especially during challenging times. In many cases, our clients personally congratulate the winner, adding to the recognition.



### ESIC/ Insurance Policy:

To promote employee well-being, we offer either an ESIC card or a comprehensive insurance card, allowing access to essential healthcare and financial security. This initiative highlights a commitment to fostering a supportive work environment.

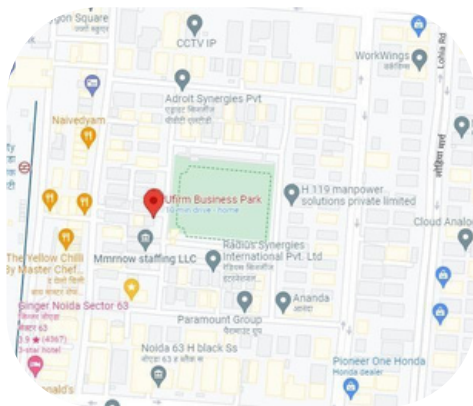
#### Key Benefits:

- 1. Access to crucial healthcare services.
- 2. Financial support during medical emergencies.
- 3. Adherence to government regulations.



# SOME OF OUR ESTEEMED CUSTOMERS





UFIRM BUSINESS PARK LOCATION QR

## UFIRM TECHNOLOGIES PVT. LTD.

H0: Ufirm Business Park, H-64, Sector 63. Noida,  
UP-201301, India.

[home@urest.in](mailto:home@urest.in)

[www.urest.in](http://www.urest.in)

+91 120 424 5551

+91 9958 288 544

## BUSINESS WISDOM

“THE ECONOMY &  
ENVIRONMENT ARE REALLY TWO  
SIDES OF SAME COIN.

IF A SOCIETY CANNOT SUSTAIN  
ENVIRONMENT, IT CANNOT SUSTAIN  
ECONOMY.”

~urest.in

Follow to know more ...



YouTube Channel

