One simple solution for commercial maintenance

First In Service



First In Service

- Gas & Plumbing
- Air Conditioning & Refrigeration
- Ventilation & Extraction
- Catering Equipment
- Facilities Management
- Commercial Cleaning

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Who are we?

Established in 1966, First in Service Ltd has grown into one of the UK's most trusted providers of commercial maintenance and facilities management.

With over five decades of experience, we combine traditional values of quality, reliability, and integrity with modern technology, innovation, and a people-first approach.

We support clients across hospitality, education, healthcare, retail, and the public sector, delivering ***One Simple Solution*** for all their maintenance and compliance needs.

From heating, ventilation, and refrigeration to catering, cleaning, and full facilities management, our expertise covers every trade.

With nationwide coverage, a 24/7 helpdesk, and a fully accredited team, we provide responsive, value-driven solutions that keep your buildings compliant, efficient, and operational all year round.

1966
Founded as Fisher Shopfitters by Don Fisher, delivering bespoke retail shopfitting.

1976
Fisher Group Services Ltd established to support clients with mechanical services and air conditioning, building a strong UK-wide customer base.

1981
Mechanical services brought fully in-house.

1984
Rebranded as First in Service Ltd and relocated to Windsor Industrial Estate, Birmingham. Expanded into air conditioning and catering equipment, supporting national rollouts including McDonald's.

1994
Secured major contracts with Whitbread PLC and other national brands, expanding across hospitality and retail sectors.

2000s
National Expansion - Developed nationwide coverage, supporting multi-site clients across hospitality, healthcare, education, and the public sector.

2010s
Integrated FM - Launched full Facilities Management services, delivering single-supplier solutions across compliance, maintenance, and projects.

2020s
One Simple Solution - Evolved into a fully integrated provider across engineering, FM, and commercial cleaning, with continued investment in people, technology, and sustainability.

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Our services

One simple solution for commercial maintenance

Gas & Plumbing

Complete commercial gas and plumbing services, from installation to testing and certification. Keeping systems compliant, efficient and fully operational across your estate.

- Commercial gas installation
- Planned maintenance (PPM)
- Reactive repairs & callouts
- Gas safety certification (CP15, CP17)
- Pipework installation & upgrades
- Water systems maintenance
- Leak detection & repair
- Boiler servicing & installation
- Legionella control support
- Compliance inspections & reporting

Air Conditioning & Refrigeration

Installation, maintenance and repair of AC and refrigeration systems for all commercial environments. Delivering reliable temperature control, energy efficiency and minimal downtime.

- AC system commissioning
- Planned maintenance (PPM)
- Reactive & breakdown repairs
- Refrigeration systems & cold rooms
- VRV/VRF systems
- Split & multi-split systems
- F-Gas compliance & leak testing
- System upgrades & replacements
- Energy efficiency optimisation
- Fault diagnostics & reporting

Ventilation & Extraction

Design, installation and maintenance of ventilation and extraction systems across commercial sites. Ensuring air quality, compliance and safe working environments in kitchens and occupied spaces.

- Ventilation system design & installation
- Planned maintenance (PPM)
- Reactive repairs & fault finding
- Kitchen extract systems
- TR19 grease compliance cleaning
- Air handling units (AHUs)
- Ductwork installation & modification
- Fan maintenance & replacement
- Indoor air quality testing
- Compliance inspections & reporting

Catering Equipment

Installation, servicing and repair of commercial kitchen equipment to keep your operation running. From reactive callouts to planned maintenance and compliance, we keep kitchens safe and efficient.

- Reactive repairs & emergency callouts
- Planned preventative maintenance
- Equipment commissioning
- Gas safety certification (CP42)
- Combination ovens & ranges
- Fryers, grills & chargrills
- Warewash & dishwash systems
- Extraction system checks (TR19)
- Equipment upgrades & replacements
- Fault diagnostics & reporting

Commercial Cleaning

Professional cleaning services tailored to your site, sector and operational needs. Consistent, high-quality environments that support safety, hygiene and brand standards.

- Daily & periodic cleaning
- Deep cleaning services
- Kitchen & extraction cleaning
- Washroom hygiene services
- Floor & carpet cleaning
- Window cleaning
- Infection control cleaning
- Consumables supply
- Waste management support
- Site audits & quality checks

Facilities Management

Planned and reactive maintenance across all core building systems, delivered by specialist engineers. A single point of contact to keep your sites compliant, operational and cost-efficient.

- Multi-service PPM delivery
- Reactive maintenance & callouts
- Compliance management
- Asset management & reporting
- Lifecycle planning (CAPEX/OPEX)
- Statutory inspections
- Project works & refurbishments
- 24/7 helpdesk support
- Contractor management
- SLA & KPI performance tracking

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Why choose us?

Choosing the right maintenance partner means more than keeping systems running - it's about trust, reliability, and peace of mind.

At First in Service Ltd, we've spent decades building strong, long-term relationships with clients who value quality, safety, and accountability.

Our ***One Simple Solution*** approach brings every service together under one roof, supported by nationwide coverage, 24/7 helpdesk support, and fully accredited, in-house engineers.

From planned maintenance to emergency response, we deliver dependable results, transparent communication, and exceptional service. This helps you to stay compliant, operational, and confident that your facilities are always in safe hands.

First In Service

"Having worked with First in Service previously, I was confident appointing them again, and they didn't disappoint. The team responded quickly, diagnosed and resolved the issue efficiently, and went above and beyond to ensure everything was fully completed, with excellent customer service throughout."

- Glenn Starks
Heyford Park Management

"First in Service consistently go above and beyond, delivering a professional, detail focused service across multiple disciplines, with a friendly team that is always willing to support wherever needed."

- Facilities Manager
Multisite Care Home

"What stands out most about First in Service is their honesty and integrity, underpinning a trusted partnership and reliable delivery across reactive, planned and project works."

- Regional Building Surveyor
ExtraCare

Get in touch for a quote today

Nationwide Coverage

Full Service Offering

24/7 Helpdesk

Directly Employed Team

DBS Checked Engineers

One Point Of Contact For All Services

Live Job Tracking & Transparent Reporting

Rapid Response Times

Client Satisfaction Guaranteed

24/7 Helpline: 0121 333 3301

Sectors that we serve

Education

Delivering safe, efficient environments across schools, colleges, and universities through compliant PPM, cleaning, and ventilation services.

Healthcare

Maintaining critical systems and hygiene standards in hospitals and care facilities, with strict compliance with safety regulations.

Retail

Ensuring comfortable, compliant shopping environments with responsive maintenance, HVAC, and facilities management for multi-site retailers.

Commercial & Offices

Providing seamless building maintenance, cleaning, and compliance services to keep workplaces safe, efficient, and presentable.

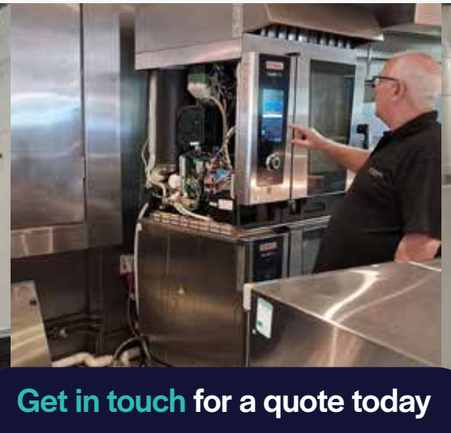
Local Authorities

Supporting councils and housing associations with planned and reactive FM, refurbishment, and compliance works across public estates.

Hospitality

Supporting pubs, restaurants, and hotels with 24/7 catering, HVAC, and compliance solutions - trusted by national brands like Whitbread and Marston's.

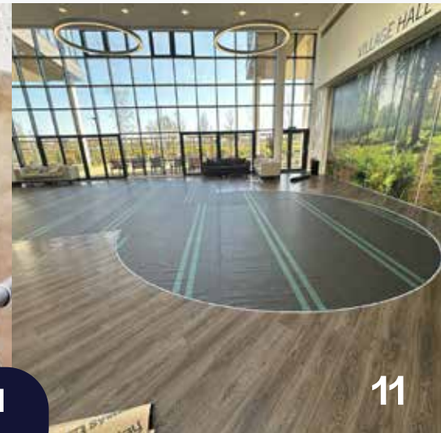












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Don’t take our word for it...

What our clients say

WHITBREAD

First in Service provide a first-class reactive and planned maintenance service across our estate. They understand our business and the impact equipment failures can have. Whether that’s a boiler being down or a rational oven not working. They treat every job, large or small, with the same professionalism and care across all disciplines, often going above and beyond to keep our sites operational.

We value working with a team that is always willing to help, with an open and honest approach, and the ability to respond quickly and professionally at any time of day.

- Jo Darby
Senior Repairs and Maintenance Manager

MARSTON'S

“First in Service recently went above and beyond to resolve a critical issue, going outside of their reactive area and working out of hours to source suitable alternative parts for a temporary fix, allowing us to continue trading at a full hotel. They have taken the time to understand our needs as a client, building a clear picture of our assets and using their technical knowledge and experience to provide effective solutions whenever problems arise.

What we value most is their consistent approach to every job, treating each one as important from start to finish rather than focusing purely on SLAs or quick fixes. Having a dedicated account manager ensures our contract requirements and expectations are always met, supported by strong internal coordination and the expertise and coverage of their engineers to deliver great results every time.”

-Joanne Cooper
Compliance Contract Manager

ExtraCare Charitable Trust

“I just wanted to take a moment to say a HUGE THANK YOU!

Chris from First in Service attended the Village today to carry out two deep cleans, and WOW what an absolutely fantastic job he did.

The difference was remarkable. Stains on the carpets, and generally grubby-looking apartments, were completely transformed, not a mark in sight. The apartments are now gleaming and truly ready for residents.

This has made a massive difference to the Housing team. In the past, we’ve often had to go in ourselves and do additional cleaning just to bring the apartments up to standard for a new arrival.

Being able to see, first-hand, that this is no longer necessary is a big step forward for us and quite honestly, exactly where we’ve always wanted to be.”

- Gemma Humphries,
Senior Housing Support

ROBINSONS 1838 BREWERY

“I wanted to personally reach out to express our sincere thanks for the exceptional service provided by Kevin and Darren during the recent plant room upgrade at our hotel.

Their professionalism, technical expertise, and commitment to getting the job done right were evident throughout the project. They worked seamlessly with our team, communicated clearly at every stage, and delivered high-quality workmanship.

It’s great to come across engineers who not only understand the technical aspects but also approach their work with such a positive attitude and dedication to service. Please pass on our appreciation to both of them - they are a real credit to your company.

We look forward to working with you again in the future.”

- Paul Benton,
Surveyor

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Our People

Behind every callout, installation and clean is a team that genuinely cares.

Our people are at the heart of everything we do.

From our engineers on the front line to our helpdesk and support teams, every member of First in Service plays a vital role in delivering safe, reliable, and high-quality service.

We're proud to employ skilled, accredited professionals who share our commitment to doing things right.

Through ongoing training, recognition, and a strong team culture, we empower our people to perform at their best, ensuring every client experience reflects the care, pride, and professionalism that define who we are.



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