

Summer 2006

SUSTAINING
BIFM
CORPORATE MEMBER

Ian Williams joins the British Institute of Facilities Management

As property service specialists, it was a logical step for Ian Williams to become a corporate member of the British Institute of Facilities Management (BIFM).

"Joining the BIFM is another step forward for the development of Ian Williams' business services portfolio," Mike Turner comments. "We have always been active in delivering complete facilities management solutions, but this membership officially recognises the work we have done and is a third party endorsement of our competence in this area."

Moving forward strongly

In the last issue of the Review I reflected on important developments at Ian Williams. The most noticeable of course were our new brand identity, and our expansion and investment plans for the future. Other changes are continuing behind the scenes with real progress towards our commitment to the direct delivery of a greater range of services so that we are truly 'Looking after buildings'.



This month sees the launch of our new initiatives and supporting literature on corporate social responsibility; Ian Williams has always been sensitive to the communities we work in, especially employees and housing residents, so this launch - at the Chartered Institute of Housing's Harrogate Conference - is a great reinforcement of our core values.

Moving forward in long term relationships with our main customers so that

greater understanding and value is achieved is the Ian Williams' way. We are firmly rooted in providing services which support our customers, and recently became a corporate member of the British Institute of Facilities Management to recognise and strengthen this position.

We are mid way through a very good year - so far our volumes and turnover of work is up 18% over the same period last year, much of this from increased work from long established customers - a

great reflection on our core competencies and ability to give good service.

Finally, I am particularly proud to announce the new three year commitment to the housing charity Shelter. It's easy to give money to worthwhile causes but charities often need more than that. So, we will be donating time, people and resources to the charity to support its work with those with housing needs.

● See page 2 for the full story.

Alan Soper
Managing Director

Roll-out of new brand identity continues

Early feedback on our new brand identity has been positive, as the project is rolled-out across the company. Customers and employees have commented on the modern, striking and memorable logo and colours that form part of the branding.



Head of South Gloucestershire Council opens refurbished HQ

Councillor Alan Lawrance, Chair of South Gloucestershire Council officially marked the opening of our newly refurbished head office in Chipping Sodbury on 25th April.

In his opening speech Councillor Lawrance said: "It is commendable that Ian Williams employs so many local people within its thriving workforce. Creating a pleasant working environment is not only considerate and thoughtful to staff, but also shows real testament to the quality of the refurbishment work you do day to day."



Alan Soper responded, saying: "This investment further reinforces the commitment we have to our workforce and the communities in which we work."

We are delighted that Councillor Lawrance could attend and mark the event for us, not just as a local dignitary but as representative of one of our valued clients, South Gloucestershire Council.

"It was a very successful and landmark day for us," Alan confirmed. "This is our 60th year of trading and our head office has been located in Gloucestershire for the last 17 years. We feel very strongly about creating good working environments for all our 18 national offices, as any workforce is at the core of any successful company."

Kingshill School fire damage repaired



Last year Kingshill Church of England Primary School in Nailsea, North Somerset, suffered an arson attack which badly damaged school buildings. Ian Williams won the contract and successfully completed all works to a very tight deadline, which allowed pupils to move from their temporary accommodation in time for the new school term.

Governors and staff were so impressed with the speed and quality of the work, Ian Williams has been asked by Asset Management, a division of North Somerset Council, to carry out a number of additional projects for the school.

These subsequent contracts included repairs, re-plastering, replacement of lighting, and redecoration to several rooms and high traffic areas that suffered odour retention from the smoke damage. An improved external security arrangement contract has also currently been placed with Ian Williams.

Heather Dowding, Head teacher at Kingshill comments: "We were very pleased with the quality of the work carried out by Ian Williams, and felt confident in asking them to continue with other projects for us."

"We were very pleased with the quality of the work carried out by Ian Williams..."

Alan Soper comments: "It is good to know the school governors and staff were so pleased with the project at Kingshill. We are in the process of setting up seminars at which head teachers, health and safety personnel and local education partnership staff who have had work done by us, have an opportunity to talk to other governors and head teachers contemplating refurbishment or building projects. They can discuss our work in the educational sector and share useful information."

Ian Williams helps Shelter solve housing problems

Ian Williams has entered into a three-year partnership with Shelter, to support its work with homeless and badly housed people. The company has pledged an annual £10,000 donation, and specialist resources.



"We work in partnership with many Registered Social Landlords, modernising, refurbishing and improving social housing as part of the Decent Homes initiative. Having seen first hand the housing improvements needed and having had direct contact with residents, we felt both organisations are committed to similar issues," explains Alan Soper.

The association between the company and the charity began last year when money raised over Christmas was donated to Shelter. Richard Skinner, Senior Manager in Business Development at Shelter soon realised the common focus between the charity and Ian Williams and the potential for Ian Williams' expertise to be put to good

use. "Bad housing has a devastating impact on people's lives," he explains. "Anything companies can do to provide expert solutions is much appreciated."

Ian Williams will continue to support Shelter in a variety of ways. The company is now planning a DIY programme for people who have previously had no fixed abode and who now have a home of their own to improve and decorate. "We're looking for practical solutions to support people who've had little or no experience of making a home," says Alan Soper. "Donating money is one way of helping, but passing on expertise and skills is a direct way of making a real difference to individuals."

Norwich Union expands

Norwich Union extends its partnership with Ian Williams, awarding it a further £3 million additional insurance repair work, covering seven postcode areas across the Midlands.

Tony McNamara, Senior Supply Chain Manager of Norwich Union comments: "Ian Williams provides the reactivity, empathy, flexibility, company values and customer focus we need to respond to our policyholder claims. As the 'face' of Norwich Union, Ian Williams is a vital part of our team,



Mitchell Allan with Paul Howe, Head of Supply Chain, Norwich Union



New Community Brochure

Ian Williams has launched its new community brochure 'Committed to the community'. This brochure is a vital communications tool for our current and prospective clients, resident liaison officers, tenant representatives and customers in both the public and private sectors.

The new community brochure shows how Ian Williams operates in the communities, in which it works, detailing it in an easy to read reference format. The brochure gives a real insight into the company's commitment to residents and clients complete satisfaction. It also sets out its environmental policies and commitment to shareholders, charitable partnerships and supplier partnerships.

Alan Horton, Operations Director comments: "Ian Williams has always placed high value on developing relationships in the communities in which it works. Our new community brochure provides another important piece of support communication material to demonstrate and detail how our company ethos translates into practice to achieve our long term commitments."



Cardiff Council Welsh Housing Quality Standards contracts

Ian Williams' Cardiff Office has secured two major Quality Standards contracts with Cardiff Council.

The first is a comprehensive, two-year kitchen and bathroom replacement programme covering 12,000 homes shared with three other contractors. The second, where Ian Williams is the sole contractor, covers all external painting and repairs over a 3-year term.

Ken Jones, Manager of Ian Williams Cardiff, comments: "Our priority is to ensure we give complete customer satisfaction by working in a sensitive and professional way with the residents who live in each of the homes, whilst achieving both the budget levels and time lines set by the council."

Tendering concentrated on quality of submission, commercial proposal and quality of service to residents. Ken believes that previous contracts completed for the council helped with the decision: "Having worked on the Disabled Facilities Grant scheme with the council they clearly recognised both the quality of our work and the way we liaised with elderly residents."

The majority of the work is a response to the Welsh Housing Quality Standard scheme that is similar to the principles detailed in England's Decent Homes Standard. The target for the local authority is to upgrade all housing stock in Wales by the year 2012.



Ian Williams at the 2006 CIH Conference

The Chartered Institute of Housing Conference and Exhibition 2006 at Harrogate International Centre is the UK's leading event in the social housing calendar.

The conference is a magnet that attracts the who's who of the sector, around 5,000 influential decision makers and those who would like to influence them. Ian Williams again hosted an evening reception during the conference, where it took the opportunity to launch its new community brochure: 'Committed to the community.'



Alan Horton explains: "As an executive member of the Housing Forum we are delighted to be supporting the conference again. We also felt that as the theme this year was Building Communities, what better place to launch our new community brochure. Opportunities to meet like minded people and share knowledge at the conference and our reception are invaluable ingredients to improving housing for the future."

● The full story of the conference will appear in the next issue of Review.

● For a copy of the community brochure please call Jo Janes, Business Development Executive on 01454 328000.

business with Ian Williams

applying the same company philosophy to customer service as we do. It's a good strategic and cultural fit. Seamlessly integrated communication is one of the key areas of our partnership. Ian Williams has a high focus on customer service which is important when liaising directly with our policy-holders. The Ian Williams team manage a fast and effective service to assess, repair and replace."

Having started work with Norwich Union on insurance validation and repairs in 2002,

covering 14-15,000 claims per year, Ian Williams has saved its customer over £1 million through cost control processes.

Ian Williams' dedicated Norwich Union insurance repair team, based in Birmingham is delighted to have secured the additional business. Mitchell Allan, Response Maintenance Manager comments: "As you'd expect, any company working with Norwich Union must adhere to and promote the insurance firm's premium brand and reputation,

something that Ian Williams does naturally as a premium brand itself. In contrast with many of our competitors, another contributing factor is that we have a directly employed workforce. This ensures accountability and makes it easier to maintain standards throughout the entire process. The additional work is a great endorsement of the level of customer service we deliver, even in demanding environments like insurance work."

FIRST TIME CONTRACT SECURED WITH RUSHCLIFFE HOMES

Rushcliffe Homes has awarded a two year partnering development contract for Response Maintenance to Ian Williams. This first time contract has an annual value of £1.2million which commenced in April 2006, and covers approximately 3,300 properties in the Borough of Rushcliffe, Nottinghamshire.

Rushcliffe Homes are part of the Metropolitan Housing Partnership, and are the largest social housing landlord within the Borough, managing 80% of the rented social housing stock.

John Williamson, Repairs Manager at Rushcliffe Homes comments: "This is a big step for us as previously we have relied on several



Mike Turner with Sheila Hyde, Chief Executive of Rushcliffe Homes

small contractors to cover our response works. With Ian Williams we will now be offering a more personal service from one provider. Ian Williams was selected for its high quality workmanship, and the ability to build relationships and liaise with

our residents. As a third of our properties are supported housing and two thirds of our residents are 65 and over, it was very important that any work being carried out would be done in a sensitive and considerate manner."



Mike Turner delivers a presentation at the Housing Forum Conference

Business Development Director, Mike Turner was invited to deliver a presentation at this year's Housing Forum Conference in London.

Mike's speech on 'Long Term Management of the Community' was well received. Other speakers included Steve Lidgate, Chairman, The Housing Forum, Yvette Cooper MP, Minister for Housing and Planning, and Bob White, Chief Executive, Constructing Excellence. Mike Turner comments: "Ian Williams has built its business through developing close relationships in the communities in which it works. The opportunities to widely support communities increases when we are engaged within long term partnerships. Being able to contribute and be part of the conference confirms our commitment to the future of the industry."

- A copy of Mike's full presentation is available on request.

Graduate Programme success for Ian Williams

The resounding success of Ian Williams' Graduate programme continues.

Lining up to take Ian Williams' business into the future is this year's intake to the company's Graduate Programme. "These are the men and women who will shape our future," said HR Director Harry Adam. "We are already seeing the benefits of bringing together a winning combination of youth and experience; building Ian Williams on the best of both."



Back row, left to right are Nick Wells, Bryan Charter, Martin Young, Rob Bevan. Front row, left to right are Laura Taylor, Craig Jones, Emma Tuohy.

If you have any comments, or would like further information, on any of the articles in this issue of **Review**, please fill in the form below:

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