

Summer 2010

New managing director

Andrew Havard has been named as our incoming managing director, following Alan Soper's decision to retire from the company after six years at the helm.

Andy has been with Ian Williams since 1984, having joined the company at the age of 18. He will leave his current post as commercial director in November, with Alan leaving in December.

Andy's experience includes open book accounting and flexible account processes. He has particular knowledge of working in the social housing sector.

Andy said: "I am delighted to be taking on this new challenge at such an important time for the business.

"I've a strong legacy to match, but with the support of the recently-agreed five year business plan and an order book in place of more than £210m, I've a firm foundation from which to start my new role."

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An age old issue

Meeting the needs of the UK's ageing population is the theme of our Harrogate event this year.

With speakers from the Housing Forum, ERoSH and Ian Williams, those attending will have the chance to learn about best practice when working with older people, and find out more about the changing needs of this aspect of the housing sector.

According to the Office of National Statistics (ONS), by 2033 the population of over 65s will have increased by 32 per cent, and if current trends continue, the average person reaching 65 in 2033 can expect to live until they are 88.

From new types of contracts, to providing material in different formats and working well with hub and spoke teams, the aim of the 'Future living for an ageing generation' session is to provoke discussion on how best the needs of this growing older population can be met.

The event, which sees us join with the Housing Forum for a fifth consecutive year, will include a look at how the UK's population is changing, the expectations of this client group, links between health and mobility and the impact this may have on future provision and the need for a wider choice of housing options.

It will draw on our experiences working with specialist providers, including Anchor, Housing 21 and Hanover.

All clients and those working in the sector are welcome to attend. The event, on June 22, starts at 12:30pm at the Swallow St George Hotel, Harrogate.

No confirmation is needed in advance, but you are welcome to register your interest to reserve a spot by emailing beverley.lane@ianwilliams.co.uk

Coming of age



Ian Williams has signalled its commitment to supporting older people during maintenance work, by joining the national consortium for sheltered and retirement housing.

As part of our ongoing work to improve communication with older people whilst work takes place in their homes, we have become an ERoSH associate member.

Measures already taken to improve customer care include open days, welcome packs, jointly branded identity cards and bespoke training for staff.

Chair of ERoSH, Jo McTavish, said: "We are delighted that Ian Williams is now a member of ERoSH.

"As the national consortium of sheltered and retirement housing it is encouraging to see that property service companies are addressing the needs of older people when delivering their services.

"We hope our member network will bring benefits to Ian Williams by allowing the company to share examples of best practice, as well as Ian Williams' bringing its experiences to ERoSH."

A bridge apart

New managing director

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Alan said: "It has been a privilege to lead Ian Williams during a period of great change and refocus towards its markets.

"During my six years, we have secured the future of the company through a significant increase in the long term order book of the company, reflected in some great long term client contracts.

"I am delighted that my successor will be Andy Havard. His knowledge and experience of the company are a great strength and his appointment allows us to make a change of leadership with the minimum of disruption to the business.

"For myself, after I reach the magic age of 60 in December, I intend to stand down from full time responsibilities and contribute in other ways to companies across the support services spectrum, especially smaller ones, and where any small snippet of wisdom from a 40 year career may find a ready home!"

Two unusual projects have helped showcase the skills and experience of Ian Williams' painting professionals, after we were named twice in the industry's annual awards.

A tight four-week project to paint a two-lane road traffic bridge saw our team claim a very highly commended mention, and our work to complete external and internal decoration to a number of historic art and crafts style blocks in Hackney was commended by the Painting & Decorating Association's (PDA) judges.

A commitment to apprentices and keeping to budget and timescales were key to both projects. The Brutus Bridge project included work to prepare and paint the structural steelwork to the underside of the 28-year old structure, and procedures to ensure no contaminating material fell into the River Dart.

Completing unexpected repairs quickly and with minimal additional cost, meant our work as part of a five-year contract to decorate the Navario Mansions, built in 1905 to house accommodation for 300 Jewish artisans from the East End, was highlighted by the judges.



Mike Turner, development director at Ian Williams, said: "We are delighted that once again we have claimed two top spots. So often the real challenges lie not in the scope of the painting and decorating works themselves - e.g. concrete repairs, rendering, or metal work - but in the environment in which our teams work. To be recognised by the PDA is a

real boost for the teams, especially for the apprentices involved, and a real endorsement of our expertise."

The Premier Trophy Awards started with the Painting and Decorating Federation in 1988 and are recognised as a celebration of the best of the best in the UK. Since their launch, Ian Williams has received 21 accolades.

Biggest painting contract secured

Ian Williams has secured the biggest painting contract in its 60-year history, following a ten-year deal with Herefordshire Housing.

The contract, for repairs and painting works, is worth £4.78 million. It includes the

application of fire retardant paint to communal areas and external repairs to the housing association's 5,000 properties. The team will commence work in July.

Andy Havard, commercial director, said: "As one of the largest painting companies

in the UK we are delighted to add this work to our extensive portfolio.

"Historically, painting works are often commissioned on an ad hoc, short-term basis but we wish to show clients that the lessons we've learnt around long-term

partnerships on facilities management programmes can deliver on painting work as well.

"Such contracts offer clients the best value for money, and enable us to build up a greater understanding of the client, and their tenants' needs."

Maidstone matters

With 30 years at Ian Williams, business manager Steve Donley has a strong understanding of the company and its clients. Here's a quick update on his Maidstone-based work.

Q: So, what makes life interesting after 30 years?

A: The variety - one day is never the same as another. I still get a buzz from happy customers so that keeps me motivated.

Q: Anything else?

A: My team plays a large part. Our order book is currently well over £6.4m and that's a reflection of their skills.

Q: And if you had to describe them in three words?

A: Committed, cohesive, integrated.

Q: What's the top of the to-do list for everyone today?

A: We've recently secured a contract with Anchor, so it's all systems go on that.



Left to Right: Dan Witt (Surveyor), Steve Donley and Angela Baptie (Administration).

We're also busy on a new contract with Dover District Council. Re-securing this having worked with them for more than five years is a strong reflection of our service. I'm proud of that.

Q: After 30 years is there anything you think your clients don't know about you?

A: My role in England's basketball team, aged 16!

A dream team



The latest stage in the award-winning Solihull MBC partnership has been reached, with the drawing-up of a draft team charter.

Staff from Ian Williams were joined by Solihull representatives and the council's other partners to create a document laying down the basis of the working relationship.

The event, on April 20, also involved looking at the culture of the organisations, and key expected behaviours.

Pledges made in the charter include operating a no-blame culture, working as one single team and being open and honest.

Simon Kettle, capital works manager at Ian Williams, said: "The event provided

the opportunity to further get to know team members, and also push forward the partnership approach.

"Long-term contracts such as this partnership with Solihull allow us to really get to understand a client and to work together to help them meet their objectives."

Ian Williams has a 10-year partnership with Solihull MBC.

Turning up the heat on fire safety laws

Building managers in Kent had the chance to learn more about fire safety regulation, following our latest seminar on the subject.

Kent Fire and Rescue Service and a representative from Crown Paints joined us on April 21 to help 30 delegates gain practical guidance on meeting the Regulatory Reform (Fire Safety) Order.

The event, held at Chatham Docks, was the second in the country, and the fourth we've held nationwide.

Strong feedback was gained from all those attending.

Mike Turner, development director at Ian Williams, said: "The seminars have proved very popular with councils and housing associations wanting to get to grips with the Regulatory



Reform Order and ensure their properties meet the latest fire safety standards.

"Any of our clients interested in attending or hosting a fire safety session can contact beverley.lane@ianwilliams.co.uk for more information.

"We would be delighted to help spread this important message."

Home win

Ian Williams scooped a top award this quarter, recognising its commitment to looking after homes in Newport. The company was named Charter Company 2009 at the second Newport Construction Initiative (NCI) awards.

Work acknowledged as part of the award included a contract with Newport City Homes, and an ongoing pledge to employ local people and apprentices.

New contracts for Ian Williams

All aboard at Anchor

Anchor Trust has unveiled plans to upgrade its south-east accommodation, with the appointment of Ian Williams to deliver a £750,000 per year kitchen and bathroom improvement scheme.

A key approach to the four-year deal will be engaging with older people.

On a roll with painting win

Almost 5,000 homes across Dover are set to receive a makeover, as part of long-term contract awarded by the council.

Dover District Council has appointed two firms to deliver external decoration and repair work to its housing stock.

Ian Williams will deliver the contract, worth £300,000 per year, from its Maidstone office.

Heading west

A four-year partnership has been secured to deliver repairs to homes managed by Westcountry Housing. The association provides more than 4,500 properties across Devon and Cornwall.

Bromford £13m win

Bromford has awarded Ian Williams a £2.5 million five-year contract for its Midlands and South West-based homes. The deal, which includes an option for a further five-year extension, covers the installation of new kitchens and bathrooms (in conjunction with Wates) and painting works.

In the frame



Sanctuary Housing has included Ian Williams on its four-year kitchen and bathroom framework agreement.

In total 139 offers were received in response to the tender which covers the supply and installation to kitchens, bathrooms and high level works.

Ian Williams is eligible to work in the Midlands, South West and London regions.

Decorated by Hampshire

Ian Williams has secured a three-year contract to manage the maintenance of Hampshire County Council's public buildings. The agreement, which covers external decorations and repairs, is worth £200,000 per year.

Living the dream

Ian Williams has joined 12 other contractors on Derwent Living Housing Association's planned investment programme.

Work covered by the four-year framework includes kitchens and bathrooms, heating and doors and windows.

A place was also gained on a framework for cyclical maintenance work. The housing association, which manages more than 11,000 properties, placed a focus on good customer service.

Food for thought

Technicians at Ian Williams got the thumbs up from a Plymouth couple, following the renovation of their kitchen and bathroom.

David Luckham and his wife Barbara were among the first to benefit from the Decent Homes work delivered by Ian Williams on behalf of Plymouth Community Homes.

Mr Luckham said "nothing has been too much trouble" for our team.

Praising them in a local paper he said: "They have come in and cleaned up after themselves, never left the house in a mess.

"They have been a brilliant team - and all skilled craftsmen."

The work was part of a three-year Decent Homes contract with Plymouth City Council following the transfer of its housing stock.

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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