

Winter 2009

2009: A review



I am delighted to write a few words in this edition of "Review" to mark the prospect of Christmas and the end of another year.

This has been a year of some change for Ian Williams as we have restructured to take account of changing economics and customer spending patterns. But I am pleased to report that we are reaching this seasonal point with our order book, balance sheet and prospects in better shape than ever.

Many customers, both new and loyal, are trusting their long term maintenance and servicing needs to us and we are very appreciative of their confidence in us.

I wish all our customers and business partners and friends a very happy Christmas.

Alan Soper

Eton - no mess

Eton College has awarded a contract worth £1.4m over two years to preserve the heritage of its buildings for generations to come.

Ian Williams has secured the work to maintain the appearance of a number of Eton's historic buildings, including boarding houses, residential accommodation and a number of the schools within the college.

The two-year agreement will see the team complete all external and internal decorations across the college site. During peak periods, 25 painters will work on the project at any one time to ensure the buildings, which range from

those built in 1440 to the present day, are kept looking their best.

A key aspect of the contract will be to ensure minimum disruption to the school's 1,300 students and staff. Specialist knowledge will be put into practice to ensure the completed work reflects the historic environment.

Charlotte Bent, general manager for Ian Williams across the South-East region, said: "We are delighted to have secured this work and see it very much as a reflection of our painters' high-quality skills. We have a strong track record of working in schools, and it is pleasing to add this to the portfolio.



"Many of the college buildings are within the Windsor conservation area and are listed so we will be taking measures to ensure all our work fits within this context."

Apprenticeships boost

Young people have been given the chance to kick-start their careers by taking up apprenticeships.

As part of our target of employing five per cent of our trade workforce through apprenticeships, we have offered 14 new places this year, making a total of 46 apprentices in the company.

Apprenticeships are offered in trades such as plumbing, carpentry and painting and are supported by Connexions and

ConstructionSkills - the skills council for the construction industry.

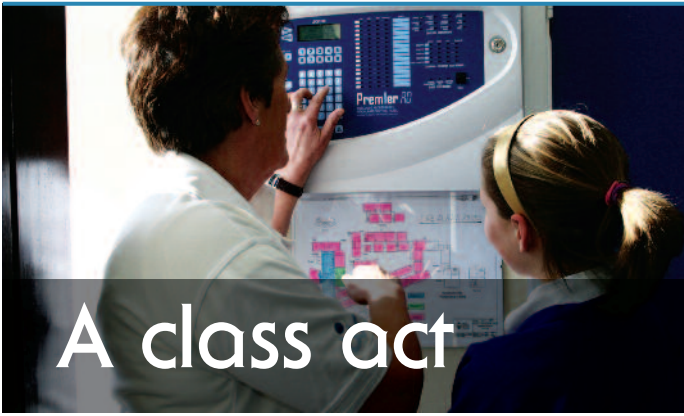
The news comes as figures show young people in particular are finding it hard to enter the jobs market in the face of recession. While others have scaled back their schemes, we have honoured our commitment to young people and clients.

Among the apprentices recently recruited by Ian Williams is Aiden Truelove.

Aiden, aged 20, an apprentice carpenter from Plymouth, said: "I had left school and was working in an office before I found out about apprenticeships with Ian Williams.



It is the best move I have ever made. I am now a year into the apprenticeship and thoroughly enjoying it."



A class act

Ian Williams has ended the year by announcing the roll out of a new educational compliance service.

Following our joint research with the University of the West of England, which highlighted concerns by education staff that they don't know how to maintain their school buildings, we are set to launch a new product designed to help headteachers meet safety legislation.

Following a successful pilot scheme, the new product will work by identifying and then completing essential inspections, to enable schools to gain the necessary

certifications needed to prove their premises are legally safe, and also highlight where additional works are needed.

Schools which sign-up to the service are provided with a tailored timetable of the inspections they need to complete during the academic year to ensure current legislation is complied with. Ian Williams operatives then complete these tests, providing the certification where an appropriate pass is gained.

To build on this success, we have recruited two sales team members to offer the compliance service.



Mike Turner, development director at Ian Williams, said: "As we work in more than 1,000 schools, understand the school timetable and have fully-trained staff who understand changing legislation and are CRB checked, we are expecting a strong take-up.

"The new product also benefits our work in other sectors as we learn new approaches to managing buildings, and gain ever increasing experience of working in occupied premises with varying needs."

Testing, testing

Schools which sign up to the service are provided with a tailored testing timetable based on their building's features.

An annual charge is agreed for the completion of all timetabled checks and a folder provided to ensure all the certificates are co-ordinated and on-hand when required.

Typical compliance checks include:

- Water hygiene risk assessment and testing
- Electrical wiring installation testing
- Emergency lighting inspections
- Heating services checks
- Fire alarm testing and checking.

Solihull signing

Social responsibility has been put to the top of the agenda in Solihull, with a new business charter.

Ian Williams was one of the first organisations to sign up to the voluntary pledge which Solihull Council has pioneered to ensure the future prosperity of the borough.

The charter lays down how the council, and its partners, such as Ian Williams, will behave.

By signing the charter we have committed to raising the skill level of the local workforce, ensuring our work does not discriminate against any group of people, complying with health and safety and reducing the

environmental impacts of our business activities.

Our development director, Mike Turner, attended the official launch event.

He said: "This is a clear example of good partnership working. We are delighted to support our clients' work to be more socially responsible. The expectations in the charter very much follow our own and we look forward to demonstrating our commitment to the pledges over the coming years."

Ian Williams has a seven-year (plus a three-year extension option) agreement with the council to deliver building maintenance works.

Award-winning partnership



Ian Williams has helped support Solihull Council to win a national procurement award.

Representatives from Ian Williams attended the SOPO Awards on November 11 to see Solihull Council pick up the accolade for Outstanding Achievement in Procurement.

The award recognises the strong partnership built between the council and its two maintenance providers, one of whom is Ian Williams.

A long-term building maintenance contract was awarded to the company in February 2007 and is worth around £4m a year.

New contracts for Ian Williams

1 My my, a new contract

We have signed a three-year partnering agreement with Waterloo Housing Association.

The deal, worth around £2 million, will see our team work on day-to-day repairs, emergency and out-of-hours work and voids across Waterloo's 3,985 properties in the West Midlands. Waterloo is one of the country's top performing housing associations.

Key factors in Waterloo's decision to partner with Ian Williams included our fully integrated IT system which measures performance in real time, and our policy of using local direct labour and suppliers where possible.

2 Deal of a decade

Jephson Housing Association Group has appointed Ian Williams to deliver a ten-year response and voids partnering contract.

The association, which manages 15,600 homes across the Midlands, East and South West, awarded Ian Williams the work in its Midlands and East region following a competitive tender process which included resident involvement. The agreement is worth £1.7m per annum.

3 Eton - no mess

One of the UK's most famous schools has appointed Ian Williams for two years to complete a programme of redecoration work.

4 New look for Newport

A programme of major home improvements is set to transform the quality of life of thousands of housing association residents across Newport City.

Newport City Homes has unveiled an £18m improvement package which will see Ian Williams install new kitchens, bathrooms and electrical wiring in affordable homes in the city.

We are now working with Newport City Homes to ensure all its 9,000 homes meet the Welsh Housing Quality Standard. The new contract will see employment opportunities created for local tradespeople and the recruitment of local apprentices.

5 Working in Synergy

Our Southampton team recently celebrated a win with Synergy Housing Group.

The group, which runs 9,000 homes across Dorset, Hampshire and Wiltshire, has appointed Ian Williams to look after external repairs and internal redecorations across its housing stock. The contract is worth more than £400,000 per year.

6 Hackney hat trick

The London Borough of Hackney has agreed a three year contract with Ian Williams. The initial work will see the team take responsibility for the authority's town centre public buildings.



7 Extension for Raglan

Building on our long standing relationship with Raglan Housing Association, we have secured an extension to our national painting partnership with it for a further four years. With a value in the region of £750,000 a year, the extension is an endorsement of our strong partnering relationship and continued demonstration of best value.

8 Capital works

Ian Williams has secured a partnership agreement with Rykneld Homes to deliver its £42m capital works project.

Ian Williams and Apollo are now set to renovate the ALMO's 8,000 homes. The contract, which runs until 2014, will include kitchen

and bathroom renewals, heating installations, electrical re-wiring, roofing, as well as window and door replacement.

9 Rural repairs

Hundreds of homes in the rural Midlands will be kept in top condition, following Midlands Rural Housing's decision to appoint Ian Williams to complete day-to-day repairs across its housing stock.

The £2m contract has now gone live and there is the opportunity in 2013 to extend it by two years and two years again in 2015. MRH received 34 expressions of interest following its tender invite.

Good practice: Wales and West

There was nothing fishy about our engagement and painting work at Lord Pontypridd House, Cardiff, as our case study shows.

Who: Wales and West Housing Association has a ten-year partnership agreement with Ian Williams which sees us provide cyclical decorations to its housing stock.

What: Lord Pontypridd House, Cardiff, required extensive decoration work in all the communal areas. It was a five-week programme, to be completed while the residents remained at the housing scheme. With the hall, stairs, landings,

corridors, lounge, kitchen and toilets on the to-do list, our task was to complete the work to a high standard, with minimum disruption.

Who: The scheme comprises of 39 flats for age 60 years plus residents.

How: We established a dedicated team of painters and decorators to the project to ensure residents got used to the same faces and felt confident having us in their home. We also set-up a consultation event with residents, attending a colour selection evening to ensure the end result met the needs of those living in the scheme. The use of Timinox Fire Resistant Paint on all the

doors also meant a boost to health and safety.

Result: The works were completed on time, and to the satisfaction of residents. Maureen Rowlands, scheme manager, said: "Residents have asked me to let you know how pleased they are with the scheme redecoration. The three painters we had on site were really helpful and friendly people, ensuring only the minimum disruption to residents' day to day living. I would certainly recommend this team to any other scheme."

As a thank you the team were invited back to the house by residents to enjoy a fish and chip supper.

Painting team induction



Two new team members brushed up on their painting knowledge, as part of their induction to our clients.

To build on the large number of contract wins since the start of the financial year, Emma Dodge and Natalie Devall were recruited to push further work in this area.

To ensure the duo understand our painting clients' market and products, their induction process included visiting a lab to learn about the science of paint.

Elsewhere in the country, our painting expertise has helped Kent local authorities and housing associations keep tenants safe. We held the latest of our fire safety seminars, including speakers from Kent Fire and Rescue Service, in November.

Scaling new heights for charity

Ian Williams employees have proved the sky's the limit when it comes to fundraising, after scaling the three peaks.

Thirteen staff from Ian Williams donned their walking boots over the weekend to tackle the highest mountains in Scotland, England and Wales - namely Ben Nevis (4,408 feet), Scafell Pike (3,205 feet) and Snowdon, (3,560 feet).

More than £4,000 was raised for the national homelessness and housing charity, Shelter. Since 2006 Ian Williams has worked with the charity, donating more than £30,000 to help the charity support homeless and badly housed people.

Louise Parkes, director of fundraising at Shelter, said: "We are delighted to continue our relationship with Ian Williams. Over the years

they have provided us with very much valued support. The Homeless to Home project alone has helped families in need develop new skills, as well as giving them a sense of achievement and the ability to make their new house a home.

"We look forward to working with the team on other such projects in the coming months."

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Name: _____

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Fax back to: 01454 310 997 or post to: Bev Lane, Ian Williams, Quarry Road, Chipping Sodbury, Bristol BS37 6JL

**ian williams**

Looking after Buildings

Head Office: Quarry Road,
Chipping Sodbury,
Bristol BS37 6JL

t: 01454 328000

e: enquiries@ianwilliams.co.uk

www.ianwilliams.co.uk