

Winter 2010

Christmas greetings



It's been a year of some change for the economy, clients and indeed Ian Williams - not least with my new role as managing director, following Alan Soper's departure in November.

We know many clients and suppliers may have been affected by the demise of two major organisations within the support services sector this year, and now will be seeking stability.

The spending review adds to this complex year for the market, as do changes in regulation and availability of credit.

By using our market intelligence to drive our business strategy, we are in a strong position. Our order book is excellent, and we forecast modest growth for 2011.

In addition, we have an excellent cash position and our balance sheet reflects this.

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A changing age of housing - meeting diverse needs

Housing professionals are invited to attend an Ian Williams event looking at best practice in sheltered and supported housing.

The event, to be held in partnership with ERoSH, the national consortium for sheltered and retirement housing, will look at how best facilities managers can meet the needs of residents in this type of accommodation.

It will also consider the likely impact of the Comprehensive Spending Review on service delivery and how housing providers can achieve best value when procuring their maintenance work.

The delegates, of whom 30 have already signed up, will hear from Jo McTavish, chair of ERoSH, Mike Turner, director at Ian Williams, Joy Kingsbury, director of care and support services at

Synergy Group, and Peter Huntbach of Brighton & Hove Council.

Representatives from painting firm AkzoNobel will also provide practical advice on the best use of colour and contrast when decorating sheltered schemes. It is expected representatives from the Audit Commission will attend.

Mike Turner, development director at Ian Williams, said: "Since increasing our work within this type of accommodation, we've seen that guidance on best practice for maintenance in sheltered and supported housing is limited.

"The intention of this session is to gather ideas from key

professionals on how we can improve our service to customers, and ensure the right performance indicators are in place.

"In return for attending and giving their views, we want to offer delegates the chance to hear advice on how they can achieve better value for money when procuring maintenance work and gain insight into best practice we've identified when working with older people. We will also provide delegates with copies of our new diversity handbook."

The seminar will take place on Tuesday, 1 February 2011. Delegates wanting to book should visit www.ianwilliams.co.uk

Help at hand

Ian Williams has stepped in to support a number of clients, following the collapse of Connaught and Rok.

With thousands of tenants across the UK wanting reassurance that their emergency repairs would still be attended to, our teams stepped in where requested to provide temporary services.

Teign Housing for example sought our gas expertise for a month, starting from the day Connaught went into administration.

We also supported Newport City Homes and Penwith Housing Association.

Warwick District Council has since appointed us in the short-term to cover repairs and voids to an additional geographic area with some 2,000 homes and West Devon Homes has asked us to deliver response

maintenance and voids works to 1,500 homes up until March 2011.

We have also picked up additional work with Raglan Housing Association.

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Our governance is just as robust as a PLC but, with an emphasis on very different drivers, we can offer long-term security for our current and future customers.

Having been with the company since 1984 I've seen plenty of changes, but since first forming as a private limited company, our interest has always been on long term investment as opposed to reacting to daily share prices, and hopefully as clients and suppliers you've felt the benefit of that approach.

I'd like to offer my thanks to everyone who has supported us this year.

Over the coming year I hope to be able to meet more of you face to face to underline this message. It's set to be a busy and interesting year already!

Wishing you a happy Christmas, and a prosperous New Year.

Regards,
Andy Havard

Financial solvency at a glance

The collapse of what appeared to be solvent, growing companies may have left some clients less confident in credit ratings and external partners. With some credit ratings up to ten months old, here's our recommendations on what to look for when assessing credit worthiness and a quick overview on our position.

| Factor | Our position |
|---|---|
| Level of debt | We have no debt |
| Cash behaviours - level of cash held, large non-trading movements | We have an excellent positive cash position and it is all driven by trading |
| Longevity of trading | We have traded since 1946 |
| Large growth or acquisitions. Acquisitions that failed to be integrated or exponential growth may indicate risk | We have a strong order book and focus on self-funded organic growth |
| Balance sheets that rely on intangible assets such as goodwill or brand value | We have no intangible assets listed in our financial statements |
| Trading terms - 90 day payment terms may indicate a cash problem | We provide fair credit terms with all our suppliers |

Christmas cheer thanks to paint donation

Community groups and projects in Southampton will have a brighter Christmas, thanks to an Ian Williams paint donation drive.

Our Southampton operation teamed up with paint suppliers Brewers and Akzo Nobel to donate more than 100 gallons of paint to charities and local groups in the area. The paint donation, which took place on December 10, is part of our wider work to reduce the environmental impact of our work.



A demonstration was also held on the day to showcase painting practices for amateur decorators, and also the

Envirowash system used by Ian Williams which separates paint into clear water and solid waste to allow for safe disposal.

New contract wins for Ian Williams

It's been a busy quarter for Ian Williams, with a number of contract wins secured across the UK, and across numerous sectors. Education, local authority, housing and even racecourses are set to benefit from the Ian Williams' approach.

Raglan recruit



Raglan Housing Association

Ian Williams has secured two additional contracts with Raglan Housing Association to deliver responsive repairs and void work.

We were already working with social housing provider Raglan, which has some 11,000 homes across 100 local authority areas, to deliver a similar service worth around £20m over 15 years in the Midlands and East region.

A review of Raglan's maintenance arrangements earlier this year led to the creation of smaller contract areas, and Ian Williams successfully bid to carry out repairs and voids work in two new areas covering 3,000 homes centred around Southampton and Eastbourne. This work is worth £15m over ten years.

Raglan carried out a major consultation exercise, directly involving over 500 residents in producing a new specification and a number of representatives in the selection process. Further, a number of representatives took a full role in the selection process.

All new area-based contracts at Raglan will be directly scrutinised by elected representatives on their new Local Service and Performance Committees.

Thurrock framework

Thurrock Borough Council is the latest to benefit from Ian Williams' painting expertise, following its decision to appoint our team to its new framework.

We are one of three suppliers appointed to deliver internal and external decoration works to the council's public buildings. The framework contract is worth £1m a year, and covers a five year period.

North Somerset win

North Somerset Council has awarded a £1m per year, three-year contract for responsive, planned repairs and minor works to its public buildings.

Ian Williams has secured the work, which includes Weston-super-Mare's historic Winter Gardens pavilion. The three-year term contract includes emergency repairs, planned maintenance and minor works. Property covered by the contract includes corporate buildings, libraries, and some school work.

Our appointment forms part of a larger programme by the council to reduce costs by appointing multi-discipline suppliers to deliver larger contracts.

Mark McSweeney, property services manager at North Somerset Council, said: "We want to preserve the quality of Council buildings and continue to ensure that they are safe to use, but also ensure we offer the taxpayer



At the races

There's no horsing around for Ian Williams' painting operatives, following recent wins to work at two of Britain's racecourses. Work is set to start in April 2011 at Newton Abbot Racecourse as part of a £100,000k deal lasting 10 years, and a £3,000 project is underway at Wolverhampton Racecourse.

value for money. This contract enables us to do that, by streamlining our supply chain and bringing in a locally-based team with national expertise.

"Ian Williams offered us best value, and we were particularly impressed with its commitment to, and experience of, minimising disruption when working in occupied buildings."

Two's company

Two contracts have been secured with Worcester Community Housing by our Birmingham team. The first, worth £221k, sees us undertake a 17-week project to complete external decorations and pre-paint repairs to low-level buildings.

The second, worth £115k, will be completed in the same timescale, and

includes fascia and soffit replacements and decorations to high rise buildings.

Lesson in business

Students at the University of Central London had a fresh start to the new academic year, thanks to an eight-week Ian Williams refurbishment. Our team completed decoration, carpeting, electrical and bathroom works at two halls of residence as part of the £200k contract.

Teign work

A year's extension to our contract with Teign has been secured by the Plymouth operation. We've worked with the South Devon-based housing provider since 2007, providing responsive repairs.

New general manager

Ian Williams has a new general manager, following the appointment of Richard Jackson to our Nottingham and London operation.

Richard joins the firm from his previous role as account manager at Osborne. His previous roles include partnership director at Mears Group and senior operations director within the Kier Group.

The 48-year-old is now tasked with managing Ian Williams' Nottingham and London operations. This includes overseeing more than 200 staff and having overall responsibility for delivery of existing contracts and securing new work in the social housing,

education and local authority sectors.

Contracts under his remit include Raglan Housing Association, Gedling Homes, Eton College, Essex County Council and the Brent PFI project.

Richard said: "My main priorities will be ensuring profitability, service delivery and growth. I'm looking forward to contributing to the overall strategy of the company, and using my experience in previous roles to shape its future direction.

"I was attracted by the customer-focussed approach at Ian Williams and the fact its size means it operates nationally but also enables its staff to have an



influence in ensuring high-quality services. As a private limited company its decisions are driven by clients' needs not share price and that's a culture I'm looking forward to working in.

"My immediate challenge is to look at our responsive maintenance product to ensure it is offering the best value for clients."

A hole in one

Ian Williams' Cardiff-based team proved itself to be well above par in October, responding to an urgent job at the University Hospital of Wales.

With the emergency unit earmarked to respond to any injuries sustained by players and spectators at the Ryder Cup, work was agreed to ensure the professionalism of the staff was reflected in the building's appearance.

Due to a long-standing relationship with the client, Ian Williams quoted and completed the painting work within two-working days. A key aim was to ensure minimal disruption to patients. The high-quality of the work and quick turn around has been highlighted by a number of the NHS senior staff.

Our Welsh-based operation also went above and beyond for another customer in October - fixing a kitchen in record time to enable new mum Stacy Wilson to cross one thing off her to-do list before the arrival of her twins Zaccarhy and Ethan.

Diversity handbook launches

Clients now have a helping hand to meet new equality legislation, thanks to a guide from Ian Williams and Tai Pawb.

To ensure our employees and customers are up-to-date with best practice, we produced a guide to customer service last year which detailed considerations to be made around an individual's religious beliefs, race, country of origin or disability.

This has now been updated to include sections on the diversity strands of age, gender and sexual orientation and to widen the content so it is relevant beyond our internal use.

In addition to background on key issues housing providers and local authorities should be aware of, the booklet also offers guidance on practical steps our staff should take such as ensuring they give



people time to answer the door, carrying identification cards in large print and taking into account prayer times when arranging appointments.

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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