

New contracts for Ian Williams



Warwick win

More than 11,000 Warwick residents are set to benefit from Ian Williams' response and planned maintenance expertise.

Warwick District Council awarded the contract to Ian Williams because of its professional approach, realistic pricing and the quality of previous work.



Trinity House sees the light

A team of Plymouth painters are set to swap their home town for the high seas after they secured a five year long-term partnership to renovate 69 lighthouses across the UK.

Employees at Ian Williams will now be tasked with scaling heights of up to 42 metres to ensure the navigation aids stand out for sailors.

The job has been awarded by Trinity House, which exists to ensure the safety of all mariners via some 600 navigation aids. It will include the painting of storm-lashed Needles Lighthouse which stands on the approach to the Isle of Wight.

Teign work

Teign Housing has signed a three-year partnership with Ian Williams.

The contract, worth £1.2m per annum, will see Ian Williams take responsibility for the responsive and emergency repairs to the association's 3,300 homes. It also includes the possibility of an extension of two years.

The deal offers Teign, based in South Devon, the opportunity to develop an open book contract and includes the provision of a dedicated resident liaison officer employed by Ian Williams.

Ian Flatt, general manager at Ian Williams, said: "We are delighted to have secured this contract. As a company we are very keen to develop long-term partnerships with organisations which have strong aspirations. Teign certainly fits that criteria and we look forward to working with them."

Three-year Reading deal

Reading Borough Council has signed a deal with Ian Williams to ensure it keeps up with work on its homes.

The £250,000-a-year contract, which runs to September 2010, will see Ian Williams backing-up the council's contract works team.



Cardiff contract extension

Cardiff City Council has appointed Ian Williams to carry out the next phase of the works to improve its housing stock.

The contract, which will see a further 300 houses benefit from new kitchens and bathrooms over the next two years, follows the completion of the original contract awarded three years ago.

Ken Jones, property services manager at Ian Williams' Cardiff office, said: "We are delighted to have been awarded a contract extension. It is testament to the hard work of our team on site that we are achieving improved customer satisfaction levels. We look forward to working with Cardiff tenants over the next few years."

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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Company

Address

Telephone Fax

I would like more information on

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


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Winter 2007

Reach for the stars with KLOE guidance

Clients wanting to boost their Audit Commission performance have a helping hand thanks to a new Ian Williams' guide to the Key Lines of Enquiry.

The guide, which is due out in early 2008, will outline how we can help organisations meet the KLOE requirements and how clients and the organisation can demonstrate prospects for improvements.

Mike Turner, development director, said: "We work closely with our clients to support their objective of delivering more efficient, better quality services and the brochure is an extra tool to help this.

"We know from experience that our work can help influence certain areas of practice as defined in the KLOEs, and by outlining the services we offer which directly link, we can contribute to raising standards in social housing."



Homeless to Home:

New scheme to equip formerly homeless people with DIY skills



Formerly homeless residents have been given the chance to pick up essential DIY skills, thanks to an Ian Williams and Shelter initiative.

More than 12 West Midlands residents have spent the last ten weeks learning house maintenance skills, including basic plumbing, tiling and painting.

As well as hammering home basic DIY skills like hanging wallpaper, putting up flat pack furniture, hanging pictures and installing shelves, the course has been designed to increase the confidence of participants.

Ian Williams has been an official sponsor of Shelter for three years. During that time it has pledged more than £15,000 to help the charity's work towards ensuring everyone in Britain has a



decent, safe, affordable and permanent home.

To help deliver the project, Ian Williams teamed up with its supply partner B&Q.

The first intake of students received a toolkit to enable them to make practical use of their skills at home. The course will be carried out on a rolling basis and, if successful, could spread to other parts of the country.

Mitchell Allan, account manager at Ian Williams, said: "This project has the potential to make a difference to people's lives."

Julian Garside, Shelter's area manager for the West Midlands, said: "We are delighted that Ian Williams is investing in helping formerly homeless people in the area."

● West Midlands clients interested in identifying students for the course can contact Mitchell on mitchell.allan@ianwilliams.co.uk

Another good year...

"I am delighted to mark the end of another good year for Ian Williams by thanking everyone involved with our company, especially our customers and business partners, for their business and support throughout 2007.

"On behalf of all of us in the company, can I wish you a Happy Christmas and best wishes for a great New Year."

Alan Soper, managing director



Hot topic:



Handheld technology

The issue:

Handheld devices have become increasingly popular in the asset management sector in recent years, leading to improved repair response times, and ultimately, increased tenant satisfaction. However, many clients are not aware of how the technology has developed and so how they can further improve efficiencies and customer service.

What Ian Williams is doing:

Rob Lomas, operations support manager at Ian Williams, has been looking at this issue for us and is currently speaking at a number of high-profile asset management events to spread best practice.

Rob said: "Many people think they know mobile working technology from the equipment of old.

"However, the systems have improved considerably in recent years and the technology we have employed is a world away from the first simple reporting devices.

"The technology now allows users to action and complete work requests, including real-time sign-off by the resident receiving a repair.

"When allied to the back office software, the systems provide accurate and instant reporting on work progress, leading to increased efficiency for a mobile workforce."

Partners:

Ian Williams has teamed up with Planet FM to utilise the latest technology, allowing real-time repair reporting and response monitoring.



In practice:

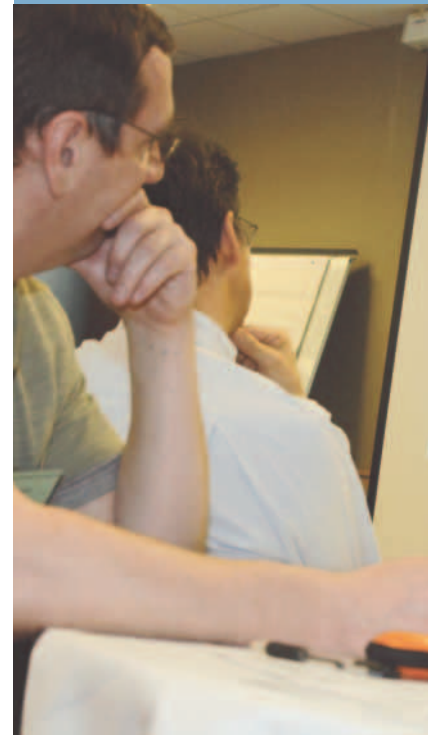
Benefits to clients include:

- Reduced paperwork and more streamlined processes
- Real-time flow of data
- Reduced job cycle time
- Tracking
- Quicker response times to emergencies
- Improved health and safety
- Additional jobs completed each day
- The ability to benchmark performance
- More accurate and immediate reporting of KPIs to clients.

Find out more:

- If you have a contract with Ian Williams and are interested in how new technology can improve your service to residents, please contact Rob Lomas on 0121 420 4321 or rob.lomas@ianwilliams.co.uk

New lessons in schools



Headteachers, governors and bursars from two counties headed back to the classroom last month to find out how to keep their pupils safe.

More than 60 local education employees descended upon Nottingham and Reading to learn how to manage the maintenance of their buildings, including such things as avoiding Legionnaires' Disease, servicing boilers, electrical repairs and fire alarm upkeep.

The two sessions were the latest in a series of such seminars. They follow research by Ian Williams and the University of the West of England which highlighted a desire by education staff to increase their knowledge of buildings maintenance.

Since 1999, individual schools have held full responsibility for ensuring their buildings are safe, but according to Mike Turner, development director at Ian Williams, many still want an extra helping hand.

Life's sweeter with Nectar points

Community projects across England and Wales can apply for a share of two million Nectar points, thanks to a new initiative by Ian Williams.

The massive points total has been bought by Ian Williams to help clients deliver valuable community projects.

BTEC pupils at Addington High School, Croydon, are just one community cause

set to benefit. The school is using its donation to fund the purchase of tools to enable students to complete their landscaping design and construction BTEC and gain valuable practical skills.

Other regional offices have applied for points to purchase a laptop, fund a revamp of a new community room, buy toys for a SureStart

childrens' centre and support Teign Housing's Good Neighbour Award.

- Ian Williams' customers interested in gaining a sum of points to support their work in the community, can do so by contacting their local office. The details of all local offices can be found on our new website www.ianwilliams.co.uk

Lessons of safety



Mike Turner, development director, talks to education staff at the Nottingham seminar



He said: "Research has shown that well-maintained school buildings have a strong influence on staff morale, pupil motivation and effective learning time, and as a consequence, pupil achievement and performance.

"However, many headteachers and bursars feel they do not have the complete knowledge, skills or experience necessary to manage their premises well.

"This seminar gave us a chance to share our knowledge and help schools better understand this subject."



Nottingham councillors Alan Clark and Mick Newton cut the ribbon with lan Williams' managing director Alan Soper

Nottingham business boost

lan Williams' success has seen its Nottingham staff pack their bags and move to bigger premises.

The increased level of work in the region created a need for a bigger office with a larger call centre.

To celebrate the move and lan Williams' growth in the city clients, politicians and local dignitaries came together in November, with the official opening of the new base.

The move means lan Williams can provide an even better repairs and maintenance service to local clients, including Spirita, Gedling Borough Council, Raglan Housing Association, Nottingham Community Housing and English Churches.

Those present had a glimpse of the technology used which underpins the service, including a live map which allows lan Williams to track where its operatives are working at any one time.

- Any clients wanting to visit the new office can arrange to do so by contacting Saira Hogg, business support manager, on 0115 976 4222.

Green light for Exeter City Council's eco-friendly drive

Local authorities now have the opportunity to drive forward their sustainability agenda, thanks to a new assessment product developed by lan Williams.

Exeter City Council has recently launched "The Green Accord", which is a self-assessment test requiring those who supply a service or product to the council to commit to eco-friendly practices.

Ian Williams developed the assessment criteria in close collaboration with Exeter City Council. It is one of a number of initiatives designed to help organisations reduce the impact of their operations on the natural environment.

Ian Williams' involvement included testing the assessment system and advising on how best to complete the assessment design.

A core part of the Green Accord requires a pledge to undertake the council's accreditation system. Companies that commit more fully to the council's sustainability agenda will achieve a higher regard when jobs are allocated.

Zane Poyner, business solutions manager at lan Williams, said: "As a service provider we recognise the role we have to play in helping our clients to meet and exceed their environmental targets.

"The self-assessment test is very realistic whilst remaining aspirational and we hope to encourage many contractors to follow our lead and push for a greener future."