

Winter 2014

Ian Williams tackles Millennium Stadium project



Summer recruitment

There are a few fresh faces in the Ian Williams offices, following our summer recruitment drive.

We have taken on eleven apprentice painters, seven apprentice carpenters and an apprentice plumber as well as our first ever HR apprentice.

Each will work towards a Level 2/3 qualification in their trade, with the aim of securing permanent employment with us after three years' study.

We have also employed three trainee surveyors: Ellery Jones in Plymouth, Edwina Coward in Maidstone and Matthew Howard in Bedford

At Ian Williams we are proud of our Welsh roots, and so we were delighted when we were approached to carry out work on the Millennium Stadium in Cardiff.

The retractable roof of the famous rugby stadium was

one of the first of its kind when it was built in 1999, but is in need of sprucing up ahead of next year's Rugby World Cup.

Over a period of several months our team of painters will be working on the roof, as part of one of the most

challenging jobs they have ever done. Each operative will be attached to a rope harness, as the roof needs to remain open to the elements while vital pitch upgrades are carried out.

New £150 million deal with Anchor



We are delighted to be continuing our relationship with housing provider

Anchor, after being awarded further work that will see our operatives working across the length and breadth of England.

Anchor is the largest charitable provider of housing, operating from around 1,000 locations and employing almost 9,000 people.

Ian Williams operatives will be carrying out planned works, painting and responsive repairs from

Merseyside to the south coast, from London to the West Country, as part of an agreement that is worth £15 million per year.

Andy Havard, Ian Williams managing director, said: "To know that we will soon be receiving more work with Anchor is great news for our business. The variety and amount of works, together with the geographical spread of properties, are challenges that we relish, and are more than prepared to meet."

Latest contract wins

Our team has been busy over the past few months, securing a range of new deals and contract extensions to help grow our business. Here are some of our latest achievements.

Embracing new technology

WEST KENT

As part of a major 15-year deal to look after properties on behalf of West Kent Housing Association we are soon hoping to launch a joint app to benefit the organisation's residents.

As part of the contract, we will work together with West Kent to develop a digital platform to allow residents to find out what is happening with their repair request or planned painting project, and to provide feedback.

A team of 12 Ian Williams operatives is responsible for a cyclical programme of painting, repairs and maintenance to the organisation's 6,300 homes as part of the £6 million contract.

Mike Turner, Ian Williams development director, said: "We are still in the early stages of planning this exciting digital engagement project with West Kent but we are very much looking forward to the opportunity to embrace new technologies in the delivery of this contract."

New look shopping centre



Our hard-working team has been busy working to get an Exeter shopping centre ready for the pre-Christmas rush.

Our £200,000 project at Guildhall Shopping Centre in the city for our client Aviva Investors began in October.

We have been redecorating the complex's delivery area and fitting new vehicle barriers, painting back offices, and carrying out repairs and flooring works to the main shopping areas.

As well as being undertaken at night, these works have to be carried out in a short space of time so that the centre is ready for the increased number of pre-Christmas visitors and deliveries.

Stuart Weddle, Ian Williams business manager in Plymouth, said: "This project was challenging as it involved working in a live environment where we had to fit the works around the centre's busiest periods, but it was a good project for our team to work on."

University accommodation refresher



Students in Birmingham returned after their summer break to new-look accommodation, thanks to the work of the Ian Williams team.

In our first project for iQ Student Accommodation, we redecorated part of an 11-storey accommodation block in the city that houses 460 students in total.

During the six-week project, which took place during the university summer holidays, we painted the student bedrooms and communal areas, and replaced kitchen worktops and student desks in 23 of the building's cluster flats.

Alongside this work we also remodelled 28 studio flats, and carried out a complete refurbishment of two more to provide more luxurious accommodation.

Steve Drew, general manager in our Birmingham office, said: "This was a nice project but one that was definitely challenging, with such a short space of time in which to deliver a lot of work. One of the biggest challenges came when our delivery of desks arrived in the last week of the programme, and we found ourselves with just two days in which to fit 140 desks. But we got it done, and the client was pleased."

Our relationship with iQ will continue in summer 2015 with a further programme of work encompassing the remaining flats within the accommodation block.

Focus on independent education

St Johns School, Leatherhead



This summer, we carried out internal and external redecoration work to the chapel at St John's School in Leatherhead, Surrey.

The independent school, which has boarding facilities, caters for 625 pupils aged between 13 and 18, and was founded in 1851.

Working to a very tight schedule, we were able to deliver the contract in a matter of weeks, ensuring the works were complete by the time pupils returned to lessons after the summer break.

The contract was won following the successful delivery of a similar programme at Eton. The quality of this work impressed the estates manager, who invited Ian Williams to tender for the St John's School works.

Rookwood School, Andover



Our Southampton office has recently begun to work with our newest client in independent education, Rookwood School in Andover.

The day and boarding school, which caters for more than 300 pupils ranging in age from three to 16, recently commissioned Ian Williams to carry out minor repair works and painting to exterior walls, sash windows and soffits of period buildings on the school campus.

The works, which are due to be completed in early December, are being undertaken while the school is open, so we have had to work closely with the school's management to ensure health and safety procedures are followed and the minimum of disruption to the curriculum.



King's School, Rochester

During the 2014 summer break, Ian Williams operatives were on site at King's independent school in Rochester, carrying out internal repairs and painting to its 19th century school house and college buildings.

This project required us to work on very old and ornate woodwork and high ceilings in classrooms, dormitories and other areas, finishing tasks quickly and to a high standard to ensure the contract was completed by the beginning of the new term in September.

Focus on health...



University Hospital Wales

Ian Williams recently completed a painting project for University Hospital Wales in Cardiff.

The hospital has an underground maintenance tunnel which is used to transport items across the site, and our operatives re-painted guidance lines for vehicles using this tunnel.

Over the past 12 months we have carried out a range of minor projects for the hospital, including re-painting the external canopy to the dialysis unit, redecorating a covered walkway, and painting various rooms on site.

Bristol Royal Infirmary



We began a rolling programme of bathroom upgrades on the maternity wards at Bristol Royal Infirmary in September, which is one of the hospital's busiest times.

Allan Bland, manager at our Bristol office, explained the challenges of working in such a sensitive live environment. He said: "The hospital is very busy and so we can only work on one bathroom at a time. We have a really close working relationship with the hospital: ordinarily business goes on as usual around us, but if we are asked to stop work we make sure we do that."

Ian Williams has been working at the hospital for a number of years, carrying out change of use alterations and refurbishment works.

This latest project is set to run through until April 2015.

Royal United Hospital



Our operatives refurbished part of the Royal United Hospital in Bath which is used to make electric mobility toy cars for children with disabilities.

The battery-powered cars, designed for youngsters aged two to five years old, were developed in partnership with the charity Whizz-Kidz, and have discreet postural seating and specialist controls.

We remodelled the area of the hospital where these cars are made, stored and from where they are leased out to families, demolishing structural walls, installing new sliding partitions, plumbing, flooring and electrics, and carrying out a full redecoration.

To ensure the department remained fully functional, we undertook the works one floor at a time in order to minimise disruption to the hospital and stakeholders.

Sponsoring community spirit at Raglan

Ian Williams sponsored this year's Raglan Housing Community Spirit awards.

The company backed the Di Baldwin award, which recognises a group which has shown commitment to resident involvement, contributed to their community and promoted true community spirit by organising social activities, setting up fundraising events or campaigning for something that benefits the wider community.

Di Baldwin was one of the first resident members of Raglan's Board and later became an area committee member.

General manager Zane Poyner handed over the trophies to prize winner Alex Stone and runners-up Kelly Dicker and Andrew Bailey at a gala dinner on 7 November at the Oxford Hotel. An additional Di Baldwin Retirement Living Award was given to Chantry Court Social Club Committee.

Safari sponsorship



Their event in late October aimed to showcase how tenant involvement with their services has benefited participants, and how it has changed and improved the organisation for the better.

It was attended by around 200 residents from across the East Kent region. Participants completed a number of tasks set up by the association before enjoying the annual Tenant Star Awards in the afternoon.

Ian Williams is pleased to have participated in this year's Tenant Safari event held by East Kent Housing.

East Kent works on behalf of Dover District Council, who are a long-standing Ian Williams client.

Ian Williams staff were on hand to speak to residents at the event and answer any questions they had about our service.

Slippers for Shelter



In the run up to Christmas, our staff will be putting on their slippers in the office to help raise money for housing and homelessness charity Shelter.

We are supporting the charity's Slippers for Shelter campaign, which encourages people to wear slippers in their workplace on Thursday 18 December to raise money and awareness of those children who will wake up on Christmas morning without a home.

Ian Williams has been a proud supporter of Shelter since 2006: we have raised more than £80,000 so far through a variety of fundraising events, and have used our professional skills to provide DIY training to families helped by the charity.

Mike Turner, Ian Williams development director, said: "We have supported Shelter for a number of years because we truly believe in the importance of their vital work to help those in need of

housing, and in campaigning for decent housing for all.

"This latest fundraising initiative looks set to be a lot of fun, and we hope our participation will raise enough money to significantly contribute towards the charity's work."

"Campbell Robb, chief executive of Shelter, said: "Support and advice from Shelter can be the difference between losing your home and keeping it, and we want to be there for every family who needs us. Simply wearing slippers to work helps us make sure no call for help goes unanswered this Christmas, with every donation taking Shelter one step closer to making sure everyone has somewhere to call home."

Cardiff City Council contract



Cardiff contract one year on...



This summer marked the first anniversary of our contract with Cardiff City Council.

To date we have completed more than **40,000** jobs, totalling **£19 million** worth of work and contributing more than **£37 million** to the Welsh economy.

Heating upgrades

Ian Williams has been working to upgrade boilers and heating systems in the council's homes across the city. More than 2,000 properties have benefitted from the works, which also included removing gas fires.

School work

The summer holidays were a very busy time for our operatives in Cardiff.

Major works were carried

out in more than 40 city primary schools and 30 secondary schools between July and August, as pupils enjoyed their summer break.

The number and scale of works posed a challenge for our team, as works had to be completed by the time lessons resumed in September.

Among the many projects carried out, we installed sensory play areas, made disabled adaptations, and carried out repairs to Victorian stone masonry and ironmongery.

Fencing and gates

The council commissioned Ian Williams to erect gates and fencing as part of a community safety scheme to ensure its residents living near alleys and

lanes were more secure, and safe from would-be thieves, fly-tippers and anti-social behaviour. To date, Ian Williams has installed 300 metres of fencing and 300 gates.

New gardens

In Trowbridge, St Mellons, our operatives excavated a huge amount of earth to enlarge the gardens of 14 properties.

Church repairs

We repaired two chapels in Cathays Cemetery. The Victorian chapels were in a state of disrepair until The Friends of Cathays Cemetery secured funds to restore their interiors. Ian Williams was able to get involved in the restoration, and the facility is now being used as a community hub to be enjoyed by local

people for years to come.

Public buildings and spaces

Our operatives have carried out external decorations to public buildings including the National Museum of Wales. Recently we also installed a new conference and IT suite at County Hall, and created a wildlife lake with eco timber bridges on an old landfill site at Grangemoor Park in Cardiff Bay.

Sporting world

Channel View Leisure Centre in Newport have been a further beneficiary of our work on this contract. Our operatives installed the first indoor 4G football pitch at this location, as well as carried out external painting works.

Tenant resource centre has a new look thanks to Ian Williams



We aim to support the communities in which we work, and so we were pleased to have the opportunity to help out a fantastic facility for tenants of Cardiff City Council.

Our operatives carried out a full internal decoration of the council's tenant resource centre at Marland

House in the heart of the city. The centre offers a social space and practical help to residents with things like getting online, writing a CV and applying for jobs.

The building was divided into zones by colour, with different sections for relaxing, computer work and training.

In addition to the free of charge painting work, we

also put in new flooring and donated a fridge freezer, dishwasher and microwave, and installed everything in time for the centre's official opening.

Five Ian Williams operatives worked on this project, with the total value of the work and materials donated amounting to more than £2,500.

Supporting victims of domestic violence and abuse

At Ian Williams, our work often puts us in contact with people who do amazing things to help those in need in our communities.

Recently we had the opportunity to give back to some of these people, by undertaking a project at The Women's Centre in Splott.

The centre provides support for women and children in the city who have experienced or are currently experiencing domestic violence or abuse.

Our operatives installed a new kitchen and toilet near to the centre's training room, completely free of charge. The new facilities have allowed the centre to provide additional internal activities and to rent the training rooms to third party companies.

We also installed new flooring at the centre during the project, bringing the total value of the donated work and material to more than £2,000.

Residents benefit from £1,500 garden makeover

Residents at a housing scheme for older people have a new look garden, thanks to Ian Williams.

Our response business completed a £1,500 makeover of the outdoor area at Brentwood Court in Llanishen last month, with four operatives and a business manager giving up a total of 30

hours of their time to carry out the work.

Residents at the over-60s scheme now have communal space with new garden benches, flower beds, wooden planters, rotary lines and water butts.

A huge 'thank you' goes to our supply chain partner Travis Perkins for their material donation towards the project.



Business wins

Ian Williams has secured the following new business wins:

Ian Williams will carry out £120,000 of works for **Babcock Marine** to its dockside buildings in HMNB Devonport. Our operatives will remodel two buildings to provide homes for the company's in-house works, changing rooms, locker rooms and offices.

Ian Williams has been awarded two further contracts with housing provider **Anchor** to carry out planned works and responsive repairs to its housing stock [see page 1 for more information].

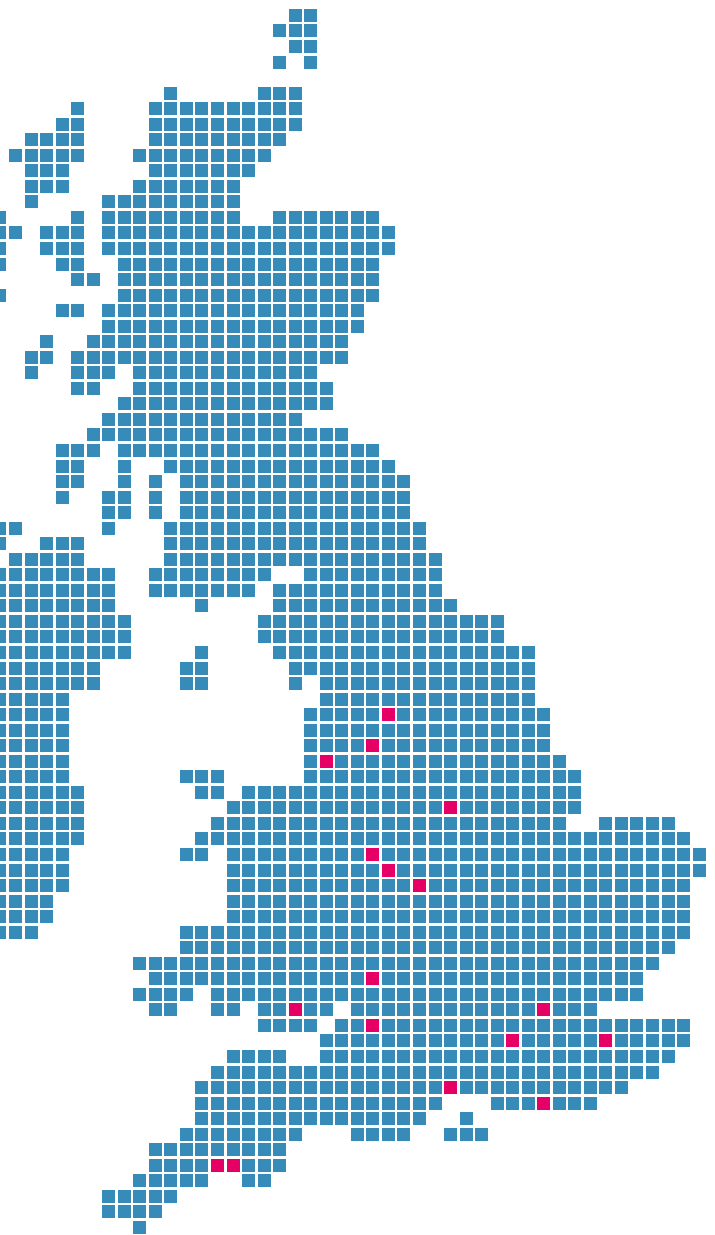
Ian Williams will continue its contract with **Dudley Metropolitan Borough Council** for a further 18 months once its current two-year deal with the organisation comes to an end in March. The contract covers internal redecoration to the council's properties.

We will soon begin two six-month programmes of works worth a total of £800,000 to upgrade kitchens and bathrooms in **Guinness Hermitage's** general rented stock in and around Plymouth.

We are currently carrying out external wall insulations to 120 properties for **WATMOS Community Homes** as part of a £260,000 project.

Ian Williams has secured a £700,000, 15-month contract with **Stroud District Council** to carry out internal and external re-painting on its housing stock in the town.

Our operatives will soon begin a two-year £2 million programme of works to replace roofs, fascias and gutting on around 240 properties for **Cardiff City Council**, as part of our contract with the authority.



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



Looking after Buildings

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

t: 01454 328000

e: enquiries@ianwilliams.co.uk

www.ianwilliams.co.uk