



Company News

...for Employees and Customers



A message from our Managing Director

Welcome to the Winter Edition of our company Newsletter.

Let me start by congratulating **Natasha Austin** and **Adrian Mitchell** for achieving our **CHAS accreditation**. CHAS is the most important Health and Safety recognition in our sector and I know how hard they had to work to pull the application together. It was all the more pleasing to hear their feedback when they said it was one of the best applications they have ever seen. Well done to you all.

As we head towards the year end I am sure many people out in the industry will remember 2010, who would have believed that we would have seen so many company failures. The **loss of Connaught and Rok** will be felt by many and none more so by the supply and fit sub-contractors they have left behind.

We know from our own experience that both companies have taken work across the social housing sector at very low margins and this could well have resulted in their downfall.

We do not know what opportunities their failures will create but safe to say that their demise will make some of the social housing sector look more closely at the strength of the contractor's balance sheet. I believe we are well placed as one of the smaller local contractors to offer our services to the sector across the South West.

May I therefore thank you all for what you do to make this company a success. 2011 will bring more challenge that we will need to face together.

Enjoy your seasonal break.

Dave Jones M.D

Jones Building Contractors ...we drive for quality



We continue to improve quality of our service and it is very important that we gain the views of our clients.

Therefore, each year we send out a comprehensive questionnaire to existing and new clients and we have set a target of 86% satisfaction for this year following last years excellent result of 84%.

This is one of the conditions and measurements within the **ISO9001 Quality Assurance** which we have achieved accreditation year on year since 2003.

Health and Safety

Due to the efforts and continued attention to Health and Safety by all the companies' personnel we have been able to achieve certificates of accreditation with **EXOR, CHAS and Constructionline** for many years.

This year the assessor for CHAS said that our presentation and supporting working documents were one of the best he has ever had to audit. Thanks must go out to all staff and our supply chain for

their cooperation in making a safe and efficient work place and for their supporting working documents to support our presentations. Annual Safety reports by outside consultants are showing ongoing improvements and accidents are at an all time low, due to the efforts of the site managers and their staff.



THE CHRISTMAS PARTY 2010

Saturday, 18th December at 7.30pm, Northover Manor Hotel, Ilchester, BA22 8LD

The theme for the evening is smart dress only, no jeans, not even smart jeans please.

Don't forget – Please share your travel in a taxi or car...think about your Carbon Foot Print!

...twitters from inside



Tendering work across the U.K Page 3



Venture Twenty face lift for Abbey Manor Group Page 4



New Staff at D Glass Page 4



Tamar Gas Contract WON Page 5



European Champ Page 6



Recessions largest casualties Page 6

...Merry Christmas from all the directors and management at Jones Building Contractors

WINTER 2010



Personnel Updates
since Summer 2010



Training Updates
since Summer 2010

New Starters

Name	Position
Richard McElliott	Multi Skilled Operative
Paul Blundred	Labourer
Brian Jennings	Labourer
Anthony Matthews	Plant Operator
Daniel Williams	Roofer
Raymond Mitchell	Multi Skilled
Mark Page	Carpenter
Gideon Davis	Labourer
Stacey Black	D Glass, Administrator
Andy Roberts	Davey Roofing
Darren Palmer	Labourer
Steven Heard	Labourer
Laurence Hughes	Property Services Manager
Joanne Allan	Administrator
John Bamford	Multi Skilled Operative
Gary Rixon	Gas Engineer
Andrew Lewis	D Glass, Fitter
Ben Smith	Gas Engineer
Simon Chapman	Kitchen Fitter

New Arrivals

Ivor Dunford and **Wife Sharie** celebrated the arrival of baby boy **Kayden Ivor**, congratulations

Crane Appointed Person

Adie Chappell
Colin Lawrence
Nick Hewitt
Mark Nunnington

Crane Operations

Anthony Matthews
Paul Blundred
Gideon Davis

First Aid at Work

Colin Lawrence
John Roberts
Nick Hewitt
Dave Collins

Emergency First Aid

Nick Ashmore
Mervyn Lewis
Paul Edgar
Andy Parr

SMSTS

John Roberts

Scaffold Inspection

Colin Lawrence
Mark Nunnington
Nick Ashmore
Pete Milden

Scissor & Boom

Brett Hallett
Chris Johnson
Chris Williams
Joe McCarney
Kevin Cooper

Forklift Training

Brian Jennings
Peter Hammond
Mario Ferreira

Digger

Ben Jeffs

Level 3 AAT Passed

Ania Pajak

Solar Hot Water Solar Voltaic & 17th edition Electric

Lee Holmes

Apprentices:

NVQ2 Painting & Decorating & Modern Apprenticeship	Joe Wheeler, Aaron King
NVQ3 Painting & Decorating & Advanced Apprenticeship	Tom Card
NVQ3 Electrical & Advanced Apprenticeship	Ben Rose
NVQ2 Plumbing	Richard Jones



ISO 14001
Certification

A year has passed since achieving accreditation last December and a lot has been achieved by cooperation and enthusiasm by the company personnel and our supply chain. Since early this year **Natasha Austin** has been working closely with **Adrian Mitchell** as Environmental Coordinator. Targets and Action Plans have been put in place. The achievements and results from our audit are very encouraging as follows –

- Electricity = 2% saving on our Carbon Emissions
- Vehicle Fuel = 6.6% increase efficiency i.e. MPG
- Recycling = 82% is being achieved by our approved waste disposal companies
- Recycled aggregates are being used by more sites and demolition materials are being segregated
- 95% of waste paper from our offices is being recycled

We would like to thank everyone for their commitment to our EMS and Environmental Campaign and ask that we all encourage our clients and suppliers to follow suit.

For the record –

We attended the EMS Workshop in December to give a presentation for the **Exeter Carbon Club**. Plus, **Global Action** have used Jones as a case study on their website.



Marlie's success continues...

As you may already be aware **Marlie plays Rugby for Bristol** and has been picked to be part of the **44-strong England Women's Elite Squad**, after being promoted from the England Under 20's Squad. We wish you luck on your training as you head towards the 2014 World Cup.

Come on Marlie, you can do it!!



A message from
Chris Neil
Construction
Director

The Major Works division is currently tendering and negotiating a wide range of projects in the UK. Planning applications are pending sites for potential redevelopment.



Plot C Lopen Business Park, Lopenhead - Unit

Phase 1 is now complete, we are now working on Phase 2.



Nynehead Court, Wellington - 6 Assisted Living Dwellings

The first resident has successfully moved in to Nynehead Court with the remaining units at snag stage. We are currently negotiating a further phase of development on the site.



BRISTOL REGION



Concorde Lodge, Kellaway Avenue, Bristol New Care Home

Progressing well on the second half of the building, there were delays to the project due to ground investigation / archaeological dig. Pressure is now being applied to complete the project to achieve the deadline.

Dividy Road, Stoke on Trent - 2no. Care Homes

Roof now on Block A with Block B care home approaching wall plate level. Target is to handover both care homes early next year, we had some delays to the roadworks which have now started on site to give access to the care home provisions.



YEOVIL REGION



Plot D, Lopen Business Park - New Warehouse

Work is coming to a finish on Plot D with fit out finalised.



Foldhill Lane, Martock - 52-bed Care Home

Work is progressing well with roofs now on all buildings and is currently being installed by D Glass. All electrical and mechanical first fix well under way. With all ground works laid we look forward to producing a single storey care home with open atrium areas.



Strome Park, Storrington - 11 Extra Care Apartments

Roof is now on to the first block, with second block approaching roof level. Progressing well with **Nick Hewitt** now in charge to ensure a speedy completion of works as the programme.



A message from
Tommy Holmes
Branch Manager

As some of you may be aware D Glass has made some changes over the past 4 months.

I have been promoted to Branch Manager, of D Glass, which I was very proud to accept and look forward to taking D Glass in the same direction as **Barrie Harding**, FORWARD!

Unfortunately Barrie will be leaving us in January, which is a great loss to us all at D Glass. We would all like to thank Barrie for his efforts and hard work that he has put in to D Glass over the past 4 years, and we would like to wish him all the very best for the future. (But don't panic ladies I will be taking over the duty of keeping the sweeties draw well stocked!)

I would like to welcome **Stacey Black** our (Office Administrator) and



Andrew Lewis (Louie) our new Fitter/Glazier to the team.

One of my first task's was to reopen the Trade Counter on Saturday mornings, which is open to the trade and public. Each week of opening our sales are slowly growing thanks to our local paper advertising and also our new radio advert on **Midwest Radio Station**, which I know Mark and Barrie have put a lot of time and effort into.

Our new promotion is "Free Conservatory Blinds", come and see them, special staff rates!



Andrew Lewis

D Glass is now an accredited member of **DGCOS** (Double Glazing & Conservatory Ombudsman Scheme) which is faced by **Nick Ross**, **TV Presenter** (Crime Watch and Watch Dog).

DGCOS is the ombudsman scheme for the UK double glazing industry. A powerful organisation that offers unparalleled customer protection. DGCOS helps customers make the right choice in using reputable installers that trade ethically, use ethical sales practices, deliver quality workmanship and offer excellent value for money.

D Glass is continuing a very good trading relationship with Somerset Care. We have now completed fitting windows and doors to 2 care homes, and there are 2 more in the pipeline.

October was a 'record' trading month for D Glass and November will be even better, we are looking to the challenge of making our year a profitable one.

Finally all at D Glass would like to wish all a Merry Christmas and prosperous new year!!!!



A message from
Laurence Hughes
Yeovil Manager

PROPERTY SERVICES

As the new kid on the block (I have only been with Jones since mid September) it has been a very hectic couple of months as I have got to grips with the job role, got to know the people I am working with in what is a very vibrant, diverse and busy office – from our Yeovil office we deal with small works such as leaky taps to build projects to a value of £1 million.

Externally the past 3 months have seen a great deal of upheaval with the demise of **Connaught** and now **ROK**, both of them major competitors of ours.

Their misfortune can represent a fantastic opportunity for Jones Building Contractors across the whole region, so we all need to keep our eyes and ears open and feedback anything you hear to line management.

Merry Christmas to you all.

A message from
Nigel Gillett
Contracts
Manager

PAINTING DIVISON

The painting division is currently very successful with good feed back from customers such as **Western Challenge, Hastoe Housing, Somer Housing, Millfield School** to name a few. Our clients continue to use the services of the painting division and we have completed and secured contracts for **Western Challenge leaseholders** in Christchurch and



internal painting programmes for both **Western Challenge** and **Somer Housing**.

Other works include accommodation flats for the **Ministry** in Warminster, external decoration of industrial units for **Abbey Manor Group, Millfield School holiday works** and **West Dorset District Council**.

We also provide support to the Jones Major Contract Division for the contracts within the South West area.

I would like to thank our dedicated team of painters for their efforts in producing a quality of service in time and to the satisfaction of our clients.



Venture Twenty in Yeovil - Abbey Manor Group.





A message from Darren Robins General Manager

PLYMOUTH & CORNWALL

New beginners

Joanne Allan

(Gas maintenance administrator)

Gary Ritson *(Gas engineer)*

Mark Page

(Multiskilled) Ocean contract

Darren Palmer

(Labourer) Ocean contract

Steven Heard

(Labourer) Ocean contract

Kevin Cooper

(Contract Supervisor) Ocean contract

Sovereign South + West

We completed last year on 100% across the board for reactive maintenance and gas service and maintenance (*Gas in for the South West and West regions*). For the third year in a row Sovereign have never had such good scores as they do with Jones Building Contractors. This is solely down to the dedication of our team from both the office staff and the guy's out in the vans in Exeter, Bristol, Plymouth & Yeovil. *"Well done to all of you, I hope you feel very proud of the effort you all have put in. I am certainly very proud of you all"*.

The gas side has been getting very busy lately with residents turning their

heating systems on for the first time this winter and finding faults. Can I just say well done to you all for all your efforts, I know it has been a hard slog over the last couple of weeks especially the out of hours guy's. *"Well done and keep up the good work lad's"*.

With this in mind Sovereign have approached us to carry out this service for a further two years until the end of March 2013 on the reactive, voids and the Gas side of their organisation for the South West and West regions. We have nearly come to an agreeable commitment that will hopefully secure this contract. With the help of **Dave Smith (Assistant Manager)**, **Darren Lyons (Contract Supervisor)**, **Nichola Crews**, **Diane Bawden**, **Joanne Allen**, **Claire Moore**, **Tracy Rice** and **Alison Moulton (Sovereign administration team & Plymouth, Exeter office administration team)**, we should reach all the targets set out in the new proposal.

We have also been winning a number of planned works from **Sovereign**, mortgage reclaim property refurbishments, listed building works, heating installations etc.

Tamar - Gas Contract

We have recently won a 5 year contract for **Tamar Housing Society** for carrying out their gas maintenance and gas services for the Plymouth and East Cornwall area. This was won on competitive tendering and is run as open book.

Barry Atrill from Tamar came over and met the team last week and had some photos taken outside our Plymouth office. Early indications appear from Barry, that Tamar are very happy with our service. If we receive further feed back I will keep you



Barry Atrill (Tamar) and Darren Robins (Jones) shaking hands.



Left to right Darren Robins General Manager, Barry Atrill from Tamar, Neil Fleet Main Gas Engineer, Lee Holmes Gas Supervisor, Joanne Allen Administrator

updated in future editions of the Newsletter.

Ocean Housing Services, Cornwall

We started a decorating contract for **Ocean Housing Services** earlier this year worth around £160k. The tender was split into 3 areas (A,B&C) with each area going to a separate contractor. We have ended up with 2 out of the three areas (A&C). We are currently on programme in area A and ahead in area C. *"Well done to the entire team in Cornwall"* with **Kevin Cooper** stepping up to the mark with supervising, he seems to be a big hit with this new client *"well done Kev"*.

We have been asked to put forward a deal for a further four years, both Davey and myself have come up with a method we hope they may adopt to help Ocean as a valued client save money and for Jones to add another long term prestigious client to our list.

Tor Homes

Both **Davey** and **Chris Austin** have tendered and won a small decorating contract with Tor Homes in Totnes. We are going to run the local works from Plymouth with Exeter running their local works from their end.

West Devon Homes

We have recently tendered and provisionally won a 40 bathroom refurbishment contract for **West Devon Homes** from Tavistock. Again West Devon Homes is new for Jones and hopefully we can build a new relationship with this client. This contract will raise a new opportunity for one of our experienced trades man to

move up the ladder into supervision, **Steve Headley** has been with Jones for around four years and has shown his worth many times. We all wish you the best for hopefully starting a new challenge.

A big thanks goes to both **Tom White** for making contact and especially to **Keith Stone** who single handedly put together the PQQ documents of this tender *"Again thanks to both Keith and Tom, your help is very much appreciated on this and many others you have helped on"*

MCS accreditation for renewable energies

Lee Holmes has recently been turning the cogs with attending numerous training events to help Jones Building Contractors achieve MCS accreditation (*Microgeneration Certification Scheme*) this will enable Jones to move forward into the renewable energy race alongside the gas department. Sovereign have shown great interest in Jones being their MCS partner for the South West and West region for fitting new and servicing all their current systems across the regions. *"Lee well done mate, and keep up the good work"*.

Final word

I would like to wish all the staff who help in keeping the Plymouth office a success a Merry Christmas and a Happy New Year.



A message from
Chris Austin
Area Director

EXETER

Exeter has been awarded 2 large Kitchen Contracts. One from **Sanctuary Housing** in the North Devon area, value £455,000 and one for **EDDC**, value £495,000. This will also boost **Harrier Court Electrical** turnover up by a further £168,000.

We have been awarded a small Painting & Repairs Contract for **Tor Homes**, value £26,000. This has been given to the Plymouth branch as it is in the Plymouth Area.

We have been awarded a small Painting & Repairs for Teign Housing, value £15,000.

Refurb. Fire Damage. 3 Penn Meadow, Brixham. Riviera Housing £29,000. Alterations to a Deaf School. CEW £3,500.

Alterations to Buggy Store, Riviera Housing £6,800.

Flat Roofing to Flats & Bungalows, ECC £64,000.

Decent Homes Improvements, Phase 1, Riviera Housing £45,000.

Decent Homes Improvements, Phase 2, Riviera Housing £180,000.

Croft Surveyors, Fire damage Original Style £255,000.



A message from
Steve Hay
Yarlington
Contracts Manager

The **Yarlington** Contract is now eight months in, with completion of around 123 Kitchens and 24 Bathrooms, which includes 5 Voids.

Our team is working to a very high standard with a 100% satisfaction from both Yarlington and their Residents.

One of the lowlights this year was the loss of Sanctuary's Response and Repair work in September.

We are still getting the opportunity to price for larger works.

ECC Render Contract as now due to end and restart March Next Year.

ECC Repairs and Decs as above.

ECC Assisted Decs will be complete end of Month.

ECC Comm Decs will be complete Mid December.

I would like to make a big thank you to **Keith Stone** for his support in getting Exeter new Clients. Also a big Thank you to **Pete Milden** who runs these contracts. Also a big thank you to **Peter Hart** for winning these contracts.

We are getting the odd Bathroom Refurb from ECC.

This should now bring Exeter Turn over up to 3.2 million.



A message from
Dave Smith
Contracts Manager
(Exeter)

A big thank you to all my staff for all there hard work they have done for me over the past year and a big thanks to **Alison in the Exeter Office.**

We have received a record number of complimentary letters for the quality of our works.

This is down to the high standards and workmanship from all trades in the Yarlington Team, backed up by excellent support from all office staff.

As a direct result of this we have been informed we have secured at least 300 more kitchens next year and the volume of bathroom upgrades has yet to be agreed.

Without everyone's dedication and concerted effort this would not be possible.

Thank you to all as this is an excellent result but we need to remember that continued success relies on continued high standards.

Steve Hay
and **Chris Snell**

Harrier Court
ELECTRICIAL CONTRACTORS



A message from
Luke Hodgson
Contracts Manager

I am pleased to say that although the current climate can be one of concern, I am thankful that Harrier Court is maintaining a strong flow of work and continuing to bring in new works.

Some of our ongoing works are –

- Day to Day for **Hastoe.**
- Kitchen rewire to 36 flats in **Barnstaple** for **Sanctuary.**
- Kitchen rewire to 47 houses in **Bideford** for **Sanctuary.**
- Day to Day for **Sanctuary.**



- Kitchen rewires to 60 houses and flats for **East Devon District Council.**
- Rewiring to fire damaged industrial unit in **Exeter** for **Stovax**, with the possibility to rewire the unit next door.
- Refit Unit for the **Pasty Shop** in **Yeovil.**

A big thank you to my team, with their hard work and dedication we can continue in the right direction.

As a final word I would like to wish everyone a Happy Christmas and Prosperous New Year.

Davey Roofing
SOUTH WEST



A message from
Tim Davey
Manager

New Clients

- **Harris Brothers & Collard Ltd**
The Orangery, Nynhead
- **Summerfield Homes**
Overleigh, Street
- **Morrish Builders**
Section 2.83A at Poundbury

New Personnel

Andy Roberts: *Contracts Manager*
Dan Williams: *On-site Operative*

New Major Projects

C. G. Fry & Son Ltd
Section 2.22A and 2.23 at Poundbury

C. G. Fry & Son Ltd
The Orchard, Litton Cheney

Brookvale Homes
George Street, Glastonbury

Halsall Construction
28 Bed Care Home, Mortimer House, Kingswood

Halsall Construction
Critchill Special School, Frome

Jones Building Contractors
Concorde Lodge, Kellaway Avenue, Horfield

News

We would like to thank **Steve Hay** for his co-operation during the recent Yarlington contract; I think we can all agree the contract ran very smoothly.

Congratulations to one of our on-site team leaders, **Dean Corden** was sentenced to life when he recently married Jade.

Also, we wish **Wayne Middleton** good luck for his forthcoming commando challenge where he will be raising money for the **Devon Air Ambulance**, ironically he may need one after the event. We have also launched our new website:-
www.DaveyRoofingSouthwest.com



A message from **Mark Porter**
Operations Director

Hello and welcome to our Winter Newsletter – I have just revisited the Summer Newsletter to see what we were doing earlier in the year and it already seems so long ago. You will see from Dave's introduction in this newsletter that there have been a number of large company failures and none more so than Connaught and Rok, the recession's largest casualties.

Whilst the industry still holds its breath, their demise will create opportunities for others. One of these clients is the Yarlinton Housing Group whose new build framework was shared by **Rok, Connaught and Mansell**. The loss of two partners has seen a new framework PQQ be advertised and we have offered our services to help build their new homes. Wouldn't it be great if we could help the South Somerset community by building and maintaining their properties. What better way to protect and develop employment for our community.

One of the disappointing things to happen during the summer was the loss of the **Sanctuary** responsive and repair work in Exeter. Sanctuary decided in June to create their own Internal Management Service to look after all their smaller maintenance jobs. We were subsequently involved in discussions to transfer our Sanctuary employees to them to protect our people's jobs. As a result, 8 members of the Exeter team were transferred on the 13th September to join the new Sanctuary 'IMS' Team. My thanks go out to them all for all the hard work they have put in over the last few years – I am sorry to lose them but glad their jobs were protected.

I would also like to take this chance to thank **Natasha and Adrian on their CHAS accreditation** – well done on a great result.

Natasha also deserves recognition for all her hard work on coordinating the articles and launching the new website. Take a look as you will be surprised to see what we have achieved. The website was part of our future business plan which I had hoped to bring out to you with a road show this year. I will now delay this until 2011 as the current market conditions have meant that the board need to do more work before we can be more certain about how we go forward. Needless to say we will take stock of what has been happening in the sector to make sure we do not become a Connaught or Rok.

Finally I would like to welcome **Laurence Hughes** as the Yeovil Property Services Manager. Sadly I have to say goodbye to **Barrie Harding** our General Manager of D Glass, as Barrie has decided to retire at Christmas. Barrie has been with D Glass since November 2006 and he leaves D Glass in a better position than when he joined. They are having a really good year so Barrie can say he goes out at the top.

Our wishes go out to Barrie – enjoy your well earned rest.

Enjoy the seasonal break with your families and best wishes for 2011.

Mark Porter

The Lucky "300 Ball" - Jordan Kitto



Jordan presents Dave Jones with the Lucky "300 Ball". Earlier this year Jordan scored a maximum 300 which consists of 12 STRIKES in ONE GAME. Fantastic result Jordan

Another great year for 16 year old **Jordan Kitto**, County Champion at under 18 and under 23, he again won the European Junior Open at under 19 level, he also won the under 23 English Open and The Welsh Open.

Jordan has now started on the European Tour and has played in Antwerp, Belgium and Paris on the 4th December. This is part of the planned progression to the World stage; he is a Junior England International and is knocking on the door to represent his country at a senior level.

This is thanks to the continued support of **Davey Jones** whose sponsorship has nurtured the talents of this local lad to enable him to have the best equipment and the right level of coaching. *Jordan says 'without Davey Jones support I would be a good bowler but with Davey's support I have the chance to be a **World Champion one day**' and will continue to strive for this whilst wearing the Jones logo'.*

Thanks Davey for making a dream become a reality.

Jeans for Genes Day 2010



Thank you to everyone that took part in Jeans for Genes Day in October. Jones staff managed to raise £38.00



A MESSAGE FROM DARREN AND KATRINA

Darren and Katrina would like to thank all at Jones for their generosity.

'The money we received helped make our honeymoon all the more special and we were touched by everyone's kindness'.

Yeovil Town F.C



On the positive side YTFC still remain in the FA Cup with a tricky away tie to Hartlepool ahead (27th Nov) it would be a real bonus to get through to the 3rd round and obtain a plum draw....away to a Premier league side or maybe **Dave Jones'** favourite team Leeds. Though I am sure **Mark Porter's** side Man Ut would be the best draw possible.....

However in the league it's not looking so good at the moment, having watched YTFC most of this season, they really do not deserve to be in the bottom four let alone second from bottom. The league this year is so tight and a few wins or a lucky festive period could see things change.....we still remain confident and look forward to supporting the team this season.

Written by Tom White,
Marketing Manager



YHG held a charity auction on the 24th September, raising money for the **Childrens' Hospice South West**. Jones donated a signed YTFC ball and 10 tickets for lunch and to watch a match at a future YTFC game.

We received a letter from **Helen Bleazard at Yarlington** giving thanks for the donation, which helped raise a total £517.90, Congratulations Yarlington. Jones is proud to of been a part of that.



Wall of Praise

62 HOWELL ROAD

I would like to take this opportunity to thank everybody involved with this project – A GOOD JOB DONE BY ALL.

Gary Davies, Surveyor – Sanctuary Shaftesbury

DECORATING

Congratulations goes to Brett Hallett for the painting works completed for the Wessex Group. They are so pleased with the works that they have asked for more work to be priced.

Wessex Group

PAINTING AND REPAIR

Thanks go to Gary Owens, Mike Wallis, Colin Seagrove, Dave Rice and Norman Tinsley for the great work they have done at Millfield House.

Paul Begg, Millfield

NEW KITCHEN

How impressed we were with your workman, Paul MacCaully. He was very hard working and polite.

Tenant, Hastoe Housing Association

PROBLEMS WITH A RADIATOR

I thought I would let you know how helpful and efficient your team are. I had a resident who had problems with the radiator not heating up in his property, he was bringing home his terminally ill daughter the following afternoon and needed the house to be warm and only had a few hours where he was at the property. Operatives were already very busy with their day to day jobs but Gina was able to re-schedule and an operative was able to attend in a short space of time and carried out the repair before 1pm the same day. Nicky and Gina who we have contact with on a daily basis are always happy to help us with any enquiries and help guide us when using the calendar for appointments and we never have any problems with operatives failing to turn up to jobs etc.

Louise Waters, Customer Service Advisor, Sovereign South & West

BURE COURT REDECORATION

Many thanks to your lads for the great job they have done. Some of the comments received from our residents are –

- *Best Quality work we have had done by a Western Challenge contractor for years*
- *Lads on site were very accommodating and careful with vulnerable residents*
- *Cliff (site foreman) was a very skilled and a proper qualified decorator and helped everyone to feel safe with workmen in their homes*
- *Liaison with Committee members and myself was excellent*
- *Time scale and neatness of working was also noted*
- *The experience for residents was good, throughout the works*

You will certainly be recommended to other leasehold complexes in the future.

Liz Sabey, Western Challenge

KITCHEN UPGRADE

We would like to thank Sam Balian, Darren Smith, Jeremy Causer, Chris Snell for their professional work and kindness in their attitude towards us; making least mess as possible and clearing up after each visit. The kitchen looks great. Our sincere thanks to you all

Residents, Yarlington Housing Group

CARY BROOK RESIDENTIAL HOME

As the project to redevelop our home is near completion I am writing to express our appreciation to you and your staff, subcontractors included, for making the process an enjoyable experience. We have been fortunate to have had a professional, hardworking and committed site team to support us throughout and we believe that it is thanks largely to the exceptional skills of Colin, Peter and Mario that the project will complete on schedule and we will be delivered a beautiful home, finished to a very high standard, of which we are very proud.

The residents and staff at Cary Brook, Castle Cary

EXTERNAL DECORATIONS

Carried out decorations to the ground floor, front elevation at HQ in Dorchester. I just wanted to take the opportunity to thank you for a first class job from start to finish.

Ben Lever, West Dorset District Council

EXTERNAL PAINTING AND DECORATING WORKS

Just a quick line to let you know how pleased I am with the external works carried out and in particular the painting of front and shed doors by Steve Ramsey. Many Thanks

Somer Housing Group Tenant, Bath

NEW REPLACEMENT CONSERVATORY ROOF

I had two extremely knowledgeable and efficient workmen to install the roof – John and Chris.I was very impressed with both their tidiness, efficiency and workmanship – I wouldn't hesitate to recommend your company using these two workmen.

Derek Fowles, Somerset

ELECTRICIANS QUICK RESPONSE

Thank you to Neville Gould your electrician who called to a residents property in Horton, Ilminster. I was amazed at how quickly he arrived after issuing a P1 order and for his consideration for the residents. I think he is a huge credit and asset to your company.

David Hayter, Acting Regional Surveyor, Hastoe Housing Association

NEW KITCHEN

We would like to say a huge thank you for our fantastic kitchen. All of the workmen (Martin Fildes, Jeremy Causer, John Lawrence and Marlie Packer) that have been working on our bungalow have made an excellent job of it. I would recommend your firm to anyone. We are unable to fault any of the work that has been done on our kitchen and Marlie is a real gem. With my very best wishes to everyone and once again, very many thanks.

Joyce & Phillip Yarlington Residents



WANT TO ADD A NOTICE?

Do you have an announcement or event that you would like the rest of the company to know about?

Simply call **Tasha Austin on 01935 477791** or email your story to **natasha.austin@drjones.uk.com**



I hope by now, you will have had the chance to look at our **website and agree the new look is a good look**. Should you have some news that could be featured on the website, then please contact **Tash Austin on 01935 477791**.

I trust you all have a lovely Christmas and a Happy New Year.