

Looking back over the past few months we have made some great steps forward. We're proud here at Woodford Heating and Energy, that we are able to report on a period of productive business along with positive new updates, which we're delighted to be able to share with you this month.

Although there was quite a bit of shock following the wake of the UK's decision in the EU referendum in June, we, and it seems for the most part the industry, quickly settled back into the swing of things and continued on with our business as usual. We are years from knowing any eventual full-scale impact and for the time being looking at the positive side of things, our business is strong and stable. The most recent figures suggest that residential project starts are up 3% year-on-year* and, the most recent construction PMI released for September shows an industry bounce-back in progress, with growth exceeding expectations.

This is clearly beneficial news for our industry, and could lead to a successful final quarter of further growth should the current trends continue.

To add to our capabilities and dynamism at Woodford, we have recently strengthened our Technical Team with the appointment of Ricardo Hudson assigned as Technical Manager following the departure of Andy Neave, who we thank for his longstanding commitment to the company. You can learn more about Ricardo, his experience and plans for the team in this editions' Focus article on page 4.

Woodford Heating and Energy have continued to be thoroughly supportive and in favour of apprentice schemes despite ongoing concerns with regards to the governments proposed apprenticeship levy in 2017 which could impact funding. We now employ and train 26 apprentices, more than ever in our past, and are committed to the improvement of our industry's workforce and will continue to support apprentices and recruitment programmes in order to do our part in creating the skilled workforce of the future that our sector requires.

At Woodford Heating and Energy, we are happy to invest in people who share our ethos and show dedication to the job. We're delighted to have seen examples of this recognised over the past 6 months within international and national competitions. Congratulations to Warren Andrews, our second year Apprentice who was selected to take part in the International SkillPlumb competition.

A special mention also to Woodford employee Peter Hodgson who was shortlisted for the UK Plumber of the Year award 2016 and who's dedication shines as an example of The Woodford Way.



Roy Alderslade, Managing Director

*The Glenigan Index, August 2016 – www.glenigan.com



November 2016 Issue

Woodford Apprentice Programme Scales New Heights

Record amount raised for The Lighthouse Club

Why Woodford?

Focus: Technical Management



Health and Safety

Health and Safety is a top priority for us at Woodford Heating and Energy. Our independent Health and Safety Advisers, The WorkSafe Partnership attend each of our sites on a monthly basis and report back on their findings. To date for 2016 we have averaged a Health and Safety audit score of 98% across all of our sites. We are committed to continuous improvement for the peace of mind and well-being of our on-site teams and their families and regularly assess our health and safety processes to ensure we improve our record.

Woodford Apprentice Programme Scales New Heights

On the 1st August we took in our largest single intake of apprentices to date. We're proud to be nurturing the future generations of skilled workers in our industry, and welcomed our 12 new starters with an open-day at the Woodford Oakwood House office during which they were able to meet the team, their new colleagues and were given a starters toolkit to make sure they were prepared for their first site visit the following day. Woodford Heating and Energy now have 26 apprentices working across the business.



Congratulations

To the Woodford Heating and Energy 5-a-side football team. 10 of the top Woodford players were victorious in a recent charity knockout tournament hosted by Barratt Homes London. The event, in aid of charity was the last tournament to be held at the old West Ham Football Club stadium, Boleyn Ground (AKA Upton Park) before its demolition. The Woodford side, undefeated in all 8 games, also managed to keep a clean sheet throughout the tournament, culminating in a 1-0 victory over fierce competitors Stanmore Contractors Ltd in the final.

Well done to all those who competed and to the event hosts, raising £75,000 for Children of Heroes, MacMillan Cancer Support and The Silver Line charities.

Why Woodford?

At Woodford Heating and Energy, client satisfaction is something we are driven to deliver and improve on, on a day-to-day basis. Each of our projects undergoes the scrutiny of our 3-stage Customer Satisfaction Programme whereby an independent agent interviews Project Managers at the beginning, mid-stage and conclusion of every project we work on to determine the levels of our service and quality.

Findings are fed straight back to Senior Directors at Woodford so that we can monitor each project and ensure we meet and exceed our high expectations when it comes to the quality of our service and delivery. We call this process, The Woodford Way.

Record amounts raised for Charity

It has been a great year so far for fundraising. Woodford Heating and Energy are dedicated to supporting the Lighthouse Club charity organisation which does such fantastic work for members of our industry and their families.

Woodford Heating and Energy hosted its annual Charity Ball at The Tower Hotel, London on the 24th September this year and we are delighted to share that thanks to our sponsors, clients, suppliers and associates, we were able to raise more money this year than ever previously. A total of £19,000 was raised on the night through donations, a raffle and auction, all of which will help the Lighthouse Charity a small way in continuing their fantastic work.

The night was a great success featuring a delicious meal, live singing from The 4Tunes cabaret group and a host of entertainment to raise vital funds for the charity.

Earlier in the year, Woodford Heating and Energy also took part in July's Survival of the Fittest event



in Wembley Park. A team of Woodford employees completed the gruelling circuit with the assistance and training provided by AMOR-LC. The team were able to raise £4,800 for Tree of Hope; a charity foundation Woodford has raised funds for in the past that does incredible work supporting children's healthcare needs.

For more information, visit www.lighthouseclub.org and www.treeofhope.org.uk



Stratford Plaza, London

Telford Homes appointed Woodford Heating and Energy to supply and install a package for 220 plots including boosted cold water, central energy centre with biomass boiler and gas boilers, BMS control system, LTHW distribution and HIUs, heat meters and M-bus systems, wet riser, conventional radiators and under floor heating, soils and wastes and sanitaryware. £4m over 15 months.



Enderby Wharf, Greenwich

Working with Barratt London, Woodford Heating and Energy managed the fit out of 449 flats. Flat internals, heating, cold water, soils and wastes, sanitary ware, Boosted water/rainage. Supply and install of boosted cold water, central energy centre with biomass boiler and gas boilers, BMS control system, LTHW distribution and HIUs and cylinders, heat meters and M-bus systems, conventional radiators, soils and wastes and sanitaryware.



Focus: Technical Management

July saw Woodford Heating and Energy appoint a new Technical Manager Ricardo Hudson who joins us from his most recent post as Engineering Manager at SGL Systems International. We took some time to find out a bit more about Ric and what his plans are for the Technical Team and beyond.

What made you choose to join the Woodford Heating and Energy team?

I really like the direction that Woodford Heating and Energy are going in. They're a smaller company than I've worked with previously but match anyone in terms of ambition and desire to grow. I know the senior staff at the company and we've always got on, there's also a great working environment and work-life balance which I appreciate having previously spent so much of my working life abroad; it has really let me settle in.

What skills and expertise do you bring from your previous positions in the industry?

I have a strong core skill-set which I feel will really help and contribute to Woodford. On the one hand I'm a fully-fledged project manager, Sigma Black Belt certified and PRINCE2 qualified in the managerial side of the business. Also I have a wealth of technical experience that I'm hoping to share with my team. My engineering industry knowledge covers pretty much every system that we come across in the M&E division.

What are your plans for developing the Technical division over the next 1-3 years?

I think there are tremendous opportunities out there. One of my first moves after joining was to promote our Document Controller to a Design Engineer position. I'm planning on using my experience to train the team up in order to make a real impact on our outgoing capabilities.

Outside of the office, what do you enjoy in your spare time?

I'm really looking forward to having more of a balance with my family and working life, which is something Woodford Heating and Energy seem to encourage and understand the importance of. In addition, I'll be looking to get back into a training and exercise regime which hasn't really been possible because of time restraints in the past!

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