

INTRODUCTION

Correct Contract Services are a specialist provider of mechanical and electrical systems installation and maintenance services to all market sectors - including the corporate housing sector, local authorities, housing associations and domestic home owners. Amongst our clients are Winchester City Council, Reading Borough Council, Fareham Borough Council, Sovereign Housing Association, Enham and many others.

Based in Andover, Hampshire, Correct Contract Services operate across the South of England and London. Our services, whether installation or maintenance, are carried out by a team of post code based engineers – therefore we are always local! In addition, this approach helps to reduce the distance of miles travelled and therefore costs related to a project delivery.

Correct Contract Services have been engaged in mechanical and electrical systems design, supply, installation and refurbishment (upgrades) including servicing and responsive repairs since Incorporation in September 2007. Within the last three years the company has grown from two employees to 18 full time employed staff and developed a pool of more than 20 highly qualified self – employed engineers (sub-contractors) that are available on “as needed” basis.

At the moment we install and /or upgrade more than 700 gas heating systems per year. The works vary according to a property, and may include removal and replacement of obsolete systems, pipe work installation, reactive maintenance, repairs and general building works.

In addition to installation and upgrades we offer a 24/7 response service 365 days a year, with engineers available for call-outs and emergencies day and night, working to a range of identified targets and timescales depending on the nature of the call-out and according to an urgency or vulnerability of a resident.

As well as responsive repairs, Correct Contract Services may also oversee the annual service and maintenance of gas appliances within properties. Our dedicated Gas Servicing Department currently has a capacity to plan and manage over 16,000 service visits per annum.

As noted earlier, we regularly operate on behalf of local authorities or housing associations who have a responsibility towards their residents. As such, the quality of our work and the professional manner in which we undertake it, reflects not only on ourselves, but also our clients (the commissioning bodies). Although not a “partnership” in the legal aspect, we work very closely with our major clients in the spirit of partnership in order to identify cost saving activities and general areas of efficiency. These range from recommendations relating to use of specific materials and products, and effective planning of individual projects through to managing residents (and other stakeholders) expectations.

Our commitment to the continuous services development and perfection of customers’ relationships has been acknowledged by Hampshire County Council. Correct Contract Services have been presented with the Test Valley Small Business of the Year Award 2009/10.

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REFERENCES AND EXPERIENCE

Correct Contract Services have a considerable experience of working for both public sector and private clients. Many of our projects involve replacement or upgrading of boilers and related systems in premises that are occupied – for example social housing projects.

Winchester City Council - City Offices, Colebrook Street, Winchester SO23 9LJ

In August 2008 Correct Contract Services were appointed by Winchester City Council to install new gas heating systems and upgrade existing systems to Part L building regulations standard and to perform minor general building works in a number of properties across the district (approximately 120 new boilers per annum). The works can vary according to the property, and may include the removal and replacement of outdated systems, pipe work installation, reactive maintenance, repairs and general building works. The project is delivered via a very flexible working pattern to ensure we are able to meet the needs of tenants. For breakdowns we work to a target of a same-day response, regardless of the location of the tenant. The project is micro-managed to ensure that we are as flexible as our client's residents require, and we allocate appointments by arrangement to suit the resident, which means issues of non-access are minimised. Appointments are confirmed by the operative ahead of attendance to reduce incidences of non-access and, where possible, we proactively bring appointments forward and complete jobs sooner.

Contact: **Mr Steve White**
Head of Building Services M&E
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Selwood Housing Society - Bryer Ash Business Park, Bradford Road, Trowbridge, Wiltshire, BA14 8RT

Selwood Housing Society is a not-for-profit housing association with over 5,000 properties in Wiltshire and surrounding areas. The association also offers sheltered housing with an on call warden. In addition Selwood owns and manages 12 registered care homes for adults with learning difficulties and / or physical disabilities who require specialist housing care.

We have been carrying out work for Selwood Housing for around two years. Works undertaken are - Gas heating appliances systems design, supply, installation and refurbishment (upgrades) including servicing and repairs and small building works to properties throughout the stock. We carry out approximately 100 new boiler installations each year and small building works are provided on demand in over 5000 properties.

Contact: **Mr John Stewart**
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Enham - Enham Place, Enham Alamein, Andover, Hampshire SP11 6JS

One of the current contracts is with Enham, a registered social landlord, currently providing 248 homes for more than 320 tenants in the village of Enham Alamein in Hampshire. Approximately 50% of its properties are occupied by a person with disability (people with physical and sensory impairments, learning disabilities, complex needs, and disabled or disadvantaged young adults not in education, employment and training). Correct Contract Services have been chosen to provide the annual service of domestic gas heating appliances, fully comprehensive gas heating systems breakdown and maintenance service, including plumbing (for example - leaks) and out of hours service. Servicing appointments are fully planned and managed by our Administration Team.

Contact: **Mr Brian Maloney**
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OUR TEAM

The Company directly employs 18 people and consists of two departments – Operational and Administrative. The Operational Department is formed of two groups – New Build Projects and Social Housing. All engineers are fully trained and accredited to perform boiler installations and servicing work. To help us through holiday, “peak” periods and any other workload increases or absences we have an approved list of more than 20 trusted self-employed engineers (sub-contractors).

All key management team members have an identified deputy who is fully briefed on all current activities and who has authorisation to make decisions on behalf of the Company. This guarantees an ongoing service in the case of sickness, holiday or other absences.

Correct Contract Services is very attentive to the development of its staff. Training needs may be identified at any time, from initial hiring to a changing role, or perhaps due to a corrective/preventive action request. The general training programme is identified in the company’s training policy and the objectives are largely driven by our dedication to continuous improvement and obligations to our employees and customers.

CUSTOMER SERVICE

Correct Contract Services are dedicated to provide services guaranteeing very high customer satisfaction levels. To achieve such a goal we are using monitoring processes defined by our ISO 9001 Quality Management System. In addition, we operate a number of policies outlining our interactions with clients and tenants.

Currently we undertake customer satisfaction surveys (both residents and commissioning bodies) and data is logged on the project management system thereby making it directly available to our clients through their own log-in capability. We also analyse client complaints/ compliments levels. We take great pride in our complaints ratio which has never exceeded 2% and this includes “unjustified” complaints. Our complaints ratio for “justified” complaints rarely exceeds 0.5% and for many months remains at zero. We have only had a single complaint which has necessitated the involvement of our clients to resolve since the company was formed in 2007.

Whilst conducting surveys and analysing feedback addresses the issue of “complaints”, the key element of a successfully delivered project is good and clear communication between all parties involved. This is particularly relevant when working in sheltered accommodation or other property where the residents are vulnerable. These aspects are covered by our “policy when working in occupied premises” which details how, and when, resident liaison should be undertaken.

HEALTH AND SAFETY; RISK ASSESSMENTS

Correct Contract Services are very proud that there were no reportable accidents over the last three years. We are convinced that this was achieved due to the implementation of a very comprehensive Health and Safety Management System and a high level of staff adherence to safe working practices and procedures. Such achievement also indicates the presence of good working environment and relationships between staff. Our employees are paying attention and reporting near misses as soon as they occur. This attitude helps us to indicate places or activities that might pose danger to staff, visitors, clients and members of public.

All of our staff – including the office based administration team – have a full health and safety briefing as part of our company induction programme, and also have refresher courses when new legislation is introduced. Site engineers also have regular toolbox talks – particularly when starting work on a new project or at a new site. Our engineers are also provided with copies of the risk assessments that are undertaken for every piece of work.

ICT AND PROJECT MANAGEMENT

In the Gas Heating Servicing Industry, as in any other service industry, Information Technologies plays a major part when delivering improvements and efficiencies within contracts. The most advanced systems are web based allowing instant access from any computer or PDA device that is connected to the internet. This enables monitoring contract performance using real time data.

Correct Contract Services use a web based project management system - The Engineers Network (TEN). It helps us not only to plan efficiently but also to monitor the progress of every activity. Our clients are given access passwords to enable them to view all information relating to their projects and individual work sites. It also incorporates a facility to log any project delays, problems or complaints and these are then addressed by procedures defined in our QMS.

The communication between mobile workers and offices is facilitated using the TEN on-line service engineer software, including mobile device and SatNav integration. This is a windows mobile device application that empowers our engineers with the capability to receive and process jobs in the field. Our engineers have a work schedule at their finger tips and they are able to sign off as and when they complete their calls. Completed calls are sent to the office on completion allowing our office team to quickly review outstanding work loads. In addition TEN Mobile is GPS enabled allowing our engineers to navigate safely to their next call. We also are using a real-time vehicle tracking system which can be updated from anywhere within 60 seconds and can produce reports for the daily/weekly activities.

TEN is compatible with a wide range of other applications and can be linked with other IT systems very easily. This allows updating both systems - ours and our client's - simultaneously and eliminates the need to enter the same data twice therefore increasing efficiency and data accuracy.

In addition to project planning TEN incorporates a very effective reporting suite. Specific reports are easy to design and access according to the client's needs and allows to report and track project performance against various KPI's. Performance reports are accessible on a web based portal and provide a real time project overview. This helps immediately identify any gaps whether related to customer service, engineers' performance or a quality issue and remedy the situation.

ENVIRONMENTAL

Correct Contract Services are an ISO 14001 certified service provider. This achievement indicates that we consider very seriously the impact of our activities on the environment. During the preparation process we developed a set of policies and procedures that helps to minimise waste and reduce CO2 footprint.

INSURANCE

Correct Contract Services has the following insurance policies:

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|--------------------------|-------------|
| Employers Liability | £10 million |
| Public/Product Liability | £10 million |
| Contractors All Risks | £500,000 |
| Professional Indemnity | £2 million |

From time to time individual clients or commissioning bodies may require higher levels of cover which are put in place on a case by case basis.

CERTIFICATIONS



ConstructionLine ensures that organisations such as Correct Contract Services are “fit for purpose” by carrying out a form of pre-contract vetting. Registration No. 65855



The Gas safe Register replaced the CORGI gas register in Great Britain and the Isle of Man on 1st April 2009. The Gas Safe Register exists to protect the public and all other service users from dangerous gas related work. Registration No. 233880



Safecontractor is an accreditation scheme that assesses the health and safety competency of contractors and service providers. Registration No. N00 134725



OFTEC is a trade association that provides technical support and “best practice documentation” for companies installing oil fuelled heating systems. OFTEC Company Assessments are undertaken in line with the requirements of certification bodies who are accredited by UKAS. Registration No. C9333



Exor provides an outsourced supply chain evaluation and accreditation service to Public and Private Sector Organisations. The service ensures that their registered suppliers are “fit for purpose” and suitably qualified for the type of services that their recognised companies provide. Registration No. BZ1088



NICEIC offers certification services, Building Regulations Schemes, products and support to electrical contractors and many other trades within the construction industry. Registration No. D115907



ISO9001:2008 certified. Registration No. FS 565274



ISO14001:2004 certified. Registration No. EMS 565275