



WOODFORD

HEATING AND ENERGY

A team second to none



In a stronger market with greater than ever demand for high quality housing, we have to create the right platform on which to grow our business. My team and I have worked hard over the past year to secure all of our futures and to build a team that will drive improvements and ensure that we bring top quality to all our work.

The clients we have worked with have given us valuable feedback through our Customer Satisfaction process and we look forward to taking the service further forward again in the coming months.

The ongoing needs of large residential developments after the build phase are many and varied and we are happy to provide a long term service and maintenance offer that is second to none.

With all this and most importantly our customers in mind – we have established a new FM Division in 2015 and increased our management and technical design capabilities in-house.

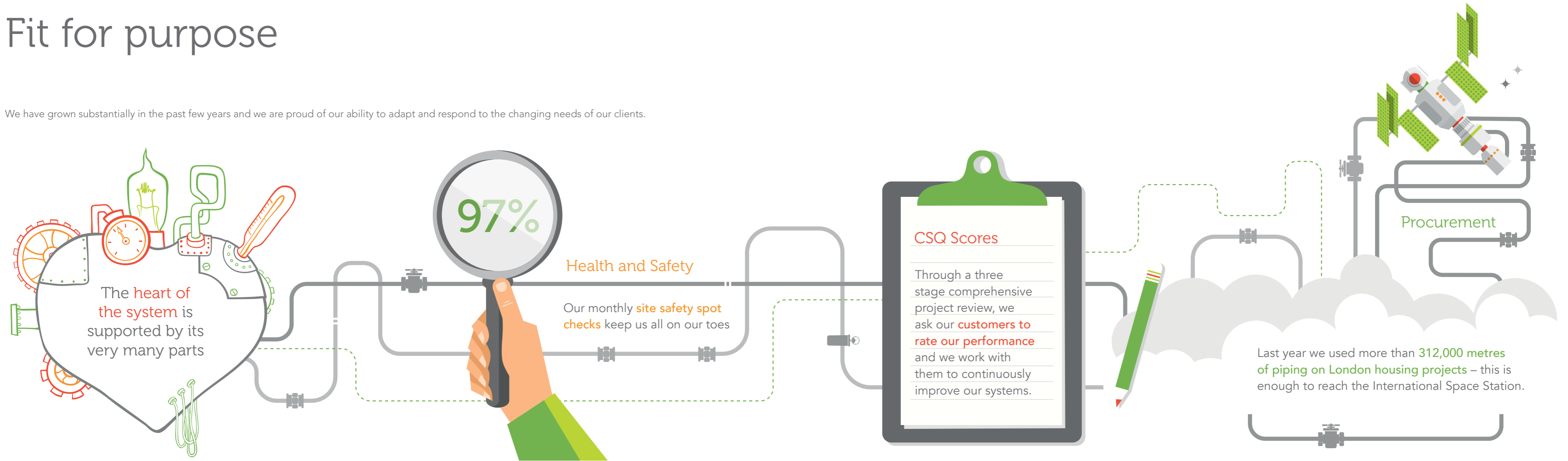
I am happy to showcase some of our most successful and challenging projects in the back of this brochure and we look forward to continuing the great working relationships and reputation that we have in the London market.

If you require more information, please contact me.

Roy Alderslade, Managing Director

Fit for purpose

We have grown substantially in the past few years and we are proud of our ability to adapt and respond to the changing needs of our clients.



Our Growth



Our Clients



The Woodford Management Team



Roy Alderslade
Managing Director

I am proud to lead such a strong team of experts in their field. They deliver excellent projects time after time and are totally reliable.



Steve Abbott
Operations Director

I have seen our business go from strength to strength and supported by my selected team I am pleased to have developed a close working relationship with all of our clients.



Maz Bashir
Contracts Director

I moved from Senior Estimator to Director and am now really aware of the closeness of our teams and the value that they provide to our clients projects.



John Hodgson
Contracts Director

Our repeat business record is outstanding. In recent times it has been even more evident that the team at Woodford is finely tuned and efficient.



Mark Wood
FM Director

We take the headache out of Building Services for our clients. To make their lives much easier.



Tracy Wood
Financial Controller

I've had the pleasure of seeing so many of the team join us as Apprentices and work their way through to senior management positions. Our staff turnover is fantastically low at only 3%. We are loyal employers in a loyal business.





The Woodford Team

We place our customers at the centre of everything that we do and every member of our team is a vital spoke in the wheel that makes our projects a success.

We pride ourselves on our team culture, supported by our Quality Management programme the Woodford Way – our extensive Team support each other to provide our clients with a service that is second to none in the industry.

Technical expertise
We have in-house specialists and quantity surveyors to advise clients on any anticipated technical issues and to maintain cost control from the outset of the project.

Estimating team
Our team of estimators will ensure that your requests for tender are given the highest priority. Working alongside our clients and our own dedicated procurement team, Woodford estimators are well-placed to give you a competitive and clear price for delivering a quality project, in the format that you want it.

Procurement
We have dedicated buyers working continuously to source the best quality products at the best possible price. If you want to know more about the

materials on offer and how these are developing to assist in delivering the project please ask our team; they are up to date and researching as we speak. We are always looking at innovation and new technologies.

Customer care
We take the views of our customers extremely seriously. The success of our service ultimately rests with how our clients and their customers feel about our service. Knowing that you will receive fast, efficient and friendly service and maintenance from our technicians and engineers adds immense value to an entire project.

On-site teams
We have well-managed on-site teams headed up by our Contracts Managers, Tony Ash, Steve Allingham, Mark Burchett and Billy Eastman; and a core of handpicked foremen who deliver excellence time after time.

Service and Maintenance
Here today and still here tomorrow – for as long as it takes. We share our clients' desire to leave the site in safe hands by providing full warranties, service contracts and safety inspections.

Why Woodford?

We have a robust and independently assessed methodology in place to continually evaluate customer satisfaction on every project. The quicker we can understand your needs the sooner we can deliver to your expectations.

Our process follows these three stages:

Stage One

Our senior managers and directors will meet you to understand your priorities and success factors for the project.

Stage Two

Our senior managers and independent consultants will interview you mid-project to assess how we are meeting your priorities for the project. We act on this information and adapt as necessary.

Stage Three

At close of the project, our independent customer satisfaction consultant will arrange to interview your project managers to learn from the project – what we could improve on and what we delivered well. We take your feedback and we review our service to get better time after time.

In addition to this process – we do all the things that every contractor will say that they do – continual quality assurance and monitoring. We are just better at doing them:

Recruitment

The friendliest, personable and professional people

Experience

Widely experienced and committed to high performance on every project

Loyal and Long Serving Teams

Value building relationships with our clients and providing high consistency

Record of Success

Outstanding and our clients will tell you why

A Culture of Zero Defects

Care about the handover of the project to you as a satisfied customer.

A word cloud on a green background featuring various terms related to project management and customer satisfaction. The words are arranged in a non-linear fashion, with some appearing vertically and others horizontally. The colors range from light yellow to white. The words include: Fair, On time, Extra Mile, Safety, Discipline, Commitment, Quality, Success, Pride in the job, Happy tenants, Character, Technical skill, Service, and Expertise.

Health and Safety

We are immensely proud of our approach to and success in achieving our Health and Safety targets across the business.

We take Health and Safety very seriously. As part of our commitment to this, we have commissioned an independent Health and Safety adviser to visit all of our sites each month and score our team on the health and safety aspects of their work.

The audit scores are collated and these form the real time data score that you can see on our website's home page. We are immensely proud of our approach to and success in achieving our Health and Safety targets across the business and it pleases our clients to see our dedication to these targets.



Fit Out and Additional Specialist Services

We collaborate with our fit-out trade partners to provide a harmonious fit out process for our clients.

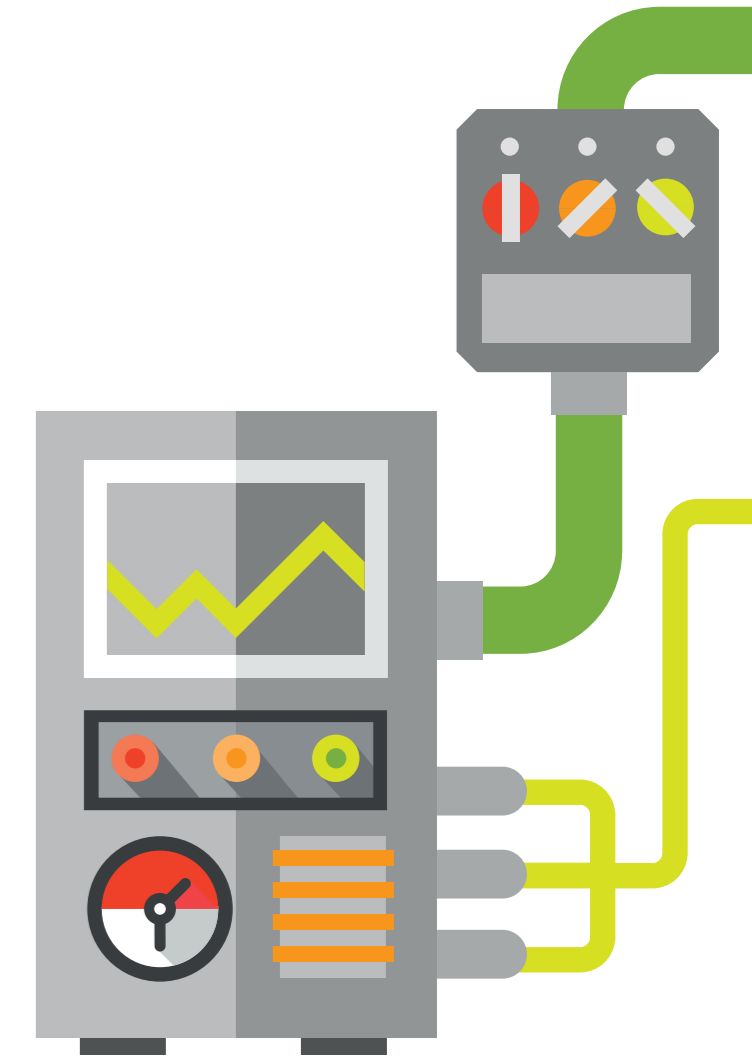
From central heating to gas works, we provide the highest quality installation and maintenance services for all your heating requirements including:

- MEV and MVHR – heat recovery
- Underfloor heating
- Sprinklers
- Bathroom complete sanitaryware installation, en-suites and wet rooms
- Kitchens – drainage and hot and cold water in partnership with the kitchen specialists.

Including all quality inspections and full testing, our quality assurance systems ensure that the full fit out process runs seamlessly from specification to handover of stylish rooms.

We also specialise in providing the following:

- Dry & Wet Risers
- Car Park Vent
- AOV
- Sprinklers
- AC
- Ventilation



Energy Centres

Advice on your options for sustainable energy; from CHP to biomass and solar panels.

Energy centres are bespoke plant rooms designed to address both the ESCO and planning requirements. They incorporate a variety of traditional and sustainable generation technologies, integrated into one package.

The increasing popularity of centralised boiler plants with HIUs per dwelling is because they are not only more efficient but can also gain BREEAM points.

Our service to you

Woodford can advise you on options for sustainable energy; from CHP to biomass and solar panels. Looking at traditional installations and modular/package solutions.

Our wide range of customers has different needs and we adapt our approach to ensure that each client is getting the best service tailored for them.

We work closely offering technical expertise and experience to assist the design team in developing the most sustainable and optimised solutions. This includes consideration of maintenance requirements post-installation.

Why Energy Centres?

Planning requirements for renewable, low carbon and centralised energy supply are increasingly demanding and this is exemplified by the London Plan and strengthened by boroughs nationally adopting similar policies.

The benefits to you of heat networks:

- Lowered cost of energy generation
- Increasing fuel efficiency through use of CHP (Combined Heat and Power)
- Significant reduction of CO2 emissions through optimisation of heat supply
- Using renewable heat efficiently and providing opportunities for the deployment of renewable technologies that otherwise wouldn't be viable
- Improving security and predictability of energy supply

Benefit from our expertise in installing energy centres

Our experience of installing sophisticated energy centres in partnership with new build residential housing developers, sets us apart from many other contractors. We have developed a body of expertise, working with the developers to improve and enhance the integration of existing technologies.

We install energy centres either as modular units produced off site or as a traditional on-site build. The advantage of off site fabrication and modular build are that the installation quality is in a semi-controlled environment allowing modular sections and skids to be tested and witnessed off site. This simultaneously saves on programme time.



Design Consultancy & BIM

The key to good design is marrying your vision with the structural constraints.

We provide a full MEP Building Services, Design and Build Service.

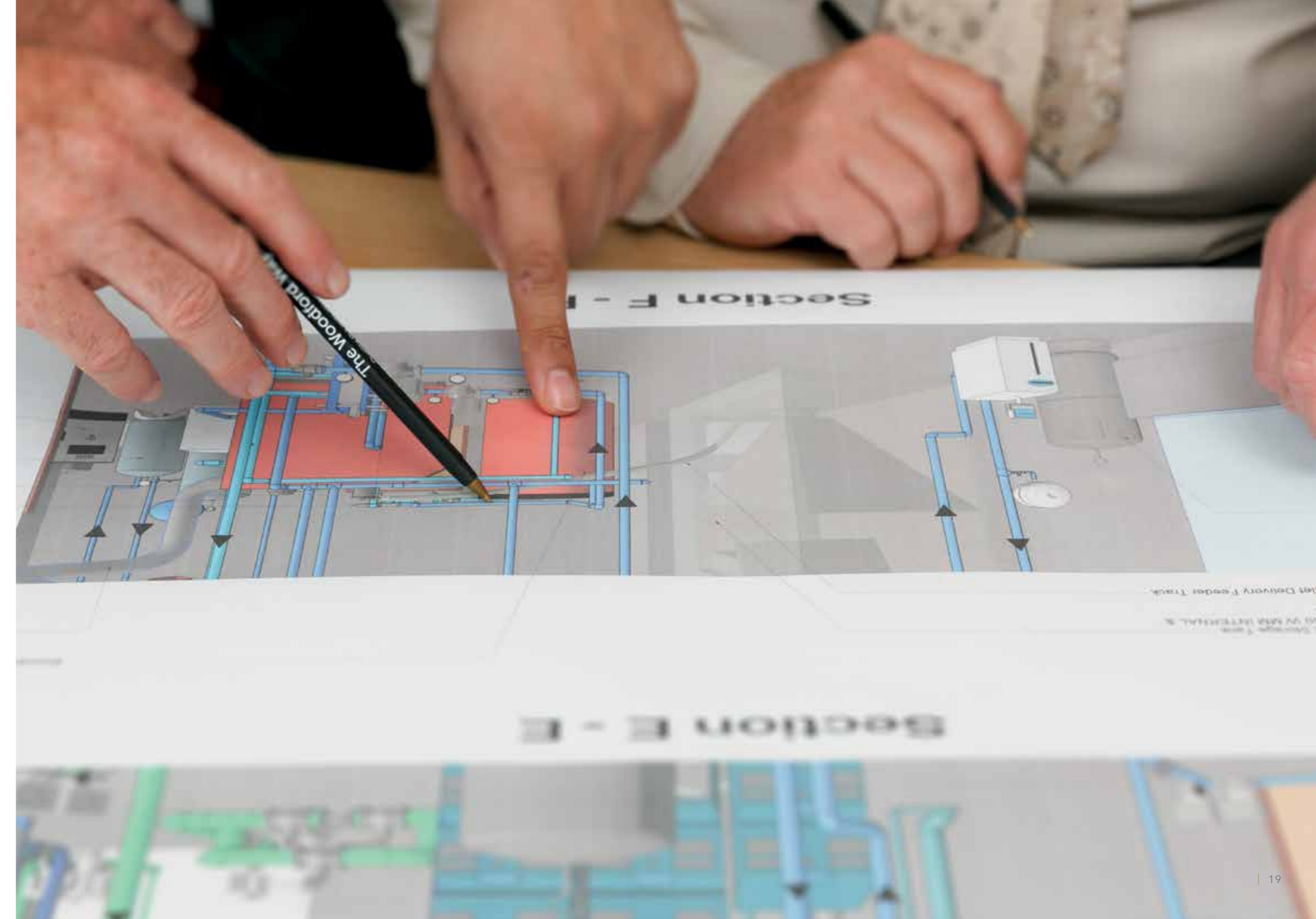
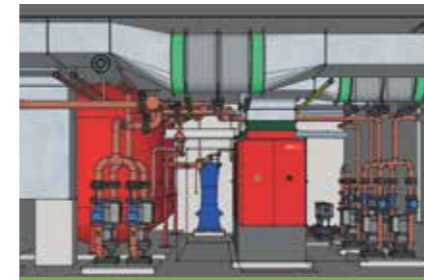
From our Head Office, we deliver schemes from £1m to £10m and we know that the key to good design is a comprehensive understanding of our client's needs.

We ensure that we are aware of the structural constraints of your project, to provide you with a buildable and pleasing design.

Our approach to Building Services installations is:

- Collaboration – from the start there will be close interaction with our design operations and commission team
- To prepare a full range of technical drawings – incorporating BIM, 3D Design and CAD

- Site surveys and validation reports
- Early identification of potential issues along with a proposed solution
- Early practical buildability including value engineered solutions
- Bid support for clients including method statements, attendance at interviews and other best value supporting information
- Hevacomp D&B abilities
- Fully-realised designs from concept through to installation, O&M manuals and Aftercare
- Energy Saving Initiatives (ESIs)





Credentials & Policy

We know that there are some aspects of service that are too important to leave to chance.

Our business must stand up to scrutiny and so we spell out our policy in these essential areas:

Health and Safety

Responsibility to our staff, residents and colleagues.

Environmental

Responsibility to our planet and our children's future.

Green paper policy

All paper used by Woodford for printing, photocopying and external publications contains recycled fibre and/or virgin fibre sourced certified by the FSC certification scheme.

Equal Opportunities

Responsibility to the diversity of our communities.

If you would like to view our policy statements in full please contact: info@woodfordheating.com

We are accredited with all the main industry bodies and all of our onsite teams hold current CSCS certification.



a new brand; a new HVCA



Waterside Park

Value £5.7M

Project Duration 40 months

Client Barratt London

Type of project Full fit out of 583 plots consisting of town houses and various blocks of flats. Also included the boosted water, drainage and rain water installations.

"As we would expect of Woodford, this has been a high quality, well-managed installation and working together throughout the project, we have come to regard them as an essential and reliable part of our team."

Tony Shopland, Site Manager, Barratt London



Brixton Square

Value £2.1M

Project Duration 15 months

Client Barratt London

Type of project Supply and install of complete mechanical package including energy centre with gas fired boilers and CHP unit, boosted cold water, underfloor heating, dry risers and fit out of 155 flats.

"Woodford Heating have successfully completed the work which allows for full occupation. I would like to thank you for the help and co-operation by both your Operatives and Managers during your subcontract works. You helped to produce the successful completion of this scheme."

David Paul, Projects Director, Barratt London

Greenwich Reach

Value £1.5M

Project Duration 10 months

Client Galliard Homes

Type of project Fit out project to 186 plots - including LTHW distribution, air conditioning, heat meters, and M-bus system, MVHR ventilation, dry risers, soils and wastes.



Avant-garde Bethnal Green Road

Value £4.1M

Project Duration 29 months

Client Telford Homes

Type of project Full fit out of 360 flats and the installation of mechanical infrastructure including the energy centre (gas boilers, biomass boiler and CHP), boosted water and wet riser.



Sidmouth Street

Value £1M

Project Duration 13 months

Client Crest Nicholson

Type of project 52 high specification plots. Central energy centre with CHP unit and gas boilers, BMS system and central plant control panel, MVHR ventilation systems, LTHW distribution and HIUs heat meters and M-bus systems, dry risers, underfloor heating throughout, soils and wastes.



Essex Wharf

Value £1.5M

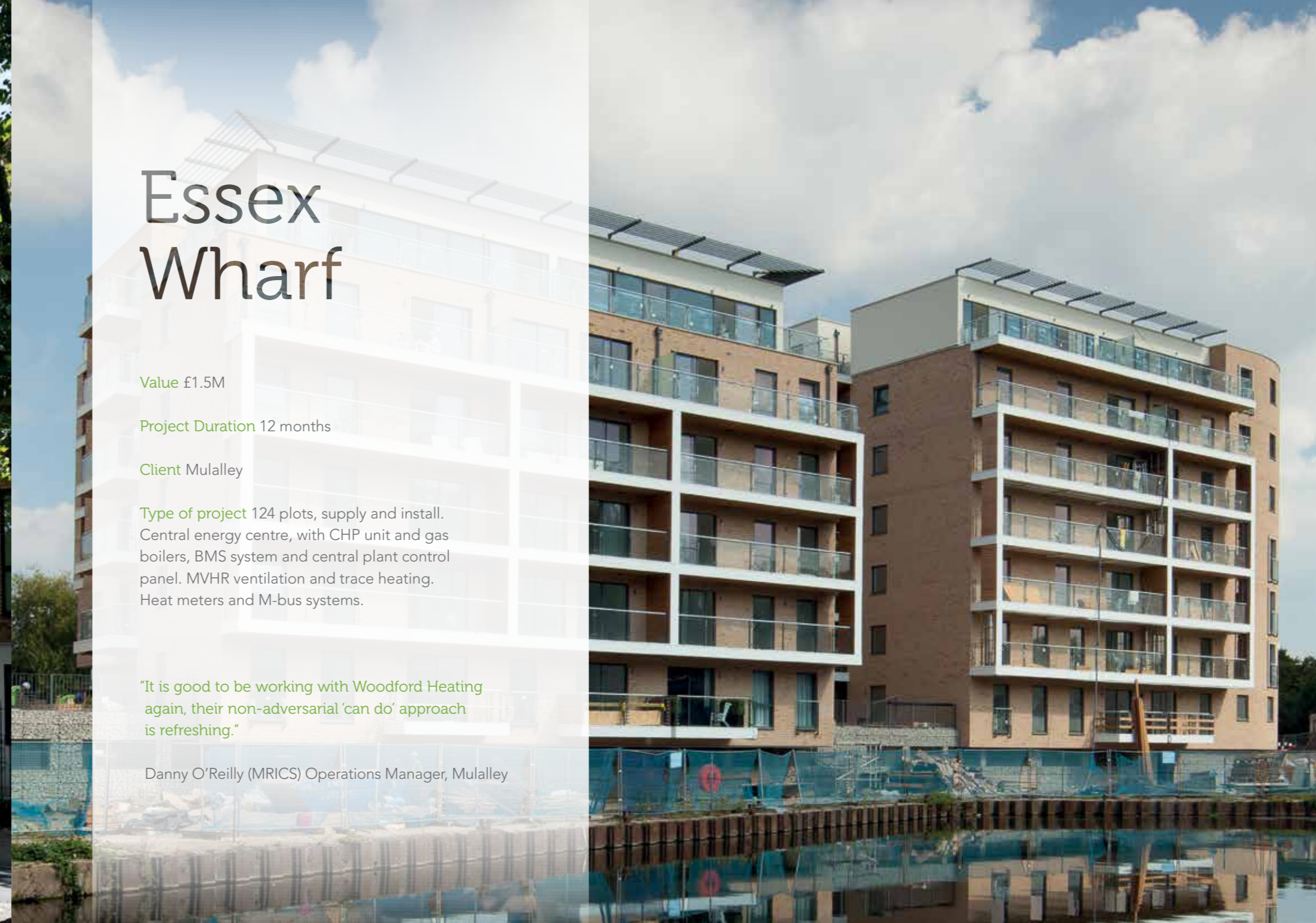
Project Duration 12 months

Client Mulalley

Type of project 124 plots, supply and install. Central energy centre, with CHP unit and gas boilers, BMS system and central plant control panel. MVHR ventilation and trace heating. Heat meters and M-bus systems.

"It is good to be working with Woodford Heating again, their non-adversarial 'can do' approach is refreshing."

Danny O'Reilly (MRICS) Operations Manager, Mulalley



Greenwich Creekside

Value £2.5M

Project Duration 18 months

Client Telford Homes

Type of project Installation of a biomass boiler complete package including fit out of all 237 flats.

“Working with Woodford Heating was a breath of fresh air. They produce high quality installations and work hard as a team to deliver it. I would happily recommend Woodford to undertake this type of contract in future.”

Damian Barden, Project Manager, Telford Homes



Catford Green

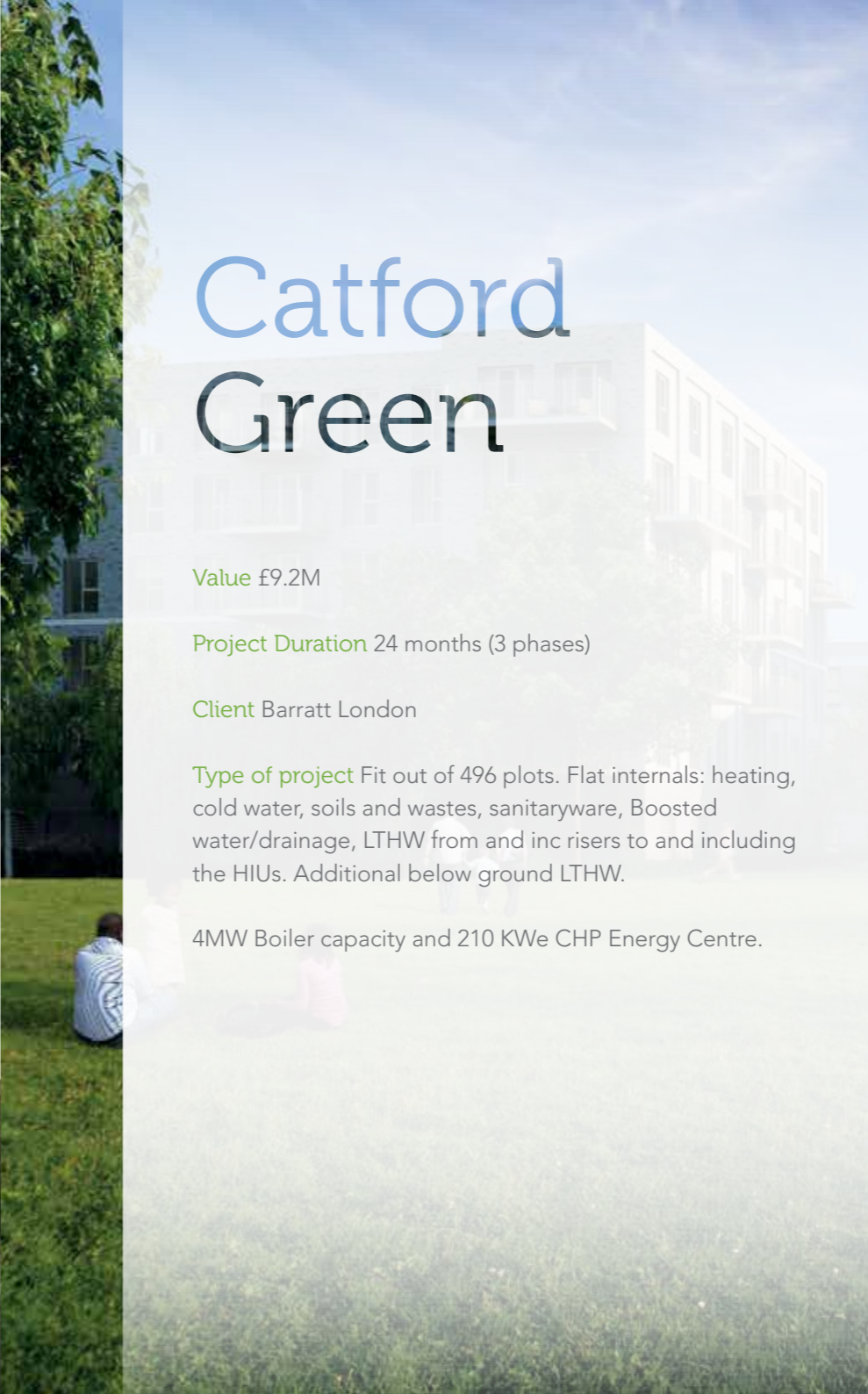
Value £9.2M

Project Duration 24 months (3 phases)

Client Barratt London

Type of project Fit out of 496 plots. Flat internals: heating, cold water, soils and wastes, sanitaryware, Boosted water/drainage, LTHW from and inc risers to and including the HIUs. Additional below ground LTHW.

4MW Boiler capacity and 210 KWe CHP Energy Centre.



Aylesbury Estate

Value £2.1M

Project Duration 10 months

Client Durkan Limited

Type of project Aylesbury Estate – Block A1
52 flats and Community centre.

“Woodford’s team were exceptional throughout the project. We had a great working relationship across the entire team and their knowledge and expertise in this type of build was key to delivering our project in good time and in line with the other trades. I would be delighted to work with them again.”

Eric Brown, Project Manager, Durkan Limited



Rick Roberts Way

Value £2.3M

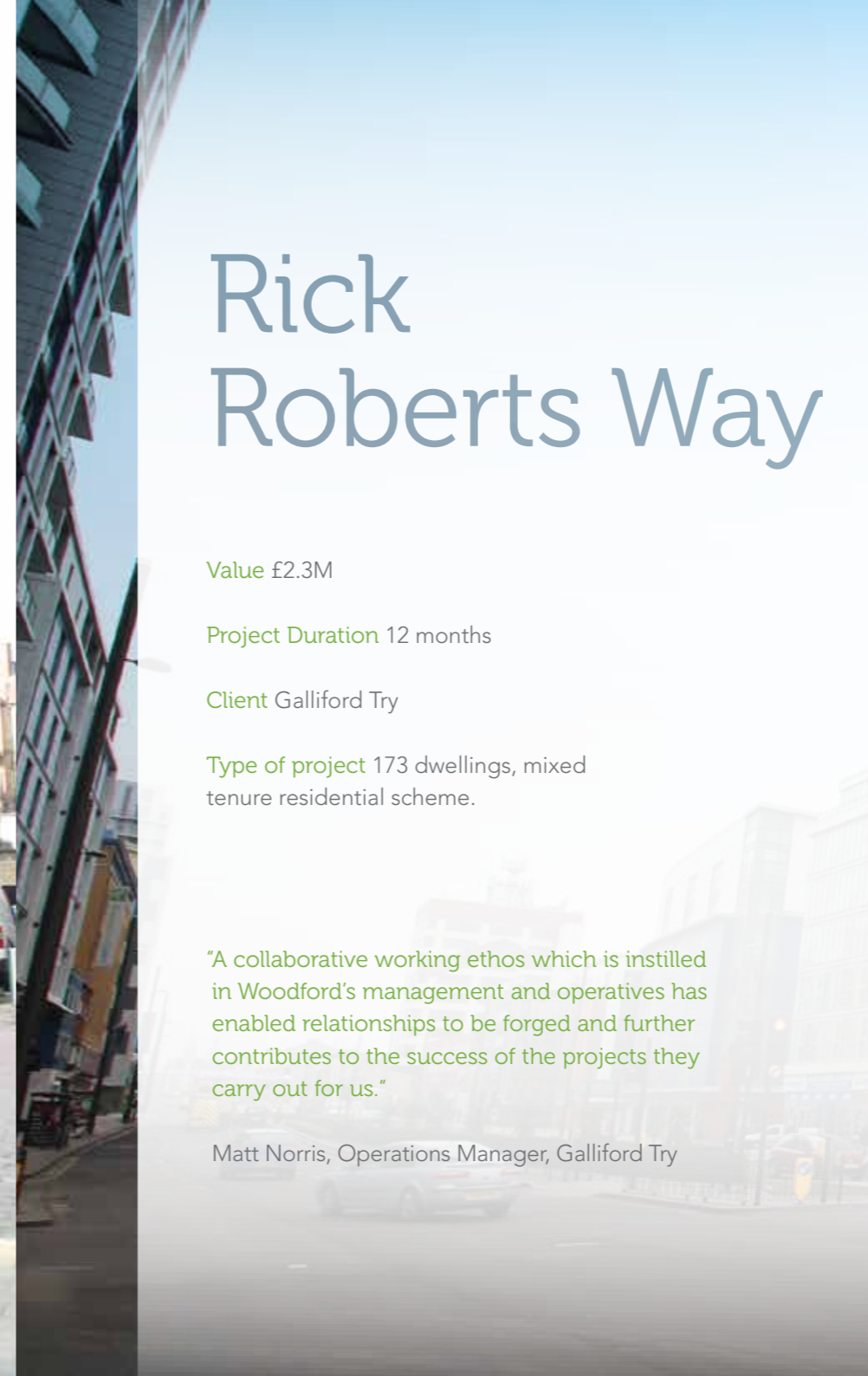
Project Duration 12 months

Client Galliford Try

Type of project 173 dwellings, mixed
tenure residential scheme.

“A collaborative working ethos which is instilled in Woodford’s management and operatives has enabled relationships to be forged and further contributes to the success of the projects they carry out for us.”

Matt Norris, Operations Manager, Galliford Try



Enderby Wharf

Value £8.8M

Project Duration 30 months

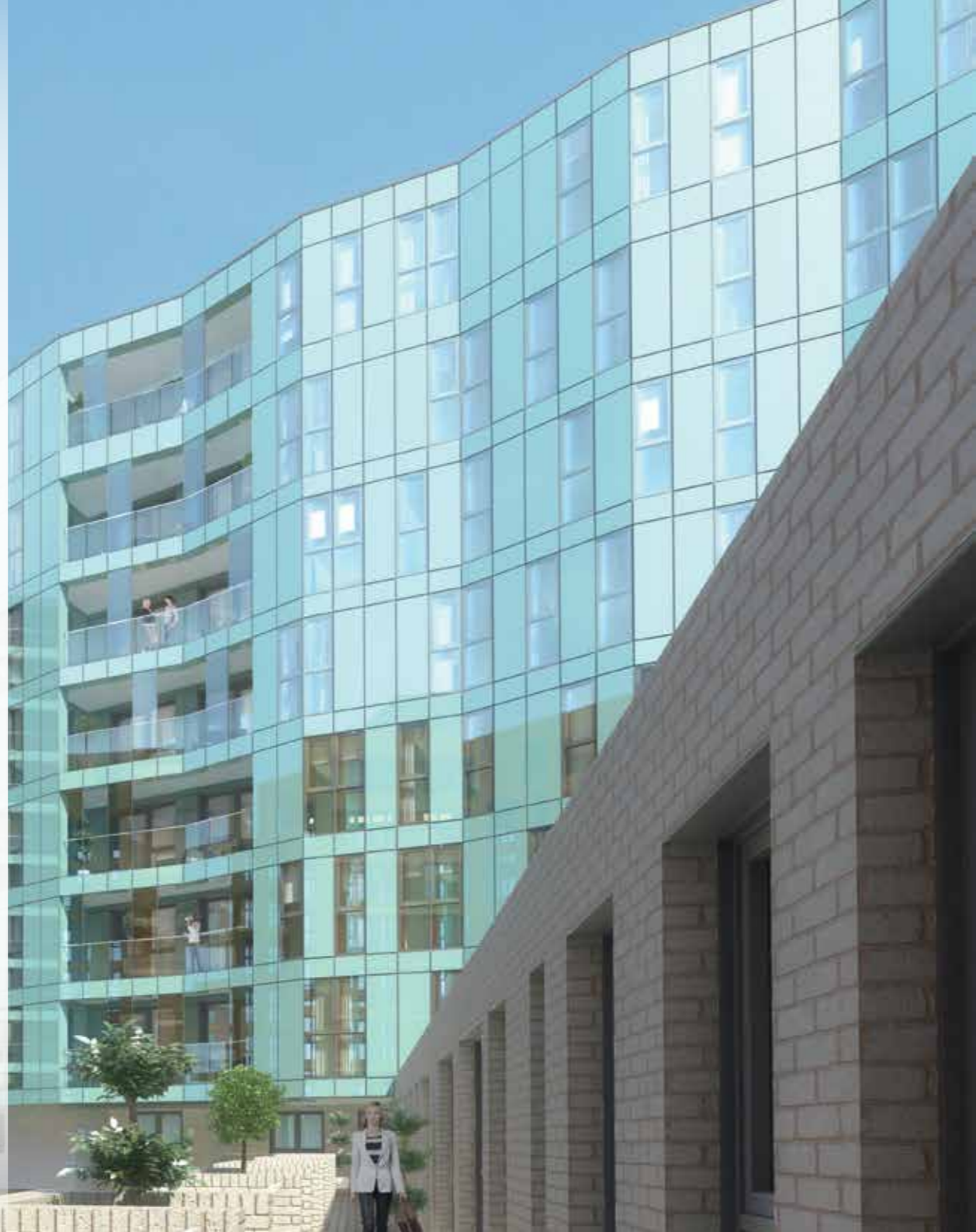
Client Barratt London

Type of project 449 flats. Fit Out, Supply and Install

Fit Out Fit out of 449 flats. Flat internals - Heating, cold water, soils and wastes, sanitary ware, Boosted Water / Drainage.

Supply and Install 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, sanitaryware.

7.5MW Boiler capacity and 365KWe CHP Energy Centre.



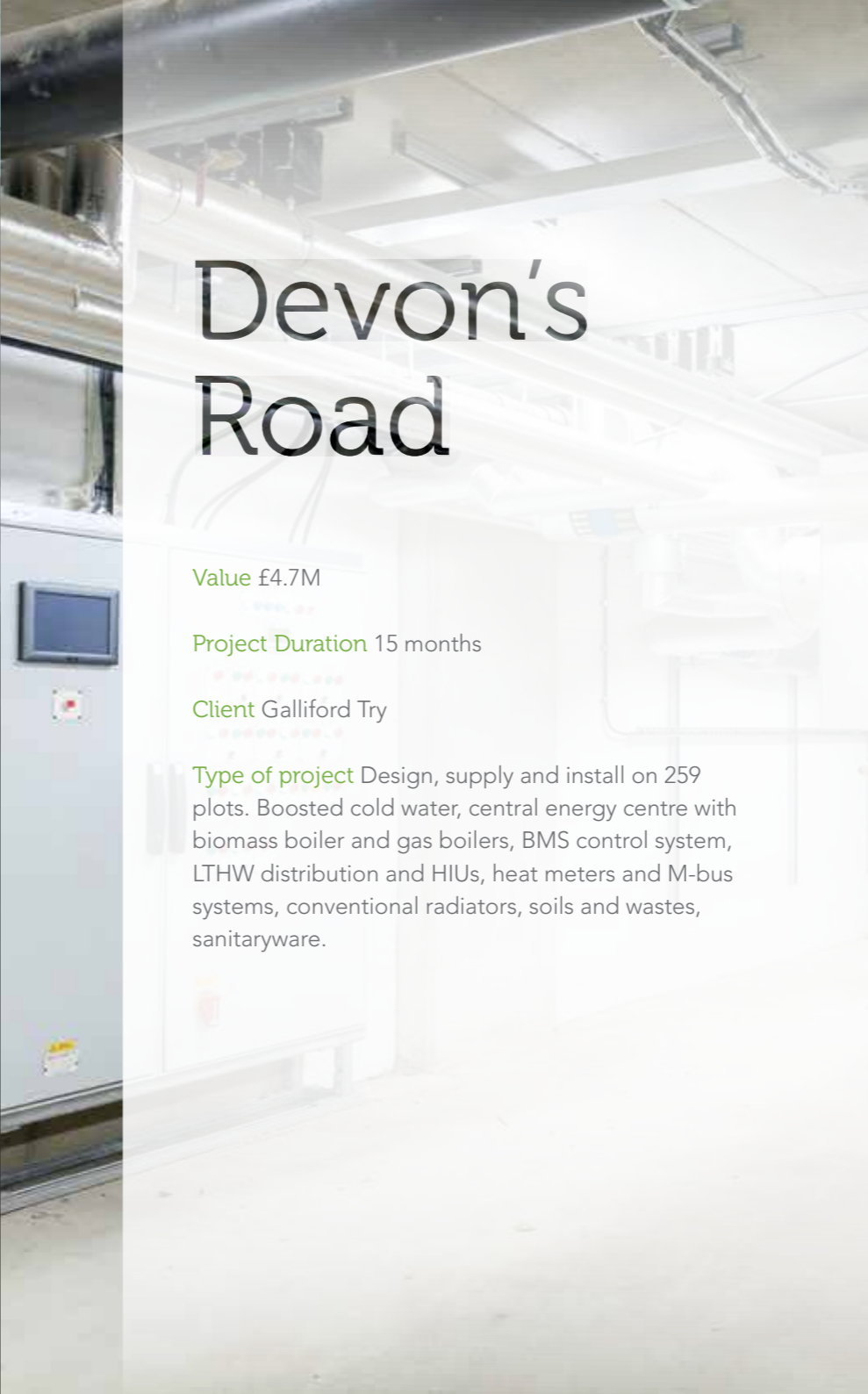
Devon's Road

Value £4.7M

Project Duration 15 months

Client Galliford Try

Type of project Design, supply and install on 259 plots. 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, conventional radiators, soils and wastes, sanitaryware.



Woodford FM

About us

Our Service & Maintenance Department has evolved progressively with the company building on the reliability that has earned us a reputation for delivering our promises including the provision of outstanding Customer Care and Aftercare to our completed projects and to other clients to whom we offer our services on projects completed by others.

We pride ourselves on reliably exceeding expectations of the clients and deliver high levels of Customer Care.

Our Service & Maintenance team members

The Service & Maintenance Department is staffed by a dedicated team including our FM Director Mark Wood, Service Manager Anthony Kearney, Customer Care Manager Elaine Bellchambers and Customer Care Assistant Jessica Degraag.

Each member of the team has many years of experience in Service & Maintenance and Customer Care and they are all extremely customer focused.

Contact us for a free appraisal of your Planned Preventative Maintenance requirements and professionally presented proposal.

Dedicated phone numbers

Our Service Department & Customer Care team have dedicated telephone number and email addresses to enable our staff to be easily contacted by our clients including a separate phone number for our 24/7 emergency out of hours service.

Contact our Customer Care team on: 0208 498 2072

We have a team of in-house Service Engineers who are very experienced and customer focused.

All of our Service Engineers wear company uniforms, carry a company identification card, and drive sign written company vehicles to ensure they can be easily identified when attending to residents properties.

Our Service Engineers are trained to be polite and courteous and to always explain the reason for their visit on arrival at the premises.

Our Customer Promise

Communication – fast, efficient and reliable

Our Service & Maintenance Department uses the latest in Service & Maintenance software which is used to log all of our projects and the individual addresses at handover stage against which we log the assets.

All reported problems are entered onto the system and once an appointment has been made with the residents a job is deployed to our Service Engineers hand held PDA which contains full information regarding the nature of the problem, the equipment details and any specific information relating to the visit including the appointment details and access arrangements.

Once the repair has been carried out our Service Engineer updates the notes on the job and the information comes back to our Service & Maintenance back office system automatically.

The software has various modules which offer benefits to our clients including a web module which enables our clients to log in via secure username and password to gain access and view the status of individual jobs which can be identified either by address or clients reference numbers.

In addition to this if requested, our system can be set to email a pdf copy of the job details to the client as soon as the system is updated by the Service Engineer.

The system can also produce a number of bespoke reports such as weekly completion lists etc. using data extracted from the system and exported into an MS Excel spreadsheet.

Responsive – 24/7, 365 days per year

We ensure we maintain adequate numbers of Service Engineers to be able to respond to emergency repairs whilst still meeting planned appointments for Customer Care type calls and Planned Preventative Maintenance visits.

We can respond to emergency Calls within 2 hours often sooner depending on the location.

In addition to the normal hours service we operate a dedicated out of hours service which again is operated using our own Service Engineers 24/7 365 days per year.

Any calls received out of hours are notified to our clients the following day together with details of the works carried out to resolve the problem.

Planned Preventative Maintenance

We build into our Planned Maintenance Schedule regular inspection visits which are programmed to suit the amount of equipment on site and the potential for problems.

Plant schedules

As part of the internal handover process we prepare plant schedules of all equipment within the plant rooms and individual properties and utilise these schedules as the basis of a Planned Preventative Maintenance programme for the site.

We ensure that all plant items have service visits scheduled in line with the product manufacturer's requirements.

In the absence of service recommendations by the manufacturers we refer to the content of SFG20 which is the recognised industry standard for Service & Maintenance.

We offer a fully managed service and ensure that we include the Service & Maintenance of specialist sub contractors equipment such as BMS systems & CHP (combined heat & power) to ensure all equipment is maintained to high standards and therefore warranties maintained.

Detailed logbooks

As part of the Planned Preventative Maintenance regime we ensure that log books are maintained on site and are completed on all visits.

Regular inspection visits to suit you

We build into our Planned Maintenance Schedule regular inspection visits which are programmed to suit the amount of equipment on site and the potential for problems to arise undetected.

These inspection visits can be either weekly or monthly as required and have far reaching benefits in that the early indications of problems can be identified and any necessary repairs carried out in a planned environment rather than reactive or even emergency repair.

Statutory compliance checks

We ensure that all statutory compliance checks are carried out and documentation maintained.

Manufacturers' product training

Our Service Engineers regularly attend product training with the manufacturers of any equipment that we install as part of our project works to ensure that they are fully familiarised with the servicing & fault finding procedures which enables us to quickly & efficiently deal with any problems that arise.

In addition to the product training with the various manufacturers we arrange to keep a stock of known spare parts that are likely to be required which again enables us to carry out a higher proportion of 'First Time Fix' repairs.

Manufacturers aftercare service liaison

Our Service & Maintenance team ensure we have excellent lines of communication in place with various product manufacturers so that on the rare occasions that we need the manufacturers to arrange for their own engineers to attend to a problem – we already have arrangements in place.

We manage the process and ensure that we follow up the arrangements either with a joint visit with one of our engineers or supervisors or by following up with telephone calls to determine the outcome of the visit.

Project handover and project involvement

As part of our handover procedures and introduction of the Service & Maintenance department to our client, end users and concierges, we provide the dedicated telephone numbers to be used to get directly through to our customer services team together with individual email addresses for the whole team.

The internal handover from projects to Service & Maintenance includes a site induction of our Service Engineers as the works are nearing completion and again at project handover to ensure that they are fully familiar with the location of all services and items of equipment installed.

FM Case Studies

We carry out Planned Preventative Maintenance on the following projects where we managed the original installations.

Sidmouth Street

The original project was for 13 months at a value of £1m and comprised of the installation of an energy centre including 2 No 215kw gas fired boilers, 1 No CHP & thermal store, pumps all of which is BMS controlled.

We carry out Planned Preventative Maintenance to the energy centre which includes the following

- Maintenance of the 2 No gas boilers
- Inspection of the primary buffer vessels
- Maintenance of the heating pumps
- Inspection of plate heat exchangers
- Maintenance of the pressurisation units and expansion vessels
- Maintenance of the BMS/controls systems
- Water treatment to closed systems
- Monthly plant inspections visits
- Customer care visits to the flats for all plumbing, heating and ventilation



Brixton Square

The original project was for 15 months at a value of £2.1m and comprised of the installation of an energy centre with 6 No gas fired boilers and CHP unit, boosted cold water and fit out to 155 flats all of which is BMS controlled.

- Maintenance of the 6 No gas boilers
- Maintenance of the CHP unit
- Inspection of the primary buffer vessels
- Maintenance of the heating pumps
- Inspection of plate heat exchangers

- Maintenance of the pressurisation units and expansion vessels
- Maintenance of the BMS/controls systems
- Water treatment to closed systems
- Monthly plant inspections visits
- Customer care visits to the flats for all plumbing, heating and ventilation



FM Case Studies

In addition to carrying out Planned Preventative Maintenance at these sites we offer a full 24/7 365 day emergency service offering a 2 hour response to our contract clients.

Avant-garde – Bethnal Green Road

The original project was for 29 months at a value of £4.1m and comprised of the installation of an energy centre including a biomass boiler, 9 No gas fired boiler modules, a CHP (Combined Heat and Power) unit, primary heating buffer vessels, primary heating pumps, plate heat exchangers and secondary heating pumps feeding various blocks, all of which is BMS controlled.

We carry out Planned Preventative Maintenance to the energy centre which includes the following

- Maintenance of the biomass boiler
- Maintenance of the 9 No boiler modules
- Inspection of the primary buffer vessels
- Maintenance of the heating pumps
- Maintenance of cold water booster pumps
- Maintenance of wet riser pumps
- Inspection of plate heat exchangers
- Maintenance of the pressurisation units and expansion vessels
- Maintenance of the BMS/controls systems
- Water treatment to closed systems
- Monthly plant inspections visits
- Customer care visits to the flats for all plumbing, heating and ventilation



Greenwich Creekside

The original project duration was 18 months at a value of £2.5m and comprised of the Installation of an energy centre including a biomass boiler, 7 No gas fired boiler modules together with primary pumps, plate heat exchangers, and secondary heating pumps serving various blocks all of which are controlled by a BMS system.

The project included the fit out of 237 flats with heat interface units.

We carry out Planned Preventative Maintenance to the energy centre which includes the following:

- Maintenance of the biomass boiler
- Maintenance of the 7 No boiler modules
- Inspection of the primary buffer vessel
- Maintenance of the heating pumps
- Maintenance of cold water booster pumps
- Inspection of plate heat exchangers
- Maintenance of the pressurisation units and expansion vessels
- Maintenance of the BMS/controls systems
- Water treatment to closed systems
- Monthly plant inspections visits
- Customer care visits to 237 flats for all plumbing, heating and ventilation



Company Details

Name of business: Woodford Heating and Energy

Company registration number: 2868418

Business type: Private Limited Company

Date of formation: 1994

Nature of business: Specialists in design, installation, maintenance and servicing of MEP and full building services

Annual turnover: £32m (forecast 2015-16)

Management/supervisory staff: 25

Operational management team: 8

Clerical/support staff: 31

Apprentices: 15

Team resources: 140





WOODFORD
HEATING AND ENERGY

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