



Winter 2010 / 2011

Hello and welcome to our winter newsletter.

I usually find the first six weeks of a new year to be fairly depressing, Christmas is over, summer is a long way away; everyone's fed up of winter and of long dark nights. This year should also be more depressing than most, fuel hikes, inflation worries and the ongoing reductions in Government spend.

Weirdly, neither I, nor it appears our team feel depressed at all. We've just seen off what has been a very tough year for our industry, recording record sales of £36m in the process, completed a painful internal restructure of some under-performing areas of the business and are now very much on the front foot.

Luck is good or bad fortune in life caused by accident or chance, but luck as in sport or business, is no use without timing. The timing of December's record low temperatures created £3 billion of frost damaged insurance building claims nationally and has filled our order books to capacity at a time when new contracts in our industry are hard to come by. The timing of this good fortune has turned our mindset from one of "worrying about the economy" to one of "how will we cope" but cope we will. Our Superstars will shine as they always do and I will again be indebted to the resilience and can do attitude that our teams always exude when under pressure - as Managing Director its very humbling to witness the dedication and team spirit in action at Gelder Group, it makes me feel very proud.

A belated Happy New Year to all our readers, customers, suppliers and staff. I hope it's a good one for both you and your families and I hope you enjoy reading this newsletter.



Steve Gelder MBE
Managing Director



Wildlife Moves Into Environmental Park

A Barn Owl, a Fox and a Sparrow Hawk have all moved in to the Gelder Groups 15 acre environmental park over the winter. The owl, a particular achievement moving into our purpose built owl tower less than 6 months after it was built. The fox, will hopefully help keep down our rabbit population that appears to be multiplying daily.



Pictured - The purpose built owl tower and the Gelder Group resident fox.

Have Your Say....

Business Improvement Suggestion boxes and stations have begun to appear around the Gelder Groups various areas of operations in an effort to get staff at all levels coming up with ways to improve the business. In addition to this a business improvement notice board has been added to the company's intranet.

On the installations Group Managing Director Steve Gelder (pictured) comments "we have over 300 staff located at 6 and soon to be 8 locations that cover an area of well over 10,000 square miles. We want feedback from all our staff but it's not always easy for them to communicate their ideas and suggestions to the board or me. Hopefully the intranet notice board and the business improvement suggestion boxes will improve this".

Employees are invited to comment on a range of topics including cost saving increasing market share, staff motivation, improving systems as well as asking questions, communicating a problem or just requesting praise for either themselves or their colleagues. All communications receive a personal reply from Steve Gelder and any ideas that are acted upon and lead to increased efficiencies, market share, staff moral or the profitability of the Group will receive a cash reward.



Pictured - Group Managing Director Steve Gelder with the first of the 12 business improvement suggestion boxes that are being installed in all Group locations.

Cold Weather Leads to Surge in Drying Orders

Gelder Group's investment in Home and Dry is seeing a quicker than expected return with over £100,000 of speed drying orders being received during January. Coupled with this, traditional drying instructions have averaged eight per day leading to over 250 separate pieces of kit being installed in properties across the country.

Home and Dry provides national drying solutions to loss adjusters and service providers that are delivered by a team of UK wide experienced Insurance, Repair and Renovation contractors in an effort to challenge the existing national operators by providing a more integrated offering that reduces claim durations, claim costs and improves customer satisfaction ratings.

All Home and Dry operators are trained to stringent Dewpoint Standards, the Group's own training brand that is currently being City and Guilds accredited. This then gives access to over £1m of speed drying equipment, 17 machines that have the capabilities to reduce traditional drying times by some 70%.



Pictured - 3 of the Group's 17 new Home and Dry speed drying trailers.

High Profile Contract Secured at Lincoln's Bentley Hotel

The Gelder Group are delighted to be chosen as the preferred contractor for the £1/2 million Beauty Spa addition to Lincoln's Bentley Hotel. A challenging addition and the hotel leisure facilities which will provide a thermal suite, hairdressing facilities, pedicure, relaxation areas and treatment rooms to the front of the hotel for new and existing customers.

Major Contracts Director, Kevin Manterfield commented on the project. "The Bentley is known to absolutely everyone from Lincoln and the surrounding areas. It's a very high profile building situated on the A1434 roundabout of the busy A46 Lincoln bypass, the cities only dual carriageway, the main western entry when travelling eastwards into the city and travelling eastwards the first place you come to. Lincoln projects do not come more visible than this and we are delighted to be chosen as the hotel's preferred partner".

The project is a 15 week contract, commencing in March 2011 with an opening date planned for July 2011.

Pictured - Lincoln's Bentley Hotel.



New Flood Building Now Open

GAB Robins are the first of three national loss adjusting companies to partner Gelder Group's Training Academy and make use of the Group's purpose built BDMA and Dewpoint Licensed flood building.

The new purpose built flood building has four separate rooms with glass frontages that can all be flooded in a manner of ways to practically demonstrate the affect a burst pipe or flood has on ceilings, walls, floors, furniture, decorations and floor coverings.



Pictured - The first of 58 loss adjusters / surveyors who have now received BDMA / Dewpoint training in water damaged mitigation at Gelder Group.

Coldest December for 100 Years

According to the MET Office, December was the chilliest December in 100 years and one of the coldest months ever recorded. The lowest recorded temperature at Gelder Group's Lincoln Head Office was -20.5°C, this coupled with heavy snow falls made life very difficult for building and many projects were delayed during the month.

Ultimately, however, the cold weather will have an extremely positive effect on the Gelder Group's fortunes. Insurance, Repair and Renovation instructions are up some 500% with well over 1000 new instructions being received during January alone, a figure that will equate to £4.5m of additional sales.

Commenting on the surge in Insurance Claims, Construction Director Dave Gladwin said "Gelder Group has very strong connections with many insurers, service providers and loss adjusters that go back some years", adding "a -10°C is always great news for our Insurance, Repair and Renovation Division but a -20°C has seen claims go off the scale, not since the floods of 2007 or the earthquake of 2008 have we seen such an increase", adding "it's a great way to start the new year".

Pictured - Gelder Group's Lincoln Head Office entrance during December 2010.



Appointments



Neil Wright (28) joins the Group as Regional Contracts Manager at our soon to be opened York Office. He is married with one child and has a degree in Business and Human Resource Management. He has spent the last 5 years with ROK as Maintenance Leader.

Wayne Richards (46) joins the Group as Regional Contracts Manager at our soon to be opened Birmingham Office. He is married and has spent the last 6 years working direct for ROK as their Local Service Co-ordinator.



Jamie Phenix (23) joins the Group as Contracts Manager at Barlborough, the Group's North Midlands office. He lives with this partner and has no children. He is a plumber by trade and has spent the last 7 years with ROK as an Insurance Lead Technician.

Michelle McCombe (37) joins the Group as Claims Manager at the Group's North Midlands office. She lives with her partner and has one daughter. She previously worked at Barclays Bank and at Homeserve for 5 years; she also worked for one year as Customer Services Co-ordinator at ROK.



Congratulations to...

Congratulations go to Amy Thorne formerly Goulsbra, who married Jim Thorne on the 13 December 2010 at Dodmoor House, Nr Weedon, Northampton. Everyone at the Group wishes them all the very best for the future. Amy and Jim are now looking forward to their honeymoon in March to Malaysia and Borneo. Amy is the Editor of this newsletter and also PA to the Managing Director, Steve Gelder.



Paul Nend, Stores Assistant and his wife, celebrate the birth of their daughter, Annabelle Nend, on 17 January 2011, weighing 5lb 10oz. Everyone at the group wishes the new family all the very best.

Diary Dates

Gelder Camp - 10 - 12 June 2011

Golf Day - 9 September 2011

Contact us...

If you would like to receive further information about the Gelder Group and the services we provide please mail info@gelder.co.uk or telephone 01427 788837 to request an information pack.

Amy Thorne is the Editor of this Newsletter which is published quarterly. If you have a story you wish to be considered for the next publication or should you wish to be added to our mailing list for future publications please email amy.thorne@gelder.co.uk or alternatively you can download our newsletter via our website.

