

APRIL-MAY 2019 || £4.25

Master Builder

THE MAGAZINE OF THE FEDERATION OF MASTER BUILDERS



FEDERATION OF
**MASTER
BUILDERS**
fmb.org.uk

BUILDING A BUSINESS

Volodymyr Korol outlines his journey from labourer to director of a construction company



STATE OF TRADE

Serious concerns are being raised over issues facing small builders

CELEBRATING EXCELLENCE

Showcasing some of the stunning projects entered into the 2019 Master Builder Awards

SETTING STANDARDS

The Chairman of the FMB Standards Committee talks about creating a quality membership





**STEEL
SCOUT**

SteelScout's benefits



One call from you and our experts will search our network of over 70 suppliers



Your Personal Account Manager is there every step, from order to delivery



Simple ordering with an online quote builder as well as by phone and email



Quotes are with you in as little as 20 minutes and no longer than 3 hours



All shapes, grades and finishes.
Test certificates with all orders



**We are the UK's premier metal outsourcing service.
We'll source the best deal from our UK network, do all
the calling around and manage your order through to delivery.**

Outsource Your Metal Buying And Save Time And Money

Put us to the test with a price check

www.steelscout.com Call 03308 085 080 Email hello@steelscout.com

Improving occupational health in the construction industry

Since the Health and Safety at Work Act 1974, the construction industry has greatly improved its safety regulations but there is still a long way to go in terms of improving overall health-at-work.

There's sometimes confusion in our industry about what precisely occupational health means. Simply put, occupational health is the effect that your work has on your health and vice versa, and should be taken just as seriously as safety.

Did you know?

Putting work-related illness into perspective can be tricky but think about this.

It's estimated that up to 80,000 construction workers suffer from a work-related illness every year. And around 2 million working days in construction are lost each year due to work related ill health.

What does the law say?

UK law says that every employer must provide their employees with appropriate health-at-work management if, despite controls, there is a residual risk to health. This is governed by the hazards and risks that employees are exposed to on the job. Examples include breathing tests, skin checks and hearing tests.

These types of tests can give early warning signs that something isn't right. The tests can be easily replicated, are comparable and measurable. Based on the results, employers will know which workers may be developing a work-related health condition (such as showing signs of asthma or changes in hearing) and can therefore put additional controls in place.

With an ageing workforce alongside a high number of smaller, micro businesses within construction, it's so important to keep people healthy and able to work longer.

Making health-at-work simpler with People's Health

At B&CE, we believe that everyone has the right to a healthy working life and future. We're developing People's Health to help employers and accredited occupational health service providers manage health-at-work simply and easily and deliver a consistent approach in complying with occupational health legislation.



Sign up for updates

Join our mailing list to receive the latest updates about People's Health, as we work together to help improve health-at-work in construction:

bandce.co.uk/sign-up-email-updates



People's Health Limited

Manor Royal, Crawley, West Sussex, United Kingdom, RH10 9QP.
Tel Employer/OHSP 01293 586666 Member 0300 2000 555.

Registered in England and Wales No. 11125993.

To help improve our service we may record your call. People's Health Limited is part of the B&CE Group of companies for which B&CE Holdings Limited is the parent company

For people, not profit

APRIL/MAY 2019

Contents



6 Chief Executive's welcome

Brian Berry talks about influencing Government thinking and tackling retentions

7 News

The latest headlines from industry news

14 Viewpoint

The FMB's viewpoint of the issues affecting the UK construction sector

16 Members update

See who has joined the FMB and who has been expelled

19 Interview: Graham Urwin

The Chairman of the FMB's Standards Committee explains why it is important to uphold high standards

20 Policy and public affairs

Results from the FMB's latest State of Trade Survey show problems are rising for builders



22 FMB Training Group

Champions of training talk to the Government about construction skills

23 Marketing

How to make the most of your FMB membership

25 FMB Insurance

Five tips for purchasing construction insurance

27 Membership

Read about important changes to the FMB Code of Conduct

29 Master Builder Awards

As the judging process winds up, we highlight some exceptional nominations

34 Building a business

Director Volodymyr Korol talks about his journey from labouring onsite to setting up a company

37 Taxing issue

Have you prepared for the introduction of 'Making Tax Digital'?

38 Retaining staff

Greendale Construction shares its winning approach to developing and retaining talent

42 LABC

Anna Thompson looks at the stark reality of the mortality gap between men and women

43 Connections

Five steps to start saving money and the latest member offer from TradePoint

45 Events calendar

A guide to the FMB's calendar of conferences and events

46 Mental health

Mates in Mind Managing Director James Rudoni talks about promoting mentally healthy workplaces

49 Dealing with disputes

How to prevent client disputes and the best approach to take when relationships turn sour

52 Growing your business

Master Builder talks to two FMB members about their journeys from apprentices to business owners

55 Apprentice campaign

The Government's new 'Fire it Up' campaign is launched to celebrate apprenticeships

56 Regional updates

News from around the regions and devolved nations

Master Builder

Published by

Redactive Publishing Ltd
Level 5, 78 Chamber Street,
London, E1 8BL
Tel: +44 (0)20 7880 6200
www.redactive.co.uk



Editorial

Editor Michelle Gordon
Marketing executive
Danika Ferguson
Senior designer David Twardawa
Picture editor Claire Echavary
Publishing director Joanna Marsh

Production

Production manager
Aysha Miah-Edwards
+44 (0)20 7880 6241
aysha.miah@redactive.co.uk

Printed by Warners (Midlands)
01778 391000 warners.co.uk

Advertising

Advertising manager
Frazer Blake
+44 (0)20 7025 2900
frazerblake@fmb.org.uk



@fmbuilders



/FederationofMasterBuilders



Recycle your magazine's
plastic wrap – check your
local LDPE facilities to
find out how



FEDERATION OF MASTER BUILDERS

David Croft House
25 Ely Place
London
EC1N 6TD
Tel: 020 7025 2900
www.fmb.org.uk

Master Builder has been carefully prepared but articles are published without responsibility on the part of the publishers or authors for loss occasioned to any person acting or refraining from action as a result of any view, information or advice included therein. Articles published in Master Builder do not necessarily reflect the opinions of the Federation of Master Builders Ltd nor can the Federation of Master Builders Ltd, the publishers or authors accept any responsibility for any claims made by advertisers.



BRIAN BERRY

Welcome

Members are at the heart of the FMB and so I'm very pleased that in this edition we have stories from members including Volodymyr Korol from Create for You in south London, and from Greendale Construction in Dorset, and more, telling us about their businesses and experiences of working in the construction industry. It's encouraging that so many of our members commit their time to the FMB to help represent our industry.

Influencing Government thinking

Recently, the FMB had two high-profile meetings to discuss housing and construction skills and influence Government thinking. Our first meeting was with the Prime Minister's Policy Advisers at No.10 Downing Street who were interested to hear firsthand from FMB members about what is happening in the building industry. They also acknowledged the need to tackle the current skills shortages in the building industry if the Government is to achieve its targets for infrastructure and new homes. Our second meeting was with the Housing Minister, Kit Malthouse MP at the House of Commons, which is a regular catchup about the issues facing our members. We know from the annual FMB House Builders' Survey that access to land, planning and finance continue to remain barriers to small and medium-sized (SME) house builders entering the housing market. The Minister asked us to look at incentives that would encourage more house builders to speed up delivery and we have agreed to a follow-up meeting later in the year.

Tackling retentions

The FMB is also working with the Government and the construction industry on the use of retentions. Members will know that retention is a percentage (often 5%) of the amount certified as due to the contractor on an interim certificate that is deducted from the amount due and retained by the client. The purpose of retentions is to ensure that the contractor properly completes the activities required of them under the contract. The downside of course is that contractors, particularly SMEs, are left waiting for payment months after their money is due.

The Government accepts the current situation is not sustainable and is asking the sector to develop an acceptable alternative to current practice but it is turning out to be a complex process. The FMB supports a ban on retentions, which is something the larger contractors are also working towards. There is a concern, however, that this might be kicking the can down the road, which is why other bodies are in favour of a retentions deposit scheme. The Government is wanting a clear direction from the industry so the discussions continue. It

is clear that the status quo can't continue and action of some sort will have to be delivered to stop bad practice.

Finally, over the coming weeks FMB National President, Arthur McArdle and I will be attending our conferences and award ceremonies across the UK. These events are a great opportunity to meet new and familiar faces and to discuss industry issues. I hope that I will get to see as many of you as possible.



Left to right: Brian Berry, FMB Chief Executive; Kit Malthouse MP, Housing Minister; Chris Carr, FMB Board member; and Philip Campbell, FMB Policy & Public Affairs Manager.

BRIAN BERRY, Chief Executive of the FMB

APPG on Working at Height launches first report

The All Party Parliamentary Group (APPG) on Working at Height has launched its first report on how to improve the safety environment of the 10 million people in the UK working at height.

The report is the result of a 12-month inquiry by the APPG into the causes of falls from height and the impact they have on workers' lives.

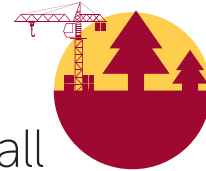
It makes recommendations on how to best mitigate falls and the APPG is calling on the Government and industry to undertake a major review of work at height culture, expand enhanced reporting and introduce reporting on near misses.

"From the early days of the APPG to the publication of this report,

it is clear that serious injuries and fatalities from falls at height are still too prevalent. In the past year alone, 35 families in the UK have been devastated by the loss of loved ones and many more will have had to deal with life-changing injuries," said Alison Thewliss MP, Chair of the APPG on Working at Height.

"These figures are too high. There should be no question or doubt over workers' ability to return home safely to their families each evening. I hope that this report and the future work of the APPG, alongside government and industry, will help to bring about action to see these numbers drastically reduced, and ultimately brought down to zero."

Leading construction businesses call on Government to set binding targets in Environment Bill



An open letter to the Chancellor of the Exchequer asking for the Environment Bill to provide a foundation for economic growth that is restorative and regenerative by design, has been signed by 23 of the UK's most influential built environment businesses.

In the letter, which was coordinated by UKGBC in collaboration with GreenerUK, the signatories highlight the depletion of nature in the UK and call for a strong response to the challenge this presents.

They urge the Government to use the upcoming Environment Bill to set legally binding targets for the achievement of environmental objectives – including tackling biodiversity loss, improving water and air quality and cutting down resource use and waste.

"This letter from a prominent group of built environment businesses calls on the Chancellor to recognise that the Environment Bill is instrumental in ensuring a healthy prosperous economy in future. Our members stand ready to deliver the new homes and places that the country needs in such a way that limits their adverse impact on the environment and begins to reverse the environmental decline evidenced by past trends," said Julie Hirigoyen, UKGBC Chief Executive.

"These businesses are showing leadership by calling for legally binding targets for the achievement of environmental objectives. This will give the construction and property sector the confidence and certainty we need to help drive nature's recovery."

Signatories to the letter include BAM Construct UK, BAM Nuttall Ltd, Barratt Developments Plc, BRE, Kingspan Insulation Ltd, Willmott Dixon and WSP.



New guide on energy storage for house builders

Household-scale battery systems are becoming an ever more attractive option for new home buyers and could become commonplace as part of a home's electrical infrastructure in the near future.

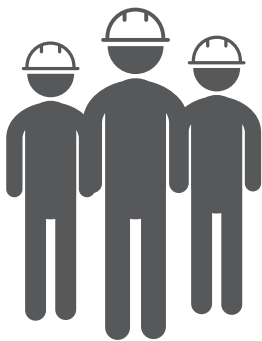
The NHBC Foundation has launched a new guide – NF83 'Watts in store? Introduction to energy storage batteries for homes' – looking at key aspects of battery selection, ensuring that the right questions are asked of manufacturers and that installed systems meet reasonable expectations of home owners.

Commenting on the new report, NHBC's Head of

Standards, Innovation and Research Neil Smith said: "Selection is not straightforward as there is now a range of battery types on the market, with considerable variation in performance, and some complexity in the way their performance is described."

"This guide encourages careful specification of performance in line with reasonable homeowner expectations and is a contribution to ensuring successful implementation of battery storage technology."

The new report, which may be useful to builders, is available for free download from www.nhbcfoundation.org



£998

million of additional gross turnover

1,847

new jobs created

4,721

existing jobs retained

£11 million to support innovation

Construction Scotland Innovation Centre (CSIC) is to receive almost £11 million of core funding to support the sector to innovate, modernise and grow.

The investment from the Scottish Funding Council, Scottish Enterprise and Highlands and Islands Enterprise will allow CSIC to build on the foundations of a highly successful first five years and support its Phase 2 mission to mainstream innovation in construction, leading to improved productivity and growth within the sector.

It is expected that over the next five years, the funding will support the construction

sector to deliver £998 million of additional gross turnover, create 1,847 new jobs and retain 4,721 existing jobs.

CSIC is one of eight industry led and demand driven Innovation Centres in Scotland and provides the construction sector and its clients with a 'single entry point' to a range of innovation support solutions including academic expertise, R&D funding, cutting-edge technology and access to a range of wider public sector innovation products and services.

Launched in 2014 with initial funding of £7.5 million from the Scottish Funding Council, CSIC's mission for its

first five years was to connect the construction industry with academia and build a culture of innovation that drives transformational change and delivers economic impact for Scotland.

CSIC's Phase 2 activities will fall under four key areas: culture change, digital transformation, accelerating industrialisation and building sustainably.

It also aims to build the Innovation Factory into a 'national asset' for Scotland, ensuring it engages effectively with initiatives like the National Manufacturing Institute for Scotland and the UK Construction Innovation Hub network.

FROM OUR SITE, TO YOUR SITE...

IN A JIFFY (or a box)



**OVER
17,000
PRODUCTS
IN STOCK
AVAILABLE
NEXT DAY**

Delivered on time - 7 days a week!

We won't let you down

Join the THOUSANDS OF TRADESPEOPLE who shop with us every day!



CALL: 7am-8pm 7 days a week

0808 168 28 28



ONLINE: Shop 24/7!

IronmongeryDirect.com

Ironmongery*Direct*

MASTERS OF OUR TRADE



ISUZU
THE PICK-UP
PROFESSIONALS

THE MULTI-AWARD WINNING ISUZU D-MAX GAME CHANGER



5 YEAR
125,000
MILE
WARRANTY

3.5
TONNES
TOWING
CAPACITY

—OVER—
1.1
TONNE
PAYLOAD

164
PS

—OVER—
40
MPG
COMBINED

EURO 6
NO
ADBLUE

5 YEAR
UK & EU
ROADSIDE
ASSISTANCE

CALL **03303 335126** OR VISIT **ISUZU.CO.UK** TO BOOK A **TEST DRIVE**

#Over 40 MPG figure applies to manual transmission models. MPG figures are official EU test figures for comparative purposes and may not reflect real driving results. Official fuel figures for the Isuzu D-Max range in MPG (l/100km): Urban 30.4 - 38.7 (9.3 - 7.3). Extra Urban 40.9 - 50.4 (6.9 - 5.6). Combined 36.2 - 45.6 (7.8 - 6.2). CO₂ emissions 163 - 205g/km. For full details please contact your local Isuzu dealer or visit isuzu.co.uk

*3.5 tonne towing applies to all 4x4 models. **125,000 miles/5 year (whichever comes first) warranty applies to all new Isuzu D-Max models. Terms and conditions apply. Visit isuzu.co.uk





Small and medium-sized building firms should be supported to learn better health and safety practices from major construction projects.

Big construction firms should be beacons of best practice for occupational health says report

Major construction projects should be beacons of best practice for occupational health, giving smaller contractors an opportunity to learn better ways of keeping their workforces safe says a new report.

The study, *Improving occupational health risk management in SMEs: the role of major projects*, was carried out by Loughborough University and highlights the responsibilities of better-resourced companies when it comes to supporting small and medium-sized enterprises (SMEs).

It looked specifically at the building of the Defence and National Rehabilitation Centre (DNRC), near Loughborough, and explored how large projects such as this can teach supply chains about the latest health and safety advances.

Lead Researcher, Dr Wendy Jones of the School of Architecture, Building and Civil Engineering (ABCE), said: "Health often ends up as the poor relation of safety in construction, and it can be particularly difficult for smaller companies that don't always have the right expertise, or who have limited budgets, to get the right arrangements in place.

"The fact that construction workers move around between

different companies and different projects makes it even harder."

The research found that some SMEs are improving their management of hazards such as dust and musculoskeletal disorders as a result of working on major projects such as the DNRC, confirming that good practices 'trickle down' through the sector for health, as well as safety, said Dr Jones.

Major projects have an important role to play in setting high expectations of contractors and supporting them to reach these, helping to drive improvements through the sector, she said but there is still a long way to go, particularly in terms of the way we educate workers, managers and OSH professionals about managing health risks and the way the industry manages health surveillance.

The study also found that a common complaint from workers was that they were being exposed to health risks by the activities of other contractors. It recommended better planning, so that noisy or dusty work was scheduled at a time when it would have the least impact on other people, and separating workers via noise exclusion zones and noise barriers.

NEWS IN NUMBERS



-0.6%

Construction output decreased by 0.6% in the three-month on three-month all work series in January 2019, according to the latest figures from the Office for National Statistics



375,800

The number of new apprenticeship starts in 2017/18 was 375,800, down from 509,400 in 2015/16, according to the NAO report into the Government's apprenticeship programme



35

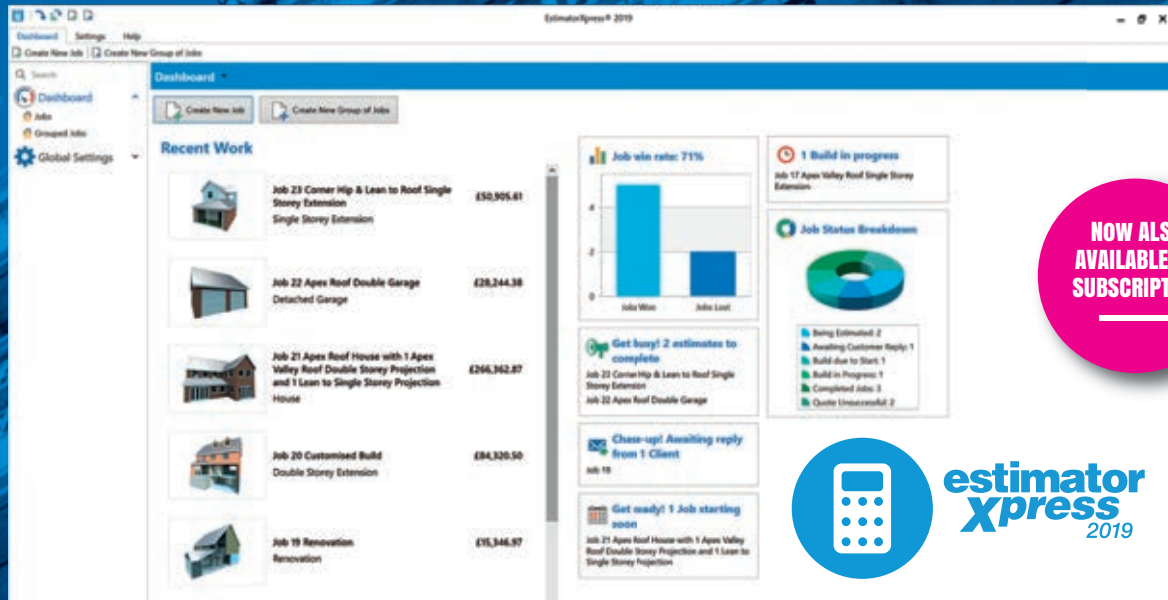
There were 35 fatalities as a result of falls from height in 2017/18, said the All Party Parliamentary Group (APPG) on Working at Height in its first report



£850m

Occupational ill health costs the sector about £850 million a year, according to *Improving occupational health risk management in SMEs: the role of major projects*, a report from Loughborough University

the next generation estimating software



so much smarter than your average estimating software

Clever yet practical. It's all there on one screen. See at a glance what quotes need finishing or chasing up, what jobs are starting soon, your win rate...

cuts your estimating down to less than half an hour for an extension

The software has already started your estimate. The 100s of renovation, extension and new build templates are pre-loaded with the relevant project costs ready for your dimensions and spec preferences.

The software does all the spadework

As you enter your dims, and tweak your specification, estimating calculators are busily pricing up materials, labour, plant, wear and tear, and wastage, showing you the live total cost as you go.

Job details at a glance for the most profitable outcome

Check on status, overall cost, profit and price to the client. The editable build programme is automatically produced, as are all the reports like the materials list and labour schedules.

Professional quotations to win the work

No typing required. The software automatically writes an impressive quotation directly from your estimate. Show as much or as little detail. Add build phase graphics. Add your logo. Save your covering letter for reuse.

It's arrived. EstimatorXpress 2019. A total transformation. If you want to see what easy, fast, business-changing estimating looks like, it'll take us just 30-minutes to show you.

Book a Demonstration on 0117 916 7898 or at www.hbxi.co.uk/launch-demo



DfE yet to prove apprenticeship programme is value for money



The National Audit Office (NAO) has published its first report into the Government's apprenticeship programme since the introduction of the levy.

It says the Department for Education (DfE) has some way to go before it can demonstrate that the programme is achieving value for money, with apprenticeship numbers below pre-reform levels.

In 2017, the DfE implemented several changes

The rate of apprenticeship starts would need to double for the Government to meet its target of 3 million by March 2020

to its apprenticeships programme – including a levy scheme – to shift the focus towards meeting employers' needs, improving apprenticeship quality, and making the programme more employer-funded.

The NAO says that since introducing its reforms the DfE has improved how it assesses the benefits of the programme. However, it has not set out clearly how it measures whether the programme is boosting

economic productivity – its ultimate aim. It therefore has some way to go before it can demonstrate that resources are being used to best effect.

There was a spike in apprenticeship starts in April 2017 before funding reforms took effect, but since then apprenticeship starts have fallen substantially and not recovered to previous levels. The rate of starts would need to double for the Government to meet its target of 3 million by March 2020.

The take-up of levy funds is also below what the DfE expected.

Since 2017, there has been a significant rise in the proportion of apprenticeships started under a standard – rather than a framework which are being phased out – and employers generally have a positive view of standards. Their introduction has increased the number of higher-level apprenticeship starts.

It found that the Education and Skills Funding Agency, responsible for apprenticeships policy and overseeing the delivery of apprenticeships, has limited assurance that apprentices are spending at least 20% of their time on off-the-job-training.

The report concludes with concerns about the long-term financial sustainability of the programme. It also urges the DfE to set out clearly how it measures the impact of the programme on productivity and indicate the level of impact that it is aiming to achieve.

Viewpoint

1

The FMB gives its viewpoint on the headlines affecting the sector

Spring Statement

New biodiversity measures, announced in the Spring Statement, will result in more costs and delays for the nation's small and medium-sized house (SME) builders, worsening the housing crisis, said FMB Chief Executive Brian Berry.

"The Chancellor claimed to support housing delivery but actions speak louder than words and the burdensome and poorly thought-through biodiversity targets for developers will bring yet more costs and more delays for builders," he said. The Government wants to make developers, large and small, increase the biodiversity on their sites by a whopping 110% and for an average site of ten units, the additional cost could be in excess

of £2,000. Needless to say, this would also create delays to projects by adding additional hurdles for builders to negotiate during the already bureaucratic planning process."

The Government should instead focus on retrofitting the 24 million plus existing homes which account for around one fifth of the UK's greenhouse gas emissions, said Brian, and this will not only help reduce the UK's carbon footprint but will also tackle fuel poverty.



2

Rise of apprenticeships

More parents in the UK want their child to undertake an apprenticeship rather than a university degree, according to an FMB survey of 2,000 adults.

It found that 25% would rather their children undertook an apprenticeship; 24% would rather their children studied for a university degree, while 50% have no preference.

Respondents were also asked how they felt about building firms that trained apprentices and 60% would have a more positive image of such firms while 41% would be more likely to hire a building firm that trains apprentices over one that does not.

Brian Berry, Chief Executive of the FMB, said: "We're finally seeing the shift in attitudes with more people understanding the value of undertaking a vocational apprenticeship rather than a university degree."

"For too long, apprenticeships were looked down on and seen as the alternative route if children weren't bright enough to follow a more academic path. With university fees in England going through the roof, and with apprenticeships offering an 'earn-while-you-learn' route to a meaningful job, it's no wonder that the penny has finally dropped."

The construction industry must now step up and make more apprenticeship places available to young people, he added.

Time to revive high street

The high street is dying but can still be revived and reimagined, the FMB said in response to the 'High streets and town centres 2030' report published by the Select Committee for Housing, Communities

and Local Government.

"I'm really encouraged with the visionary approach this report has taken, as it looks at how we need to fundamentally reimagine the ways that we regenerate our high streets in order to adapt to the challenges of modern life," said FMB Chief Executive Brian Berry.

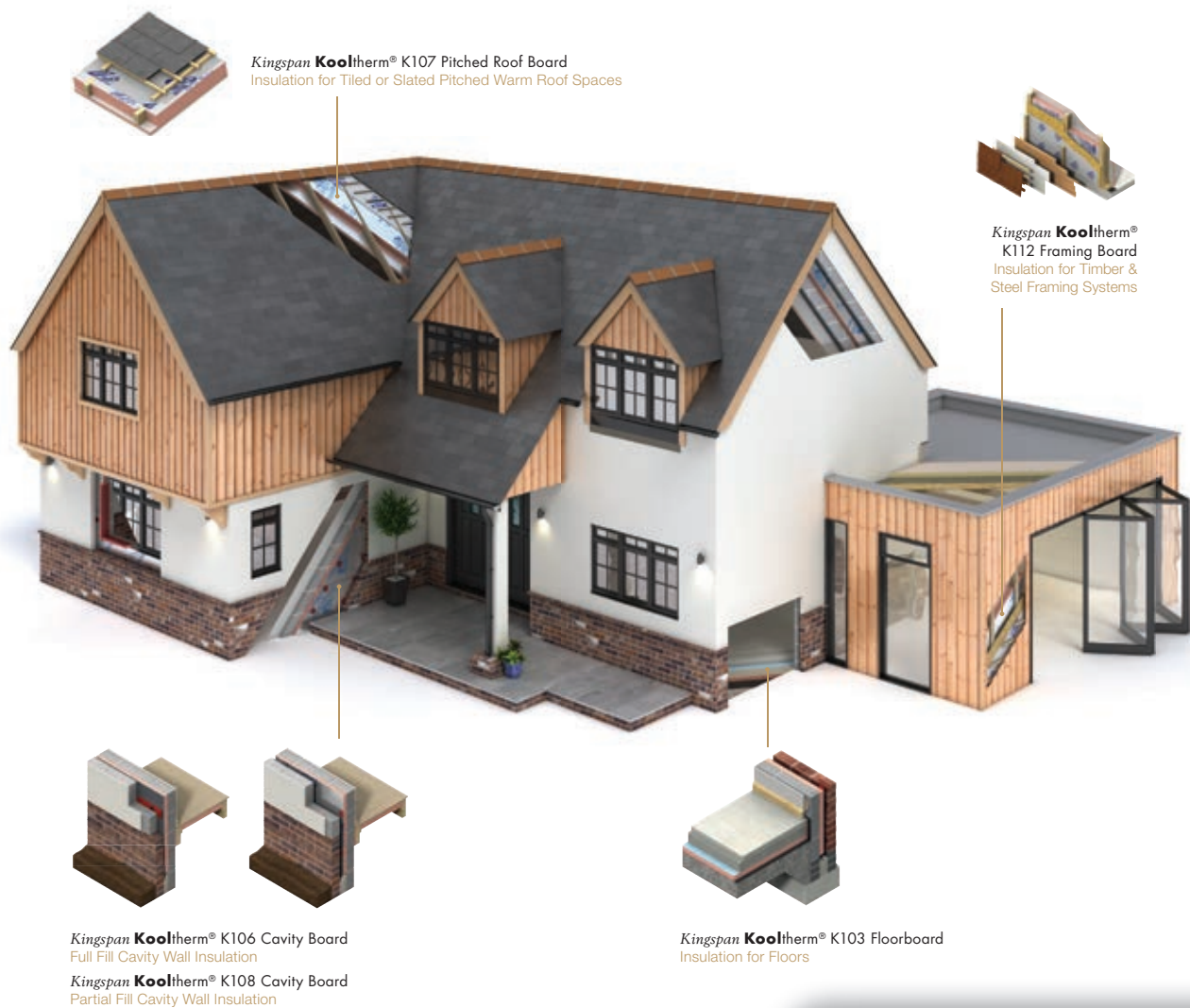
Central to breathing new life into our high street is converting empty or underused spaces above shops into new homes. Brian was pleased with the Committee's conclusion

that the Government must review the planning powers available to local authorities, with a view to empowering them to deliver on town centre transformation.

He added: "With a survey of cross-party MPs showing that 90% of respondents recognise the potential of our existing buildings to help solve the housing crisis, I would urge the Government to accept the recommendation to conduct a review of our high streets as quickly as possible."



Top-class **insulation**. First-class **service**. At your command.



- Product range covers virtually any application for roofs, walls and floors
- Outstanding thermal conductivities as low as 0.018 W/m·K
- Loyal support from a dedicated technical team



Try the Kingspan Insulation U-value Calculator, available for free online at www.uvalue-calculator.co.uk, or as an App on your tablet or mobile device.



Further information on the Kingspan range is available on:

- ☎ +44 (0) 1544 387 384
- ✉ literature@kingspaninsulation.co.uk
- 🌐 www.kingspaninsulation.co.uk

Pembridge, Leominster, Herefordshire HR6 9LA, UK

© Kingspan, Kooltherm and the Lion Device are Registered Trademarks of the Kingspan Group plc in the UK and other countries. All rights reserved.

New members

Welcoming our new members to the FMB

EASTERN

- Artifex Carpentry Limited
- Bardfield Design & Build Ltd
- County Property Services (Norfolk) Ltd
- Davison and Horton Builders Ltd
- Deko Construction Ltd
- Grant Builders Ltd
- Hawswick Developments Limited
- M&M Building Services
- M.Z. Lofts Ltd
- Malex Build Ltd
- Mephram Brickwork Limited
- North Hertfordshire Construction Ltd
- Prebus Ltd
- Rescape Landscapes Ltd
- RNB Construction
- Side Extension Ltd

LONDON

- AG Renovation
- Alex Builders
- Anderson and Andrews Building Contractors Ltd
- Atomic Build Ltd
- Avendale Limited
- Causbrook Roofing & Building Ltd
- Elite Master Contractors Limited
- Extension Plus Limited
- Green Construction Solutions Ltd

- H & S Carpentry & Building Ltd
- Hanzo Ltd
- J P B Lofts & Extensions Ltd
- James Management and Construction Services Ltd
- JFK Design and Building Maintenance
- Mays Building Services
- MB Construction Group Ltd
- New Century Construction Ltd
- Nick Gradica Contracts Ltd T/A NGC
- PLB Contractors
- Purple Brown Building Services Ltd
- QC Quality Construction Ltd
- Quality Paving and Driveways Ltd
- Quality Polish Builders Ltd
- Roka Solutions Limited
- Tedrex Ltd
- THC World Limited
- West London Roofing Ltd
- Wood Grain Carpentry Ltd

MIDLANDS

- Central Building Solutions (Birmingham) Limited
- Dial a Builder Ltd
- Kitchen Logic (Cov) Ltd
- NPD Building Services
- Paul Smith T/A Westthorpe Joinery & Building
- Rephob Building Services



- Tom Lawrence Carpentry Ltd
- Trubuild

NORTH WEST

- A R N Contractors Ltd
- All Aspects Home Improvements (NW) Limited
- Build Wise
- Grey Rose Developments
- J Gallagher Builders
- JG Construction (Wigan) Ltd
- M Long Building Ltd
- North West Damp Wirral Limited
- STM Developments Ltd
- Trend Design & Build Limited
- Whitworth Street Limited

NORTHERN COUNTIES

- IC Davison Ltd
- JW Dickinson Ltd
- Orchard Roofing Limited
- The Ivy League Building Company

NORTHERN IRELAND

- Brian Owens Contracts Ltd
- David Wilson Construction Ltd
- Eglis Builders (Merchants) Limited
- Fitzwilliam Heritage and Restoration Limited
- Gibsons Bricklaying and Building
- L & M McCabe Developments Ltd
- Lisglass Builders Ltd
- M Mallon and Son Contracts
- NZNI Contractors Ltd
- Robinson Roofing Ltd

SCOTLAND

- Balfour Property Renovations Ltd
- D.S. Rendering Ltd
- DSY Roofing & Building Contractors Limited
- Henderson and Elliott Roughcasting and Plastering Ltd
- J & T Empire Ltd
- SJE Joinery & Building Contractors
- WES Glasgow Ltd T/A West End Services

SOUTH WEST

- CARE Construction Ltd
- Dryfesdale Developments Limited
- Fitzgerald's Carpentry and Construction Ltd
- Homescape ADB
- HRC Construct Ltd
- Innovation By Design
- J Vincent Loft Conversions
- Joel Endersby Planned Maintenance
- MSB Property Services Ltd

- Parsons Carpentry and Building Services Ltd
- Sage Developments (SW) Limited
- T.A.W Builders and Bricklayers Limited
- Taylors Of Bath
- Whitney Services Ltd
- WilliamRose & Company (SW) Ltd

SOUTHERN COUNTIES

- 247 Carpentry
- Apex Home Installations Limited
- Bourne Construction Surrey Ltd
- Camelot Contracts (Sussex) Ltd
- Charltons PMC Ltd
- Civic Constructions & Developments Ltd
- Dwell Front Construction Ltd
- DWF Tiling Ltd
- FPS Kent Ltd
- Gary J Bancroft
- Haines Homes Construction Ltd
- HW Brickwork Services Ltd
- J.B.Brickwork & Construction Ltd
- John Blowick & Associates Ltd
- Just Extensions
- L Sheasby Building Contractors Limited
- L.T.C. Roofing and Building Services Ltd
- Pryzm Lofts London Ltd
- PSK Development London Ltd
- Stour Project Services Ltd
- Topspec Builders Limited
- Trace Design & Build Ltd
- Tu Casa Builders
- Vouge Construction

WALES

- Bricks + Timber Ltd

- Coastbuild Ltd
- Vencer Ltd

YORKSHIRE & TRENT

- BMB Construction & Property Management Limited
- Craft Homes Ltd
- Knowles (York) Limited
- Sparkes Richardson Ltd

Expelled members

Not all members measure up to the FMB's standards. The new members listed here should be proud that they have successfully passed through our new member vetting and undergone an independent inspection.

It is really important to all members that the 'Master Builder' badge carries real weight and can be trusted by clients. Therefore the FMB does have to exercise its 'teeth' from time to time, and unfortunately member businesses who do not abide by the Code of Conduct are expelled, in order to protect the FMB's good standing. The following members have been recently expelled*:

- Gp Construction Services
- Intech Products Ltd T/A Classic Windows & Conservatories
- K & J Joiners Ltd
- Europa Building Works Ltd
- Heatsave

**Members listed were expelled between 01/02/19 to 13/03/19.*

We're here for you

If you have any questions about FMB membership, including how to join or how to access member benefits, please contact us.

Phone: 0330 333 7777

Email: membership@fmb.org.uk

FREE WEEKDAY TICKETS TO GRAND DESIGNS LIVE LONDON

Grand Designs Live, the UK's premier event for homebuilding and renovation, returns to London's ExCeL on 4-12 May. Headed up by Kevin McCloud, visitors can access 500+ suppliers and for those with an interest in homebuilding, National Custom and Self Build Week, throughout the show on weekdays. This will include a series of events to 'Busting the myths of Self-Build' through a variety of talk's and free one-to-one expert advice at the dedicated Self-Build Clinic. (nationalcustomandselfbuildweek.com)

Covering Build, Kitchens, Bathrooms, Gardens and Interiors,

Grand Designs Live offers a great day out with hundreds of innovative ideas for the home however big or small the project. Access amazing brands launching new products, compare prices and check out suppliers not accessible on the high street.

Established favourites such as Kevin's Green Heroes will return to showcase the most ground-breaking, eco-friendly products on the market, and the popular Ask An Expert service will allow visitors to discuss all aspects of their project in a free consultation.

Hear first-hand from Kevin McCloud and top industry experts at the Grand Theatre, as well as a myriad of hard-

hitting debates on self-build and sustainability, alongside inspirational content. Plus, Kevin's favourite houses over the 20 years of Grand Designs will be featured along with guest appearances from their owners.

Claim your free weekday ticket by visiting granddesignslive.com and entering the code FMB19 when booking.



**THE UK'S PREMIER EVENT FOR
HOMEBUILDING AND RENOVATION
4-12 MAY | EXCEL LONDON**



In association with
THE SUNDAY TIMES
THE SUNDAY TIMES



**PLAN
BUILD
IMPROVE
EXTEND**

CLAIM YOUR
FREE
WEEKDAY TICKET
QUOTE
FMBUILD

BOOK AT granddesignslive.com OR CALL 0844 854 1348



Grand Designs Live London tickets must be booked in advance before 9 May 2019. Calls to the ticket hotline number are charged at 7p per minute. Organised by Media 10 Ltd. Grand Designs is a trademark of FremantleMedia Ltd. Licensed by FremantleMedia Ltd.



INTERVIEW GRAHAM URWIN

The Federation of Master Builders' Standards Committee is tasked with ensuring that members comply with the organisation's Code of Conduct. Its Chairman Graham Urwin explains why it is important to uphold high standards

With 50 years' experience in the construction sector under his belt, Graham Urwin, Chairman of the FMB's Standards Committee understands the challenges facing SME construction firms.

The Managing Director of Graline Construction Limited knows that client-builder disputes can arise for a number of reasons and while in some cases the builder will be at fault, in many other instances, culpability will lie with the client.

The role of the Standards Committee, which is comprised of representatives of member companies, as well as independent representatives, is to investigate complaints against FMB members, which have failed to be solved by mediation.

The Committee is presented with all of the paperwork relating to the complaint and on some occasions a surveyor will be sent out to inspect the work in question.

"If we get complaints, we act on them and they are brought to the Committee and we deal with them accordingly," explained Graham. "Sometimes the builder is at fault but sometimes it's the client expecting unrealistic results."

In serious cases where the builder is found to be at fault, they will lose



A recent meeting of the FMB Standards Committee

their membership but in less serious cases where the member has tried to communicate with the Committee and the client and attempted to resolve the problem, they will instead be given a warning and advice.

Graham, a former FMB President of the Midland region, has been an FMB member for over 30 years and believes that all members should be held to high standards.

"It is all about quality, we have to have a quality membership and anyone who is not prepared to go along with that must be prepared to lose their membership"

"It is all about quality, we have to have a quality membership and anyone who is not prepared to go along with that must be prepared to lose their membership," he said.

The Committee regularly reviews the FMB's Code of Conduct – which all members agree to comply with upon joining – and has recently led on updating the document.

"As the Committee responsible for standards, we are always trying to raise the bar. We are now making tougher



Chairman of the FMB Standards Committee Graham Urwin

decisions on criteria for membership, and on expulsions," explained Graham. That makes it harder to join the FMB, but it also makes membership more valuable for those that meet the standards.

Under the updated Code of Conduct companies which act as project managers are no longer permitted to pass entire jobs onto non-member companies.

"We have made a decision that this can't continue because some members have handed jobs over to non-member companies, and the risk to the FMB is great because they are working under the FMB banner but are not in the FMB," said Graham.

"Members can still act as project managers, but they must hand the project over to another FMB member company and the client must be totally in agreement with that."

The FMB also requires members to present a copy of their public liability insurance certificate every year and to have an independent inspection every three years. This is a mandatory requirement of membership.

"We are continually trying to raise the quality standard and that is a mission that will never end," said Graham.

Activity snapshot

What the policy and public affairs team has been up to recently

1 We ran a media campaign in January publishing FMB research into the length of time homeowners should expect to wait for quality builders. It was featured on BBC Breakfast and in The Mail, The Times and The Sunday Times.

2 In February, we met the Housing Minister and No. 10 Policy Advisers to talk about barriers to SME house building.

3 We attended two roundtable meetings at the Department for Business, Energy & Industrial Strategy in February about retentions and late payment respectively.

4 The FMB North Master Builder Awards took place on Friday, 8th March 2019 at The Midland Hotel in Manchester and was a huge success.

5 We have set the date for the next British Building Conference. It will be on Tuesday, 28th January 2020 at One Great George Street. More information to follow.

6 The latest State of Trade Survey, published in January, found that construction SMEs grew in the last three months of 2018, despite rising costs and a weakening housing market.



Homeowners told to plan seven months ahead for home improvement projects

Existing research from the FMB revealed that consumers should expect to wait at least four months for a quality builder to be available. However, our latest research reveals that when this notice period is combined with the length of time various home improvement projects take to complete, homeowners will have to wait a total of:



This research was published on BBC Breakfast and in The Mail, The Sunday Times, The Times and House Beautiful. We recommended that homeowners should approach a professional trade association like the FMB to find a good builder.

This new research shows that if your firm is experiencing long lead in times, you're not alone.

The results from the FMB's latest State of Trade Survey reveal that the final quarter of 2018 proved to be a largely positive one for FMB members. Workloads, enquiries and employment all remained in positive territory. Indeed, workloads have now remained positive for almost six years.

Yet, now is no time for complacency and there are serious concerns about the mounting problems facing small building firms.

Weakened housing market



Economic uncertainty, fuelled by the Brexit factor, has disrupted the nation's housing market. This is starting to have a tangible effect and the indicators are not good with almost half of FMB members reporting signs of a weakening housing market.

Access to finance



A worrying one in five FMB members have had projects stalled in the past three months due to delays to loans, or loan refusals, from the banks. Despite Government funding schemes such as the Home Building Fund, which have helped this situation in recent years, there is clearly more that can and should be done.

Another piece of FMB research, the House Builders' Survey 2018, showed that if firms were able to borrow 80%, rather than the current 60 to 65% of project costs, SME builders would be able to bring forward on average 40%

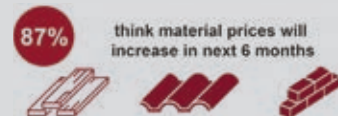
PROBLEMS ARE RISING FOR BUILDERS

more new homes. Given the ambitious house building targets the Government is working towards, we cannot afford to ignore such a chance to significantly increase housing delivery.

The skills shortage

The skills shortage in construction is having a serious impact on the industry and it shows no signs of letting up. Carpenters and joiners have overtaken bricklayers as the trade in shortest supply for the first time in more than a year.

Costs




The upshot of the skills shortage is rising wages in construction.

Tradespeople know they can command higher salaries than they did previously as workers are scarce. Two-thirds of FMB members are expecting wages and salaries to increase over the next six months, up from 58% in the previous quarter.

These rising costs, coupled with steadily increasing material prices since the EU referendum, are squeezing the margins of construction SMEs – making a profit has never been more challenging. 87% of builders anticipate that material prices will rise further in the next six months, slightly up from 86% in Q3 2018.

Political uncertainty

More than anything, political uncertainty is the enemy of small building firms. Most FMB members that work in the refurbishment sector rely heavily on the confidence of homeowners to spend their cash on home improvement projects. There is clearly a desperate need for political certainty.

 To read the State of Trade Survey Q4 2018 in full, visit: www.fmb.org.uk/state-of-trade-q4-2018. If you have any questions get in touch with the team at: externalaffairs@fmb.org.uk

TRAINING THE NEXT GENERATION



The FMB Training Group is a group of FMB members who are passionate about training the next generation of talented tradespeople to a high standard. In addition to discussing how we can improve the quality of training, the Group makes recommendations for how the FMB can increase the number of construction firms offering apprenticeships, and how the industry can better market construction as an exciting and rewarding career.

We also have a small number of skills professionals in the Group, including civil servants from the Department for Education (DfE), and colleagues from the Construction Industry Training Board (CITB), the CSCS scheme and construction colleges. It brings together a diverse mix of people who want to hear from Master Builders on issues relating to training.

In 2018, the Group achieved numerous successes in removing barriers to small firms that want to train to a high standard. A group of employers led by Training Group Chair and FMB National Board member, Julian Weightman, received

Ministerial sign-off on two higher-quality three-year apprenticeship standards in bricklaying and plastering. The FMB also collaborated with the CITB to deliver a successful communications campaign promoting apprenticeships. As a direct result, 10% of the CITB's Construction Ambassadors network are now also Master Builders. Finally, Julian is chairing the new 'T Levels' Onsite Construction qualification, a new kind of course that will see technical qualification rival the esteem of more academic pathways.

For more information about the FMB Training Group, or to find out about their goals for the future, contact ExternalAffairs@fmb.org.uk.

A year on, SterlingOSB sales growth leads to a further £35 million investment in the UK from Norbord

Wood panel manufacturer, Norbord, is ploughing £35 million into the second phase of development of its Inverness factory in Scotland – taking overall investment in the past two years to £145 million. Almost one year on from a £110 million expansion programme to significantly increase capacity, the company will now invest a further £35 million in a second wood room, heat plant and a dryer at the Morayhill mill.

The development, due to be completed by 2021, will enable the mill to meet increased consumer demand for oriented strand board (OSB) across the UK and Europe.

Alan McMeekin, Norbord Europe Managing Director, said: "The plan was always to invest further and we are pleased that the market has enabled us to make this investment much earlier than originally anticipated.

"The £35 million investment will increase capacity and will deliver an increased level of support to our strategic customer base – further enhancing Norbord's status as the world's number one OSB producer." The Inverness plant opened more than 30 years ago and was the first OSB mill in Europe.

Last year, First Minister Nicola Sturgeon unveiled the new manufacturing line at the plant following the investment, which

was supported by a £12 million development grant from Highlands and Islands Enterprise. HRH The Duke of York KG also recently visited the plant to help commemorate one year of production on the new line. Jerry Jones, General Manager at the Inverness factory, said: "This investment is a vote of confidence in our highly loyal Inverness workforce and supply chain, and the significant growth potential within the European OSB industry. I'm very proud to be at the helm of the Inverness factory at this very exciting time. The level of investment demonstrates how we're evolving as a business in response to customer demand and puts Norbord in an even better position to efficiently serve our customers' growing needs across the UK and in continental Europe."



For further information on Norbord, please call 01786 812 921 or visit www.norbord.co.uk.

 **Norbord®**
Make it better

JOIN THE CLUB

How to make the most of your FMB membership

Membership of the FMB is about more than just belonging to the UK's largest trade body for the construction industry; it also gives you a range of exclusive benefits specially selected to help you manage and grow your business. The FMB website makes it easy for you to take advantage of these benefits via the dedicated Members' Dashboard at www.fmb.org.uk/members.

Many of you already regularly log in to the Members' Dashboard to track how many times your company has been featured in Find a Builder searches by homeowners. But did you know that you can also:

- Update and improve your profile. Showing homeowners some of the recent work you have delivered is the best way of getting them to contact you. You can easily add new case studies and customer testimonials. Over 40% of homeowners find a builder by searching online – make sure your 'shop window' looks great.

Over 40% of homeowners find a builder by searching online – make sure your 'shop window' looks great

- Download our range of FREE contract templates. A written contract is one of the best ways to demonstrate your professionalism and helps protect both you and your customers.
- Get hold of the FMB logo and request van stickers. Almost 60% of homeowners look for membership of a trade body when selecting a builder – using the FMB logo on your website, van and marketing materials will help you stand out from the crowd.
- Access FMB Insurance. Did you know that as an FMB member you can access great rates and discounts on FMB insurance products?

- FMB Insurance can also provide a range of warranties for your work – and with over 66% of customers only choosing a builder that can offer a warranty – we can help you stand out.
- Save money with exclusive discounts and offers. We have carefully selected a range of industry partners that can offer you some fantastic discounts on their products and services.

Over the next few months we will be making some exciting changes to the Members' Dashboard.

The Dashboard will be updated to deliver better and more informative statistics around how many people have viewed your profile. Stay tuned for more information in the weeks and months ahead.

! With almost 750,000 people visiting the FMB website every year now is a great time to visit the Members' Dashboard, update your profile and make use of all your member benefits. Visit www.fmb.org.uk/members.



NEW!

FESTOOL



Ready.

For greater accuracy
with maximum performance.

The new cordless VECTURO OSC 18: Thanks to the quick-action clamping system with StarlockMax tool holder as well as the sophisticated positioning and extraction accessories, the VECTURO OSC 18 is the intelligent system solution for most demanding requirements on performance, comfort and precision for dustfree sawing, parting, scraping and cutting. Find out more at www.festool.co.uk/ready



Tools for the toughest demands

5
TIPSFOR PURCHASING
CONSTRUCTION
INSURANCE

When on a work site, you need to ensure you have the right tools for the job and that includes having the right construction insurance package. FMB Insurance shares five top tips to help you determine the right insurance needs for your business

To ensure your business has the right cover you should follow these five tips:

1 Determine your business's main risks – for example contract value, employee numbers, claims history and the type of work you do. Understanding the main risks will allow you to find the right type of coverage, but make sure you also notify your insurer of any changes to your business.

2 Find a trusted and specialist insurance provider – the right provider should understand the risks and challenges your business faces as well as how to manage them. Make sure there is a reputable insurer underwriting your policy.

3 Always put cover over price – this will help to safeguard your business in the event of a claim. We understand that price is important, and often a key factor in deciding

which policy to choose, but you need to ensure you are not sacrificing anything to get your policy at a lower cost.

4 Never underestimate your coverage needs – by underinsuring yourself you could be putting yourself and your clients in jeopardy in the event of a claim.

5 Have an annual business insurance check-up – to guarantee cover levels are accurate and all employees are covered.

If you need help selecting the right insurance cover, or tailoring cover to suit your needs, the team of liability experts at FMB Insurance are only a phone call away. We're always happy to talk you through what insurance policies are available or to look through your existing policy if you have any concerns.

 You can find out more on our website fmbinsurance.co.uk or contact us on **01353 652760** or insurance@fmb.org.uk

FIND A TRUSTED AND SPECIALISED INSURANCE PROVIDER



ALWAYS PUT COVER OVER PRICE



HAVE AN ANNUAL BUSINESS INSURANCE CHECK UP



 **/fmbbuilders**
Watch our range of insurance videos on the FMB's Youtube channel for tips and guidance.

Residential Development Finance

- First time developers considered
- Immediate response
- In-house funds readily available
- Wealth of valuable experience

Significant percentage of overall project costs involved plus interest roll up can be provided. Negotiable rates dependent upon funding required. Call Barrie Palmer or Jon Mann for further details.



MOODY VENTURE CAPITAL

01277 351 860

enquiries@mvfinance.co.uk www.mvfinance.co.uk

Part of the Moody Group of Companies
60 years first hand experience in the building industry



A PRODUCT OF
HARD WORK

- Two front bellowed holster pockets with Oxford backing
- Left leg cargo pocket with Velcro fastening
- Triple stitched seams
- Two back pockets, right with Velcro fastening

TRADE SHORTS

with Holster Pockets

Call 0114 273 8349 for your nearest stockist or visit

www.jcbworkwear.com

ZIPWALL®

DUST BARRIER SYSTEM

export@zipwall.com

Do it right.

Start every job with ZipWall®.

- Sets up in just a few minutes – brings in referrals for years
- No ladders, no tape, no damage

Find a merchant near you at zipwall.co.uk

IMPORTANT CHANGES TO THE FMB CODE OF CONDUCT

All FMB members agree to comply with the requirements of the FMB Code of Conduct when they join and every time they renew their membership, to ensure they deliver the high standards of customer service expected of members.

The FMB Standards Committee, which comprises FMB members and independents, and is chaired by a member of the FMB National Board, is responsible for regularly reviewing the Code of Conduct in order to keep it up to date. You can read more about the

Committee on page 19.

In recent months, the FMB Standards Committee has made two substantial changes that members need to be aware of:

1 There is a new requirement to make sure that if any entire projects are sub-contracted to another builder, that builder should also be an FMB member. The client must also agree to the change of contractor, and their agreement should be confirmed in writing.

2 We do recommend that you use photographs of building projects on your website, or Find-a-Builder

profile, as potential clients really like to see pictures of the kind of work your company has recently carried out. However, the Code of Conduct now stipulates that these must be images of your own work. If using stock images sourced online this should be made clear.

Compliance with the Code of Conduct is an important reason why consumers choose to work with FMB members. Both of these changes have been

made in order to make sure that consumers can have complete confidence when selecting an FMB member to carry out their building work. These are things that all members would agree are proportionate and sensible things to do, and they have been added to the Code for the sake of complete clarity.

Any questions?

If you have any questions about the Code of Conduct, please contact the membership team at **membership@fmb.org.uk** or call **0330 333 7777**.



Keep a copy

A copy of the updated Code of Conduct for Members of the Federation of Master Builders has been included with this edition of Master Builder Magazine. We recommend you keep this copy on file.

An electronic copy of the Code of Conduct is also available to download at any time by logging into the Members' Dashboard on the FMB website: **www.fmb.org.uk/members**



WE'VE GOT BUILDERS COVERED

15,000+ trade quality products, everyday low prices and free delivery when you spend over £10. Whatever you need to get the job done you can rely on Toolstation.



ONLY
£133^{.31}
EXC. VAT

Angle Grinder
Twin Pack 240V **HIKOKI**
HIGH PERFORMANCE POWER TOOLS

ONLY
£41^{.64}
EXC. VAT

CODE: 80359

Toilet to go



ONLY
£22^{.48}
EXC. VAT

CODE: 33187

Trade Platform
700 x 300 x 495mm



ONLY
£22^{.24}
EXC. VAT

CODE: 29964

Defender
20m 13A
extension
reel



Prices are correct at time of going to print. *Offer valid in branch until 23.59hrs Wednesday 30th April.

£5 OFF
WHEN YOU
SPEND £40*
Quote code
TSMABMAR19

Give us a go today, you won't be disappointed
Find your local branch at toolstation.com

DEWALT

Makita

STANLEY

scruif's
HARD WEAR

YBS Insulation

bpt Birchwood
Price Tools

Aquaflow



FEDERATION OF
**MASTER
BUILDERS**
fmb.org.uk

Master Builder Awards

CELEBRATING EXCEPTIONAL MASTER BUILDERS

As the judging process for the 2019 Master Builder Awards winds up, we are highlighting some of the exceptional projects that have been put forward this year

www.fmb.org.uk



Judging of the 2019 Master Builder Awards is drawing to a close and celebrations are already underway as local awards ceremonies continue to take place across the UK.

To showcase the hard work of Master Builders, we've collated a couple of examples of exceptional projects that have been entered this year.*

Winners from the Master Builder Awards ceremonies in the regions and devolved nations go on to become finalists at the national Master Builder Awards, which will take place on Friday, 20th September at the InterContinental, Park Lane, London. One lucky winner will be crowned the overall Master Builder Award winner and will drive away in an Isuzu D-Max Utah Pick Up truck worth more than £30,000.

Don't miss the celebrations! Visit the FMB website or email events@fmb.org.uk for more information and to book your tickets.

**As award ceremonies are still ongoing across the UK, this published selection of projects has been chosen at random and does not necessarily reflect the results of judging or any outcomes from local award ceremonies.*



Staley Stonework

Northern Counties

Categories entered:

- Large Renovation Project
- Heritage Project
- Bathroom Project
- Kitchen Project

In its former life, this property was a Station Master's House in the Yorkshire Dales, which has now been extensively renovated and reconfigured to start a new life as a luxury holiday cottage.



York Builder Ltd

Yorkshire and Trent

Categories entered:

- Medium Renovation Project
- Bathroom Project
- Kitchen Project

The objective of this project was to breathe new life into a 1980s dormer bungalow, which involved creating a modern dormer to the master bedroom and ensuite and redesigning the ground floor layout to maximise the view in each room.



Magic Projects

London

Categories entered:

● **Medium Renovation Project**

This stunning development in South West London was a full three-storey remodel. The majority of the development was entirely bespoke.



Chewton Bespoke Homes Ltd

Southern Counties

Categories entered:

● **Commercial Project**

The objective of the renovation of the Solent Room (Dining and Function Room) at the Marsham Court Hotel in Bournemouth was to include a competition-sized sprung dance floor and modernise the space to include audio and adaptive lighting. The works were completed all within the confines of an 11-day shut-down period.



This published selection of projects has been chosen at random and does not necessarily reflect the results of local award ceremonies.



MRPX Construction Ltd

Northern Ireland

Categories entered:

- New Home
- Kitchen Project

This new home project, situated within a prestigious area of greater Belfast, was built to the highest standards in a neo-Georgian design to ensure it fit in with the style of homes in the existing residential area.



A J Field Developments Ltd

North West

Categories entered:

- Large Renovation Project
- Heritage Project
- Kitchen Project

This large renovation project involved the transformation and extension of a beautiful Grade II listed former school house into a contemporary, open plan family home.



This published selection of projects has been chosen at random and does not necessarily reflect the results of local award ceremonies.

Earn rewards **ALL YEAR ROUND**



...on all VELUX roof windows,
flat roof windows and sun tunnels!

Claim VELUX rewards **all year round** at velux.co.uk/rewards

Submit your invoice within 45 days of purchase. VELUX Rewards to be spent with our top brand partners including:



Currys  PCWorld

M&S
EST. 1884

TESCO



VELUX®

Rewards

BUILDING A BUSINESS

When Volodymyr Korol arrived in England from the Ukraine he had never worked in construction before. He talks to Master Builder about his journey from labouring on building sites to setting up a construction company



Directors Volodymyr Korol and Gary Olsen established their building company 18 months ago

Volodymyr Korol set up construction company Create for You (Developments) Ltd with his fellow directors Conor Ward, Gary Olsen and André Tapponnier, 18 months ago.

Based in Hither Green, London, the company, which has been an FMB member since 2017, offers a range of building services from loft refurbishments to extensions, and employs 14 staff.

The management team have over 100 years of combined experience delivering high-end construction projects but just over 20 years ago Volodymyr had never set foot on a building site.

"I came to England in 1997 and I came straight to London. After I got permission to work I started work as a labourer in the building industry," he explained. "I didn't speak much English and I couldn't do anything else, so I started as a labourer, in the meantime learning the language," he said.

"I was lucky because I got a job in a construction company which was all Scottish and English guys so I had to learn the language pretty quickly."

Driven and motivated to adapt to his new life in England, Volodymyr spent three years at Lewisham College developing his English language skills while working in the construction sector.





Volodymyr inspects progress on a project work site



"After labouring for a few years I started as an apprentice in a company and as it was a small company, I did a bit of everything"

As his English began to improve, he started to concentrate on developing his construction skills, with a view to learning a trade.

Volodymyr explained: "After labouring for a few years I started as an apprentice in a company and as it was a small

company, I did a bit of everything. I realised I wanted to develop a trade and I liked brick work, so I went to Deptford College for three years and did NVQ Levels 1, 2 and 3 in bricklaying.

"I just wanted to improve and keep going."

Over the years Volodymyr has continued to develop his skills and worked as a sole trader before teaming up with his business partners to set up their first company WKD Loft & Extensions and later UK Building Construction before setting up Create for You.

"I enjoy working in construction," he said. "I have never even tried anything else. I have met some good people, it is interesting, and I like being out on site."

Volodymyr's journey from a labourer to a business owner of a construction firm is an inspiring story that demonstrates what can be achieved when a motivated and determined individual sets their sights on a career in construction. As the industry struggles with ongoing skills shortages which are set to be exacerbated by the anticipated impact of Brexit, the sector needs more people like Volodymyr to pick up the tools and embark on a career in construction.

To help address these issues, the FMB is committed to promoting higher quality apprenticeships and lobbying Government to revise its proposed immigration policy which would effectively stop EU workers coming to the UK to work if they earn less than £30,000 per year.

Photography: Richard Gleed

Zero Comparison

The UK's only OSB manufacturer

Nothing compares to SterlingOSB Zero. The first and only OSB made in the UK with zero-added formaldehyde. Ideal for structural applications such as walls, roofs and dry lining, meeting all industry standards.

 **SterlingOSB® Zero®**
Strength you can build on

To view the entire range of zero-added formaldehyde OSB, please visit:

SterlingOSBZero.com



HAVE YOU PREPARED FOR THE INTRODUCTION OF 'MAKING TAX DIGITAL'?

The Government's new 'Making Tax Digital' service aims to make it easier for businesses and individuals to manage their tax using digital software. Liz Bridge from the Joint Taxation Committee for the construction industry explains what this means for your business

Making Tax Digital is one of those buzz phrases that you either already understand and have done something about, or it is beginning to be as irritating as a wasp at a picnic.

Essentially, the new Making Tax Digital service means that if your business is VAT registered any return period that starts after 1 April 2019 must be reported to HMRC directly via Making Tax Digital compliant software.

It is absolutely no use thinking that if you soldier on doing your records as you do now, that the changes will not apply to you because you are thorough and have good records and a good compliance history. This is what a lot of people like me, frightened of modern apps and downloading things they don't understand, are thinking. They rashly believe that their good record of manual accounting will let them off the hook when it comes to being compliant with the new software requirements.

Some people believe that because they do their VAT return online each month that

they are already compliant with Making Tax Digital, and there are those who use accounting software who mistakenly believe that a simple upgrade will make them compliant. Unfortunately, this is simply not the case.

What to do next

If you haven't already prepared for the introduction of Making Tax Digital, then now is the time to start to ensure you are compliant with the changes.

There are some software products available that you can use with your own spreadsheets, which are called bridging software. However, the most sensible option for most business owners is to ask your accountant what they

recommend you use and get a compliant software package installed and operational as soon as possible.


There are several packages available so you shouldn't just automatically upgrade what you have. Software companies including Sage and Xero offer packages suitable for the construction industry, so explore your options to find the one that suits your business and your back pocket.

It will cost money, but it need not cost more than a few pounds a month to a small business and should make your annual accounting

charges lower and give you a better grip on cash flow, profitability and VAT owed.

Being prepared for Making Tax Digital will also help to cut out a lot of the anxiety you will face in October when the whole construction industry moves to Reverse Charge VAT.

So go on, get going and ask for help if you can't find an option that works for you.

 Members can call the FMB tax helpline on **0116 243 7623** for free expert advice.

Guest article contribution by Liz Bridge from the Joint Taxation Committee for the construction industry.





Rob Hooker and Maria Seabright signing up for the CITB Apprenticeship Scheme.

Employee engagement has proven benefits including improved productivity, positive workplace morale and low staff turnover. FMB member Greendale Construction was recently rewarded for its efforts to develop and retain talent and the company shares its winning approach with Master Builder



School students who are studying construction attend a site visit with Greendale Construction.

A WINNING APPROACH TO EMPLOYEE ENGAGEMENT

Greendale Construction recently won the 2018 Dorset Business Award for Developing Talent, which recognised the success of the company's employee and community engagement initiatives.

"Attracting, developing and retaining talented people is at the heart of the Greendale ethos," said Maria Seabright, HR and Finance Director at Greendale Construction.

"We are keenly aware that procuring skilled, dedicated and driven individuals into the business and then maintaining that enthusiasm, commitment



Top: Greendale accepting its 'Developing Talent' Award. Bottom: Staff participating in a daily 'mid-day mile' to help with mental health awareness.

and loyalty, is key to the growth of the business."

"Winning the award is an honour as it shows our commitment and dedication to our team has not only been recognised, but also hopefully by drawing attention to our staff development strategy, other companies will

see the benefits in employee satisfaction and how that positively affects all aspects of the company."

One of the key initiatives being employed at Greendale is ensuring all staff are involved in the strategic direction of the company.

"Our business plan is drawn up with direct consultation with our staff and we hold regular presentations to include and encourage staff at all levels so they can see that the business has direction and that they have a career path within that plan," Maria explained.

"We are open about our strategy for growth and listen to our people to gain their valuable input."

Greendale's focus on engagement also extends to its work with the local community and the wider construction industry. The company directors regularly visit local schools, colleges and universities to give talks and answer questions on career opportunities in the construction industry.

"We're really proud of our involvement in training and our links with schools and colleges. We don't advertise for our apprenticeships at all, as they usually come through work experience," said Maria, highlighting their positive reputation and standing in the local community.

A recent Gallup report found that companies with a highly engaged workforce saw up to a 67% lower rate of staff turnover, which has proved to be the case for Greendale.

"Staff engagement has been a key focus for the business since day one and we are proud to have high staff retention rates. Our approach to training, staff development and staff engagement is driven from the top and filtered all the way down through all levels of the company," said Maria.

All staff also have an annual appraisal and

a personal development plan, which has led to the company supporting employees through university study and other industry-related courses.

Other engagement initiatives include a hard copy quarterly staff newsletter that contains business, personal and external news, announcements and updates, and activities to promote positive mental health in the workplace.

"We have 15 staff who have completed mental health training and we also have a mid-day mile, where staff are invited to join for a walk around the block to get outside for some fresh air and to clear the mind."

The company's winning approach to employee engagement also saw them secure Investors In People (IPP) accreditation in 2004, which recognises companies that are committed to creating a thriving, positive workplace culture. Greendale Construction first achieved Gold standard nine years ago and has retained this high level of accreditation ever since.

On advice for other construction businesses, Maria said: "Your staff are your strongest asset. It's about engaging your staff, listening to them and communicating with them so they know where the business is heading.

"If staff members are not engaged, how will the company move forward? How will the company improve and succeed?"

For more information on how to attract and retain talent, log in to the members' area of the FMB website to access training courses and materials at www.fmb.org.uk/members



L to R: Greendale Construction Directors Rob Hooker, Chris Kane (back row) and Maria Seabright and Andy Musselwhite (front row)



EVERYTHING YOU NEED TO LAND YOUR PROJECT.



ALL OUR EXPERTS ARE EX-TRADE

So our quotes are reliable with locally available building materials and tool hire.

For more information go on buildaviator.co.uk
or call **03333 321 502**

Introducing ThistlePro

– our new brand for our performance products



ThistlePro DuraFinish

60% tougher than standard plasters for high traffic areas.



ThistlePro PureFinish

ACTIVair technology clears the air by removing harmful formaldehyde from the room.



ThistlePro Magnetic

Plaster that attracts magnets to create interactive spaces.



ThistlePro UniFinish

No need to pre-treat with PVA to re-skim most walls.

We are grouping our plaster into three distinct categories, making it easier for you to identify the right material for the job at hand and tell your merchant what you need.

Our 4 specialist performance plasters – Thistle DuraFinish, Thistle PureFinish, Thistle Magnetic Plaster and Thistle UniFinish, are being re-branded under the name **ThistlePro**.

Each of these products deliver additional benefits above just creating a quality finished surface, ranging from unique feature properties to reduced maintenance costs.

Part of the new Thistle family

Available from your local British Gypsum stockist

HOW CAN WE BETTER ADDRESS MENTAL HEALTH ISSUES AMONG MEN?

In 2017, 5,821 people sadly took their own lives.

Three quarters of them – 4,383 – were men.

A fifth of all men die before they are 65 and women live on average more than three and a half years longer than men. Anna Thompson from LABC looks at the stark reality of the mortality gap between men and women

So what's behind this gap? In 2013 the World Health Organisation Europe commissioned a study by University College London to look at the social factors behind these headlines. They found:

"...greater levels of occupational exposure to physical and chemical hazards, behaviours associated with male norms of risk-taking and adventure, health behaviour paradigms related to masculinity and the fact that men are less likely to visit a doctor when they are ill and, when they see a doctor, are less likely to report on the symptoms of disease or illness."

In Europe, 95% of fatal accidents and 76% of non-fatal accidents at the workplace are experienced by men. Women seeking help for mental health issues also outnumber men three to one.

A study in the Republic of Ireland found that health outcomes were particularly poor for two groups of men – men from lower socio-economic backgrounds and

younger men. Does this sound familiar? Do you know anyone on a building site who fits that profile?

Countless studies highlight the culture of masculinity and the stiff upper lip that means men bottle things up and find it hard to admit they need help. And building is still one of the most male-dominated (and macho) professions around.

So, that's why I'm delighted that Dave Sharp, LABC's 2019 President has chosen We Build the Future (www.webuildthefuture.org) as his presidential charity. We Build the Future is a dedicated construction industry health charity focused on fighting against cancer but also committed to promoting health and well-being to reduce the risks of people developing cancer and other life threatening diseases.

We Build the Future was founded in 2017 by Architect Richard Harral following the death of his father from bladder cancer in 2016. The original aim was simple – to find a way to help other people and families deal with and beat cancer. Richard's aim is to transform support for people working in the construction and built environment sector as well as helping to beat cancer sooner.

There are other initiatives too. Men's Health Forum (www.menshealthforum.org.uk) provides free independent health information and has developed a Haynes inspired 'Man Manual' as an easy guide to men's health issues.

These sort of initiatives are few and far between and it will take time to change longstanding cultures in our industry. But I hope for the sake of my male colleagues and friends that we do change. A healthy and safe industry is the very least we all deserve.

ANNA THOMPSON FRICS
LABC Head of Business Development

For more information, visit www.labc.co.uk

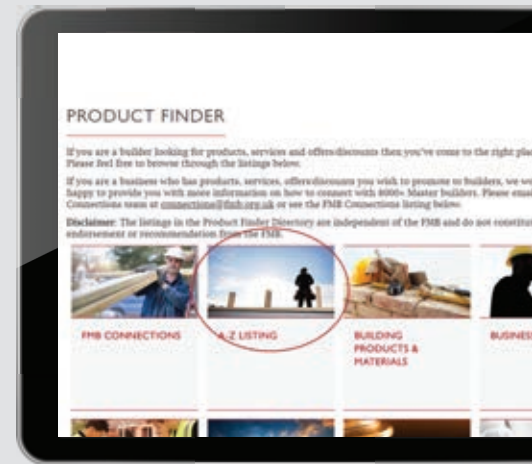
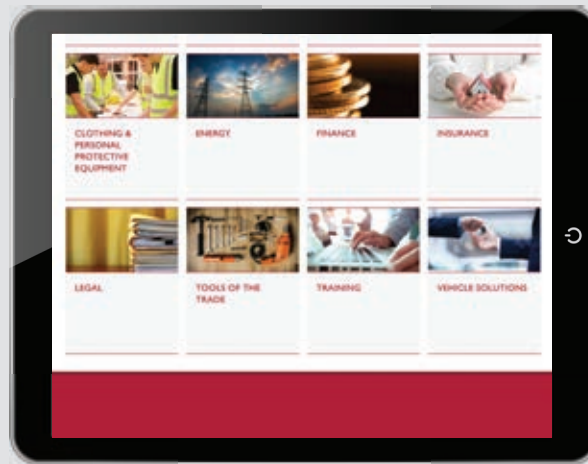
Illustration: iStock

Connections

EASY ACCESS TO MEMBER DISCOUNTS

5 steps to start saving money

- 1** Visit fmb.org.uk
- 2** Select 'Product Finder' from the homepage main menu
- 3** Browse the A – Z listings to find a specific company
- 4** Or click on one of our product-specific areas
- 5** Save money!



TRADEPOINT OFFER TO FMB MEMBERS

As a member of the FMB:



Spend **£250 in a month**, then get **5% OFF** until the end of the following month*

Spend **£500 in a month**, then get **10% OFF** until the end of the following month*

*Excludes delivery, gift cards, concessions, clearance, Amazon products, supplier quoted and selected made-to-measure products. Cannot be used in conjunction with any other voucher or customer discount card. Discount does not apply to the initial qualifying spend. Discount will be applied within 7 days of the qualifying spend.

To read our FAQs, and understand more about how the Scheme works and full terms and conditions, please visit www.trade-point.co.uk/loyaltyfd. Order your FMB card here: Admin.TradePointB2B@Trade-Point.co.uk

Get up to
10% off with
the Trade
Loyalty
Scheme

If you'd like to find out more about member offers, or if you're a business that wants to get involved, contact the Connections team on 020 7025 2900 or email connections@fmb.org.uk

Disclaimer: The listings in the Product Finder Directory are independent of the FMB and do not constitute endorsement or recommendation from the FMB.

Specify CFA
members and

MINIMIZE COSTLY FLOORING FAILURES



Specifying a CFA member for your next flooring project could mean the difference between success – or a flooring failure. Most of the UK's largest and best known Manufacturers, Distributors, Contractors and Consultants are CFA members – and for good reason.



- CFA members promote high standards, knowledge and expertise
- Specifying CFA members will maximize your investment and minimize costly flooring failures
- All members have to pass a vetting process

Tel: 0115 941 1126

www.cfa.org.uk | Email: info@cfa.org.uk



RIDGEWAY

Leading Supplier of Site Products
Hire, Sales and Onsite Services



www.ridgeway-online.com

Geo-Fix®

READY MIXED AND READY TO GO



FAST 3 HOUR CURE

33% BIGGER
TUB THAN
MOST
JOINTING
COMPOUNDS

NEW AND
IMPROVED
GREY
COLOUR



CAN BE APPLIED IN VIRTUALLY
ALL WEATHER CONDITIONS -
EVEN IN THE WET



SUITABLE
FOR USE ON
JOINTS FROM
15MM DEEP

NOW
AVAILABLE
IN NEW
MID-GRAY
COLOUR



The original paving jointing compound, trusted
by the trade for over 20 years. Find out more:

0113 240 3456 everbuild.co.uk



A SIKA COMPANY

Diary dates



FMB conferences and events 2019/2020

Save these dates in your diary and visit the FMB website for more information

10TH

MAY 2019

Cymru Master Builder
Awards Gala Dinner
Sponsored by Rockwool

**Radisson Blu Hotel,
Cardiff**

6TH

JUNE 2019

Scotland Master Builder Awards
Reception and AGM

**The Scotch Whisky
Experience, Edinburgh**

21ST

22ND

JUNE 2019

South West, Midlands and
Eastern Master Builder Awards
Gala Dinner, AGM
and Conference

**Hilton DoubleTree,
Stratford-upon-Avon**

5TH

SEPTEMBER 2019

Cymru Conference
Radisson Blu Hotel, Cardiff

20TH

SEPTEMBER 2019

National Master Builder Awards
Ceremony and National AGM
**InterContinental Park Lane,
London**

18TH

OCTOBER 2019

North Joint Area Board
Meeting and Conference
Leeds

25TH

OCTOBER 2019

Scotland Annual Dinner
and Conference
Edinburgh

14TH

NOVEMBER 2019

Northern Ireland Conference
Northern Ireland

28TH

JANUARY 2020

British Building Conference
**One Great George Street,
London**

IMPORTANT NOTICE FMB NATIONAL AGM

Notice is hereby given that the Annual General Meeting (AGM) of the Federation of Master Builders will be held at The InterContinental, One Hamilton Place,

Park Lane, London, W1J 7QY, on the morning of Friday, 20th September 2019. Further details will be published in Master Builder magazine nearer the

event. Any items for inclusion on the agenda should be sent to Alison King by 30th June 2019 at alisonking@fmb.org.uk



PEACE OF MIND

Mates in Mind was set up to tackle the complex challenge of mental ill-health within the construction sector and related industries. Its Managing Director James Rudoni talks to Master Builder about how it is promoting mentally healthy workplaces

Mates in Mind was established by the Health in Construction Leadership Group with the support of the British

Safety Council to tackle the complex challenge of mental ill-health within the construction and related industries.

"Mates in Mind was established because mental ill-health has remained a persistent and difficult challenge facing the UK's construction industry, with both a significant personal and business cost," explained James Rudoni, its Managing Director.

According to the Health and Safety Executive there were 15.4 million working days lost in 2017/18 as a result of work-related stress, anxiety or depression, up from 12.5 million in the previous year.

While the Office for National Statistics reports that the risk of suicide among male construction labourers is 3.7 times higher than the male national average.

"There is certainly a stigma still associated with mental health, especially within the construction and related industries," said James.

"Although we have certainly witnessed open conversations about mental health starting to take priority on the Government's agenda, as well as within workplaces, there is still much to be done to eliminate the stigma and silence around the topic."

Mates in Mind's main objectives are to drive a transformation in mental health, working alongside organisations to create, communicate and deliver a coherent and holistic approach to promote mentally healthy workplaces.

It is striving to transform workplace mental health in three major areas:

- Raising awareness and understanding of mental health and wellbeing.
- Helping people to understand what support they can receive, how and where to find it.
- Overcoming the stigma and silence around mental health and wellbeing by promoting cultures of positive wellbeing.

It reaches over 187,000 workers, supported by over 200 organisations – 60% of which are small and medium-

Mental health statistics at a glance



1 in 4

people in the UK will have a mental health problem at some point

15.4m

working days were lost as a result of work-related stress, anxiety and depression in 2017/18 in Great Britain

3.7x

The risk of suicide among male construction labourers is 3.7 times higher than the male average in England and Wales

14,000

In construction there were an estimated 14,000 work-related cases of stress, depression or anxiety recorded in 2017/18 in Great Britain

44%

Stress, depression or anxiety accounted for 44% of new and long-standing cases of work-related ill health in 2017/18 in Great Britain

Sources: Mind, HSE, ONS

sized (SME) construction firms – and in 2018 it facilitated the delivery of more than 300 mental health training programmes, supporting organisations of all sizes to improve their mental health.

After being awarded the Mowlem Award by B&CE's Charitable Trust it is using the funding to develop support for improving apprentices' mental health. It has also recently launched its 2019 Impact Awards to highlight the efforts and achievements of organisations and individuals in improving mental health across workplaces.

"At Mates in Mind we see starting the conversation as one aspect of destigmatising mental health, but also strongly believe that a real change within the sector will only develop from employers taking a whole organisation, whole person approach to health and wellbeing," said James.

At Mates in Mind we see starting the conversation as one aspect of destigmatising mental health

The programmes that the charity offers are tailored to roles throughout the sector, from workers to managers and directors, with a range of literature and resources to improve awareness around the topic and how to approach it in the workplace.

"At Mates in Mind we understand there is never one single solution to tackling mental ill-health and therefore our bespoke programmes address the specific needs of organisations we work with," said James.

"We understand that with a drive from industry leaders, support from workers, managers and directors alike, we can make a change. By working together and striving to start conversations about mental health, then acting on them, we produce a meaningful change to the cultures and work environments of the industry. Through these fundamental changes the sector will be able to better tackle mental health and the stigma that has been historically attached to the topic too."

THE TAXMAN COMETH – THE RISK YOU FACE



No tie in. No sign up cost. No exit fee. Compliance guaranteed. 01245 493832 www.eebs.co.uk

Take the hassle out of health and safety paper work

with SafeContractor accreditation

- Ensure your health and safety paper work meets legal requirements
- It's a simple, quick and fully supported health and safety assessment
- Boost your business profile and access more work opportunities

Quote 'FMB' for 10% discount on SafeContractor membership

Call 03301 272 247 to find out more

 **Alcumus**
SafeContractor



DEALING WITH DISPUTES

Even the best builders can find themselves involved in a client dispute so how can you prevent them and what is the best approach to take when relationships turn sour?

There were 44,000 disputes over building projects in the UK in 2017, costing £22.5 million but many such instances can be easily resolved or avoided in the first place.



Attracting the right clients

Highlight your FMB status and

promote your high-quality projects online, to ensure you get enquiries about the best jobs.

Filtering out time wasters early on can be achieved through the use of detailed written quotes, contracts setting out payment schedules, and deposits.

"This sets out to the client

that it is not just casual, they are going to have to start paying substantial sums on a regular basis," said Hayley Lorimer, the FMB's Director of Membership Services. "So, that weeds out anybody who hasn't got the money or is not really serious about going ahead with the project."

Paula Higgins, Chief Executive of the HomeOwners Alliance added: "Getting an agreement between you and your client on the parameters for your project before work starts is essential and a building contract is the best way to do this."

Contracts not only reduce the risk to all parties but also provide a means for resolving any disputes that may arise.



Building relationships

"I think a lot of our members don't realise how nervous clients often are about getting a builder in," said Hayley.

"They have heard horror stories and need a bit of reassurance."

As an FMB member you already have a badge of quality you can use to reassure potential clients.

"Talk to clients about your FMB membership," said Hayley. "It's great to have the FMB logo on your van, but it's also a good idea to tell clients what it means and explain that you have been inspected and that you have to abide by the FMB's Code of Conduct."

Agreeing a job specification and clarifying house rules before a project gets underway is important said Paula and the FMB recommends that both parties agree on a process for handling changes, as well as costs and a payment schedule before work starts.



We've got you covered

At FMB Insurance, we offer a wide range of warranties and insurance policies that help to protect your business, your clients and your property.



Can't see what you are looking for?

Contact us and we will help to source the right insurance cover to suit your needs.

Price beat guarantee

FMB members receive discounted rates for Public and Employers Liability Insurance with a **guarantee to beat renewals by 10%.***

*Upon confirmation of renewal for members with a three-year no claims period.



Visit www.fmbinsurance.co.uk or call 01353 652 760 to request a quote today.

[fmbinsurance](https://www.facebook.com/fmbinsurance)

fmbinsurance.co.uk

EXPAND YOUR OPTIONS



SECURED BY DESIGN APARTMENT ENTRANCE DOORSETS

Available in over 40 door designs including the choice of FD30 and FD60 certifiere approved core, combine style and safety with SoundSecure.



Featuring the Portfolio Black and Light Grey Two Stile in the SoundSecure doorset system.

FIND OUT MORE AT WWW.PREMDOR.CO.UK OR CALL 0844 209 0008 TODAY!



Communicate with clients

Hayley and Paula agree that most disputes occur when communication breaks down.

Master Builders should schedule weekly on-site meetings with clients, with walk rounds to talk through the work, discuss what will come next and address any minor issues that may have arisen.

"A weekly walk round means that the client doesn't feel like the project is out of control and they don't know what is going on," said Hayley. "Because if clients feel like that it makes them feel uneasy and they can become more difficult to deal with."

Any decisions or changes should be put in writing and clients should be told in advance and agree to the cost of any additional items or changes.

Clients often have little or no understanding of the build process, said Hayley, so explaining the potential knock-on effect of any changes is essential.

"If the clients change their mind about any aspects of the project, you need to have a good process for managing that i.e. getting it in writing and making sure that the client understands that adding another window or door means that the electrician can't come in for another week and that is going to cause changes to the schedule," said Hayley.

44,000

The number of disputes over building projects in the UK in 2017

£22.5m

The cost of building project disputes in the UK in 2017

18 months

The time the average construction dispute takes to resolve



How the FMB can help

If both sides are unable to reach an agreement, members can download a deadlock letter from the FMB website and send it to the client asking them to agree to getting the FMB involved.

The FMB disputes team will attempt to mediate but more complex cases will be referred to CEDR – the Centre for Effective Dispute Resolution – which can produce legally binding outcome statements.

Contact the FMB disputes team on 0113 201 4263 or by email disputes@fmb.org.uk if you require support.



Dealing with disputes

Even when best practice is followed, disputes sometimes arise and Master Builders should always

consider how they will handle issues beforehand and keep copies of written communications and a complaints log.

If a complaint is made, members should use their negotiating skills to try and agree outcomes with the client, said Hayley.

"Getting involved in emotional arguments and blaming each other never ends well. It's always best to sit down and say 'what is the best outcome that we can both achieve from this?'"

Follow up with an email confirming what has been agreed so that there is a visible audit trail.

There will be times when the builder is at fault but sometimes the client is at fault, whether that is unrealistic expectations or refusal to pay, and evidence of your communications can be vital.

"Members will fall foul of people even with the best will in the world but they need to manage the client relationship the best they possibly can to avoid that happening and to cover themselves if it does," said Hayley.

"If you have a client who is impossible to deal with and you lose your temper and start sending rude text messages or emails it is going to look really bad for you if it ends up in court or before the FMB Standards Committee, even if you are in the right. Try not to take it personally and remain professional because it is your business reputation at stake."



Positive outcomes

Of course, most building projects are completed without a hitch and members should always capitalise on their successes.

Hayley suggests leaving business cards or leaflets with happy customers. "The biggest source of work for our members is through word of mouth," she said.

"People put a great deal of weight on personal recommendations and experiences and so they should!" added Paula. "A satisfied client can do your marketing for you and honest feedback can help build your business."



GROWING A BUSINESS

Many builders have aspirations to branch out on their own but building a business isn't always easy.

Master Builder talks to two FMB members about their journeys from apprentices to business owners

Joe Kingdon and Colin Holt have built successful construction companies but while being your own boss has its advantages, running a business is not without its challenges. They tell their stories to Michelle Gordon:



Joe Kingdon set up Kingdon Design and Construction, based in East Dulwich, in 2015, when he was just 28 years old.

After starting to study for A Levels he realised that the academic route wasn't for him and his dad, who is a structural engineer, helped him get a job labouring on building sites.

He then studied carpentry at college and worked on his craft three days a week, while labouring two days a week. At the age of 20 he took up an apprenticeship with an oak frame company.

His move into business ownership came by chance when a business contact asked him to come on board with a project but then changed his mind about taking it on.

"He had tendered for and won a contract for an extension and the contract was already signed and he just gave it to me and that was a leapfrog into starting my own company," explained Joe.

Kingdon Design and Construction offers the full suite of works from fitting kitchens to extensions and

while Joe doesn't directly employ any staff he regularly works with two labourers and has a black book full of trusted tradespeople.

It is easy to underestimate the amount of behind-the-scenes work involved in running your own business, said Joe.

"It is not just about day-to-day site work. I come home from work and have to go back to work in the office, doing quotes, getting the books together and keeping things in order. You have to be really motivated."

It was a big adjustment, said Joe, to go from being a builder on site to dealing with clients and staff and being "the face of the company".

"It was quite stressful in the early days, trying to get payments from people," he said. "Obviously now I have settled into it a bit I have got more of a cushion behind me and more of a contingency and also I am a bit more knowledgeable on ways to deal with it."

"Everything now is followed up in writing. Any conversations on site, as soon as I get back, are followed up with an email confirming what was said. So that is the kind of stuff that you don't learn when you are just working on site."

While advantages of being your own boss include choosing your own projects, you have a lot less free time.

"If anyone is thinking of being their own boss to have more free time I would say think again," Joe said.

"If you want to succeed you have got to put in the work. It is not just about your skills as a carpenter or bricklayer, you can be the best bricklayer or carpenter but you have got to have a different mindset if you are going to run your own company."

On advice for would-be business owners, Joe said: "Start off small, don't jump in at the deep end just dip your toe in a bit."

Boost your business

HR consultancy Quest gives its top 10 tips for running a business.

1 Customer care

Developing customer trust and confidence in service delivery will improve your chances of repeat business and word of mouth recommendations.

2 Employee relationships

You must employ the right people for the job and ensure each employee understands their tasks and responsibilities and is supported through training and supervision where needed.

3 Business focus

Focus on realistic goals with a strategic vision for the business, look at a mission statement and set achievable objectives.

4 Marketing profile

Keep your company website updated and check out other options for creating a business profile like Twitter, Facebook, Instagram and LinkedIn.

5 Overhead expenses

Review processes by automating systems i.e. going paperless, using office space more efficiently, and investing in energy efficient appliances and equipment.

6 Outsourcing work

Assess if areas of your business operations could be outsourced such as health/safety, legal and HR employment matters.

7 Adaptation

Make sure your business can adapt to changes in the market place. Assess your past financial performance to understand any trends and key changes that may be required.

8 Business growth

Growing your business takes time, and if you try to expand before you have a big enough customer base, it could be damaging. Only take on as much work as you can manage and take on new employees to facilitate this accordingly.

9 Cash analysis

Assess past financial performance to understand the trends and key changes in the business especially where profit is high, but cash flow is low. Reassess if banks/creditors will keep meeting any escalating cash gap and if so, for how long.

10 Mistakes

Learning from mistakes and successes can allow businesses to continually enhance their performance.



Left to right: Colin and Simon Holt

COLIN HOLT

Colin Holt went into construction straight from school and completed a five-year apprenticeship in carpentry and joinery.

After around eight years working for large construction companies he decided to strike out on his own and set up CJ Holt in 1975. The company name changed to Holt Build Ltd when his son Simon came on board in 1997.

While Holt Build is well established they have deliberately kept the business small.

"You are only as good as the worst person you employ, so we are very particular about who we take on," explained Colin.

"We don't have any direct employees and use sub-contractors who we have worked with before."

The company, based in West Sussex, does everything from kitchens and bathrooms to alterations and extensions.

The hardest thing about setting up a business is

making that decision to take the plunge and leaving behind a steady job, said Colin.

While at the start of his career business was often done on a handshake, it is a lot more formal now and there is a lot more paperwork.

"You have got to be so careful now with dotting the i's and crossing the t's," he said. "You have to put everything down in writing now and a lot of it is done by text and emails, which are all kept."

Maintaining a professional relationship with clients is important said Colin, as is being honest with people.

"Give them what they pay for and plus some," he said. "If a client has a problem that crops up a few months later, for example, a door not shutting properly, we will go out and deal with it."

"You cannot please everybody, no matter how hard you try but if you get a bad customer turn them into a good customer because you can. Talk to them and make sure they get what they have paid for."



LIFE ON SITE – WHAT CHALLENGES DO SME BUILDERS FACE?

Guest article by Andrew Cushing, Customer Director, Jewson

On site, downtime is in short supply. Between scheduling work, making sure you've got the materials for the days and weeks ahead, as well as the right trades when you need them, there's a lot to juggle.

Then throw in compliance, Building Control inspections and sign-off, and it's not surprising that most builders don't clock off when they leave site, or let things like training and refreshing vital skills fall to the bottom of the to-do list.

At Jewson, we want to help you ease some of these time pressures and help you do your job more easily. In a recent survey*, we asked small to medium-sized building firms to tell us about the barriers they might face throughout the build process, from design to completion.

The best part? We're developing a range of products and services that can help you with your day-to-day every step of the way.

Expert knowledge

Passing a Building Control inspection is an art form. The process starts right from the design phase when you plan a project in line with Regulations and RCDs. Fast-forward to the completed build, and it's all about the airtightness and acoustic tests, and getting the paperwork in order.

Build Aviator, available at Jewson, comprises a range of services that can help get a project off to the best start. Working with a team of experts, you can plan and design your build so that it's SAP approved, saving you time in finding products that meet your project requirements and meaning you can crack on with the job. It's something that many SME builders are already masters of as, according to our research, 90% have never failed a Building Control inspection.

Reducing the risk of remedial repairs

Substituting products increases the risk of having to make remedial repairs on a project, and while 38% of survey respondents do not substitute products as a rule, client request, cost and product availability mean that it's sometimes a necessity.

Using programmes that offer estimations and Bills of Materials, such as Build Aviator, can help reduce this need. Based on the SAP-approved design, these estimations ensure you can order the products you need in advance of when you need them, therefore reducing the risk of remedial repairs.

Having a better overview of what you need up front can also help identify possible savings on material costs.

Taking the time for training

An SME builder wears many hats (and we aren't just talking about the hard kind). Doing so many jobs takes time, something that's often in short supply. This could explain why only 29% of SME builders say they took part in a training course or skills refresher in the last 12 months.

To tackle this, think about the tasks you're doing on site and speak to your local merchant to find out how they can lend a hand. This will help you get things done more efficiently, and free up some valuable time.

Visit the FMB website for further details on the survey findings
fmb.org.uk/Jewson-master-builder

For more information, contact Melissa Clayton or Danii Griffiths at Tangerine at
Jewson@tangerinecomms.com,
 call 0161 817 6600 or visit
www.jewson.co.uk/buildaviator

*Survey carried out between September and December 2018.

FIRE IT UP

Government campaign celebrates apprenticeships

The Government has launched a new campaign called 'Fire it Up' to shine a spotlight on the fantastic contributions that apprentices make to businesses up and down the country every day. Did you know that 83% of apprentice employers would recommend apprentices to other businesses? Thousands of organisations employ apprentices, and you can

tailor their training to your business needs. The Government has launched a new website www.apprenticeships.gov.uk to bring together all the information you need about apprenticeships, including the



positive impact they will have on your company, and what grant funding is available to cover the cost of training. For example, in companies with fewer than 50 employees, the Government will pay for 100% of the training costs if the apprentice is aged between 16 and 18 years old. You can

read about this funding and more on the website, as well as having the opportunity to post vacancies on the Government's 'Find an Apprenticeship' portal. We would love to share the success of FMB employers and their apprentices as part of the 'Fire it Up' campaign and showcase how keen and inquisitive apprentices can give a fresh injection of talent into a business.

If you would like to celebrate the achievements of your apprentice, or to find out more about how apprentices can blaze their own trail, contact ExternalAffairs@fmb.org.uk or call 0207 025 2947.

Images from the National Apprenticeship Service

SUNSCREEN PROTECTION FOR EXTERIOR WOOD

Call on **01296 481220** or learn more at osmouk.com

✓ MICROPOROUS | ✓ NATURAL | ✓ UV-RESISTANT | ✓ OIL-BASED | ✓ HIGH COVERAGE

CLEAR

OAK

CEDAR

NATURAL

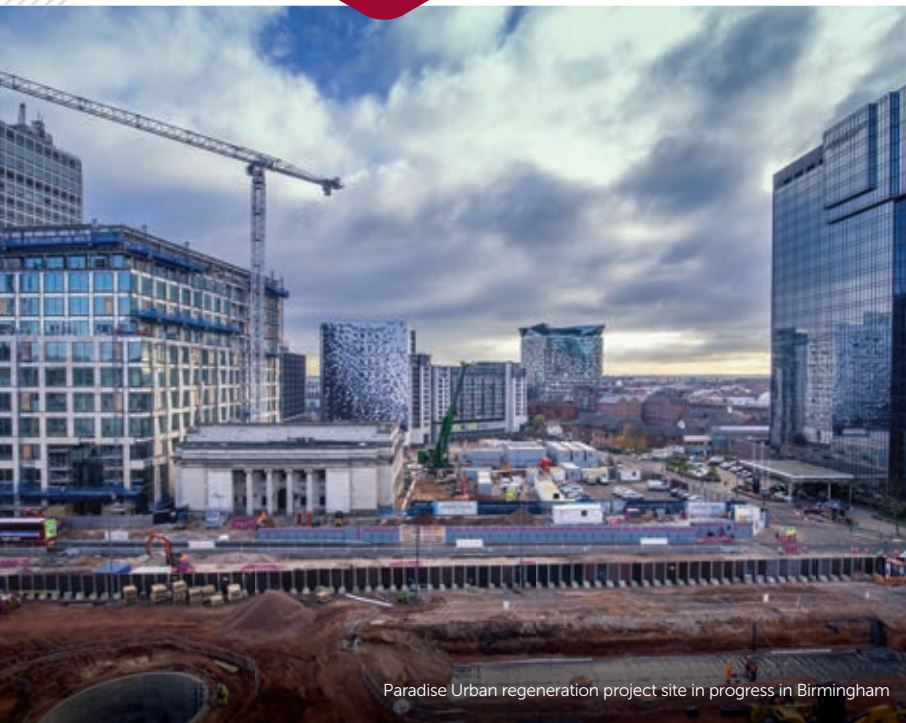
A PRODUCT OF HARD WORK

- Brown Full Grain Leather
- Two Pull Tabs for ease of access
- Dark Brown Breathable mesh lining
- JCB Heat Embossed to side of heel
- External Scuff Cap
- Steel Toecap
- Composite Midsole
- EN ISO 20345:2011

NEW DEALER BOOTS WITH SCUFF CAP

Available in Tan or Black | Sizes 6 - 13

Call 0114 273 8349 for your nearest stockist or visit www.jcbworkwear.com



Paradise Urban regeneration project site in progress in Birmingham

CENTRAL

Birmingham nicknamed the 'new London'

Birmingham has been nicknamed the 'new London' with developers pouring millions into new projects in the city, which could lead to opportunities for small and medium-sized construction firms and suppliers. Current multi-million-pound projects such as the HS2 headquarters at Cuzon Street, the redevelopment of Paradise Circus and the extension of the Midland Metro from the city

centre to Five Ways, are just a few examples of local developments.

More development is also planned in Birmingham including the construction of 750 new homes to be built opposite Birmingham City Hospital, the redevelopment of the canal side in Dudley Road and the conversion of the 14-storey Liver House in the Jewellery Quarter into 770 new apartments at a cost of £14 million.

CONTACT FMB Central Director, John Watson
Email: johnwatson@fmb.org.uk | Mobile: 07769 687 239

Is offsite construction the solution to addressing new homes shortages?

Weston Logistics, an Essex company, has opened a £12 million factory and warehouse called the Braintree Logistics Centre to create new made-to-order homes through offsite construction. The factory currently employs 40 staff and is fitted with advanced robotics, which can produce 60 complete houses a day at maximum capacity. The warehouse stores a complete range of building materials in addition to products such as flooring, cladding, wall tiles, panelling, kitchens and bathrooms. It is anticipated that the new homes will be fully manufactured by robots within 10 years.

Join fellow members at the Master Builder Awards

The South West, Midlands and Eastern Master Builder Awards will be held on Friday, 21st June at the DoubleTree by Hilton Hotel, Stratford-upon-Avon. All members are welcome to attend to celebrate with fellow Master Builders. Visit the FMB website to book your tickets.

A business conference and exhibition will take place during the day ahead of the awards ceremony in the evening. The Midland region AGM and board meeting will be held on the morning of Saturday, 22nd June.

Celebrating half a century in business



Congratulations to FMB member Abbey and Lyndon which recently achieved a milestone of

50 years in business. Abbey and Lyndon is a family run business in the Redditch area and has been an FMB member since 1997.



SOUTH

How do you get paid?

Running your business can be challenging enough without the added problem of late payers. From a recent FMB survey, late payments was one of the top worries expressed by small building firms. We'd like to know how you manage your clients to ensure fair and prompt payment.

Do you use the free FMB contracts you can download from our website? Do you agree staged payments? Do you take a deposit and if so what percentage? What about retentions and snagging? We'd really like to hear about what works for you. Contact Phil Hodge.



Major events for Southern region members

● **5th April** – Business Conference, Southern Counties Regional Master Builder Awards Gala Dinner at the Oxford Belfry

● **6th April** – Southern Counties AGM, election results and Area Board meeting at the Oxford Belfry

● **21st June** – Business Conference, South West Regional Master Builder Awards Gala Dinner at the Hilton, Stratford-upon-Avon

To book your place, go to www.fmb.org.uk and head to the Master Builder Awards page.

FMB South members shine bright with construction industry events and media

Southern region members were at the forefront of some of our recent industry events and also on TV. If you have

an interest in giving advice to homeowners, presenting at Masterclass sessions or doing a spot on TV or radio with us,

please contact Phil Hodge as we're always on the lookout for media-friendly Master Builders.



1 Blaine Lawrence presenting to the public at a Masterclass



2 Bob Turner giving advice to homeowners at a Homebuilding Show



3 Ryan Harman-Taylor giving advice to homeowners at a Homebuilding Show

CITB grants, levy, products and services update

In April and May, the CITB is running a series of events in the South for Master Builders who are also registered with the CITB. Find out the

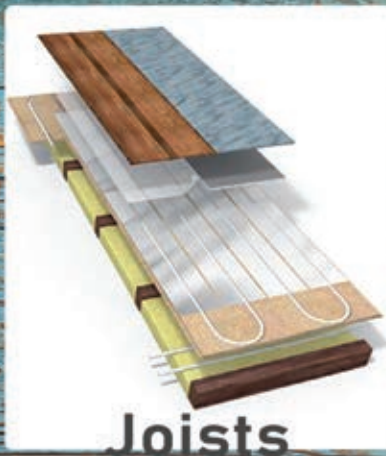
latest regarding access to grants and the funding levy mechanism, as well as a general update on the CITB's products and services. For

more information and to register for these free events go to **www.citb.co.uk** and head for the events, webinars and workshops page.



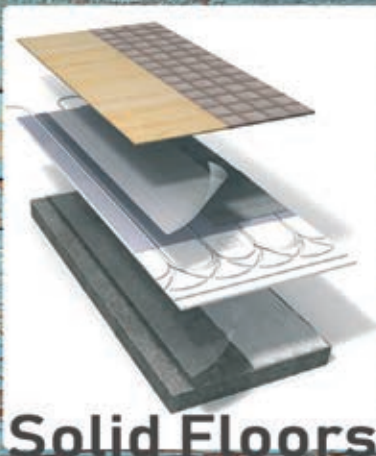
CONTACT FMB South Director, Phil Hodge Email: philhodge@fmb.org.uk | Mobile: 07741 240 665

Our Innovative Underfloor Heating Solutions



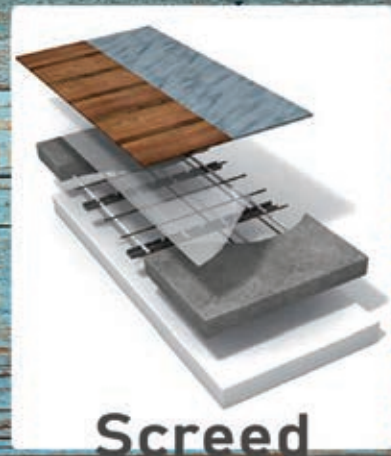
Joists

- For new-build and renovation
- Best solution of wooden joists
- Suitable for all types of floor coverings
- 22mm installation height



Solid Floors

- Ideal for renovation
- Cuts down heat loss
- Suitable for all types of floor coverings
- 16mm installation height



Screed

- For new-build and renovation
- Ideal for ground-slab or in screed
- Suitable for all types of floor coverings
- 0mm installation height for new-build

Call 0141 404 6204

Email shop@renewableproductswarehouse.com

**RENEWABLE
PRODUCTS
WAREHOUSE**

RPW
Underfloor Heating Supplier

136 Atlas Express Industrial Estate, 1 Rutherglen Road, Glasgow G73 1SX

www.renewableproductswarehouse.com

**FREE
TO ATTEND**

BUILDING
TECH

CIVILS

ENERGY
& HVAC

SURFACE &
MATERIALS

TIMBER

CONCRETE
EXPO
8-9 OCT

GRAND
DESIGNS LIVE
9-10 OCT

**UK CONSTRUCTION
WEEK | 2019**



8-10 OCTOBER | NEC | BIRMINGHAM

BUILD

Sponsored by
easy-trim

**The show for
people who build**



Doors,
windows &
glass



Tools



Health &
safety & fire



Digital



Roofing,
cladding &
insulation



Offsite

ukconstructionweek.com

#UKCW2019 | @UK_CW

SPONSORS

easy-trim

**MITSUBISHI
ELECTRIC**
Change for the Better

PRALPLUG

fischer

NORTH

Tees Valley Combined Authority Local Industrial Strategy

FMB North Director, Caroline Meehan and some Northern Counties members attended the Tees Valley Combined Authority Local Industrial Strategy (LIS) development meeting for the area. The LIS will be developed locally and agreed with Government to establish the interventions, support and funding required in Tees Valley to deliver future improvements in productivity.

In late January, a series of sector challenge sessions took place. For each of the priority sectors in Tees Valley, including construction, these events were used to: test the emerging evidence base; outline the opportunities/market failures facing businesses; and establish a future vision of success. Following on from this, the Combined Authority is now looking to engage with stakeholders to explore the policy interventions that can help deliver productivity growth in construction. The sessions will provide an opportunity to help shape the Combined Authority's priorities and in turn the funding, support and policy levers sought from Government.

Congratulations to Master Builder Award winners!

Congratulations to all members from the North West, Yorkshire and Trent and Northern Counties regions who were crowned winners at the recent North Master Builder Awards ceremony in Manchester! It was great to see so many members in attendance at the sold-out event to celebrate their achievements and those of their fellow Master Builders. The regional winners will now go on to compete as finalists at the national Master Builder Awards on Friday, 20th September. Best of luck to all members from the North!

CONTACT FMB North Director, Caroline Meehan
Email: carolinemeehan@fmb.org.uk
Mobile: 07471 953 171

LONDON

Skills message goes to Westminster



Trade associations representing over 20 different occupations recently set up stall in Portcullis House, the offices of MPs, in order to lobby parliamentarians about the need for the Government to change its policy on skills post-Brexit.

At the event, staff from the FMB's London office met with MPs and politicians from a wide cross-section of Government to explain the skills needed by Master Builders and the damage being caused by construction's skills crisis in London.

New Chair

Congratulations to Phil Roach, Roach Brothers Ltd, who due to popular demand was once again elected Chair of Sutton Branch at its recent AGM.



Annie in the media

If you have been on Twitter recently you might recognise Master Builder Annie Summun from Kiesel Ltd. Annie has become the face of the Construction Industry Training Board's (CITB) latest multi-media campaign to promote the grants and support available to builders looking to take on apprentices.

"I am very passionate about training the next generation of builders," said Annie, "it is vital not just to the future of my own company but to the whole industry."

CONTACT FMB London Director, Barry Mortimer | Email: barrymortimer@fmb.org.uk | Mobile: 07469 350 116

NORTHERN IRELAND

Licensing raised at Construction Expo



We recently exhibited and presented at the 1st Construction Expo in the Titanic Centre, Belfast. Geared towards both contractors and professionals it attracted some good contacts for FMB members. Presenting on the FMB's 'Licence to Build' report, FMB Northern Ireland Director Gavin McGuire found an enthusiastic and engaged audience. The event also saw a TV interview on licensing and the challenges for the local industry around the current Brexit debate. Such opportunities are taken by the FMB to continue to raise members' profiles and discuss the issues that affect you.



Judges (left to right) Barry Neilson, CEO of the CITB; Gary McDonald Business Editor of the Irish News and Eddie Weir CIAT President

Master Builder Awards judging and shortlisting

Many thanks to the record number of members in Northern Ireland who submitted projects large and small for the 2019 Master Builder Awards. The three judges from across industry were very impressed with the calibre of projects. Congratulations to all members who took home an award win at the recent Northern Ireland Master Builder Awards Gala Dinner at the Malone Lodge. We will be cheering you on at the national Master Builder Awards ceremony in September!

FMB continues to raise the standards of apprenticeships

The importance of attracting new talent into our industry is an issue we know members are very concerned about. With this in mind we are endeavouring to speak with as many stakeholders and policy makers as we can to raise your concerns. Pictured at a policy engagement event is FMB member Regan Building Contractors along with senior policy makers.



CYMRU

FMB Cymru gives evidence to Welsh Assembly Committee

FMB Cymru Director Ifan Glyn recently gave evidence on behalf of FMB members to the Welsh Assembly Economy, Infrastructure and Skills Committee on the barriers facing small house building firms. The committee consists of Assembly Members from across the political spectrum and is an important forum to inform Welsh Government decision making.

Ifan's key argument was that the complexities and costs associated with the current planning regime are a major barrier to small house building firms. He pointed out that until the system becomes less expensive and easier to navigate, the sector will continue to be dominated by a small number of very large house builders who, unlike smaller firms, have the capacity to cope with the demands of planning.



Book now for the FMB Cymru Master Builder Awards Gala Dinner

Bookings are open for the 2019 FMB Cymru Master Builder Awards Gala Dinner, which will take place on Friday, 10th May at the Radisson Blu Hotel in Cardiff. The event will bring together the Welsh building community to celebrate the very best of our industry from across our nation. Guests will enjoy a delicious three-course meal with wine along with a welcome drink upon arrival. Single tickets are £45 + VAT for FMB members, whilst a table of 10 is just £430 + VAT. Numbers are limited therefore make sure you book before it's too late! Book direct on the FMB website or contact the FMB Cymru office for further information.

CONTACT FMB Cymru Director, Ifan Glyn
Email: ifanglyn@fmb.org.uk | Mobile: 07769 687 227

CONTACT FMB NI Director, Gavin McGuire | Email: gavinmcguire@fmb.org.uk | Mobile: 07341 869 080



SCOTLAND

Cross-party group on construction

FMB Scotland Director Gordon Nelson organised a discussion about the impact of Brexit on Scotland's construction sector at the Scottish Parliament. MSPs and representatives from the CITB, Construction Scotland, Macroboberts Solicitors, Homes for Scotland and other trade and professional associations attended. As well as the potential risks of Brexit, some of the discussion focused on the potential opportunities for the industry. The cross-party group will be discussing other key issues affecting the industry in April and September. For more information, please contact Gordon Nelson.

Visits to colleges

The Scottish Qualifications Authority (SQA) hosted FMB Scotland Director Gordon Nelson at SQA centre support visits to Perth and Edinburgh colleges. Given concerns raised by members about the recent changes to the assessments of the nine construction craft Scottish vocational qualifications, Gordon was keen to find out more. Gordon met lecturers at both colleges and listened to their views about how apprentices will be assessed and what this will mean for employers. Gordon also met Alexander Dow, a Carpentry and Joinery apprentice, who works for FMB member Firmus Building Services in Auchterarder.



Forthcoming events and exhibitions in Scotland

Some dates for your diaries with more information to come via e-newsletters and the website.

◆ **Homebuilding & Renovating Show, Glasgow, 1st and 2nd June**

We will be exhibiting at the Homebuilding & Renovating show in Glasgow to promote FMB members and the FMB brand to homeowners looking to find a builder. If you would like to help us at the stand, or be one of our experts in the 'Ask the Experts' centre, or just want to find out more, please contact Gordon Nelson.

6th June, from 4pm

Our AGM will be followed by the Scotland Master Builder Awards ceremony. Join us to enjoy an evening of first-class industry networking and to find out who will emerge as winners from Scotland.

◆ **FMB Scotland Golf Day, June**

Over the past three years, some members have managed to take time away from their business to network with other members on the fairways. A date and venue is still to be set but if you are interested in finding out more, please contact Gordon Nelson.

◆ **FMB Scotland AGM and Master Builder Awards Ceremony, The Scotch Whisky Experience, Edinburgh, Thursday**

CONTACT FMB Scotland Director, Gordon Nelson | Email: gordonnelson@fmb.org.uk | Mobile: 07769 687 232

Obituary: Derek Bostock – 16th April 1944 to 13th December 2018

Former National President Derek Bostock was a long-standing and influential member of the FMB.

Derek was born on 16th April, 1944, in Sutton in Ashfield, Nottinghamshire. He commenced his career in construction in 1961 with J Searson Ltd of Sutton in Ashfield as a trainee Quantity Surveyor, eventually becoming an Assistant Director.

In 1981 Derek set up his own building company which ran successfully until the recession of the late 1990s. In 2003 Derek relocated to north Lincolnshire

and set up HBC Building Management Ltd, specialising in estimating and quantity surveying for builders and civil engineering contractors throughout the Yorkshire and Humberside area.

Derek joined the FMB Nottinghamshire and District Branch in 1981, becoming Branch Secretary, Branch President and Regional President. On relocation, Derek

transferred to the Grimsby and District Branch and became Branch President.

Derek was elected as a National Councillor in 1990 and chaired a number of national FMB committees including the External Affairs Committee, National Council and Managing Board. Derek was elected as National President on 10th September 2010 and served a two-year term.

Derek's funeral service took place on 22nd January 2019 at Mansfield Crematorium.



PROFESSIONAL SERVICES



ABOUT SAFEWISE

SafeWise was established in 2011 to provide cost effective and bespoke Health & Safety services to small and medium construction companies throughout the Midlands. Following the UK's financial collapse in 2008 the founding partners Sean Tennant & Gary Milligan recognised that many small to medium enterprises could not afford to pay for full time Health & Safety managers to help them comply with H&S legislations whilst trying to balance the books and deliver a quality product for their clients.

As we enter our 8th year, we proudly represent some of the finest companies in the country, offering assistance with CHAS, ConstructionLine, Achilles, SafeContractor, H&S Policies, Advice, Training or we can be your H&S 'Competent Person' if needed.

If you retain SafeWise as your Safety Advisors, you can be assured of a hands-on service from your dedicated Health & Safety Advisor.

● Visit www.safewiseuk.com to find out more about us or give us a call on 01922 279 129.

KINGSPAN REIMAGINES XPS WITH KINGSPAN GREENGUARD

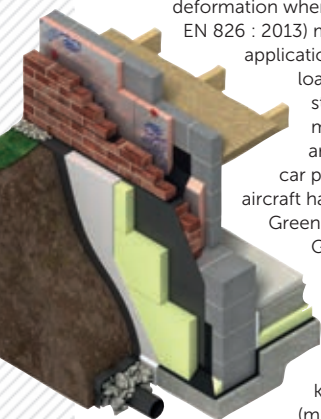
Kingspan Insulation has introduced the latest advance in XPS insulation — Kingspan GreenGuard — an all new range of boards with excellent compressive strength developed to handle some of the most challenging applications including the floors of aircraft hangars and industrial units.

Kingspan GreenGuard replaces the popular Styrozone range and is available in three grades to suit differing requirements. Kingspan GreenGuard GG300 has a compressive strength of 300 kPa (minimum compressive stress at 10% deformation when tested to BS

EN 826 : 2013) making it ideal for applications with medium loading such as cold store floors. For more demanding areas, such as car park decks and aircraft hangars, Kingspan GreenGuard GG500 and GG700 are also available. These products have compressive strengths of 500 and 700 kPa respectively (minimum compressive stress at 10% deformation when tested to BS EN 826 : 2013), helping to maintain surface integrity whilst providing excellent insulation performance.

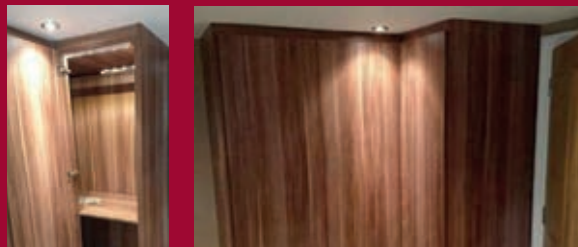
Please note: Kingspan Insulation Ltd is not associated with, and its products have not necessarily been tested by, the GREENGUARD Environmental Institute.

● Visit www.kingspaninsulation.co.uk



WONDERFUL WARDROBES FOR BUILDERS!

The Wardrobe People Ltd provides a great service for builders. We understand deadlines. We understand working on projects with builders. We work with quality materials. And our prices are reasonable so you can make a mark-up! ● wonderfulwardrobes.com



SOLID FLOOR REFURBISHMENT RESEARCH

Kingspan Insulation published a white paper assessing how different floor insulation specifications can impact cost and floor-to-ceiling height in home refurbishments. The report shows that Kingspan Kooltherm K103 Floorboard can provide a cost-effective option for insulating solid floors without reducing headroom.

Insulation materials with lower thermal conductivities are more efficient and can allow a compliant U-value to be achieved with a slimmer thickness of insulation. A cost analysis was carried out to see how this can affect solid floor applications, comparing Kingspan Kooltherm K103 Floorboard and expanded polystyrene (EPS) insulation in two refurbishment scenarios for an existing solid concrete floor.

1. The sand and cement screed was removed and replaced with insulation and either a 35 mm liquid screed or 65 mm sand and cement screed; and
2. The existing floor was excavated and replaced with a 100 mm concrete slab, insulation and the sand and cement or liquid screed.

The research shows it was considerably more cost effective to remove and replace only the screed layer, and Kingspan Kooltherm K103 Floorboard with liquid screed was the only construction which allowed headroom to be retained.

Download the full white paper at: kingspan.com/gb/en-gb/products/insulation/kingspan-insight/maintaining-floor-to-ceiling-height-in-residential

● Visit kingspaninsulation.co.uk

10% DISCOUNT FOR FMB MEMBERS

FMB members can save 10% on a range of construction company essentials including Accident Books, Report Books, official H&S posters, pocket sized Health and Safety Guides and more from Construction Industry Publications (CIP). CIP stock and publish a range of health, safety and environmental manuals, posters, DVDs, books and report forms for construction companies. Their best-selling Construction Health and Safety and Environmental Manuals are now available in an online format at www.cip-knowledge.com. Accessible via a mobile phone, tablet or desktop, CIP Knowledge is a comprehensive online service promoting best practice and helping construction companies comply with health and safety, and environmental legislation.

● Visit www.cip-books.com/product-category/health-safety/fmb/ for details of the publications and use discount code 'FMB' to claim your discount.





HELIFIX STRUCTURAL REPAIRS REINSTATE ARCHES AT HISTORIC ALLY PALLY

As part of a refurbishment and restoration programme at Alexandra Palace, structural repair experts, Helifix, devised a bespoke repair solution to secure an arch window and two adjacent minor arches on the north-west tower.

Historic movement of this Grade II listed building had caused loss of compression in the arches, allowing them to relax and move. The Helifix engineered design permanently and innovatively ties the three arches together, addressing both structural and aesthetic requirements.

Helifix used bonded HeliBars to reinforce the masonry, grouted CemTies to secure the arches and a pair of 7m long SockFix tie bars being carefully installed through all three arches and positioned in line with the window transoms.

Previous remedial work involved a brick infill and steel beams that had rusted causing further brickwork damage. The Helifix solution allowed these unsightly remedial measures to be removed and the original window to be reinstated.

● Full details available at helifix.co.uk/blog/ally-pally or call Helifix on 020 8735 5200.

MAKITA'S POWERFUL TWIN 18V BRUSHLESS ANGLE GRINDER NOW WITH BLUETOOTH

Makita's new heavy duty 230mm DGA901ZUX2 18Vx2 Brushless Angle Grinder LXT delivers up to 6,000 rpm with a max wheel thickness of 6.5mm. Powered by twin 18V Makita Lithium-Ion batteries, the new DGA901Z delivers mains machine performance with the advantage of total manoeuvrability.

To ensure maximum operating productivity and protection for the machine and its operator, this model has a range of Makita's technical features including:

- Auto-start Wireless System allowing connection via Bluetooth to compatible dust extractors;
- Active Feedback Sensing Technology which shuts down the tool to protect the user if the rotation speed suddenly slows down; and

- Automatic Torque Drive Technology, which automatically changes the cutting speed according to working conditions, to ensure optimum operation and maximum delivery.

The DGA901Z has an electric brake and battery indicator for over-discharge and over-heating protection, and is available as a body only machine.

● Visit www.makita.co.uk



BRING YOUR WEBSITE PROJECTS TO LIFE WITH CRUMPLED DOG

Crumpled Dog is an award-winning, creative web agency and Umbraco CMS Gold Partner based in Shoreditch, London.

They have worked with the FMB for several years and currently work with clients such as The Operational Research Society and Amnesty International on large and complex web projects. They are especially proud of their work involving database and CRM integrations, requiring specialist knowledge and experience.

Alongside their work in the Umbraco CMS (content management system), Crumpled Dog are focused on user experience and user journeys – often spending a large part of the planning of projects defining user journeys and creating clear interactive wireframes.

With a background in design, Crumpled Dog are the ideal web partner to bring projects to life, creating functional solutions that both look good and deliver ROI.

● Call 020 7739 5553 or email info@crumpled-dog.com

THE HIDDEN COSTS OF 'CHEAP' INSULATION

New research has shown that by using premium performance phenolic insulation over cheaper, thicker mineral fibre insulation, developers can reduce construction thicknesses and save on total upfront costs.

The study, commissioned by Kingspan Insulation, assessed the impact of cavity wall insulation thicknesses on the development cost of three house types: large detached; small detached; and mid-terraced. Two brick wall specifications were modelled with differing cavity insulation specifications designed to achieve a U-value of 0.16 W/m².K. The first featured a 100mm cavity within the external



walls utilising 90mm of premium performance Kingspan Kooltherm K106 Cavity Board, compared with a 180mm cavity fully filled with mineral fibre insulation.

The analysis considered variables including cost of insulation materials, length of wall ties, area of roof and wall layers and the foundation width. The results showed that by using the Kingspan Kooltherm K106 Cavity Board specification, overall construction costs were reduced by £161 and £420 in the large and small detached houses respectively.

To download the white paper, visit: www.kingspan.com/gb/en-gb/products/insulation/kingspan-insight/avoidable-costs
● Visit www.kingspaninsulation.co.uk

LET SLEEPING DOGS LIE WITH NORBORD'S SUPER-QUIET FLOORING

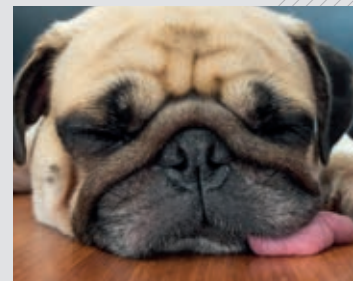
Norbord's CaberFloor P5 – the UK's most specified chipboard flooring product – has been upgraded to produce a high performance floor with reduced impact and airborne noise transmission.

The new product, CaberAcoustic, comprises 18mm or 22mm CaberFloor P5 chipboard with a 10mm acoustic felt layer bonded to the underside. Designed as a floating floor laid over an existing deck, it is

installed with tongue-and-groove joints glued with CaberFix D3 adhesive and all perimeters of the panel sealed with acoustic flanking strips.

Norbord CaberAcoustic boards are 2,400mm long x 600mm wide and are available in 28mm and 32mm thicknesses with standard TG4 edge profiles. They come in packs of 40 (28mm) or 36 (32mm) sheets.

● For further information, call 01786 812 921 or visit www.norbord.co.uk.



LAND YOUR PROJECT WITH BUILD AVIATOR

Experts in everything from planning to procurement, Build Aviator can help you land your next project. We offer one-to-one support and a range of services, from noise risk assessment to as-designed and as-built SAP assessments to write your energy performance specification, and full project estimates covering materials, labour and plant tool hire, with your margins added in.

Build Aviator experts can also provide air-tightness specification advice and ATTMA accredited testing, along with UKAS accredited acoustic testing. We offer Registered Construction Details, approved by Local Authority Building Control, to assist with the build-up of a junction and mitigate heat loss issues.

All report documents can be packaged together into a Compliance Support Pack, making the sign-off paperwork easier too.

Build Aviator works in partnership with builders' merchants Jewson, Gibbs & Dandy and JP Corry, so your product purchasing can be linked to your estimate and specifications. We can also organise material and plant hire delivery, so you can spend less time in a branch and more time on-site.

● Visit www.buildaviator.co.uk or call 0333 332 1518 to find out more.



PLANGRID SHARES SEVEN PREDICTIONS FOR UK CONSTRUCTION IN 2019

Construction businesses will face an unprecedented rate of change in 2019, according to these seven predictions by construction productivity software provider PlanGrid:

- 1** Continuing Brexit uncertainty will prompt risk-aversion and lower quality;
- 2** Power will continue to shift to the owners, with demands for an active role in the construction process and control during handovers;
- 3** The decline of the Tier 1 contractor and the birth of new delivery models for public sector contracts will continue;
- 4** Fear will continue to drive safety reform in the wake of the Hackitt Review;
- 5** Firms will be forced to focus on staff engagement amidst skills shortages;
- 6** Sustainability will remain high on the agenda creating advantages for construction firms offering greener services; and
- 7** Greater use of digital technology tools will be critical for construction firms navigating months of change.

● For more information visit www.plangrid.com

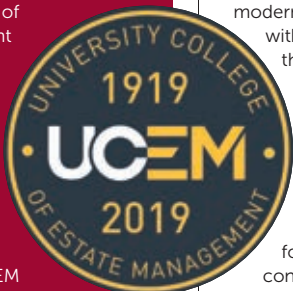


ON THE LOOKOUT FOR APPRENTICES?

University College of Estate Management (UCEM) is the largest provider of surveying degree apprenticeships. With 100 years' experience of providing the highest quality learning opportunities, UCEM is the leading provider of supported online education in the Built Environment, offering apprenticeships at Levels 3, 4 and 7.

To celebrate its role in the apprenticeships agenda, UCEM recently engaged in lots of activity to mark National Apprenticeship Week. Among the highlights during the week were a series of blogs where our Apprenticeship Outcomes Officers shadowed several apprentices to learn more about their work, as well as an employer pledge scheme which resulted in 11 firms pledging to hire a total of 101 apprentices this year.

● Visit www.ucem.ac.uk/news-events/blog/ for more on our National Apprenticeship Week activity and visit ucem.ac.uk/apprenticeships to find out how we can help your business take on an apprentice.



THE SOLID GEAR OCEAN SAFETY SHOE – PRECISION SAFETY AND COMFORT

Solid Gear continues to modernise PPE footwear with a safety shoe that looks and feels more like a trainer. Combining a lightweight athletic look and superb safety features, the new OCEAN safety shoe is ideal for workers who are constantly on the move. The shoe's midsole is made of a poured PU rather than a traditional injected PU to give a more cushioned feel underfoot, while the thick rubber outsole provides a high level of anti-slip protection and durability.

With an eye-catching style, the shoe's BOA comfort fastening delivers a better overall fit making it easy to take the shoe on and off. The shoe's fibreglass toecap and ballistic midsole combine with the other protection features and anti-static properties to deliver S3 protection.

So get to know more about the quality and innovation plus the top class safety functionality in every Solid Gear product – your feet will notice the difference.

● For more information visit the website at www.solidgearfootwear.com or call 01484 854788.

THE NEW 37.5® TECHNOLOGY - CLIMATE CONTROL FLEECEES



The new 37.5® Technology Fleecees from Snickers Workwear deliver AllroundWork warmth and cooling comfort.

With styles for both professional tradesmen and women, they excel at ventilation and transport moisture to keep you working comfortably wherever you are on site.

The 37.5® Technology fabric in the Fleece is a very quick-drying material that captures and releases moisture vapour – like your sweat – for superior

coolness and dry working comfort.

After all, keeping a balanced work temperature is not just about staying cool and in great shape, it's a matter of your wellbeing and job safety.

So, to make sure you get the right protection, visibility, flexibility, durability and ventilation, check out the new Snickers Workwear 37.5® Technology Fleecees, to fit your workday.

● For more information on the new 37.5® Technology Fleece, visit snickersworkwear.co.uk or call 01484 854788.



KEYLITE IS ON THE MOVE!

Keylite is delighted to announce its relocation to a new warehouse and office facility at Burton Gateway. Part of the Keystone Group, Keylite has experienced rapid growth over recent years, creating the need for increased warehouse space.

Speaking of the move, Keylite's Operations Director, Jim Blanthorne, commented: "We are delighted with our new warehouse and office premises at BG40. This new facility will provide greater opportunity for us to expand our product range and meet increasing demand for our award-winning products. Increased warehouse capacity will also allow Keylite to further improve stock-hold and future proof our business in the light of external forces. We are committed to excellent service for our customers, and this new venture will allow us to service the GB market most effectively."

Our new contact details: Keylite, BG40 Gateway Road, Burton Gateway, Burton upon Trent, DE13 8FL.

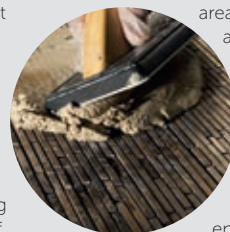
● Visit keylite.co.uk, email info@keyliteuk.com or call 01283 200 158.

DUNLOP'S ALL-IN-ONE GROUT HIGHLY ENGINEERED FOR PERFECT RESULTS

Choosing the right grout for your tiling project is important as it needs to look perfect, but also be robust, durable, and suitable for your specific installation.

Important factors to consider when choosing grout include the size of the tile joint, the application (power shower, splashback, etc) and any other specific features required e.g. antibacterial, hygienic/sterile or chemical resistant.

The all-in-one Dunlop GX-500 Flexible Floor and Wall Grout, is ideal for virtually any wall or floor installation. It is suitable for any type of tile, can be used in dry and wet



areas, indoors and outdoors, and with underfloor heating systems and for plywood overlay floors.

Dunlop GX-500 is available in eight colours and its technologically enhanced formulation ensures a consistent colour with no patchiness or surface discolouration. The product can help to save time and costs on your next tiling project.

Dunlop offer a 10 year guarantee provided products are used in conjunction with the guidelines, product information and technical data sheets specified by Dunlop.

● Visit www.dunloptrade.com

SURESET SPECTRUM RECYCLED GLASS PAVING RANGE

SureSet Permeable Paving has recently sourced a new supplier for its recycled glass, meaning an even wider variety of bespoke colours is now on offer to suit even the wildest playground and creative paving designs.

The new supplier recycles glass culled from old TV screens, which goes through a low-energy production process and provides a beautiful result of tumbled clear glass approximately 3mm in aggregate size. The innovative colour coating process allows SureSet to produce a huge range of vibrant colours, just perfect for creating shapes and patterns in your paved areas.

SureSet colours its recycled glass in-house, and can produce bespoke colour blends for ultimate design creativity; ideal for reproducing logos, themes and images.

As well as offering full installations SureSet also offers its Spectrum range in supply only TradePacks and as a loose glass product.

● Visit www.sureset.co.uk



WEBER REWARDS LOYALTY SCHEME NOW EVEN BETTER

The Weber Rewards loyalty scheme for professional tilers has a new website, www.loveweber.co.uk, and 'Redeem on the Go' app, which work faster and offer improved functionality.

The Weber Rewards catalogue also offers new exciting Rewards ranging from branded clothing, latest electronic equipment, get-away breaks, exclusive Virgin Experience Days and a selection of impressive wine.

"Nine of Weber's best-selling products, including the new



weberjoint premium grout, carry Rewards points," says Tracey Dempster, marketing director, Saint-Gobain Weber. "This improved loyalty scheme is our way of 'loving you back' by rewarding customers with more than just great products."

The app, available from the App store or Google Play, allows customers to scan QR codes on Weber Rewards stickers, automatically load points to their account, and place orders. Tilers can keep up to date on Weber Rewards through e-mails, social media and blog posts, and extra points can be earned by 'Referring a Friend' to the scheme.

● For more information contact Saint-Gobain Weber on 08703 330 070 or visit www.loveweber.co.uk.

DUNLOP DOUBLES SALES AND SUPPORT TEAMS

Dunlop, the tiling and flooring products manufacturer, has more than doubled its sales team from five to 12, and created a new Training and Technical Support Team of five.

New Area Sales Managers (ASMs) include; Lewis Lupton (Northern England and Scottish Borders), Martin Chappell (Staffordshire, North West, North Wales), John Hunter (Central and Northern Scotland), Geoff Cavell (East Midlands), Keiron Birch (West Midlands and Wales), Andy Oates (London) and Nick Harman (Hants, Surrey and Berkshire). Simon Harding joins as Regional Sales Manager for East Anglia.

To accommodate the expanded team, current Dunlop ASMs have had their areas of responsibility reorganised as follows: Michael Maher, Midlands and Wales to M5/M40 Corridor,

Beds, Bucks and Herts and Richard Homan, London and South East to Kent and Sussex.

Paul Glover remains ASM for the South West, John Stewart was promoted to Regional Sales Manager in Yorkshire, and Debi Boulton was promoted to Head of Sales.

Debi said: "The addition of new sales staff means we can provide a greater level of support to our merchant customers through face-to-face visits, more trade events and more product training."

The new Training and Technical Support team will be led by Dave Rowley, SkillBuild judge and Training Manager at Dunlop.

● Visit www.dunlop-trade.com



COMMERCIAL DEBT RECOVERY, DELIVERED DIFFERENTLY

Scottish company Darcey Quigley & Co are being celebrated the length and breadth of the UK, with a total of five award nominations for a variety of leading industry awards in 2019.

Darcey Quigley were highly commended in several national awards categories last year as they strive to change the perception of the commercial debt recovery industry. Darcey Quigley's construction credit consultants have helped recover over £14m in unpaid invoices in the last six months alone and recovered over £2m in plant machinery, as the industry goes through some more tough times. They are immensely proud of their 93% successful recovery rate.

◆ **Darcey Quigley's No Win, No Fee services takes the risk out of debt recovery and work effectively across all industries. They offer free debt recovery advice on 01698 446 740.**



ESTIMATING SOFTWARE LIKE YOU'VE NEVER SEEN BEFORE...

HBXL Building Software launched EstimatorXpress 2019 at the National Homebuilding & Renovating Show in Birmingham this March.

Heralded as 'next generation' software it's easier, faster and more advanced than anything that has gone before. Builders can produce an extension estimate in less than half an hour using one of hundreds of pre-loaded quote templates.

Significantly, the software has a brand new, non Microsoft Excel platform and an eye-catching dashboard displaying valuable project information. Quotes that need finishing or chasing can be seen at a glance, as well as jobs starting soon, builds in progress, win rate, and so on.

◆ **For a 30-minute online EstimatorXpress 2019 demonstration with a member of the team call 0117 916 7898 or visit www.hbxl.co.uk/launch-demo**



JP CORRY NAMED ONE OF NORTHERN IRELAND'S TOP COMPANIES FOR ENVIRONMENTAL LEADERSHIP

JP Corry has achieved Platinum status – the highest scoring level – in the Northern Ireland Environmental Benchmarking Survey. The survey recognises Northern Ireland's most sustainable businesses who are committed to managing the environmental impact of their business operations.

The Survey, sponsored by Moy Park, is run by Business in the Community and is supported by the Northern Ireland Environment Agency through the Department for Agriculture, Environment and Rural Affairs.

Chris Collins, Head of Operations at JP Corry commented: "As part of our long term commitment to operate in a sustainable manner, we continue to take a responsible approach to environmental management across our business. The survey is a vital exercise that we undertake each year to help manage our environmental impact, measure progress and identify areas for improvement."

He continued: "Since 2014, we have made significant improvements to our business practices to ultimately reduce our impact. As a result, we have seen year-on-year improvements in our scores resulting in Platinum status this year. We are delighted to be recognised as one of Northern Ireland's top companies for environmental leadership."

◆ **Visit www.jpccorry.com**

ADDING AN EXTENSION? BUILDING REGULATIONS – NO PROBLEM

Install approved products to stop damp and wet ingress – compliant Cavitytrays from Cavity Trays of Yeovil.

Type E Cavitytrays above flat roof intersections and Type X Cavitytrays above sloping abutments.

Both have been awarded European Technical Approval and are manufactured by the longest-established cavity tray company in the UK.

Now there is an accompanying remedy for

overcoming dampness at floor level where the base of the original outside wall is exposed and needs protection where the new floor joins. Access levels and regulations can be addressed at the same time with another builder-friendly solution.

190 pages of solutions available now from the original Cavity Tray specialist. Just ask and we will send you your copy.

◆ **Visit www.cavitytrays.com or email enquiries@cavitytrays.co.uk**

ARE YOU LOOKING FOR PROPERTY FINANCE SOLUTIONS TO SUIT YOUR BUSINESS?

At NM Finance, we look further than other brokers to find you the best deal. Independent and directly authorised by the Financial Conduct Authority, we have access to the whole of market and search extensively to find the best property finance solutions for homeowners and developers.

Our expert teams, based at our Norwich and London offices, have first-hand experience of self-build and commercial property development enabling us to quickly structure deals from refurbishments to major property developments.

Whether you need to act quickly on an opportunity and need bridging finance, or are planning a long-term phased development with staggered release of funds, we have the understanding and expertise to create a finance solution to suit your business needs.

◆ **Visit nmfinance.co.uk or call 01603 258268 to discuss your property finance needs.**



Isn't it time you started saving with the

BEST BUDGET HOTEL BRAND?



We know what business travellers are looking for.
They want great locations – we have over 550.
They want a blissful sleep – we give them a comfy king size bed so they're ready to take on tomorrow.
And they want great savings – so we make sure their budget works as hard as they do.

So go on, discover how Travelodge takes care of business and start saving now.
To find out more visit travelodge.co.uk/business



travelodge.co.uk

GET UP TO **10% OFF***

with the
**TRADE
LOYALTY
SCHEME**



As a member of the FMB...

- Spend **£250** in a month, then get **5% OFF** until the end of the following month*
- Spend **£500** in a month, then get **10% OFF** until the end of the following month*

*Excludes delivery, gift cards, concessions, clearance, Amazon products, supplier quoted and selected made to measure products. Cannot be used in conjunction with any other voucher or customer discount card. Discount does not apply to the initial qualifying spend. Discount will be applied within 7 days of the qualifying spend.

To read our FAQs, and understand more about how the Scheme works and full terms and conditions, please visit www.trade-point.co.uk/loyaltyfed. Order your FMB card here: Admin.TradePointB2B@Trade-Point.co.uk

**TRADE
POINT** 