



Integral Housing Division Newsletter

INform

Welcome to INform

Special points of interest:

- Sponsored Football Team (page 2)
- New Gas Safe Register (page 3)
- The Apprentice (page 4)
- Health & Safety (page 5)
- Who's In and Who's Out (page 5)
- Integral's Got Talent (page 6)
- Rogue Traders (page 6)
- Business Development (page 7)
- Comic Relief (page 8)

Welcome to the first edition of our in house newsletter, "INform"

We wanted our first lead story to be something that everyone could relate to so we decided to compile an article on our company logo, the **MOBIUS STRIP**. The Möbius Strip, (also called the twisted cylinder) is a one sided "non orientable surface" obtained by cutting a closed band into a single strip, giving one of the two ends thus produced a half twist, and then reattaching the two ends. It was invented by the German mathematicians Augustus Ferdinand Möbius and Johann Benedict Listing in 1858. Many thanks to Mr John Ashworth our Senior Regional Manager for supplying this information

Our aim in producing this news letter is to share information and keep everyone informed of events and developments within the Housing Division as well as providing a forum for employees to air their views and provide news from their local area. As this is the first issue we have found news items a bit thin on the ground, hopefully once the word is out the news stories will

come rolling in! If you have any newsworthy items from your area or events you would like to advertise or report on, please let us know, and send us a photo if possible.

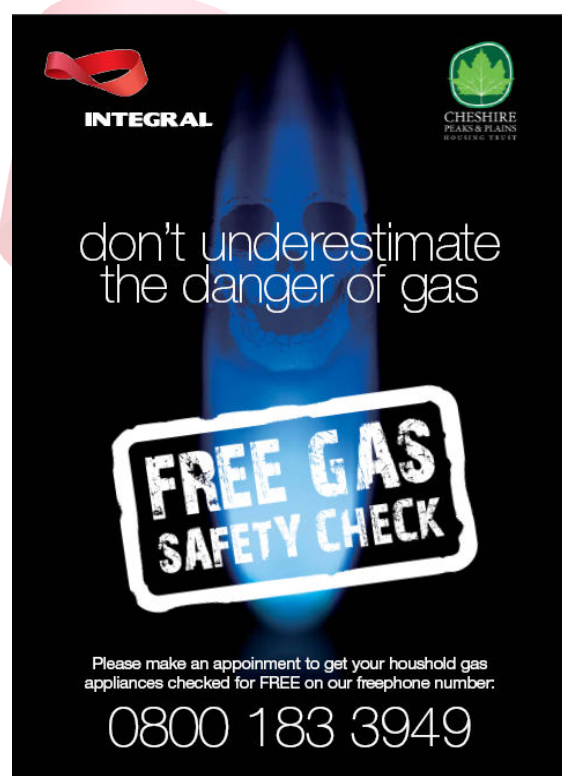
Please contact the IN-Form team on 0151 955 4415 or via email at:

inform@integral.co.uk



A Möbius strip made with a piece of paper and tape. If an ant were to crawl along the length of this strip, it would return to its starting point having traversed both sides of the strip, without ever crossing an edge.

New Gas Warning Card



In the never ending battle to access properties and carry out gas servicing all new innovations are welcomed. With this in mind we have produced a gas warning card to be left with tenants on no access calls.

Our thinking behind the design was to shock the resident into making contact to arrange an appointment and after seeing the proof copy, I think we might stand a chance! After lengthy discussions with Cheshire Peaks and Plains Housing Trust they have finally approved the content and agreed to its use. With all landlords chasing 100%

compliance the war on access is now a mutual goal and any new ideas and developments are seen as proactive and forward thinking, which is ultimately the way we want to be perceived as a company. If you have had success with any improvements to service delivery in your area please let us know, maybe we could use it in other Areas. Likewise if you wish to use the warning card in your area please contact Chris Davies at the Bootle office for details.

chris.davies@integral.co.uk

Sponsored Football Team

TORPEDO GROVE FC

Integral along with our partners Cheshire Peaks and Plains Housing Trust are sponsors of Torpedo Grove FC. We have sponsored the team since 2007, and as you can see from the photos with the Integral logo on their shirts the lads look like a premiership side! Here's some interesting facts on the team:

Location: Hazel Grove, Stockport

Founded: 2003

Ground: Torkington Park/
Green Lane Recreation Ground

WHERE THEY BEGAN AND WHERE THERE GOING

Origins

Torpedo Grove began life as a 5-a-side team in 2001. In 2002 they decided to form an 11-a-side open age team. All seven of the original members signed on and to date all seven are still with the team. However, only five of them play in the senior side. The other two are on hand as "stand-by" players!



Proudest Moment

The team's proudest moment came in 2005 when the senior team managed to get to the final of the Stockport Cup which was played at Edgeley Park. Unfortunately they lost 5-2 but a great day (and night) was had by all.



Development

2006-7 was the first year that they had junior teams. To date they have three junior teams. These are Under 11's, Under 10's and Under 9's and they hope that next season as the teams move up they can start a new Under 9's team.

The juniors play in the Stockport Metro Junior Football League.

FA Charter Standard Status

The club is rapidly developing, and are aiming high. With the addition of junior teams come new responsibilities and they aim to achieve excellent standards in the areas of coaching, administration and child protection. Above all they aim to provide a club where grass-roots football will be enjoyable for all.

The FA's Charter Standard is awarded to clubs where the above objectives are sought, achieved and officially recognised in a relatively short space of time the club is well on their way to achieving Charter Standard Status.



New Gas Safe Register™

Gas Safe Register to take over CORGI gas registration scheme

National Gas Safety Watch-Dog CORGI will cease to provide registration for gas services on the 31st March 2009.

As a result of a tender process which began in February 2008, the contract for the operation of the gas installer registration scheme in England, Scotland and Wales has been awarded to Capita Gas Registration and Ancillary Services Ltd, a newly formed division of the Capita Group. Capita will deliver the scheme from the 1st April 2009, as part of a ten year contract with the Health and Safety Executive (HSE), the regulating authority for gas safety in the UK.

CORGI was founded in 1970 to improve gas safety and standards and to protect consumers from the dangers of unsafe gas installations. The existing CORGI gas registration scheme has been running for 17 years and features a significant brand presence both amongst consumers and within the gas and construction industry.



The name of the new brand is Gas Safe Register™ and this will remain the ownership of the HSE and retained for future use regardless of changes in service provider to ensure a solid brand identity within the market.

The key area of focus for Gas Safe Register™ will be the promotion of gas safety awareness for consumers. In addition to providing a simple service for consumers to find local registered gas installers, Gas Safe Register™ will deliver a range of education and awareness campaigns, covering the significance of using registered gas installers and the importance of regular gas servicing to equip consumers with the knowledge and confidence to make informed decisions on gas safety matters.

Gas Safe Register™ will also provide effective support services for registered contractors including gas inspections, technical support, quarterly standards updates, a technical magazine relevant to the gas industry and work reporting, with the aim of sharing knowledge, best practice and increasing gas safety for all.

Registration will be a legal obligation for gas engineers, who must be registered under the new scheme from the 1st April 2009. Providing that qualifications are up to date by the 1st April 2009 and are recognised under the existing CORGI scheme, gas contractors can transfer their registration to the new Gas Safe Register™ programme.

A high profile campaign is due to be launched to inform the public about the change.

For Integral engineers, this will mean that house holders may be confused about the need to check for the CORGI symbol as their reassurance of the capability and authenticity of the engineer. We will work with our clients to help notify residents of this change.



The Apprentice

In each issue we shall be turning the spotlight on one of our apprentices, and as this is the first issue we've got three!

Laura, Mike and Callum all work for our Barrow office and are all at varying stages of their apprenticeship.

Here are their vital statistics:

Age:

Laura - 17
Michael - 21
Callum - 19

Apprenticeship:

Laura - Business Admin
Michael - Plumber
Callum - Joiner

Status:

Laura - Level 2 NVQ
Michael - Level 2 NVQ
Callum - Taking NVQ level 2 late Feb

Star sign:

Laura - Pisces
Michael - Aries
Callum - Leo

Fave food:

Laura - Kebabs
Michael - Chinese
Callum - Italian

Fave film:

Laura - Kangaroo Jack
Michael - The Shawshank Redemption
Callum - Vanilla Sky

Fave music/Band:

Laura - Girls Aloud
Michael - Indie/Alternative
Callum - Rock/Metal

Hobbies/Interests:

Laura - Horse riding/
Clubbing
Michael - Football/
Learning guitar
Callum - Music/Socialising

Hidden Talents:

Laura - Double jointed
Michael - None
Callum - Can play guitar (sort of)

Ambitions:

Laura - To win the lottery
Michael - To play football to a higher level
Callum - To improve my guitar playing

Football Team

Laura - Liverpool FC
Michael - Liverpool FC
Callum - Wigan Warriors (Rugby League)



Left to Right, Mike, Laura, Callum

Health & Safety Issues

John Rain, Health & Safety Supervisor

This photo of a recent injury highlights the dangers of using a craft knife.

Injuries from misuse vary from slight cuts to major lacerations requiring hospital treatment. It is important that the use of any craft knife is under the strike approach which is approved by a permit/risk assessment on the operation for which it is being used. This needs to be signed

and approved by the contract supervisor and the contract manager/director.

However, the major cause of accidents throughout Integral is still SLIP, TRIPS, and FALLS. There will be more information on this area in the forthcoming month with a national initiative due to be launched soon.

Can I also please ask all employees to report accidents and any near misses to your manager as soon as practical, so that we can look into the potential risks to all employees and make your work place a safe place of work.



Who's In and Who's Out

Welcome back to Chris Davies who has returned to the Bootle office after a sixteen month absence. Chris has returned in the role of Business Development Manager. He is replacing Nick Haskins who left the company on 6th February 2009. Chris worked at our Bootle branch for 5 years prior to leaving to take up a senior role with a national gas maintenance service provider. However he missed the team so much at Bootle that he has now returned to carry on where Nick left off as

BDM for the North of the country.

Nicky Phillips is returning after being on maternity leave for twelve months, she gave birth to her second child, a lovely daughter last February. Nicky will be assisting Chris as part of the sales team in Bootle. Her new role will be Business Development Assistant.

We are all pleased to see both Nicky and Chris back at the branch and would like to wish them every success in their new roles.

Jill Houghton will be joining the company from Monday 2 March 2009. Jill has been working in our Bootle office on a temporary basis supporting our sales team while Nicky has been on maternity leave. We are all very pleased that she has agreed to stay with us as a permanent member of staff. Her new role will be Branch Secretary. Well done Jill we wish you every success in your new role.



Chris Davies



Nicky Phillips



Jill Houghton

INTEGRAL

Integral's Got Talent

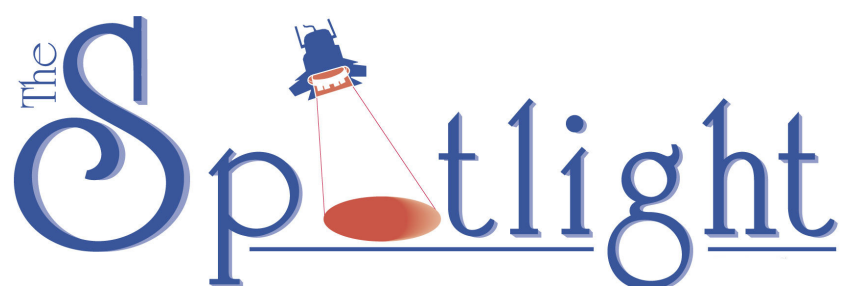
We have a star in our midst folks, namely Ronnie Westripp

Ronnie is a floor-layer based at our Bootle office, and is currently working on kitchen and bathroom installations for one of our framework partners Fusion 21, but Ronnie has a secret past, as an ace guitarist fronting a band of professional musicians touring the country playing sell out gigs at holiday camps etc.

Check out his video on youtube®, just type in Ronnie Westripp and watch Ronnie let rip!

WARNING – Access to youtube® must only be done at home and NOT during works time or on a company computer.

Can you beat that! Let the INform team know if you can



Rogue Traders Damage The Industry

Thousands of Brits are turning a blind eye to vital home repairs rather than hire a professional because they don't trust them, according to a survey commissioned by home improvement website www.eGenie.co.uk

The survey of 1,000 people revealed two thirds of women and half of men questioned feel nervous when trades people come into their homes.

People living in the East of England are the most concerned about money, while residents of the East Midlands fret the most about their personal safety. Welsh residents worry the most about both issues, and Northern Ireland came up as the most carefree.

Tim Meyer, UK Manager of www.eGenie.co.uk says people should be able to relax as long as they choose reputable and qualified experts. "It is understandable people feel scared about having shoddy work or getting ripped off, particularly when money is tight. But as long as they make sure they use a trusted and reputable expert, they should not have to worry and it's important to have repairs undertaken" he said.

The gas industry seems to be littered with this type of "tradesman" and the new gas registration scheme is only going to cloud the issue more as most people will not be aware of the change. It is therefore imperative that all new employees are inducted into the company and qualifications checked prior to being sent on site.

Have your say on this or any other industry related issues by emailing inform@integral.co.uk

INTEGRAL

Business Development



The business development department is busy at the moment with pre qualification questionnaires being received on a regular basis.

The latest news is that we have been accepted onto the framework for Consortium Procurement, and after recent meetings at their Sunderland office we are hopeful this will result in some contract awards in the North of the country...

Elsewhere this month we have submitted PQQ's for The Guinness Partnership, this housing association was founded by the brewery family and have properties the length and breadth of the country from Cornwall to Newcastle, also this month is Eden Housing gas service and maintenance contract. We currently maintain their buildings, so to land the gas contract as well would mean another gas/fabric contract in the Cumbria region.

On the fabric maintenance side of things we have been short listed for Arena Housing and are awaiting a decision from their board. We have also recently tendered for further adapted bathroom schemes for Ellesmere Port and Neston Council, both these clients are local to our operation in Bootle.

Further afield and awaiting decision:

- Somer Housing (Based in Bristol) Install contract now at interview stage.
- Lambeth Council (30,000 properties for gas repairs and servicing)
- East Riding of Yorkshire (9,000 properties for gas repairs and servicing)

So, all in all, a busy time of year in the business development department, and fingers crossed we land some of these big ones...watch this space!

Suggestion Scheme

If you have an idea that you think could improve your working environment or could enhance the smooth running of your office let us know by email or in writing to the InForm Team in the Bootle office. We will give a £20 shopping voucher to best suggestion and will print it in the next issue.



INTEGRAL

Comic Relief Day (Red Nose day)

It's that time of year again, and as with the last few years the Bootle office will be lending its support to Comic relief by attempting to raise as much as possible for charity and having a laugh along the way.

This year's activities included:

An official scratch card with a cash prize of £32

A raffle for wine and chocolates,

Marie baked a cake, Lucy decorated it and we sold it for £1.50 a slice.(very nice it was too, see the attached photo)

A sweep stake for the Cheltenham Gold Cup with a cash prize of £16

Three spot the ball competitions.

Lucy made sausage sandwiches and sold them for £2.00 each

The events were held over the last few weeks culminating with big nosh up on Friday 13th involving sausage butties, white black puddings?? and lots of cakes, everyone in the office was involved in one way or another and the whole event succeeded in developing camaraderie amongst staff and enhancing our working environment, we also managed to raise £170 for the charity in the process.

Did your office do anything for Comic Relief, or have you held any events involving staff and clients?

Let us know and we can include it in the next issue....inform@integral.co.uk



A Sausage Butty



Lucy With Cake

The Last Resort

Well that was our first issue, hope you all enjoyed reading it as much as we did compiling it, and with a bit of luck by the time our next issue hits the newstands (we're thinking 3 months) we will have been inundated with stories....

Over the past few weeks we have struggled at times to think of news worthy items, although we have had a lot of suggestions that we have had to put off until the next issue, you know the sort of thing – page 3 girl, calendar girls, hunk of the month (unfortunately I was busy at the time) Suduko (but no one could work out the answer)

So between now and June we are thinking of working on an Integral crossword, but will probably end up introducing a join the dots picture of the mobius strip.....

Anyway, I think its time I got back to reality and did some real work, so its onward and upward... bring on those tenders and lets get back to expanding the business, until the next issue of INform, its goodbye from us, and don't forget to send in your news, views, letters and pictures to inform@integral.co.uk