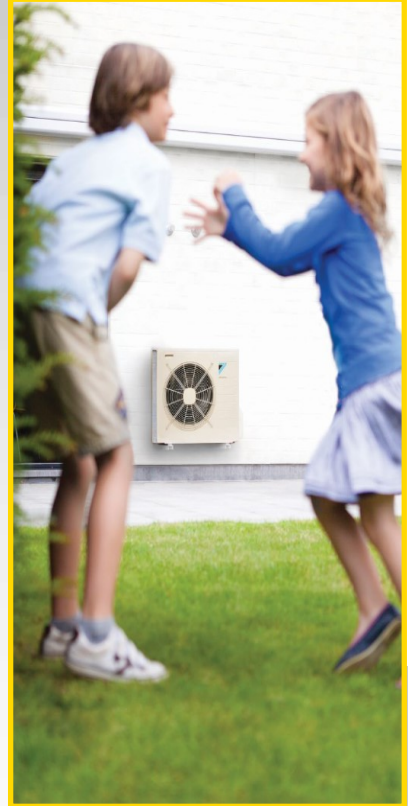


## TSG partners with E.ON

TSG have been awarded a solar PV installation contract under the **Green Homes Grant** scheme working with **E.ON UK** as the delivery partner. The works were awarded under phase 1b of the GHG scheme and will be delivered in the London boroughs of Barking, Dagenham and Redbridge.

The Green Homes Grant is a government backed scheme to support homeowners pay for energy saving improvements for their homes by installing measures such as wall insulation, solar panels and air source heat pumps.

This is to improve the warmth of homes, reduce energy bills and help the UK achieve its targets of zero-carbon by 2050. TSG are a TrustMark registered installer and **E.ON UK** only use contractors who hold this accreditation, which provides reassurance that end users are getting the very best service.



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## Customer Service HERO Initiative

At the beginning of 2021 we rolled out our Customer Service Initiative for our Servicing & Maintenance Division, where each month we award HERO of the month.

This entails three random calls being listened to from each Customer Service Advisor & Administrator within the month and them being scored on their ability to handle calls, tone of voice, empathy, overall service,

going the extra mile, note taking and much more. Not only have this been great incentive for the employees, but also a chance for them to shine and be recognised for their great skills.

They receive some great prizes and also our winner holds this fantastic award for the month, ready for who wins next.

*'We offer our employees the opportunity to develop and grow by investing in their future'*

### Our Core Values

**H**onesty at TSG is the quality, condition and characteristic of being fair, truthful and morally upright. It involves telling the truth at all times, even if it doesn't benefit you.

**E**xcellence at TSG reflects our unyielding passion and unfaltering commitment to strive for the best solution and customer experience to our customers. Excellence is the main driver to achieving goals efficiently and effectively, and to unleashing our potentials & stretching our limits.

**R**eputation comes from having a clear set of core values that guide your decision making, employment decisions, and the way you conduct business. TSG are committed to delivering what we promise & staying true to our word. Our reputation will harbour high levels of integrity, which is what happens when no one is watching & our team is committed to doing the right thing every time.

**O**ppportunity is one of the most important core values businesses can have. TSG will take reasonable steps to provide a work environment in which all employees are treated with respect & dignity driving equal opportunities policy. TSG will drive opportunities to drive internal developmental & growth opportunities for staff, along with harbouring an entrepreneurial culture in which staff have a strong vision of what they want to achieve.

## HERO of the Month .....?!?!?

Following our Customer Service Strategy that was rolled out earlier this year, we are pleased to announce our second

Winner **Cansuhan**.

Cansuhan is extremely thorough, has a great work ethic and is very professional, friendly and listens intently to help each customer to ensure they get the best service as possible.

Congratulations also are in order for our Runner Ups, Mathilda & Janet, who have also shown exceptional customer service.

TSG are extremely proud of you all and your continued hard work, well done to all the teams.

**Cansuhan**



**Mathilda**



**Janet**



## Chartered Quantity Surveyor

Ryan



### How long have you been with TSG and how did you first get started with the company?

*I have been with TSG since July 2017. TSG Head Office is based in Potters Bar and I live locally, so had heard of the company and seen vans driving around the area. I enquired as to whether there were any positions available and there just so happened to be a Quantity Surveyor*

*position coming up for a large key client. As I am a fully qualified QS and local, this was brilliant news for me and a nice change to travelling into Central London every day. The rest is history!*

What attracted you to the construction industry? *I have always been interested in building and construction in general, and there is so much to learn in this industry that there is no chance of getting bored. I started out studying Engineering at college and moved on to study Quantity Surveying at University as the sound of managing the commercial side of projects and having that overall responsibility really appealed to me.*

### What's been the most challenging part of your role, and how did you overcome it?

*I found it challenging at first to negotiate effectively with key stakeholders of projects regarding costs but overcame this by making sure that my communication was clear and concise and that I was able to provide substantiation to support my claims. I found that this transparent approach improved trust and overall relationships between myself and clients.*

What's been the best thing about your job, and how did it make you feel about how far you've come? *I think the best thing about my job is the feeling of accomplishment when you have played a large part in turning a profit on projects for the company. Another part I really enjoy is the satisfaction of completing a project to an excellent standard and how happy the clients/end-users are when handover takes place.*

What's your 2 top tips for anyone looking to progress in their career especially during the pandemic? *Never give up and always try to upskill yourself and continue to learn. No one is perfect and everyone makes mistakes from time to time, we are all only human after all so don't be too hard on yourself.*

*The most important thing is that we learn from mistakes to improve results in the future. The pandemic has effected everyone in some way or another but I was fortunate enough to be able to take it as an opportunity to knuckle down and get my Chartered CIOB completed as well as receiving a promotion to Senior Quantity Surveyor late last year. Be as positive as you can be and work hard and good things will come your way.*

## Whole House / Void Refurbishment

TSG Building Services is unique in the market place. We directly employ builders, carpenters, plumbers, electricians and heating engineers. Our direct labour force gives us greater flexibility and control over quality and finishes. We fully refurbished over 100 properties last year.

TSG Building Services Ltd employ a team of highly skilled qualified tradesmen and craftsmen who all specialise in their respective trades or crafts. Our team includes Ground workers, Tilers, Bricklayers, Carpenters and Joiners, Roofing specialists, Painters and Decorators, Plasterers, Gas Safe registered Plumbing and Heating engineers, NIC EIC approved Electricians.

We work closely with private homeowners, architects, social housing clients and businesses to ensure projects are delivered on time and budget.

## TSG's Communication

We are open 24 hours a day for 365 days of the year to ensure our clients customer receive a high-quality service and most importantly feel valued throughout their customer journey. All of our vehicles are installed with the latest tracking technology enabling us to find the nearest available engineer to deal with each breakdown or emergency as quickly and effectively whilst also reducing our carbon footprint.

Here at TSG we pride ourselves in communication, that is effective, practical and of a high standard and is in line with the newest technologies to ensure our clients customers are kept up to date at all times.

Our housing management system integrations for Social Housing Client, and our SMART service delivery processes, such as our 72-hour text message reminder of appointments and geo-location services, allows us to inform the customer of our appointment confirmations and engineer's estimated time of arrival.

## Contracts Awarded

TSG have been awarded a 4 year framework contract with B3Living to maintain and carry out fire alarm and emergency lighting inspections to their property portfolio.

5/4/2021



TSG have been awarded a 4 year domestic heating contract with settle. The works were subject to mini competition under the CHIC Ltd (Central Housing Investment Consortium) "All Under One Roof DPS". Works will be delivered to 600 homes per annum and will be a mixture of "boiler only" & "Boilers and Heating System" to differing fuel types. 5/6/21



TSG have been awarded a place on Procurement for Housing's Planned Maintenance and Property Reinvestment Framework. We have secured our place on Lot 4d - Central & Lot 4e - South East & London. The framework covers planned maintenance services over a 4 year period. 1/6/21



TSG have been appointed to A2Dominion Group's new build framework through to April 2025. We have been awarded a place on two regional lots: London and Home Counties and Oxfordshire, Berkshire and Buckinghamshire. Both lots have a project value of up to £10m. 8/6/21



TSG have been appointed a new project with Tower Hamlets Community Housing to Claremont Court in Bethnal Green. Works to be delivered during this contract include: remedial works to the heating pipework and electrical services; re-insulating the heating main; removal of redundant services; and supply and fit new heat meters to the 6th floor pipework located within the 5th floor riser. 10/6/21



TSG are delighted to announce the award of a Design and Construction contract with Hertsmere Borough Council. The works comprises the development of 6 new build dwellings and a church building at St John's Church in Radlett. Works including site preparation, mains drainage and utility installations and upgrading the existing junction with main road. 8/7/21



TSG are delighted to announce that we have been appointed to The Guinness Partnership "Property Contractor Framework" for empty homes works. During the 4 year framework, TSG are eligible to undertake full void works across London and the South of England and East of England. 22/7/21



## Compliments

*"Resident called to express her appreciation and thanks to Thomas Lyons for doing a fantastic job. Resident said Thomas was very professional and has done all the necessary checks and made her feel safe about her heating system. He is a great engineer and would recommend you hold on to him". She has advised to pass it on to his managers".*



*"Good Afternoon All, I received a call this afternoon from a tenant, regarding his appreciation of the quick response to his Emergency call out.*

*He is a terminally ill gentleman and is quite unwell however he felt extremely comforted and confident in Paul's professionalism and knowledge to rectify the problem.*

*Having worked in the field of Gas Safe Management he was highly impressed by Paul and has requested he come back to fit the part needed. Mr M. wanted me to pass on his appreciation to the MD".*

*"Good afternoon I just wanted to let you know I received the following compliment regarding TSG – this resident had a few problems with her heating and boiler. She has confirmed that all is now resolved. I feel I should make aware that TSG are a great advocate for Accent. Their engineers always arrive when they have arranged an appointment and go over and beyond to solve any issues. I have always received a fantastic service from them".*

*"Tenant wanted to say how lovely Shane was, very professional and thorough and generally a really nice guy – she was very happy with his visit".*

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***'We work closely with private homeowners, architects, social housing clients and businesses to ensure projects are delivered on time and budget'.***

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*"If I could rate my service with TSG with more than 5 stars I would. In summary I've had a pretty traumatic week with having my gas pipe cut with a gaping hole by accident by the gardening contractors of the housing group that own the building I live in. How on earth they managed that I don't know! After recovering from being nearly gassed out of it I got onto the Housing Group to sort this mess out. A million and one phone calls and e-mails later I was getting nowhere. But then I was told that TSG would do the job. I contacted TSG directly and what a breath of fresh air that was. The lady on the phone was ever so helpful and was completely understanding and caring of my situation. After another error made my the Housing Group who requested the wrong person to come and fix the job (no fault of this TSG guy) I was back onto the Housing Group again. But then I got the call I was waiting for and from TSG. The guy I spoke to was so nice and he completely understood the situation I was in (Charlie/Charles I think his name was). Such a nice professional person and I suddenly felt confident, yes this will get done. And sure enough a lovely friendly professional gas engineer came today and replaced my gas pipe and I am back up and running again. I am not sure why there are negative reviews on here but I can only assume people only post negative reviews and not the positive. But all I can say is the experience I've had with TSG was just outstanding, brilliant, professional and basically they went above and beyond for me and I thank them so much for this"*



## Kitchens & Bathrooms

The kitchen and bathroom are two rooms where the design and layout need to perfectly combine functionality and aesthetics.

The space needs to be practical to use and easy to keep clean, as well as looking good. Bathrooms and kitchens are often the most used rooms in a house, so a good design is essential for happy home owners or tenants. Over 1000 fitted each and every year

TSG surveys, plans, designs and fits over a thousand kitchens and bathrooms every year. We will bring this experience and knowledge to your bathroom or kitchen project. We aim to minimise the disruption and inconvenience caused. We will complete your kitchen or bathroom installation as efficiently as possible, without compromising on our high standards.

### Sound Advice

With extensive product knowledge, the TSG team can confidently recommend bathroom and kitchen fittings and features that will enable you to achieve your ideal end result. Our advice can be particularly valuable when you need to make the most of a small interior, or you have specific needs, such as accessibility.

## Cambridge Local Apprenticeships

We are delighted to announce the recruitment of two local apprentices to work on our contract with Cambridge City Council. David Wallace lives in Cottenham and is one and a half years into a four year Quantity Surveying degree at Anglia Ruskin in Chelmsford. He has been made redundant by a local Consultancy due to the pandemic so we are delighted that between us we can continue his employment, education and training. Roxanna Helwig lives in Histon and has just completed a degree in Music Business and is unemployed due to the pandemic. However she wanted to pursue a career in Business Administration and has enrolled at Cambridge College and has joined us to learn and train on all aspects of Administration for a large business working for her local community.

**David**



### How do you feel about being given this opportunity after being unemployed due to the pandemic?

*I feel delighted to have secured a degree apprenticeship with a prestigious company like TSG, which has been long established within the industry. The opportunity of being mentored by experienced and well respected colleagues in the industry is fulfilling and has significantly progressed my knowledge and learning. I feel supported and encouraged to develop my training goals and look forward to achieving my degree and qualified QS status.*

### What attracted you to the construction industry?

*Construction offers a varied and exciting career providing opportunities to match my skills with the technical and commercial challenges that might present through the contracts which TSG undertake. The role is a great mix of desk and site based work, presenting an interesting range of tasks – I can be working in high-viz and hard hat on one day, and wearing a suit the next. Knowing the work being carried out contributes to fundamental need for housing which can be life changing for residents. I've witnessed this first hand with the Cambridge contract and working towards the successful transformation of homes in the city. This felt rewarding, knowing that our work helped make somebodies life better through the delivery of quality housing.*

**Roxanna**



### How do you feel about being given this opportunity after being unemployed due to the pandemic?

*I feel very fortunate that I've been given the opportunity to work with TSG and the amazing team in Cambridge. The whole team have been so welcoming and friendly with helping me to settle in and I feel like this is definitely a place where I will want to build a career.*

### What attracted you to the construction industry?

*I honestly never imagined myself working within the construction industry. However only after a few months since starting I've found this job has really surprised me with how much I'm enjoying it. I really love how each day is different and that you can see how the work that is carried out here in Cambridge for the council really benefits people in their homes.*



## Constructionline Gold Accreditation

TSG have been awarded Constructionline Gold accreditation and therefore meeting key industry legislation and enhanced checks to ensure a safe working practice when on site.

Constructionline is a leading UK procurement and supply chain management service, which reviews and accredits company systems and competencies. To achieve Gold membership TSG completed an extended and verified pre-qualification questionnaire that goes beyond PAS91 and our health and safety standards meet the criteria of Constructionline's Safety Schemes in Procurement (SSIP).



In addition, quality management, environmental management, equal opportunities, modern slavery act adherence and corruption policies are assessed.

## *'The Building Services Solution for Social Housing'*

### CHAS Certification

TSG are very pleased to share the news that our ongoing commitment to health and safety has been officially recognised by the re-award of our CHAS accreditation.

The Contractors Health and Safety Assessment Scheme (CHAS) is the authority and trusted advisor on health and safety compliance.

CHAS is awarded to contractors who display their compliance across the different areas of risk management and mitigate risk for our clients.

Being CHAS accredited shows our clients, employees and the general public that we are compliant with the highest standards of health and safety.



## Staying Covid Safe in 2021

TSG can confirm we continue to comply with the governments guidance on managing the risk of Covid 19 by adhering to the following;

- We have carried out a COVID 19 risk assessment and shared the results with the people who work here •
- We have cleaning, handwashing and hygiene procedures in line with the guidance •
- We have taken all reasonable steps to help people work from home •
- We have taken all reason steps to maintain a 2m distance in the workplace •

## Covid 19 & TSG

As restrictions lifted since 19th July 2021, here at TSG we continue to remain very vigilant and know how important it is to not become complacent.

Here at TSG we continue to carry on as normal where possible, so to ensure our clients have a contractor that they can count on, who continue to provide a high level of customer service.

We continue taking steps at our Head Office to ensure it is safe for all employees and continue to communicate with all staff about the measures that must be taken to ensure the spread of covid is minimised.

**FAMILY RUN WITH OVER  
50 YEARS IN THE  
BUILDING INDUSTRY,  
OVER 240 STAFF  
MEMBERS AND A  
TURNOVER OF OVER £42M  
ALWAYS CHOOSE AWARD  
WINNING TSG**

~

Freja Russell - Business  
Development Manager

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