

# GRANTHAM HERE WE COME

## BRANCH No. 8 TO CELEBR8!

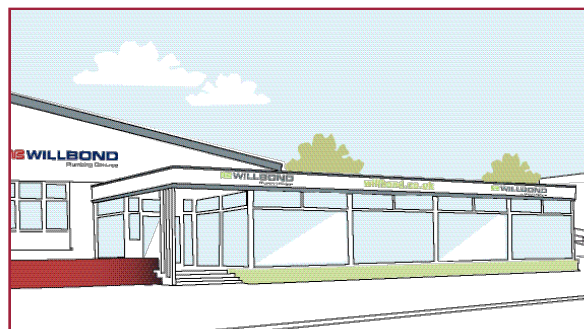
Contracts have now been exchanged for a new Willbond trading centre in Grantham.

The new branch is on the site of a former Peugeot dealership in a prime position on London Road with first class customer access and parking. Work is already underway on a major makeover of the building and surroundings, which will be home to both a Willbond Plumbing Centre and a Willbond Bathroom Centre.

Branch Director, Ray Wheatley enthused, "London Road is a fantastic location in Grantham and we are in the process of creating a wonderful facility for our Trade Customers where it will be incredibly easy for them to do business with us. We shall open for business later in the year and in the meantime we are looking for more quality people to join us and deliver the Willbond experience to customers in Lincolnshire."

Lisa Jepson, Manager of Willbond Bathroom Centres said, "From a showroom perspective you could not be in a higher profile position – we are right amongst the major players in retail such as Sainsbury, B&Q, and Laura Ashley."

The Bathroom Centre will take up the position of the former car showrooms and we are looking forward to creating some stunning window displays to stimulate local consumers."



## Guests pour in to stunning new showroom

Customers and their partners turned out in force for our Preview Nights at Nottingham Bathroom Centre.

Designed to show off the finished results of our £250K makeover to our local trade supporters, the nights were a great success with everyone enjoying the fabulous new displays and facilities over drinks and canapés. Local media were also in attendance to record the event.

Roman from RM Services commented, "Hats off to Willbond! The transformation of the showroom is amazing and it has a wonderful spacious and airy feel to it now. The sales team here are also incredibly friendly and knowledgeable - Plumbers could not recommend a better showroom to their customers."

# Charity Golf Day - Anthony brings home the Bacon

May 22nd saw fabulous weather and golf to match as 65 Customers and Suppliers took part in our Charity Golf Day amidst the splendour of Breadsall Priory.



Anthony Bacon won first prize with a score of 40 points and he received a Golf bag, and a mask and a striped shirt!

Thanks to the generosity of all who took part and some that did not we managed to raise £1,000 to help Chloe Brewster. Chloe is the daughter of our Accounts assistant Zoe and although she is now 2 years old she is severely disabled and unable to sit up, crawl, walk and speak. The money raised will help towards the one-on-one support and specialist equipment that Chloe needs permanently.



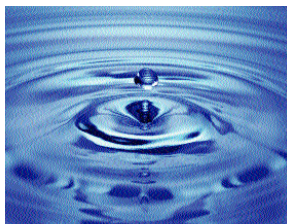
## SERVICE QUICKER THAN FEDERER!

**Concerned that we would shortly have had 8 branches connected to our Head Office computer we took the decision to connect direct to our IT provider who can provide immediate back up in the event of failure.**

The switchover has now taken place and already we have witnessed a rapid increase in system speed which means that we can now serve you even quicker and our staff can do more work in the same time!

To be serious though, the hosted service gives us access to a lot of new software that we shall be adopting in the coming months to give you more added value services and to increase our competitive position.

Watch this space for future announcements.



## H<sub>2</sub>O SAVINGS

For a decade, the Government has been trying to persuade us to reduce water consumption. DEFRA is now in consultation over a Code for Sustainable Homes which includes domestic water usage. The new standard proposes a reduction from the present 160 litres per person per day to between 120 - 135 litres per person per day.

Toilets account for most domestic water and new regulations in recent years have already reduced toilet flushes from 13 litres to 7.5 litres and now to 6 litres. The average household has 5 flushes per day and so, compared to the old 13 litres flush, 35 litres of water per day can be saved if you have a new 6 litres flush or even more if you have a dual flush that only dispenses 2.6 litres on single flush mode. Further savings can be made if you have a delayed flush.

The problem is of course that there are many old cisterns still in use with wasteful flush siphons. These cisterns can be converted to use valves like the Fluidmaster, which eliminates leaks and provides a quieter flush.

Taps also account for 25% of all domestic water usage. Dripping taps can waste up to 90 litres of water each week.

Modern ceramic disc cartridge technology overcomes the dripping tap problem and such taps also create a resistance to the user when the tap flow rate exceeds

50%. Such taps can save up to 5,000 litres of water per year in an average family bathroom.

Low capacity baths and water restrictors in showers have also been developed to save water. A restrictor can reduce a shower to work at only 9 litres per minute – a good saving when there are some showers giving out up to 30 litres per minute.

As you would expect, responsible manufacturers such as Ideal Standard promote water efficient products and are now developing a Labelling Scheme similar to that used on electrical appliances such as fridges and freezers. The scheme is scheduled to commence in June 2007 and the members of the Bathroom Manufacturers Association are promoting it.

Many believe that water meters will eventually be the norm in all dwellings but even so, it makes sense for us to promote water efficiency and to ensure that the products we buy in the future carry appropriate water efficiency labelling.



I think we said in our last TradeLink that we had no new branches planned for this year and that we would consolidate after opening new operations in Ilkeston and Chesterfield just before Christmas 2006.

Our decision to open in Grantham then was certainly opportunistic and very much driven by the quality of the premises that became available to us.

The combined Plumbing Centre and Bathroom Centre is our preferred branch option but finding premises suitable for both operations is so difficult.

We simply could not find them in Chesterfield and had to settle for a Plumbing Centre only branch there and in Derby we had to build our own, which was a very time consuming project.

The Grantham premises were therefore just too good to miss and we are looking forward to turning them in to a 5-star facility. This will be our first depot in Lincolnshire but we already have good customer support over there and we are delighted to be able to now give them the added convenience of their own branch.

If you operate in Nottingham and you missed our Trade Preview evenings at Nottingham Bathroom Centre then please try and find time to pop in and see the results of our refurbishment.

We are all incredibly proud of the new Showrooms, which have been so well received by both our customers and suppliers.

Our staff there really love their new working environment too and repeated feedback tells us that they are doing a great job looking after clients recommended by Trade customers.

You know how it goes in Bathrooms – Willbond – Where Else!

Having completed our Showroom refurbishment we are now working with Maber Architects on the re-design of our Head Office in Radford.

Politically, Head Office had to wait until last for renovation but we certainly cannot wait to get some climate control into the offices, which are like a greenhouse in summer and a barn in winter!

A key addition to the facilities will be a modern Training and Presentation Centre, which we hope, will be of benefit to both staff and customers in the future.

So, as ever, plenty going off here but it is all positive and (most of the time) good fun too. The benefits of our continued expansion is the ongoing improvement in our competitive situation and we realise that for you our customers that is what counts most.