



CHESTERFIELD
BOROUGH COUNCIL

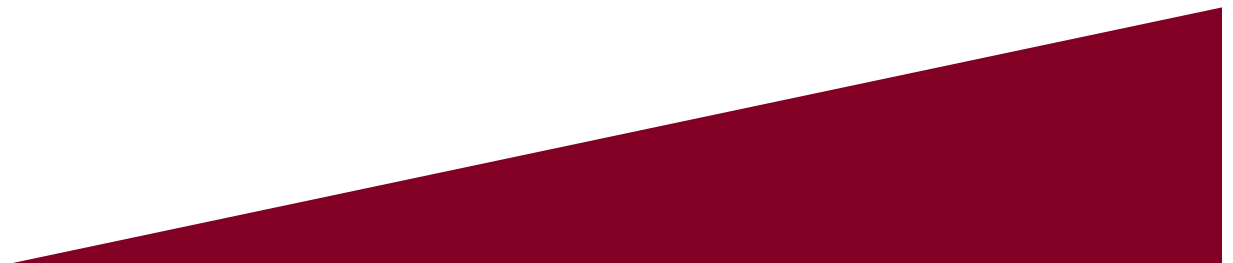
**Mike Brymer Assistant Director
Chesterfield Borough Council**

**Commercial Building Services
For Home Owners**

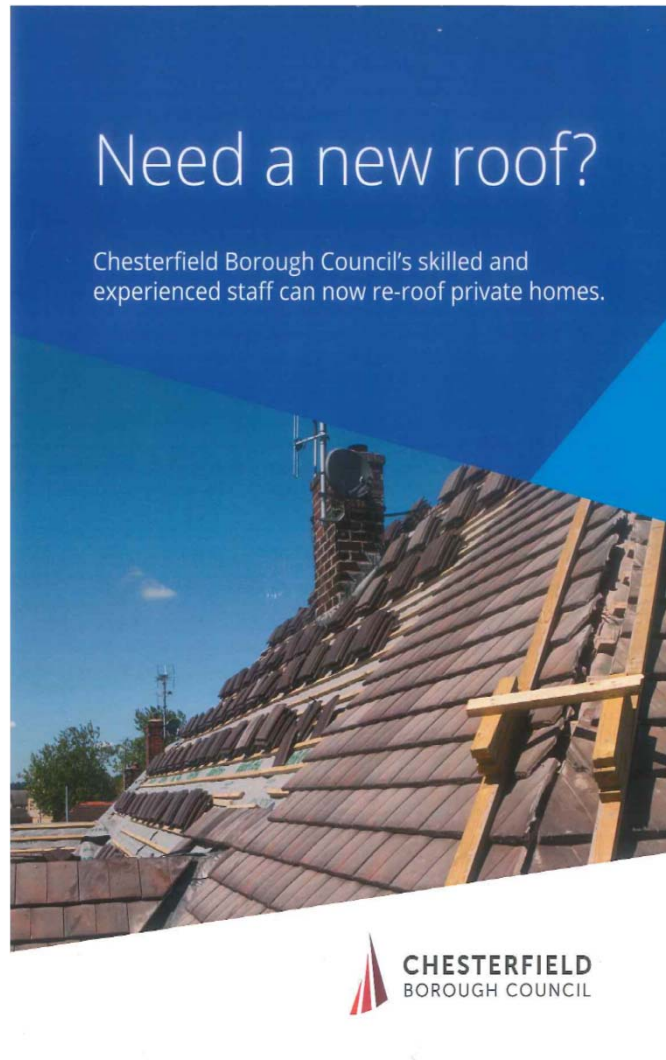
Thursday 9th May 2019

How did it begin?

- **Started April 2016** – Just as an idea
- Limited services offered
- No dedicated team or resource
- Flyer located at a number of CBC locations
- Advertised on CBC Website
- Very few enquiries





1st Flyer 2016



Need a new roof?

Chesterfield Borough Council's skilled and experienced staff can now re-roof private homes.



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Curbar – Re-Roof

Before:



Curbar Re-roof

After:



Curbar Re-roof

After: (dry Ridge system)



Council Tax Flyer March 2017



You can't put a price on peace of mind

As Chesterfield's biggest housing landlord, with over 40 years experience, we can offer you a wide range of professional building and home improvement services.

For a full list of our services visit:
www.chesterfield.gov.uk/yourhome

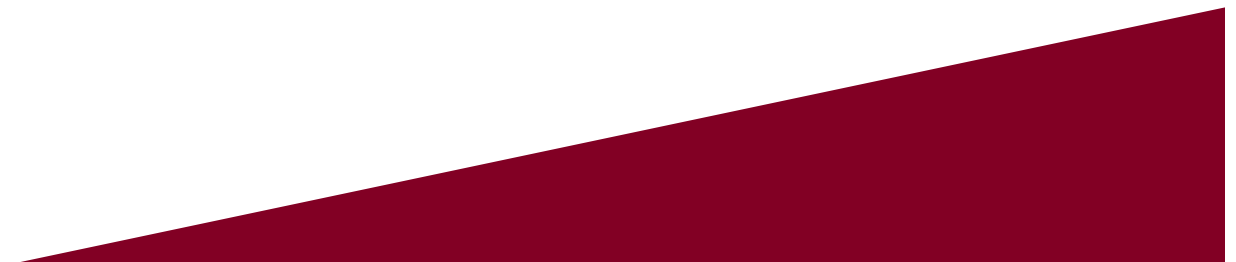
Call us today for a free, no obligation quote.
0800 587 5659



Services Expanded – April 17

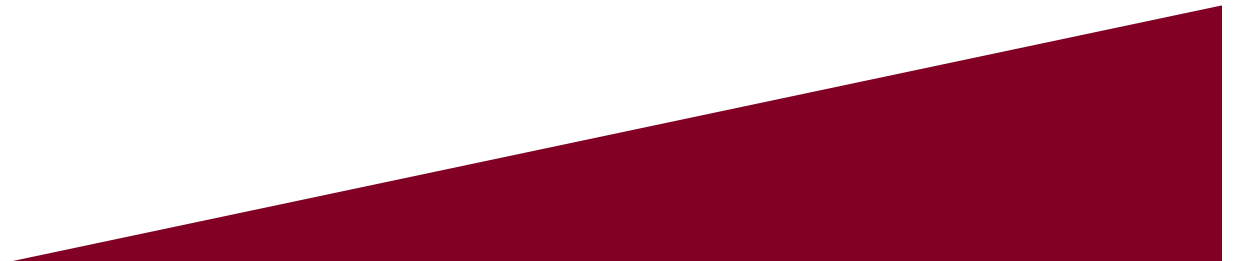


- Roofing
- Windows
- Doors
- Bathrooms
- Kitchens
- Plumbing
- Joinery
- Bricklaying
- Plastering
- Gas Engineering
- Electrical
- Decorating
- Gardening
- Tiling
- Glazing



Progression

- Unsuccessful recruitment - secondment
- March 2017 a flyer was incorporated with the Council Tax
- Too many enquires
- Customers chasing progress of quotes



Market Hall – Town Centre Cafe Befo



Market Hall – Town Centre Cafe

After:



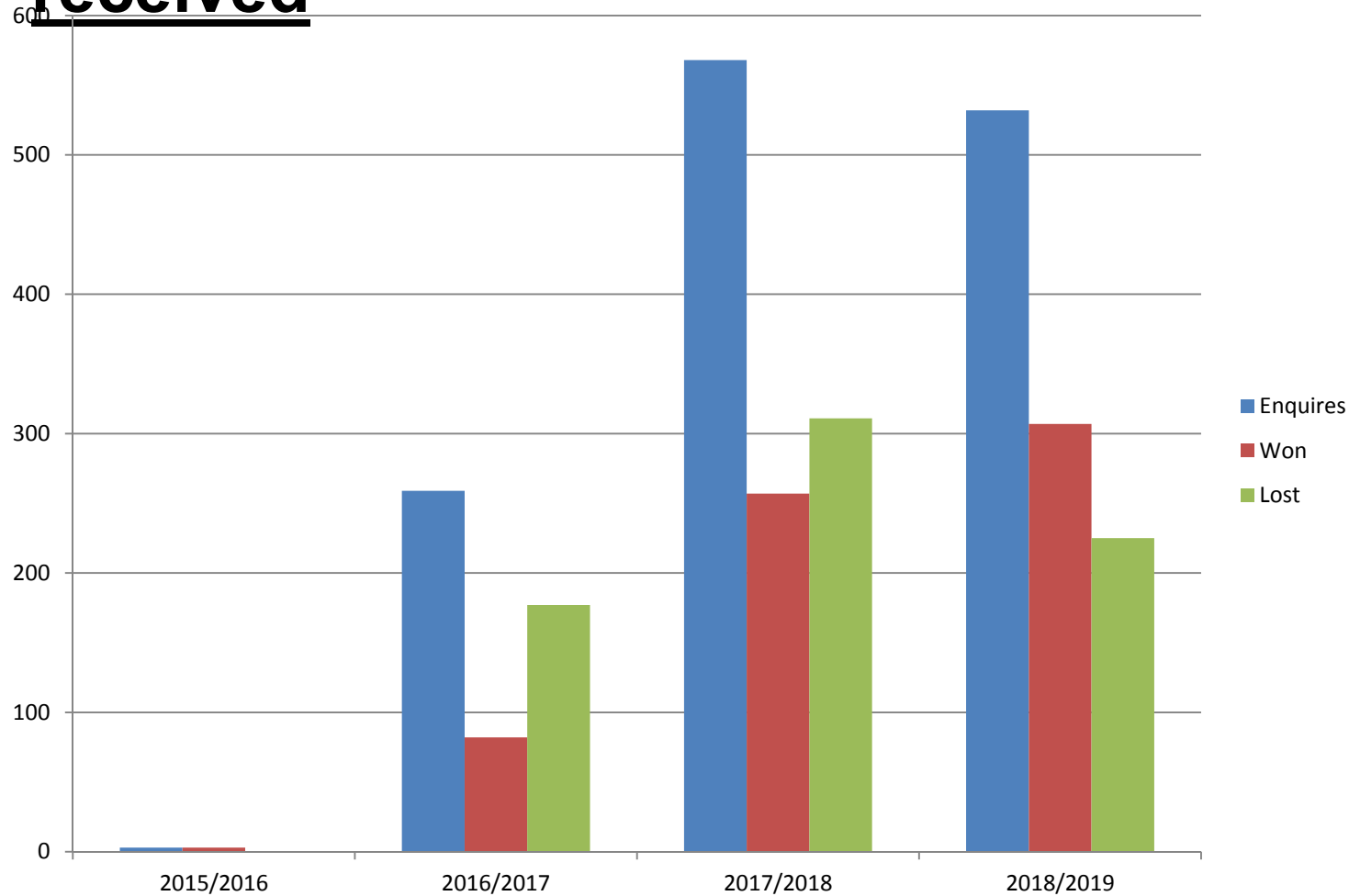
Market Hall – Town Centre Cafe

After:



Number of enquiries

received

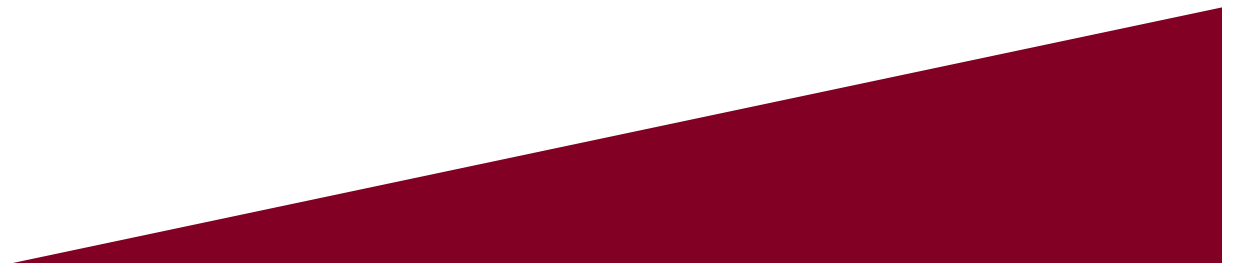


Data up to April 2019

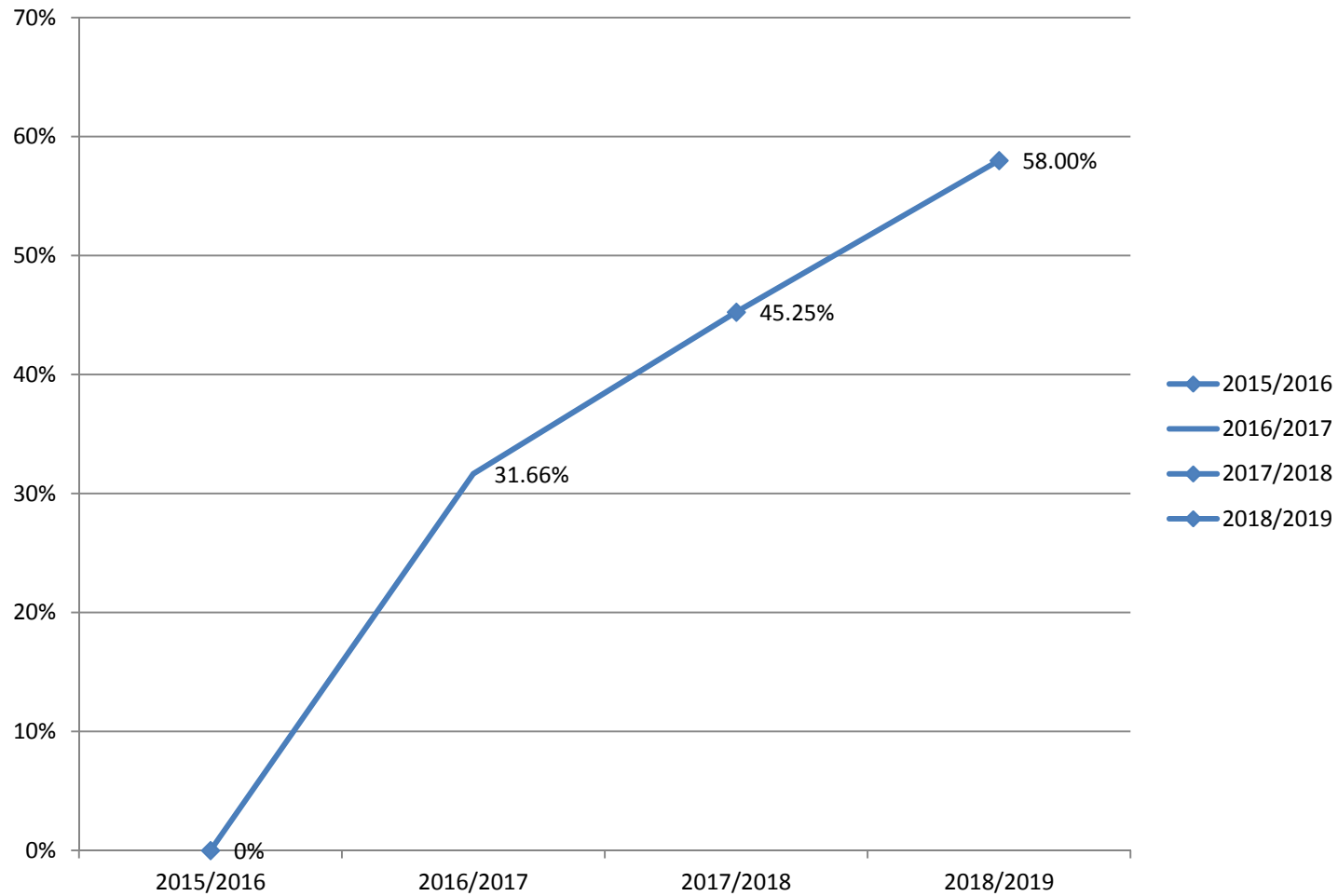


Work tendered for April 2018 to April 2019

- Income target for 2018-2019 £180,000
- Amount of quotations carried out 520
- Amount of quotations won 317
- Percentage won 58%
- Amount of income realised £141,500



Percentage of Enquiries Won



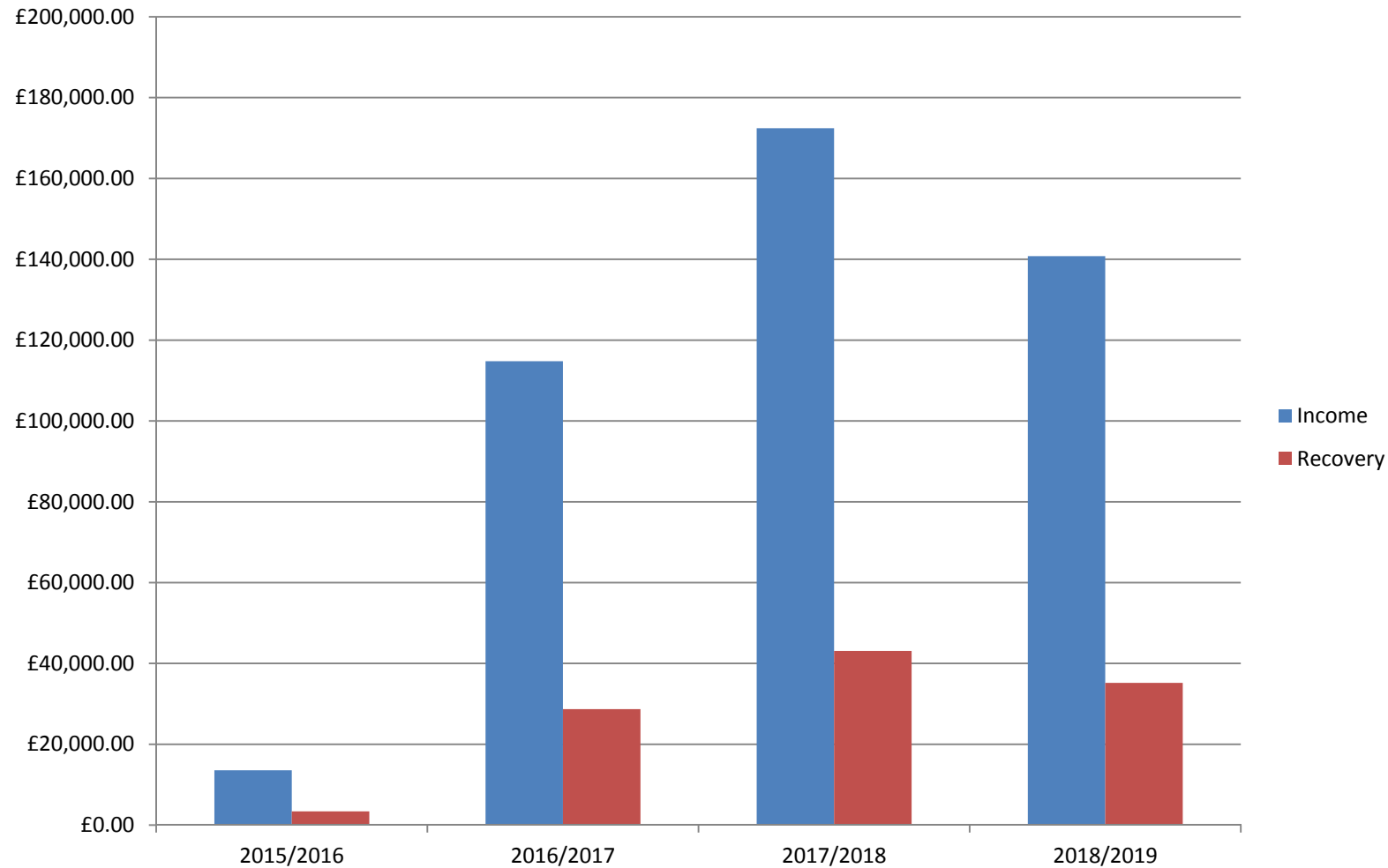
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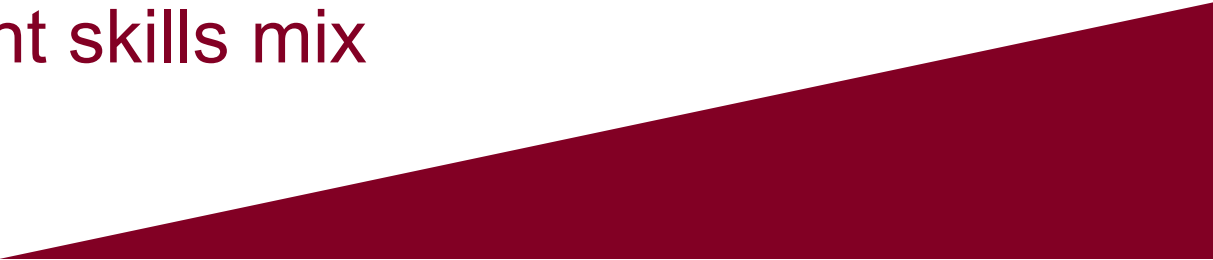
Value of works won

2018/19	Enquiries		Won			
	No.	Value	No.	%age	Value	%age
> 10,000	3	32,000	0	0%	-	0%
£5K to £10K	31	196,000	5	16%	26,000	13%
£2.5k to £5K	30	94,000	16	53%	49,000	52%
£1k to £2.5K	49	76,500	15	31%	24,500	32%
£500 to £1K	54	38,800	23	43%	16,000	41%
to £500	338	45,400	248	73%	26,000	57%
	532	482,700	307		141,500	

Financial Income Summary

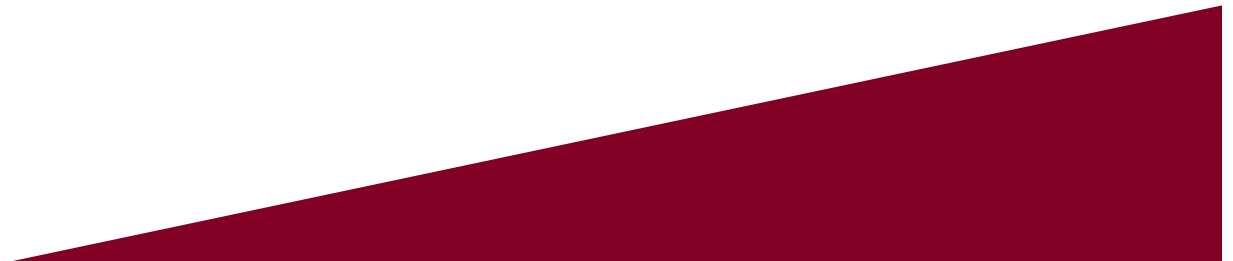


Recovery

- Material mark-up, management overhead, contingency and profit
 - Use of Existing Resources – Labour & Technical
 - No new overheads
 - Encourage the ‘One more job’ mentality in the workforce
 - **Consequences** – Loss of capacity elsewhere in the service
 - Getting the right skills mix
- 

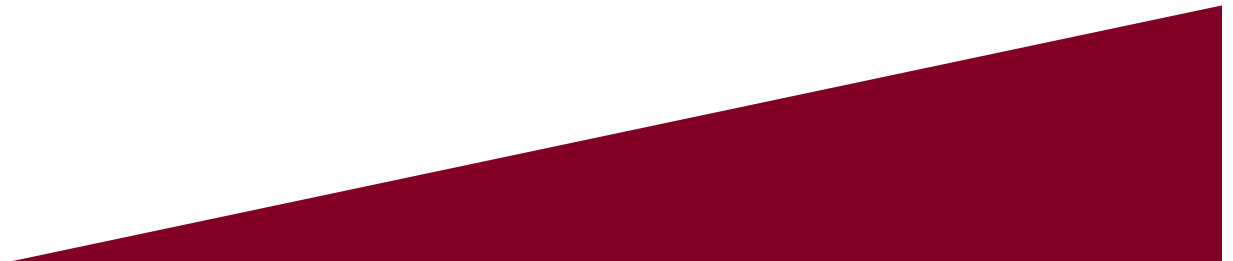
Future Strategy

- Raise awareness of the service we provide for 2019/20
- Target £500K of sales (@£100K profit) by 2021/2022
- Dedicated team of 4 multi-trade staff
- Reconfigure sales / admin support
- Target larger works



Future Strategy

- Be Competitive
- Encourage repeat business
- Target areas for business
- Increase turn around time for quotations



- Thank you for listening
- Any Questions?

