



**December 2018**

## ***Peace of mind for Ringley as we move into Winter 2018-2019***

### ***About The Ringley Group***

Founded 21\_years ago by Mary-Anne Bowring, Ringley started as a lettings office in London. It has since grown covering a national footprint, and offering an entire service of property management including conveyancing, legal services, chartered surveying and even an engineering department.

Managing just over 300 residential and commercial sites, with more than 65,000 residents means endless calls for the company. Its facilities managers deal effectively with a plethora of issues from on-site security to health and safety - sewage.

### ***Winter gritting - working with De-Ice***

In preparation for the 2018 winter season, the FM team at Ringley decided that the time had come to outsource gritting and risk management services across some of the company's key sites - specifically those with car parks and site entrances/exits - being accessed via private roads.

Previously winter gritting was managed through individual property managers on each site, local cleaning companies or the site director - who would be responsible for shovelling salt from grit bins.

Neil Tilley, facilities manager at Ringley, said: "Relying on people who may not have the understanding of when, how and where to use salt is clearly not as effective as using an outsourced gritting provider. Given our portfolio has grown significantly in recent years, we felt the time had come to improve and invest in our winter maintenance service."

After researching various possibilities, the team at Ringley realised that the best option was to hire a well-experienced company to take on the responsibility. This would help to ensure sites remained safe and accessible at all times.

Following a full tender process, the FM team selected De-ice, due to the difference in the quality of service, as well as the company's comprehensive response and reporting.

Neil, added: "You just could not compare De-ice with the other providers we met with. They stood out head and shoulders when it came to the overall quality, indicating that they would be truly willing to go that extra mile when needed."

"Already we have seen some cold weather to start the winter season, and a number of sites in the Ringley portfolio have been serviced. And we have been impressed by the level of work so far."

### ***Drayton Garden Village site***

One key site for Ringley is Drayton Garden Village in Uxbridge, covering an area of just under 98,000m<sup>2</sup> - with more than 800 properties.

Neil Tilley: "Previously it would take one man all day to grit Drayton Park, making sure all exits, entrances and car parks remained clear. Now that De-Ice has taken this on, the site is covered quickly and seamlessly, and we feel confident that this site will receive the best possible service for the season ahead."

### ***Confidence in the service***

Ringley recently had feedback from the AGM at Drayton Park with one residents stating that: "The new gritting service means that they now feel far safer driving on the roads into the park, especially with children in the car."

Neil: "At the end of the day, our job is making sure that the people coming on and off our sites, whether residential or commercial feel safe and properly looked after.

"De-Ice has been consistently open and professional. Their mapping of the sites was excellent and the system is well communicated and easy to understand. And, we are provided with notifications of weather alerts. Knowing De-ice's parameters of service also gives me peace of mind that I know when they will be out on the various sites.

"I feel confident that De-ice will deliver every time, particularly going into this winter, which could very well be another harsh one. Their customer care has been brilliant from enquiry right through to servicing. And for the quality and consistency we have experienced it is definitely the best value for money."

Vicky Lopez, director at De-ice, added: "After the experiences of last winter, people are naturally very concerned when it comes to ensuring the safety of their sites. Ringley is an example of one company taking a proactive approach and we will do all we can to maintain the high levels of service expected of us as we move into Winter 2018-19."

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