

New Year resolutions

Happy New Year to you all. Here at the MA Group we have set our new year's resolutions for 2017 which will help us to grow and become the number one choice for Property Services: We will continue to invest in new businesses and technology, staff and training, and will be developing new products and services as well. So watch this space!

We are also keen to recognise our best performing suppliers and staff through awards and recognition schemes, starting with Supplier of the Year awards for 2016.

Supplier of the Year 2016



We are delighted to announce that the **Supplier of the Year 2016 is KNK Building Services Ltd**. KNK have been on the Network for 7.5 years and have always been a consistent performer. However, during 2016 KNK significantly increased the number of claims they were taking from us and consistently outperformed the rest of the network in terms of durations and costs - all this in a notoriously difficult area to service, South and South of London.

Last year we had a very close result for Supplier of the Year which resulted in awards down to 5th place. This year the result was virtually unanimous, so we only have 1st place this year. Well done Steve Wall and your team.

And this year we have awarded **Newcomer of the Year 2016** to two suppliers - **Willis Construction** and **Frank Rogers**. Willis joined the network in September 2015, so hadn't been with us long enough to win Newcomer of the Year last year. Everyone at MA Assist has been impressed by the way they have got up to speed with Pulse, which is important from an operational point of view, but more importantly they have a lot of very satisfied customers. Well done Peter, Craig and the team

Frank Rogers of Liverpool are fairly new to insurance work so they recruited two people, Mark Wink and Joe Flannigan, who have extensive insurance experience. This came to the fore when they dealt with numerous flood claims for us in Cumbria at the beginning of the year, including one particularly high profile job for one of our clients. Congratulations to Mark and Joe.

Normally we don't award a **Specialist Supplier of the Year** award as primarily we have a network of builders. But this year we have increasingly been utilising the services of **SOS Leak Detection**. Leak detection with associated drying by SOS has enabled us to reduce lifecycles of these claims and we have had excellent feedback from customers and clients. Brad, Nik and team run a tight ship, well done to them.

Finally, we thought it was time to recognise the supplier who has been on the network the longest. **Brian Hannington** has been on the network for over 17 years. Brian doesn't get large numbers of claims from us but we always know when he gets one things will run smoothly. Having been through the records we still retain we have been unable to find any justified complaints against any of his work. We are therefore awarding Brian a **Long Service Award** to show our appreciation for the longest, and one of the most consistent performers, on the network. Thanks Brian.



Virtus is up and running and has its first external client. Dan Ashton and Andy Dakin have done a great job in getting systems in place and tested, a network of surveyors recruited and their first business through the door. Virtus is doing surveys for MA Assist and a large loan guarantee company.

Using our own bespoke software, **Reflex 360** and **Scoper**, Virtus is able to deliver a bespoke service that puts the customer first. Scoper is proving popular amongst the surveyors as a comprehensive and time saving tool for surveying. This mobile surveying app captures information, measurements, photos, voice recordings and videos on site, ensuring that all relevant information is captured and that the customer is fully informed about the process and their options. The information automatically syncs into our operating system, Reflex 360, and produces a comprehensive report for the client.

If you would like to know more about the Virtus service please contact [Dan Ashton](#) or [Andy Dakin](#).

Harry the House



Harry the House has made a new year's resolution as well – to get out and about with clients, suppliers staff and partners to see what everyone is up to. We will be showcasing the best photos on our Harry the House wall here in the office as well as on [Pinterest](#), [Facebook](#) and [Twitter](#). If you see Harry anywhere please take a quick photograph and send it through to us at harry@maassist.com. And if you would like your own Harry the House to keep you company please email us at the same email address and we will be happy to send one out to you.

MA Dry training

The next MA Dry training course takes place on 31st January to 2nd February at Edge Equipment Hire's training centre in Redditch. The course is a theoretical and practical course open to all suppliers, clients and staff who would like to understand the property drying process and the most effective methods for drying properties quickly. If you would like to attend the course please get in touch with [Stephen Pomfret](#), Head of Supply Chain. The cost for the three day course is £380 plus VAT.

Staff news

We have a few new members of staff in the group. **Cipher UK** have a new Project Co-ordinator, Samantha Miles. She has years of experience working for loss adjusters and project managers in the construction industry. She will be helping us build on Cipher UK's new systems and processes to ensure that customer service and job management is second to none. Wayne Wise has also joined Cipher UK as Assistant Contracts Manager and Graham Eaton is Cipher UK's new surveyor.

MA Group has recruited a new finance assistant, Mandie Treadwell who will be working alongside Heather Rix and Louise-Marie Squires on the sales side of finance.

In **MA Assist** we have a couple of new members of staff in the Control Centre - Daniel Maskell and Augusta Overton joined us this month. And congratulations to our Alex Black who had a baby boy called Alfie just after Christmas.

2017 Charity



As in previous years we will be supporting a worthwhile charity, this year one which resonates much closer to home. In December 2016, my daughter Laura was diagnosed with acute kidney failure. She now undergoes regular dialysis and is on the transplant register. As you can imagine this has been a huge adjustment for both Laura and our immediate family, although she has handled it with the usual Hayman resolve. We could not have got through the past few weeks without the support of the whole care team at The Churchill Hospital in Oxford and for that reason, this year our chosen charity is the Oxford Transplant Foundation. <http://www.oxfordtransplant.org.uk>

Monthly updates

Every month I send out these updates to clients, suppliers and staff, so I hope you have found this interesting and informative. If you have any suggestions for news and/or information that you would like me to include in this regular update, please let me know.

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